Participant Instructions for the
Goldsmith Global Online Tape Group
As of February 2015

Please note that these illustrations are based on using Internet Explorer on a Windows computer. If you are using a different browser (Firefox or Chrome) or Safari an Apple computer, there may be slight variations from these illustrations, but the flow will be the same.

How to Join the Meeting

- Go to www.goldsmithglobal.org.

- Select "Join the Meeting" from the navigation bar at the top of the Home page.

- If you have not already done so, read the Terms of Use. If you agree, click the green-shaded bar that says, "Click here to accept the terms of use and join the meeting."

> Click here to accept the terms of use and join the meeting.

    You will be connected to the meeting through the global WebEx service.

- The **first time** you join a meeting on WebEx, WebEx will automatically download the Event Center software that enables you to participate in the meeting. If you have a broadband Internet connection, the download will take approximately 2 minutes or less. If you are using a dial-up modem, the download can take up to one hour.

    However, if you are using a dial-up modem, or have a very slow Internet connection, you can download the Event Center software in advance of the meeting. Then when you join the meeting at the appropriate time, you will not have to wait for the download. To download the software **in advance**, go to this Internet address:

    https://parkerbiz-events.webex.com/mw0401lsp12/mywebex/default.do?siteurl=parkerbiz-events

    Then:
    1. Click on "Support" in the left navigation bar.
    2. Click on "Downloads."
    3. In the box next to "WebEx Event Manager," click on the link for the version which matches your browser or operating system and follow the instructions.

    Follow the instructions associated with the Event Manager download (such as clicking "Run" or "Accept" or "Yes" or clicking the button to accept the license terms) in order to complete the installation.

> *Remember that once you have participated in an online tape group session, the Event Center software has been installed on your computer. You **do not** have to install it every time you join a meeting. However, like all software vendors, from time to time WebEx may download updates to the WebEx software. Depending on the speed of your Internet connection, updates typically take from a few seconds to just a minute or two to download and install.*

- If you are a first-time participant and have just downloaded the Event Center software, the next page you will see is the log-in page. **If you are a return participant, this is the first page you will see when you join the meeting.**
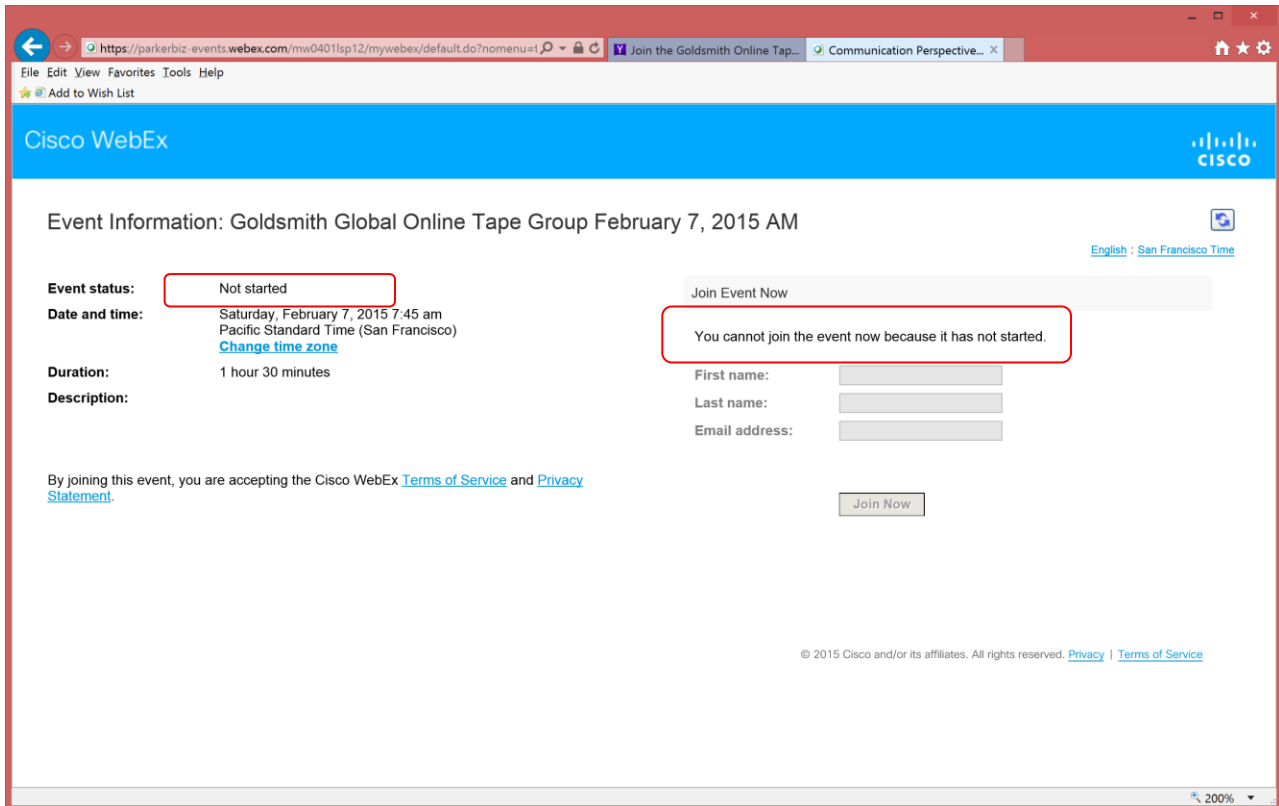
This page asks you to enter your name and email address. If you do not wish to enter your name, just type "guest" or "student" as a name. The WebEx Event Center requires that you enter an e-mail address, but if you do not wish to enter your own e-mail address, you can just put in "guest@goldsmithglobal.org". WebEx does not validate the email address and does not use or save it. We do not keep any information you enter, and it is not displayed to any of the other participants.

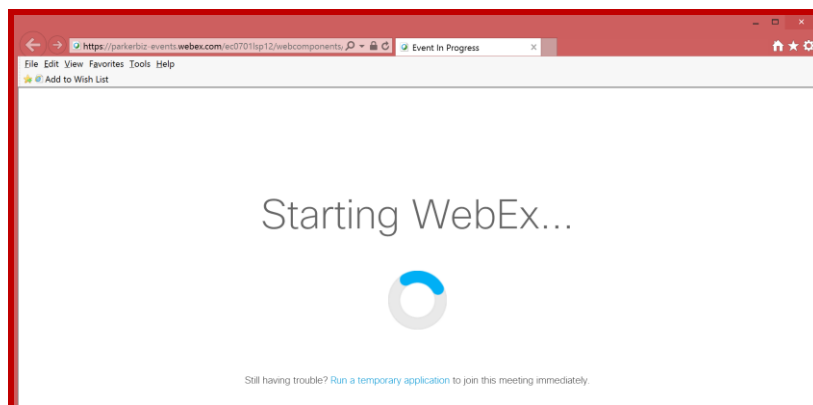After entering a name and e-mail address, click the blue "Join Now" button.

- You can join the meeting up to 15 minutes before the start time of the meeting. The start time for the meeting is the time given on the Schedule page of the website. Participants who join the meeting before the start time are in silent meditation.

  If you log in **more than 15 minutes** before the start time for the meeting and the host has not opened the meeting, you will see the message shown in the picture below. It says: "Event status: Not started". A message above the log-in area will say, "You cannot join the event now because it has not started."
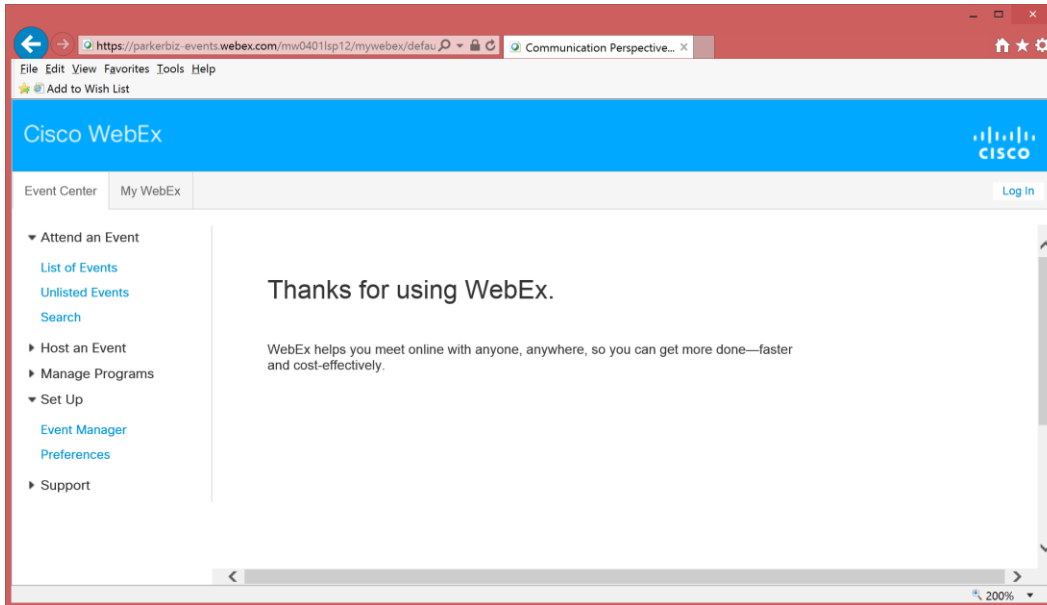
If you see this message, check to be sure that you have the correct meeting time for your time zone. See the "Schedule" page of the web site for a time zone conversion chart. If you are just a little early for the meeting and the host has not yet opened the meeting, simply close your browser page and join the meeting again at the scheduled time. This page will not automatically change when the host opens the meeting, so be sure to close the page and join the meeting again, rather than just keep this page open.
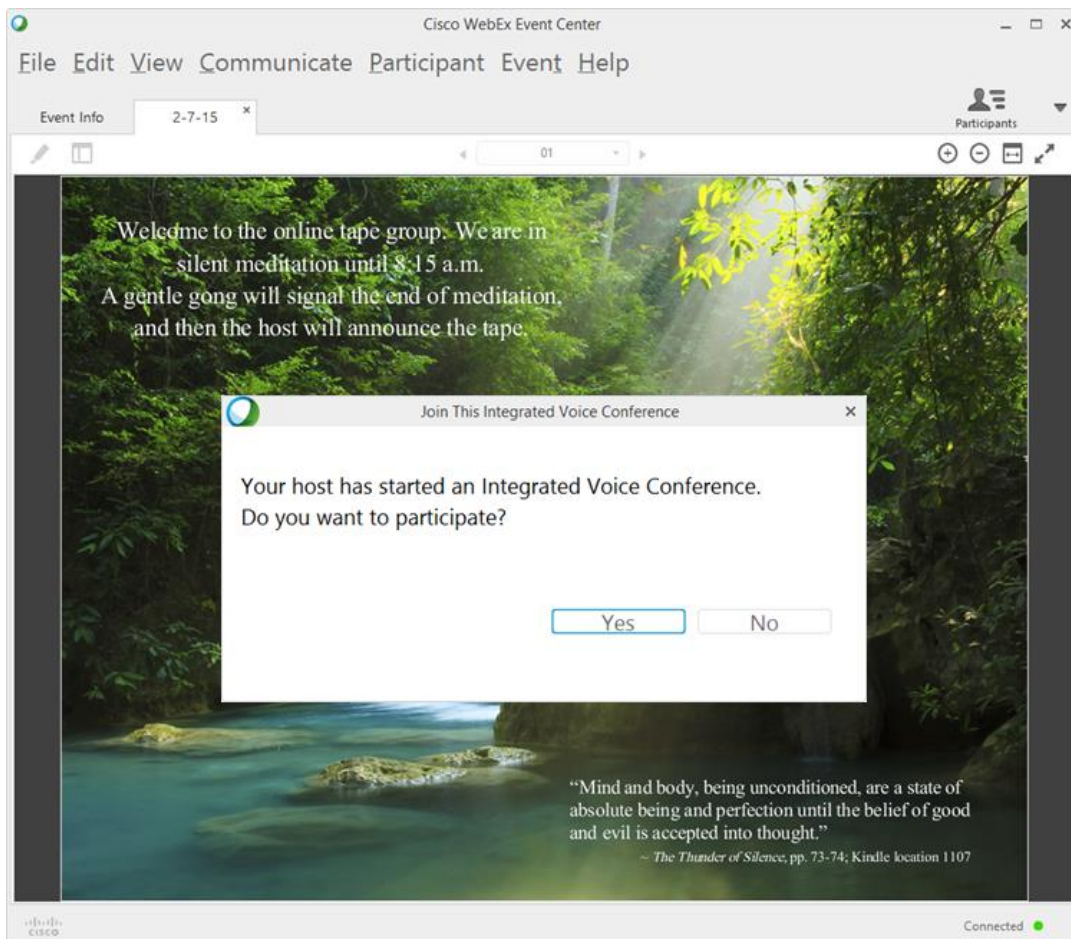
- Next, you will see the page shown below. **No action is required on this page**. Just wait for the next page to appear. You should see a notice that says "Preparing your meeting, together with a percentage indicator that increases quickly from 0% to 100%.

- The next page you will see is shown below. Again, **no action is required on this page**. Just wait for the next page to appear, which might take several seconds.
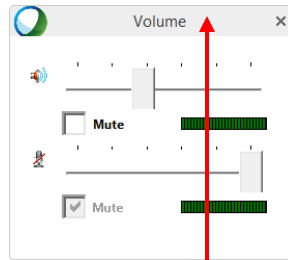

- You are 'in the online tape group' when you see a page with a background picture that says "Welcome to the Online Tape Group…" The page will look similar to this one:

- Notice the "pop up" box superimposed on the background. This is where you join the audio portion of the meeting. **It is VERY important to click the "Yes" button.**

  An "Integrated Voice Conference" is just the technical term for the software that sends sound to your computer over the Internet. **If you click "no" or close the message, you will not hear any sound during the meeting.** If you accidentally click the "no" button, simply close any open browser windows, return to www.goldsmithglobal.org, and join the meeting again, then click "Yes" when asked.

  After you click "Yes," a volume control box will open up.

  You can move the volume control box to a different location on the page by positioning your cursor/pointer anywhere in the gray-shaded area at the top of the volume control box (next to the word "Volume.") Then click the left mouse button and hold it down while you drag the box to your preferred location on your screen.

Getting the Best Audio Quality

- We have found that you will have the best listening experience by using a headset or amplified speakers. Often the speakers that come with a laptop computer are not sufficient to provide the volume you need. Desktop computers typically have better speakers, but unless they are amplified using external power (i.e., they are connected to an electrical outlet or use batteries), you may not experience the best audio quality. Amplified speakers are available at an economical price from places like Amazon.com, Radio Shack, Wal-Mart and other retailers that sell electronic components.

- Basic headsets or earbuds, such as those which come with an iPod, a tablet, or most smartphones such as an iPhone, will do a fine job when they are plugged into the headset jack on your computer. If you are listening to the tape with other people, amplified speakers are still the best option.

- Audio quality will also depend on your connection to the Internet. Most high speed or broadband connections will provide satisfactory, consistent audio quality. Wireless (Wi-Fi) connections may provide variable audio quality, depending on the signal strength of your wireless connection during the online tape group session. Those who use cell phones are very familiar with the variable nature of a wireless telephone connection, and those same variations can occur with a wireless Internet connection.

- The Internet is a very busy information highway. During the tape group session, if any of the Internet links between your computer and your Internet provider's host computer are extremely busy, the transmission of Joel's voice may be slowed down, and you might hear

some "clipped" words. Or, some of Joel's words might have a tonal quality like a harmonica. These minor sound distortions should stop as the network traffic gets back to normal range.

- If your computer is using a wireless connection, you can get the strongest signal by being close to the wireless antenna. Most computer systems have an indicator like the one shown below that indicates the strength of your wireless signal. A weak signal will register with just one or two bars shown in color or shaded. A strong signal will show four or five colored or shaded bars.   If your signal strength is only one or two bars, you may hear a clipping or a harmonica-like effect more frequently.
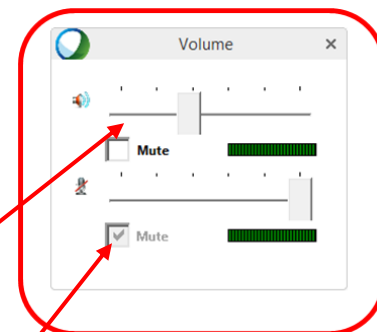

- The audio quality on dial-up connections may or may not be satisfactory. The WebEx service requires 56Kbps (56,000 bits per second), which is the maximum provided by high-speed dial-up modems. If you have a dial-up modem, you can join a meeting and see if your audio quality is acceptable. If it is not and you do not have a broadband service, consider using your telephone to call in and listen to the tape group session. (See "Can I join the meeting by telephone?" on the Instructions page of www.GoldsmithGlobal.org.)

- At the end of each tape group session, we offer a short survey about the audio quality you experienced. Your feedback is extremely helpful, and will assist us in assuring the best possible sound quality.

How to Adjust Your Volume

- You can adjust the volume using both the controls on your computer and the control provided in the WebEx meeting as shown below. **IMPORTANT: Be sure the audio control on your computer is not muted and the volume on your computer is set to your preferred level.**

- This audio volume control box, shown in the picture at the right, initially appears in the upper left of your screen. You may have moved it to a different location on the page.
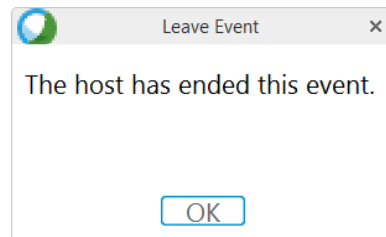
- When the tape starts, you can use the top slider bar next to the speaker icon to adjust the audio volume up or down. You can also use the audio controls on your computer or the controls on your attached speakers to adjust the volume.

- If you have a microphone on your computer, it will automatically be muted during the session, as shown by the light gray check mark in the "Mute" box. This protects your privacy and preserves the silence for the group.

Participant List

- To protect the privacy of those participating in the tape group meeting, the names of attendees are not displayed. When you are connected to the meeting, if you click on the "Participants" tab, you will see the name of the host and the name you used when you signed in. The list appears in this way because we do not display the names of participants. It does not mean that you are the only participant.

How to Conclude the Meeting

- Shortly after the concluding meditation and any announcements by the host, the WebEx session will end. You will see this message:

- Click OK. Next you will see the short audio quality survey. After completing the survey or clicking "Cancel," you will be reconnected to the Goldsmith Global web site.

How to Get Help

When the Tape Group Is In Session

We trust that everything will go smoothly for you.   If you have technical difficulty during the meeting, we will not be able to assist you because we will be in meditation or listening to the tape with the group.

However, you can get help from WebEx at any time:

1. Go to http://parkerbiz-events.webex.com/
2. On the left navigation bar, click "Support"
3. Click "Contact Us."
4. Call the toll-free Technical Support number shown on the WebEx site. If you are not in North America, click the link for international toll free numbers.
5. If the WebEx technical representative asks which meeting or event you are in, tell them you do not know the event number, but that it is an event at 'parkerbiz-events.webex.com.'

When the Tape Group Is Not In Session

When the tape group is not in session, you are welcome to send an email to the tape group host with any technical questions. Simply go to www.goldsmithglobal.org and click on "Contact Us" in the navigation bar. You can also call Marty Parker at 408-420-5539. We are more than happy to assist you in resolving any technical problems, and if we cannot resolve them, we will conference in a WebEx technician. We have had excellent success with helping participants resolve audio or connection issues that were troublesome.

Feedback and Suggestions

We would appreciate any feedback or suggestions you have about these instructions or about any other aspect of the Online Tape Group. To send us a message, please go to www.goldsmithglobal.org and click the "Contact Us" button on the navigation bar.