

Viadesk Webconference: Meet online



Meeting is no longer location bound - meet online with Viadesk Webconferencing. Allowing you to easily and quickly organise presentations and courses, or simultaneously work with others in a document. Save travel time and expenses directly from your own PC.

Easy to use

Webconferencing with Viadesk is easy to use.

- **Meet in one click:** Start your Viadesk online session in a few seconds, without any complicated software installation.
- **Simple functions:** Share your entire screen, a presentation or a document. You can even let someone else make changes in your document.
- **Integrated telephony:** Teleconference together by phone, or use a headset to participate with VoIP.



Simple and safe

A broadband Internet connection, a browser, and a Viadesk account are all you need - no prior software installation required. As well as its simplicity and ease-of-use, Viadesk Webconference is safe and reliable, with only the invited participants able to see and hear you.

Questions and answers on Viadesk Webconference

What is Viadesk Webconference?

Viadesk Webconference is an online service with which you can work together, meet and share documents or applications in a easy, safe and inexpensive way. The price for this service is fixed, you always know in advance what your costs are. Getting things done is much easier with Viadesk Webconference, saving (travel) time and expenses together. This service is offered in cooperation with GoToMeeting from Citrix Online, a worldwide leader in save and reliable online meetings.

What can I use Viadesk Webconference for?

With Viadesk Webconference you can organise presentations and courses, working in realtime together on documents, and meet safely at any time from any place. Your meetings could be one-to-one or with more people (25 maximum) on the same time.

Who can organise and host meetings?

You determine who in your organisation has Webconference organising rights.

When can I use Viadesk Webconference?

Viadesk Webconference offers an important supplement because it facilitates meeting in realtime. For example you can use Viadesk to store all your product documentation and keep track of your project status, while with Viadesk Webconference you can plan impromptu project meetings.



What can I do with Viadesk Webconference?

With Viadesk Webconference you can:

- Share your screen with participants as if they are looking over your shoulder.
- Highlight areas for discussion.
- Give participants control over your mouse and keyboard and let them edit your document.
- Transfer the role of presenter to another participant, and in turn, he can then share his screen and let others control his computer.

Who can participate in a Viadesk Webconference?

It's easy to invite people who are members in Viadesk. You can also invite people who are not Viadesk members. This makes it possible to meet with anyone, regardless where you are.

How much is Viadesk Webconference?

You can use Viadesk Webconference from € 49 per month per host. With unlimited usage, and up to 25 participants per meeting, you always know in advance what your costs are.

When do I need to buy new licences?

If you need more people to be able to organise Viadesk Webconferences you can buy extra licences for Viadesk Webconference.

What are the system requirements?

To organise or attend a meeting you will need:

For PC users:

- Internet Explorer 6.0 or later, Mozilla Firefox 2.0 or later (JavaScript and Java enabled)
- Windows 2000, XP or Vista
- Minimum Pentium 1GHz CPU with 512 MB RAM (2 GB of RAM for Windows Vista)
- Cable modem, DSL or faster Internet connection

For Mac users:

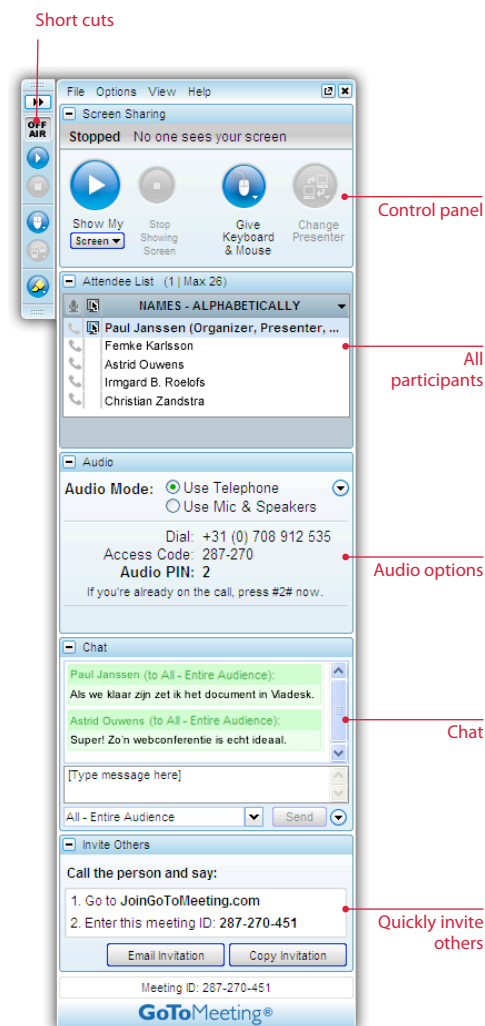
- Safari 3.0 or later
- Mac OS X 10.5 Leopard or later
- PowerPC G4/G5 or Intel processor with 512 MB RAM (more recommended)
- Cable modem, DSL or faster Internet connection

Does Viadesk Webconference also work with audio?

To clarify your presentation or to discuss a document, you can use teleconference using the telephone or VoIP. Both these audio forms can be used in one conference, with the individual participant choosing their own preference. Each participant pays regular telephone costs or nothing when using VoIP.

What is VoIP?

VoIP is short for "Voice over Internet Protocol". It facilitates calling through the Internet instead of using a traditional phone. Cost saving is the biggest advantage of using VoIP - especially calling internationally. VoIP is available by default in Viadesk Webconferences.





What kind of microphone and speaker I need using VoIP?

For the best sound quality you can use a USB headset. Analogue equipment works, but is not ideal. Using built-in microphone and speakers also give good sound quality.

How safe is Viadesk Webconference?

Your Viadesk Webconference session is completely private and secure. Webconference built-in always-on security measures protect user privacy and access to data and computers. It is the only online meeting solution that uses end-to-end 128-bit AES (Advanced Encryption Standard) encryption for all meeting data, which includes screen images, files, keyboard and mouse input and chat text.

How does Viadesk Webconference handle firewalls?

When Viadesk Webconference software is activated on a computer, it initiates one or more outbound SSL-protected TCP connections with the Webconference service, using ports that are already open in most firewalls and proxies (ports 8200, 443. and/or 80). Whichever connection responds first is used, and the others are dropped. It therefore provides a high degree of compatibility with your existing network security.

Is my computer safe from viruses and spyware?

It is not possible to catch or spread a virus or become exposed to spyware when you are using Viadesk Webconference as either a host or attendee. Webconference screen-sharing technology preserves the secure barrier between systems.

Am I protected against invited participants?

In addition to the randomly generated 9-digit meeting ID, meeting organisers can specify and require a password, which is never transmitted to Citrix Online in any form. Since we cannot prevent invited attendees from sharing meeting IDs and passwords with others, we recommend that meeting organisers stress the importance of keeping meeting invitations confidential to their invitees. Finally, meeting organisers can always dismiss an unwanted attendee by clicking the name in the Attendee List and selecting Dismiss from the drop-down menu.

What is GoToMeeting?

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