

# Getting Started

Learn about your webcasting account and features.

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# Welcome to Lumen Managed Webcasting

With Lumen Managed Webcasting, our team of Webcast experts does the heavy lifting for you to ensure a professional event from start to finish. Every event includes a 30-minute pre-conference and 90 minutes of presentation time. Live events are automatically archived and made available for replay for up to a year.

## Get the most out of your event

- Host secure events for up to 500 viewers.
- Broadcast your event live or record the event in advance and broadcast it on-demand or at a scheduled date and time.
- Automatically send viewers registration confirmation, reminder, and follow-up emails.
- Host multiple Live events and replays from a single site.
- Customize your registration page and webcast player to showcase your brand.
- Share slides, headshots (audio events only), your screen, and overlay videos during the event.
- Keep viewers engaged with Q&A, audience chat, surveys with real-time results, exit surveys, and certification exams.
- Allow viewers to receive custom certificates after completing surveys or attending the event.
- Allow viewers to download supplemental files from the event window.
- Add automated captions and a searchable transcript to make your event replay accessible for all viewers.
- Receive MP4 and MP3 event recordings and event transcripts.
- Access post-event reports with detailed event analytics and audience details.

For a full list of webcast features and add-ons, check the [Managed Webcasting Feature Summary](#).

# Add a Lumen operator-assisted audio conference

- Host an audio conference in conjunction with your webcast to allow viewers to listen to the event with their phones.
- Use US & Canada toll and toll-free and international toll-free numbers.
- Have operators greet and screen your viewers or have them dial in and enter a passcode.
- Have your viewers participate in live audio Q&A.
- Record your conference and download it as a WAV file, dial in to listen to a replay, or receive it as a CD.

## Get started

Here are some resources to help you get ready:

- [Book a managed webcast](#)
- [Book a managed webcast with operator-assisted audio](#)
- [Check your system](#) before you run an event
- Watch our [Guest Admin Training video](#)
- Review our [Presenter Best Practices](#)

# Managed Webcasting Feature Summary

When booking a managed event, you can choose from a variety of services and features. The following table describes all available features and how they are billed.

Feature	Description	Billing
Event Capacity	Includes 500 viewers per event.	Included.
Additional Viewers	Increase capacity for one event in blocks of 250 additional viewers. You can request up to 40,000 viewers.	Add-on. Charges include: Fee per block requested.
Live Events	Broadcast an event from a live telephone audio or video source at a scheduled date and time. Live events are automatically recorded.	Each event includes a 30-minute pre-conference and 90 minutes of presentation time. Longer events are billed in 30-minute increments.
On-Demand Events	Create a pre-recorded event that viewers can access any time for up to a year. Have the event production manager create the event for you with the content you provide or record your content in advance with the event production manager.	Each event includes a 30-minute pre-conference and 90 minutes of presentation time. Longer events are billed in 30-minute increments.  Additional fees for: rush delivery for event URLs (within 24 hours after booking), extending the length of time the event is archived.

Feature	Description	Billing
Simulated Live Events	Pre-record an event and broadcast it at a scheduled date and time, like a live event. Have the event production manager create the event for you with content you provide or record your content in advance with the event production manager.	Each event includes a 30-minute pre-conference and 90 minutes of presentation time. Longer events are billed in 30-minute increments. Additional fees for: rush delivery for event URLs (within 24 hours after booking), re-broadcasting a previously broadcast Simulated Live event.
Broadcast Options	Presenters can broadcast their audio only (over the phone) or live video. All presenters must join the event using the same method (phone or selected video option).	Included.
Telephone	Presenters broadcast the event audio with a telephone or VoIP connection. Up to 20 presenters can stream their audio simultaneously.	Included.
Single Webcam	Presenters broadcast from one connected webcam. To broadcast from multiple webcams or other media sources, consider using a Video Bridge.	Included.
Video Bridge	Have up to 10 presenters broadcast their video from different media sources or locations. Presenters can connect to the event using a webcam, video conferencing system, Skype for Business, or telephone audio.	Included.

Feature	Description	Billing
Video Conferencing Unit	Have presenters broadcast their video from a video conferencing system you provide.	Included.
On-site Encoder	Have presenters broadcast their video from multiple camera and microphone sources as one encoded feed from an RTMP-compatible encoding device you provide.	Add-on. Quote provided.
Global Fiber Network	Have presenters broadcast their video through a global fiber network.	Add-on. Quote provided.
Satellite	Have presenters broadcast their video from a single camera source through a satellite connection.	Add-on. Quote provided.
Video Stream Switching	For events with multiple webcam or video presenters. Have a producer manage which video streams are on stage, up to 4 presenters at a time.	Add-on per event. Charges include: Fee for the first 90 minutes. Additional time billed in 30-minute increments.
AV Services   Broadcast Producer	Have someone assist you with organizing the Live event either remotely (online) or at the venue to ensure everything goes smoothly.	Add-on. Quote provided.
AV Services   On-site Technician	Have a technician come to the venue to connect and broadcast the Live event from your encoder.	Add-on. Quote provided.
AV Services   Camera Package	Have a camera crew provide cameras and come to the venue to capture the Live event. You must broadcast the event with an on-site encoder.	Add-on. Quote provided.

Feature	Description	Billing
Professional Services	You can request additional professional services and features that are not included in your license or packages. Requests are reviewed and approved on a case-by-case basis.	Add-on. Charges include: Fee per hour.
Event Security	Require a password on login to ensure viewers use valid email addresses.	Included.
Viewer Registration Page	Collect viewer information such as name, company name, phone number, email address, and more in advance. This information is included in event reports. You can also customize the registration page and include an event description and presenter biographies and headshots.	Included.
Portal	Host related live events and replays on a single page. Viewers register once and can access all live events or replays offered on the portal.	Included.
Custom Branding	Personalize your registration page and webcast player. You can include your company colors, a banner and background image, sponsor logos, and custom HTML and CSS code.	Included.
Custom Tabs	Include custom tabs in the event window to use integrations and share supplemental information like presenter details, upcoming events, Twitter feeds, and more.	Included.

Feature	Description	Billing
Registration Confirmation Email	Automatically send viewers a confirmation email with the event details after they register for the event.	Included.
Event Reminder Email	Automatically send registered viewers a reminder email with the event details 24 hours before the event.	Included.
Calendar Reminders	Include a calendar file attachment on the registration page and in event reminder emails. Viewers can download the calendar file and save the event to their calendars.	Included.
Technical Support	Provide email-only support or email and telephone support for the event. Limited to events with up to 1,000 viewers.	Add-on. You are charged based on the type of technical support you request.  Charges include: Fee per event.
Presenter Chat	Chat with other presenters in the Live Studio during the Live event.	Included.
Audience Chat	Allow up to 1000 audience members to chat with each other and with presenters in real time during the Live event.	Included.
Viewer Layout Switching	Allow presenters to change the layout of the event window that viewers see in real time.	Included.
Headshots	For audio only events. Display a headshot photo or other image to the audience when a presenter is speaking.	Included.



Feature	Description	Billing
Slides	Upload one or more slide decks and present slides during the event.	Included.
Pre-recorded Video Overlay	Play a pre-recorded video during the event. The video plays over the event window as an overlay, instead of playing through the event window.	Add-on. Charges include: fee per 10-minute video clip. Additional fees for: fee per additional video clip.
Live Screen Share	Share your screen, browser, or browser tab during a Live event.	Included.
Live Captioning	Provide real-time captioning for viewers during the Live event in the original event language.	Add-on for Live events. Charges include: fee per hour up to four hours.
Audience Questions	Allow viewers to submit questions during the event and optionally view answers in real time.	Included.
Downloadable Event Resources	Allow viewers to download additional files from the event window during the event. You can include slide decks, PDF files, Word documents, Excel spreadsheets, and more.	Included.
In-event Survey	Share surveys with viewers any time during the event to keep them engaged.	Included.
Post-event Survey	When viewers exit the event, automatically prompt them to complete a survey.	Included.

Feature	Description	Billing
Certification Exam	Automatically send PDF certificates to viewers who attend the live event for a specified duration, complete a specified number of surveys, or pass one or more exams (graded surveys).	Included.
Exit URL	Automatically redirect viewers to a web page that you specify when they exit the event or when the event ends.	Included.
Follow-up Email	Automatically send custom follow-up emails to registered viewers after the event.	Included.
Event Archive	Events are automatically archived and available to replay for 12 months after the event date.	Included. Additional fees for: Extended archive per event (6 months, 12 months).
Web Replay Link	After the Live event, the event recording is available for replay at the same link.	Included.
MP3 Recording	Download a copy of the event audio recording as an MP3 file.	Included. Available upon request.
MP4 Recording	Download a copy of the event recording (replay) as an MP4 file. The recording captures the event audio, video, overlay videos, slides, and shared screens.	Add-on. Charges include: one-time fee per event.

Feature	Description	Billing
Automated Transcription. Captioning, and Keyword List	Make your event more accessible to viewers with disabilities and enhance navigation. Add automated captions, a searchable transcript, and a list of key phrases discussed during the event to navigate to exact points in the presentation and transcript.	Add-on. You must purchase Transcription.  Charges include:  transcription fee, fee per hour up to four hours.
Transcription	After the event, receive a professionally written transcript of the event as a Word file. Transcripts are captured in the original presentation language.	Add-on per event. Charges include: Fee per word.  Additional fees for: rush delivery (8 hours).
Audience Details Report	View and download a summary of all viewer information and usage as an XLSX or CSV file or receive it by email. You can access the Audience Details report any time before, during, or after the event. You can also subscribe to daily, weekly, or monthly report emails.	Included.
Event Analytics Report	View and download a summary of the overall event metrics as an XLSX or CSV file or receive it by email. You can access the report any time before, during, or after the event. You can also subscribe to daily, weekly, or monthly report emails.	Included.

Feature	Description	Billing
Dry Run	Schedule a 60-minute presenter training session with the event production manager before your Live event.	Included.
Additional Training Session	Provide presenters a 30-minute training session with an event production manager.	Add-on Charges include: Fee per 30-minute training call.
Additional Requests	Requests for additional professional services may be discussed with your event production manager.	Add-on. Quote provided.

# Getting Started for Presenters and Guest Admins

Want to skip reading? Watch the [video](#).

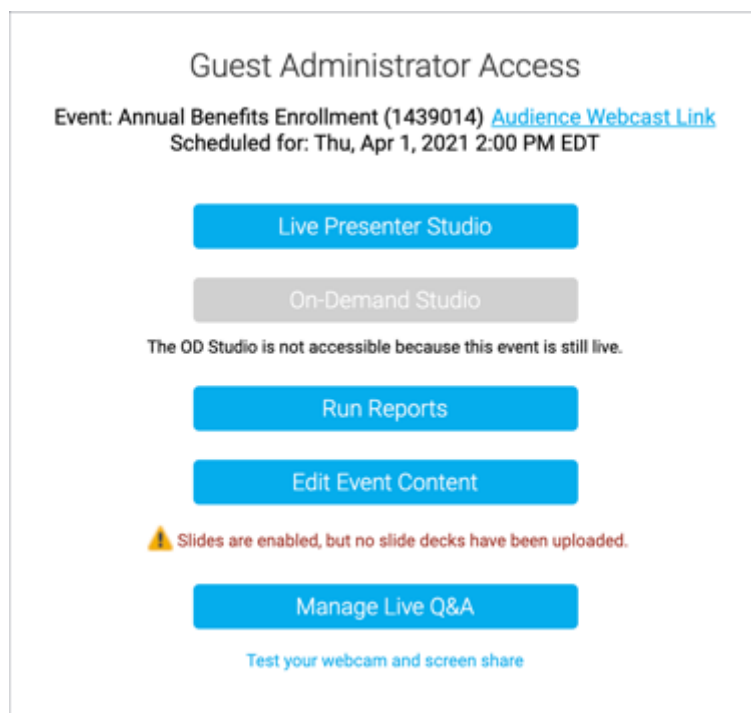
Guest Administrators are people who are presenting or otherwise assisting with a specific event. When creating an event, the host sets up Guest Administrator accounts for people who will be helping. If you have a managed event account, we will set up a Guest Administrator account for you for each event.

Depending on the permissions you are granted, you can upload event content, edit the On-Demand event or replay, deliver the event, manage Q&A, and generate event reports.

## To sign in to the Guest Admin site:

After the event is created, you receive a Guest Admin Link email that includes a link to the Guest Admin site. Click the link and enter your information or credentials to sign in.

The Guest Admin Access site displays buttons for the event activities you are assigned.



## Before the event, click:

- **Edit Event Content** to upload content such as slides, media clips, event-related files for viewers to download, and headshots (for audio-only events).

- **On-Demand Studio** to upload media clips and headshots to the On-Demand event or replay, edit the event timeline, and remove dead air from the beginning and end of the event.
- **Test your webcam and screen share** to test your system and bandwidth to make sure you meet the minimum system requirements for your event.

**During the event, click:**

- **Live Presenter Studio** to join the Live event as a presenter, connect your audio and video stream, push slides, play overlay videos, launch surveys, and answer viewer questions.
- **Manage Live Q&A** to answer and manage questions submitted by viewers during a Live or Simulated Live event.

**After the event, click:**

- **Run Reports** to generate detailed and customizable event reports about your audience and event analytics.

# Your Managed Webcasting account credentials

When your Lumen Managed Webcasting account was provisioned, a welcome email was sent to the Team Manager (the account holder). The welcome email contains the Client ID for your account and a link to the event booking form.

The Client ID is a unique number that identifies your Lumen Managed Webcasting license. Provide this Client ID when you [Book a managed webcast](#).

# Managed event security options

Make your managed event more secure by managing who can access your event and how. Secure your event with password protection, pre-authorized sites, and by approving and blocking email addresses, domains, and IP addresses.

To include the following security features, contact your event production manager and provide them with any required documents at least 1 business day before the event.

**Note:** Information in this article is for managed events customers. If you have a webcast license, you can set these security options and more in the Webcast Admin portal, on the Security tab for your event.

## Referral checking

Use referral checking to ensure that viewers can only join the event if they click on the event link hosted on authorized sites you specify. This feature also prevents viewers from sharing the event link with others. Recommended if you plan to post your webcast link on other sites, such as Intranet sites.

## Password protection

Require viewers to provide a password when joining the event, registering for the event, or both.

- Password protected login - Viewers must enter a password to attend the event.

By default, viewers receive the password in the registration confirmation and event reminder emails after they register for the event. For additional security, the password can be removed from these emails, and we provide the password for you to distribute in your event invitations.

- Password protected registration - Viewers must enter a password to complete the registration process.

We provide the password for you to distribute in your event invitations.

## Limit access by viewer email address and email domain



You can restrict access to your event by approving or blocking specific viewer email addresses and email domains.

Before the event, provide your event production manager with an Excel file that includes the email addresses and domains you want to invite and block.

## Limit access by viewer IP

You can restrict access to your event by approving or blocking specific viewer IP addresses. You can use this feature if your viewers will attend the event from specific office locations.

**Note:** Do not use this feature if your viewers will be attending the event from home or in a public space.

Before the event, have your IT team provide your event production manager with a list of approved IP addresses.