# Onstream Meetings & Webinars - University

1 — Last update: 2016/10/12

ONSTREAM MEDIA

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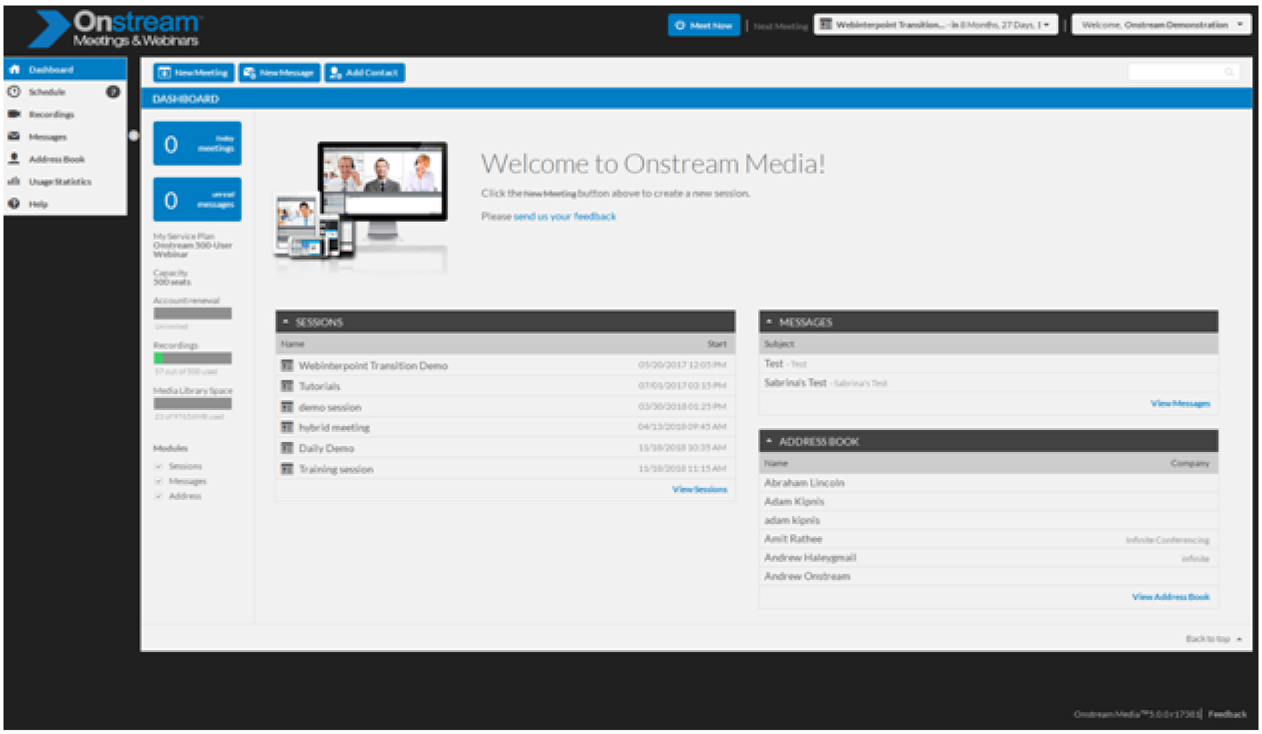
# Getting Started

**Welcome to Onstream Meetings & Webinars University!**

Onstream Webinars is a highly interactive web conferencing platform. Great for ad-hoc meetings, one-to-many presentations, and educational courses. Onstream Webinars is incredibly flexible and easy to use. Please follow this guide to learn how to get the most out of your Onstream Webinars experience.




If you do you not have an account with us please click here to start a free 30 day trial of Onstream Webinars.

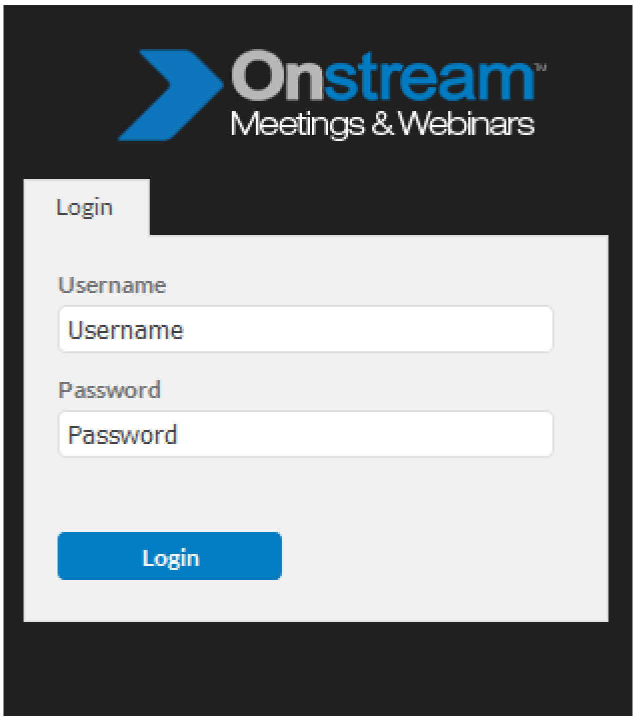
Like the service and are ready to buy? Click here.

Need technical assistance? Email support@onstreamwebinars.com

# Logging into Onstream Meetings & Webinars

To Access your Onstream Webinars account you will need to visit join.onstreammedia.com
If you are accessing Onstream Meetings, visit go.onstreammedia.com

From there you will need to enter your username and password




Click the Login button to enter your Account Center.

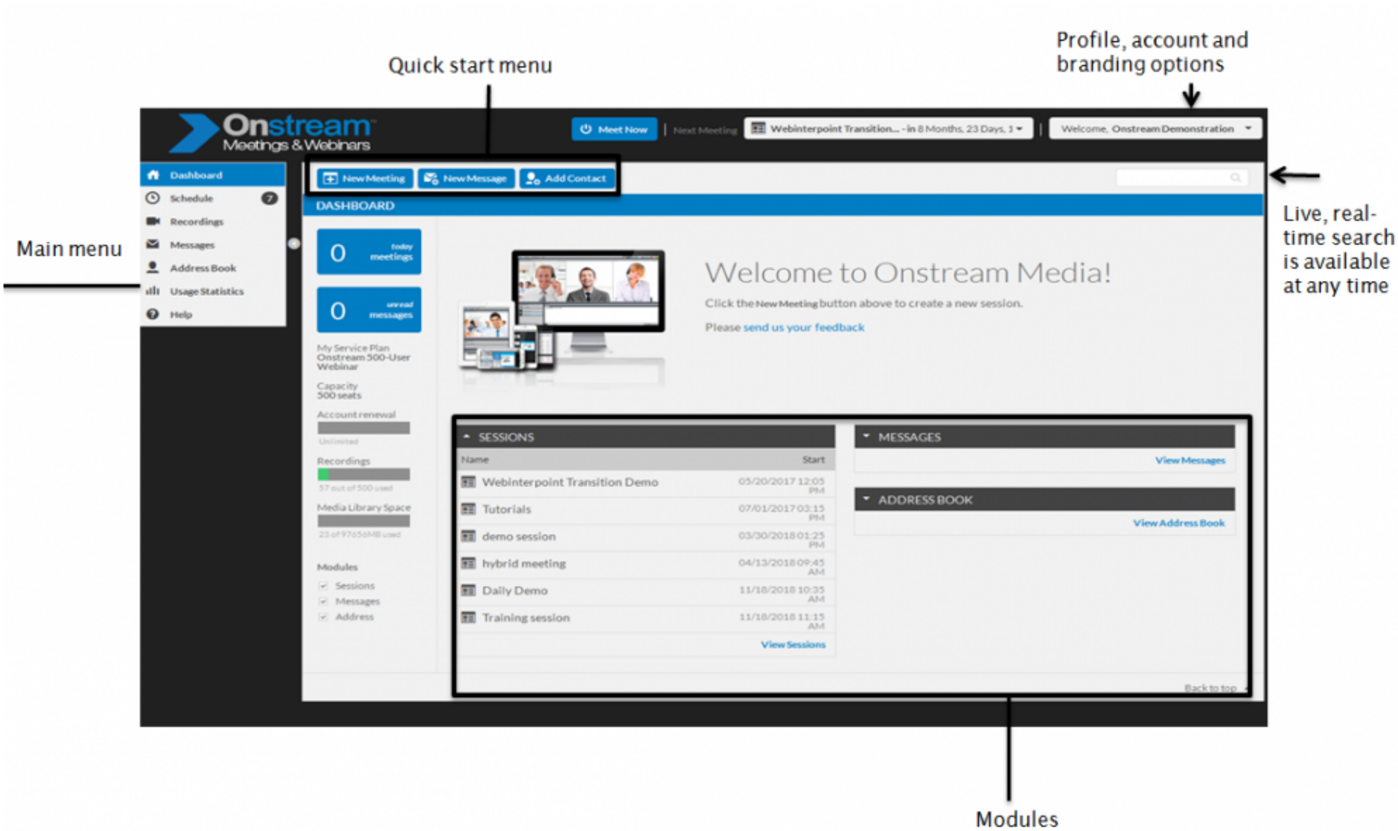
# The Onstream Webinars Dashboard

**The Account Center**

There are two primary “components” to Onstream Webinars; The Account Center and the Virtual Room where your actual meetings and webinars take place.

The Account Center is where you will go to create rooms, schedule and manage your meetings or events, invite participants in advance, pull usage reports, retrieve recordings as well as manage all event-related logistics and options.

**Exploring The Dashboard**: A Quick Overview




Think of the **DASHBOARD** as the “Home Page” of your Account Center. This will provide you with a quick listing of your current and future sessions, messages, address book as well as one-click buttons to setup a new meeting.

**NEW MEETING**: should be used for sessions involving larger groups of people or sessions where you're not quite sure how many participants you'll have. NEW MEETING provides you with all of the options you're looking for in regards to setting up a scheduled session, scheduled web event (webinar) as well as more advanced settings to customize each meeting or event to suit your needs.

**MEET NOW**: is designed for 1-on-1 on-demand sessions or smaller, known groups. When clicking on MEET NOW, Onstream will instantly create a virtual meeting room and log you into it.

**RECORDINGS**: will provide you a list of all of your recorded sessions as well as provide you with a means of editing (trimming) your recordings. You will also be able to pull a report of whose viewed each recording.

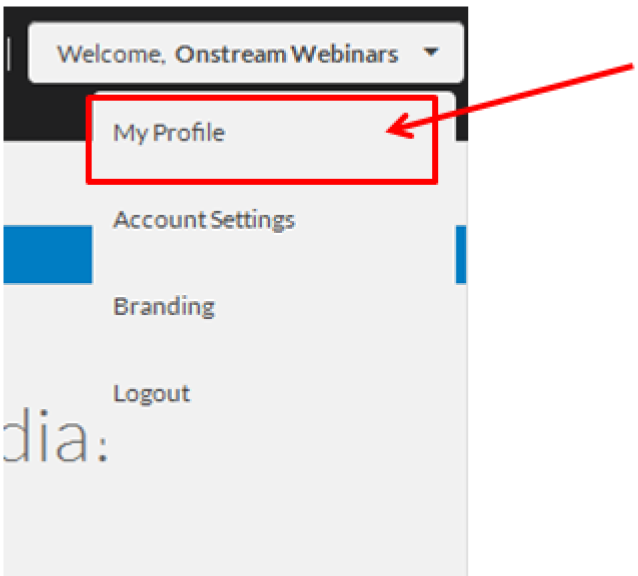
**MESSAGES**: allows you toe send and receive messages, similar to web-based email.

**ADDRESS BOOK**: allows you to easily manage your contacts in order to easily invite them into sessions or to send them a message.

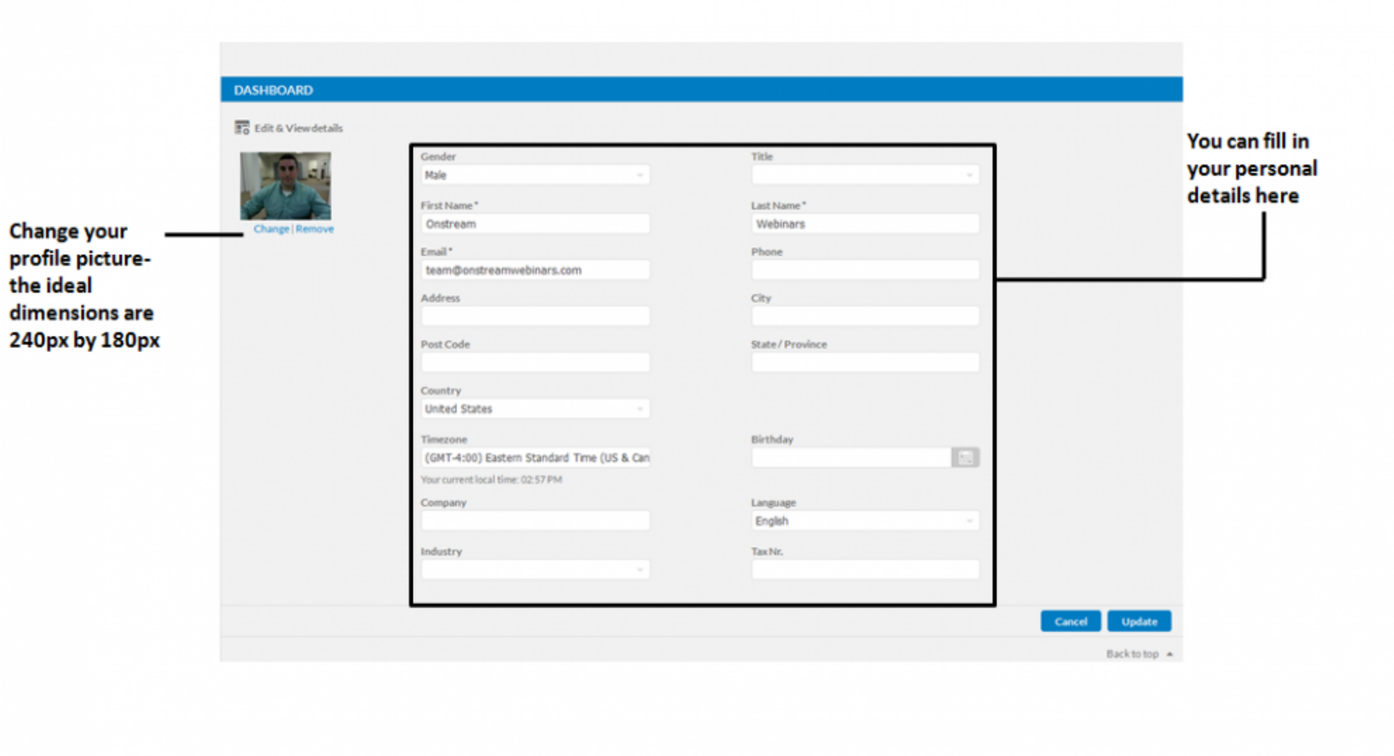
**STATISTICS**: will provide you with a graph of your usage statistics. Each dot on the graph can be clicked on to view the specifics of your event. All stats can be exported via CSV file.

# Managing your account

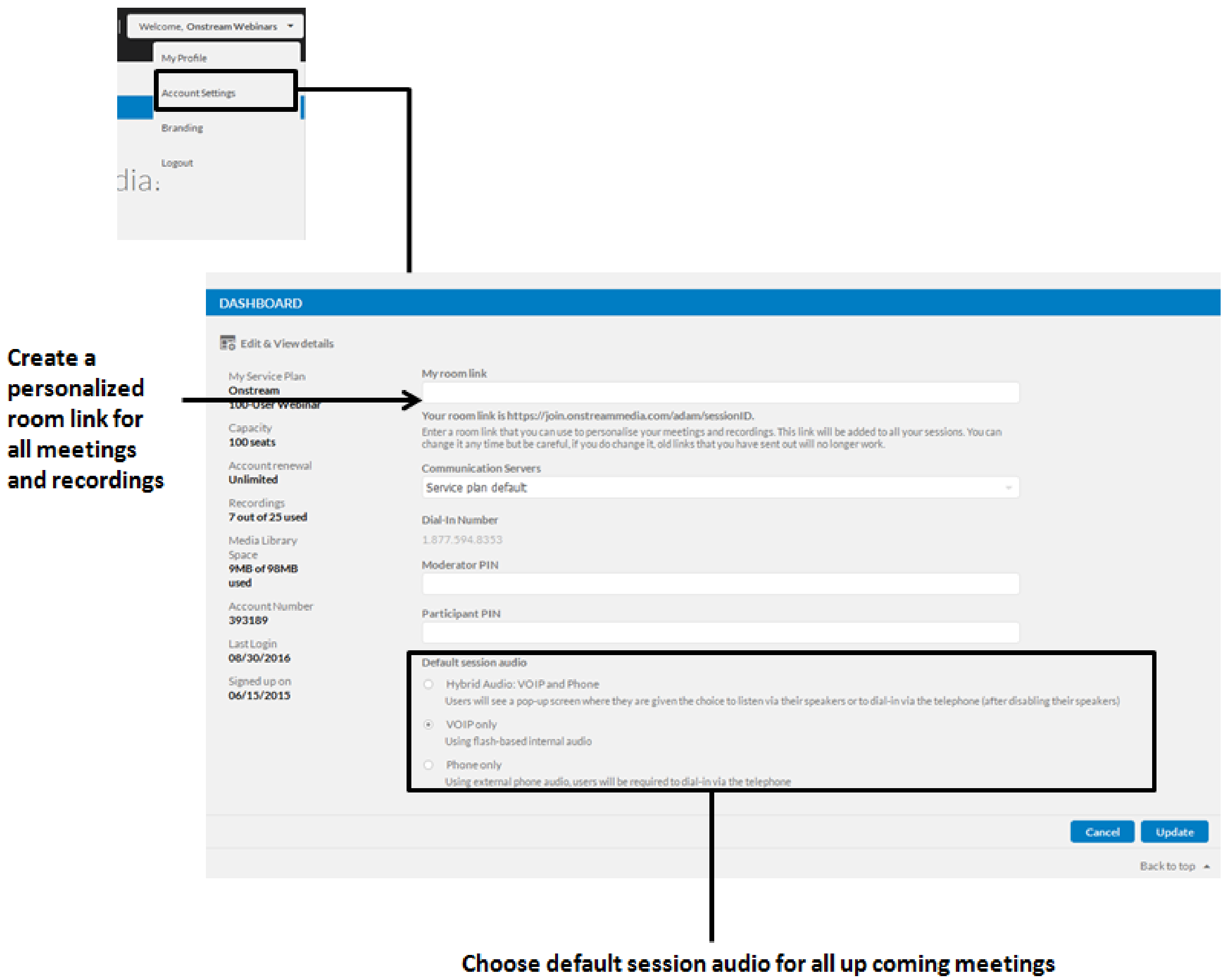
Once logged in, you're ready to update your details or complete your profile information. To do so, please click on the button placed on the upper right corner of your Account Center. A Drop down menu should appear as follows



Once you click on 'My Profile', another screen will open up. Once there, you'll be ready to fill in all the fields as needed, you may upload a photograph, change your username, contact details, country, timezone, etc.

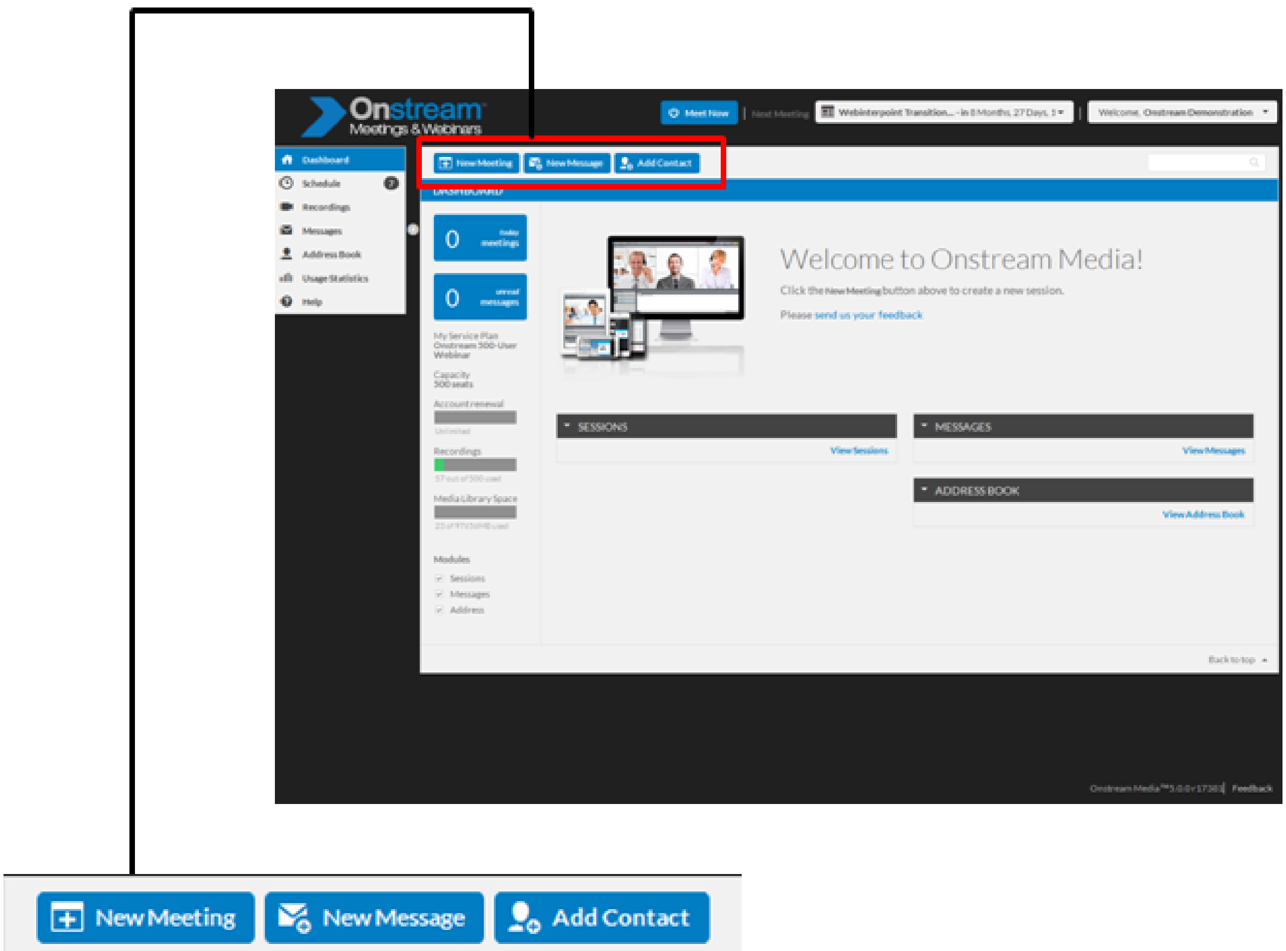


You can also change your account settings and create a room link that you may use to personalize your meetings and recordings. Here you can also access your dial-in pin code and default session audio.

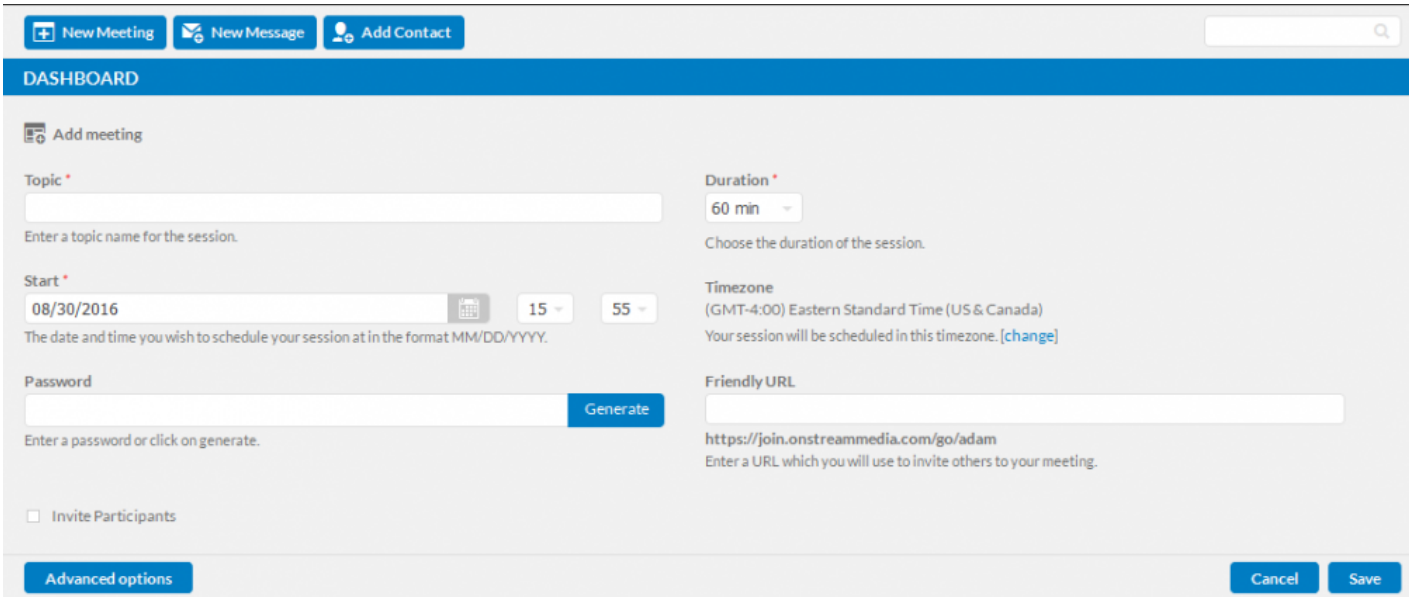


# Setting up a scheduled meeting

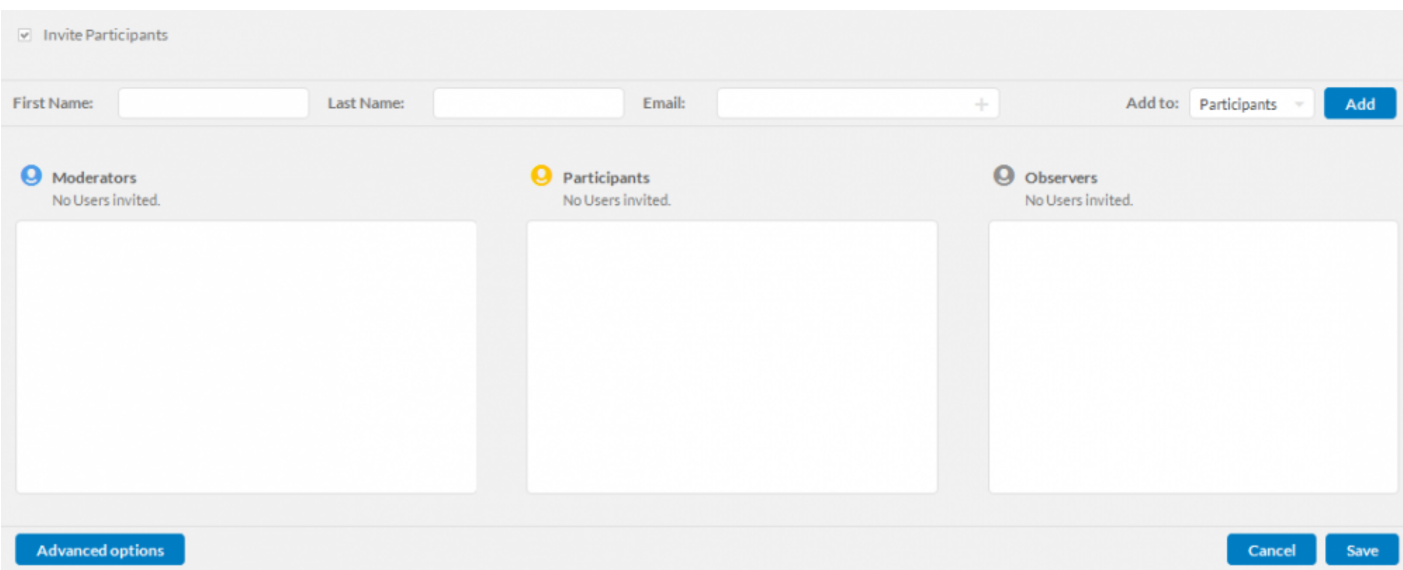
To create a new meeting, please click on the “New Meeting” button located in the Account Center screen.



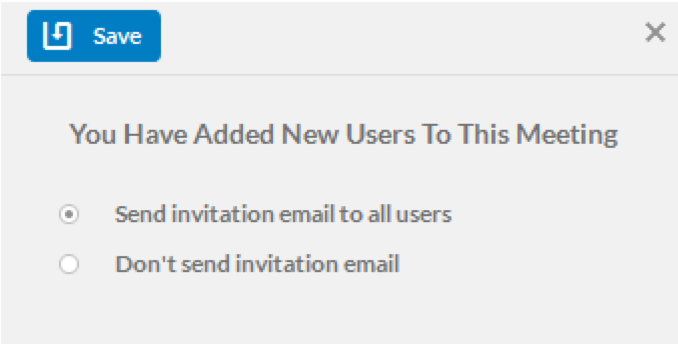

By doing so, another screen will open and allow you to enter the meeting details. This means you will be able to add specific information for each meeting to make it easy to identify. You can include a meeting topic, start date, time, estimated duration and password (not mandatory). You can also customize the friendly URL link that you will provide to your attendees.



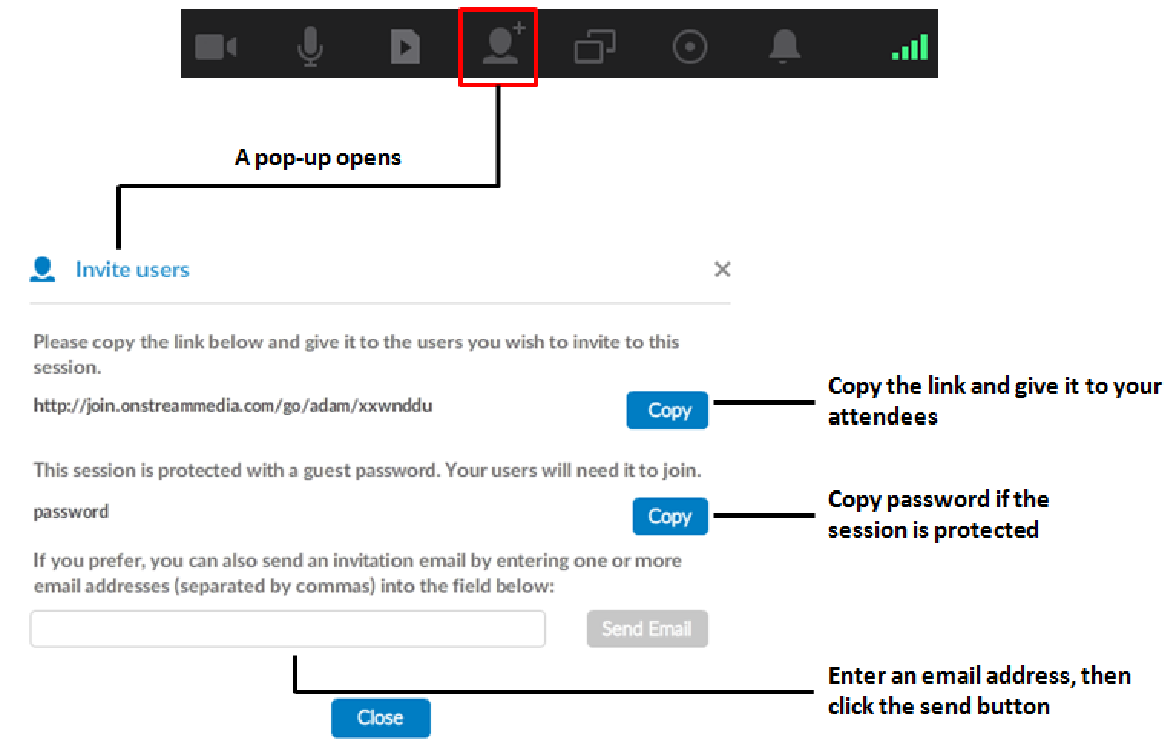

Please note that once you've created a meeting session, you can send email invitations to your contacts by clicking on "Invite participants," and the following options should appear. Here you can type in the name to be displayed inside the session for each participant as well as determine their role. Once you're done adding new participants, click on the "Save" button.




Immediately after you click on "Save" a pop-up confirmation message will show up, asking whether you want to send invitation emails or not. If you want to do so, click on the corresponding radio button and save.

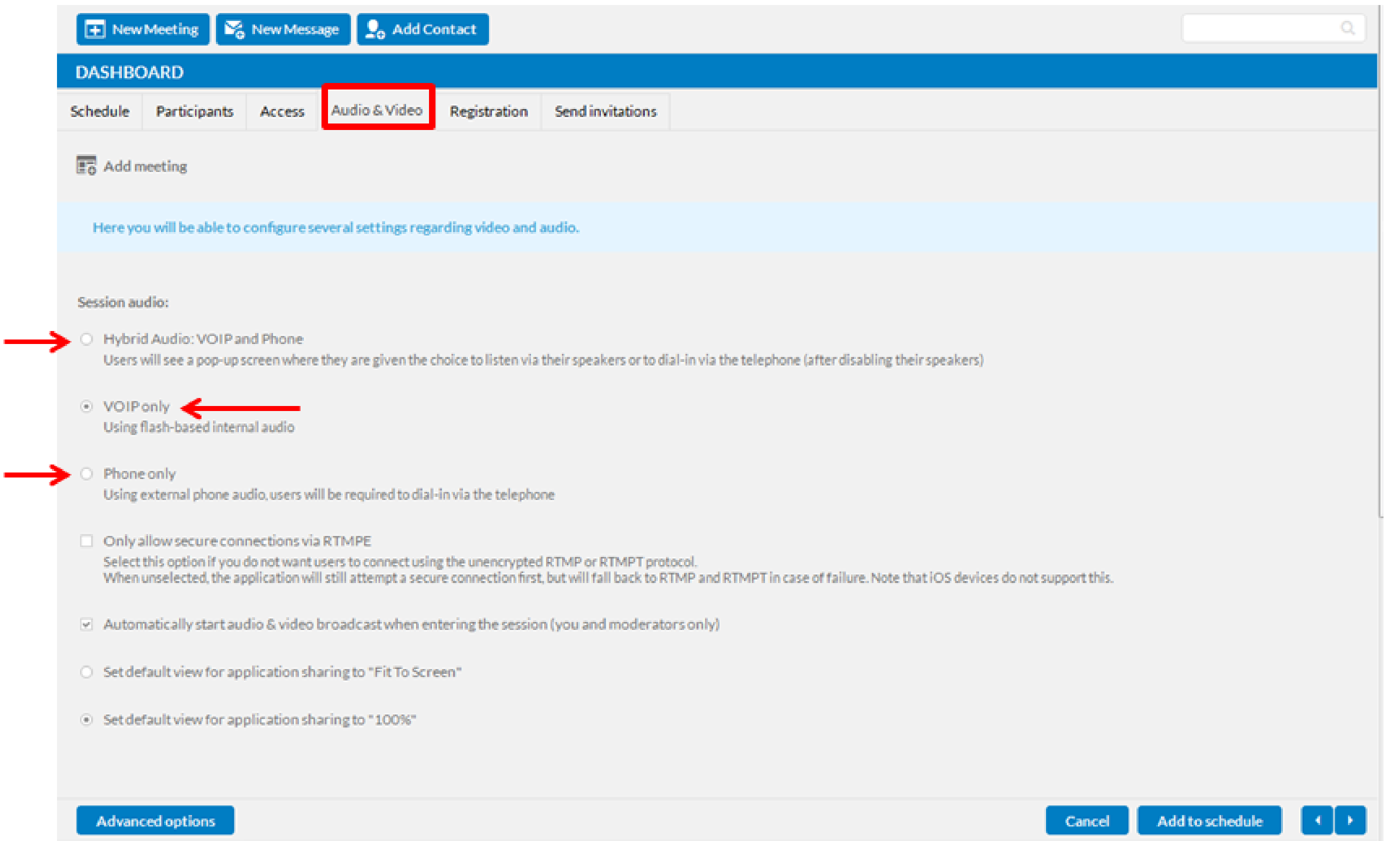



Please note that once you have started your session you can also add new participant using the meeting bottom on the upper right corner of the screen.



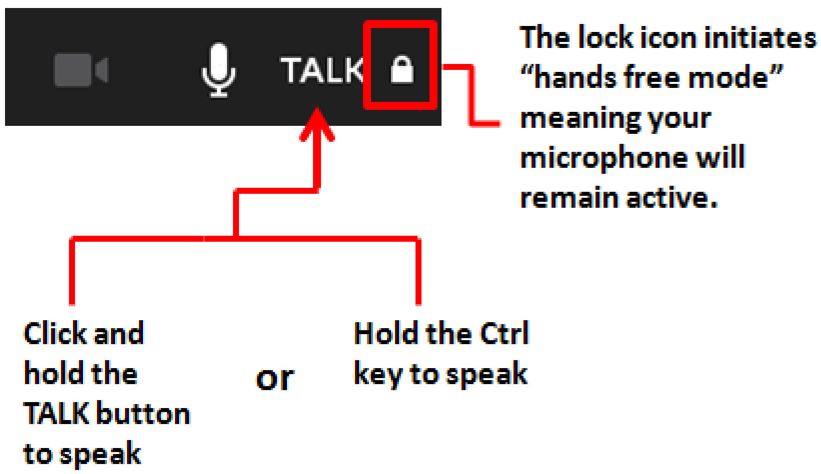
# Audio Options

Onstream Webinars gives you 3 different options for broadcasting your audio. Audio options can be set while creating a new meeting, or you can set default audio settings within the account center.



# VoIP Only

Voice over IP (VoIP) is the default setting for all Onstream Webinars accounts. VoIP audio requires all audio to be transmitted through your computer speakers.In VoIP sessions users will have a microphone icon which will turn on/off your microphone as well as provide a volume indicator.



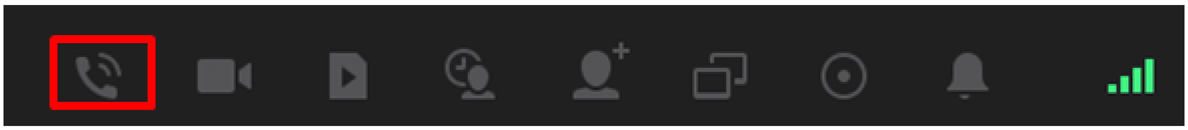

All participants who enter a VoIP session will have their microphones automatically disabled until permission is granted from a moderator.

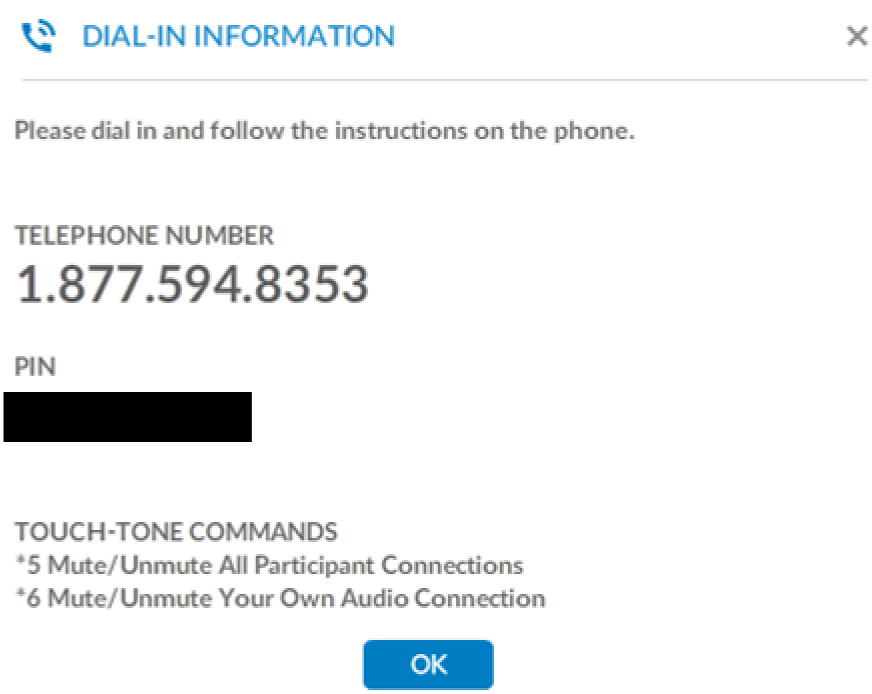
Tip: Using a USB headset can cut back on background noise and improve audio quality.

# Phone Only

Phone Only sessions are available for accounts who opted to add a toll or toll-free audio bridge to their account. Phone only sessions require that everyone on the event dial in through their phone line in order to communicate.

Phone Only sessions will replace the microphone icon with a dial-in information icon. This icon pulls up the dial-in number and pin codes for reference.

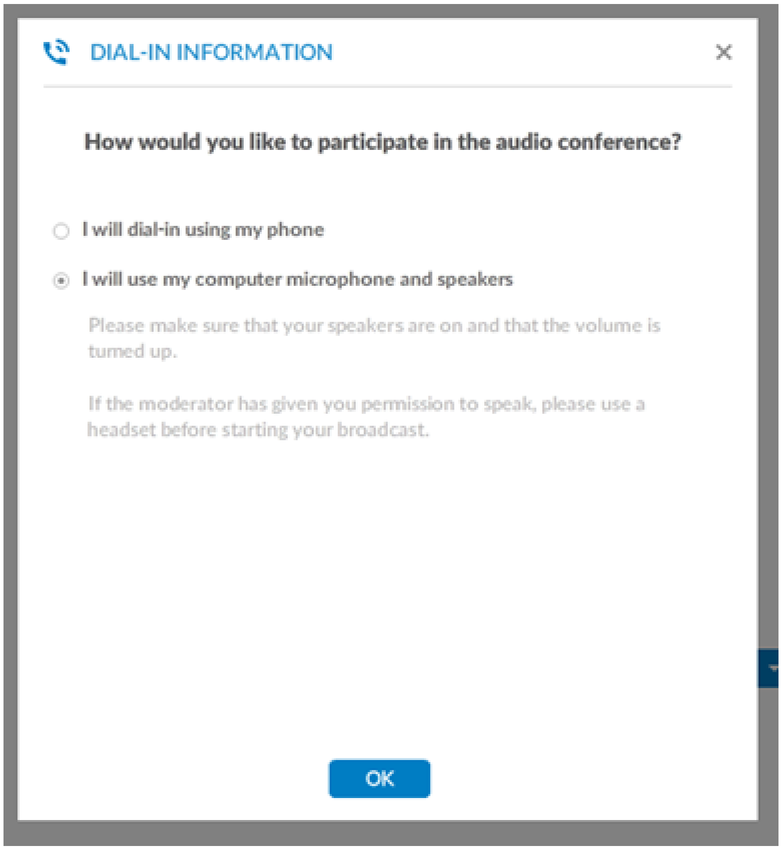





If you would like to add a toll or toll free audio bridge to your account please contact our Client Care team: clientcare@onstreamwebinars.com

# Hybrid Audio

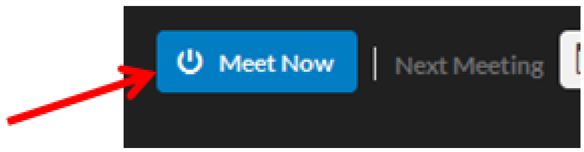
Hybrid Audio allows for VoIP users and Phone users to communicate directly. Anyone who joins a Hybrid session will have be have the option to communicate through VoIP or dial-in through their phones.



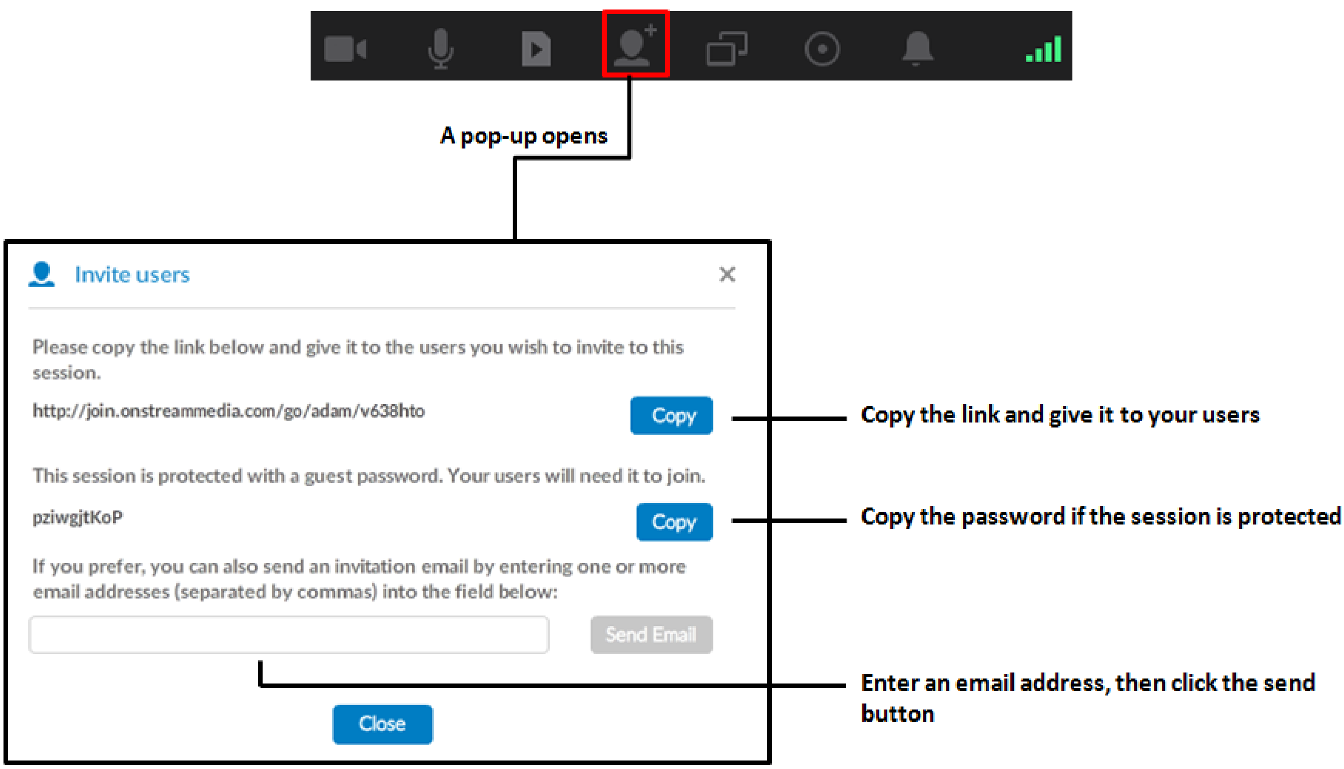

✻ If a participant chooses to enter using VoIP, their microphones and webcams will be disabled until permission is granted by a moderator.

# Start an on-demand meeting

You can also start an ad-hoc meeting session simply by clicking the “Meet Now: button in your account center.




Once you have started your session you can invite people using the meeting button on the upper right corner of the screen.



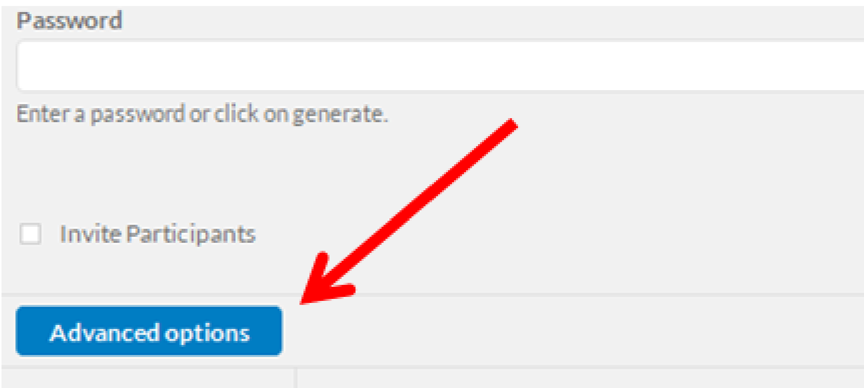
# System Check

You can run a brief online system check to ensure your bandwidth and device are ready to support Onstream Webinars, you can do so by visiting here

# Advanced Meeting Options

Onstream Webinars allows you to access a series of more advanced options while scheduling your event.

To access these options click on the **Advanced options** button in the create meeting screen.



# Controlling Access

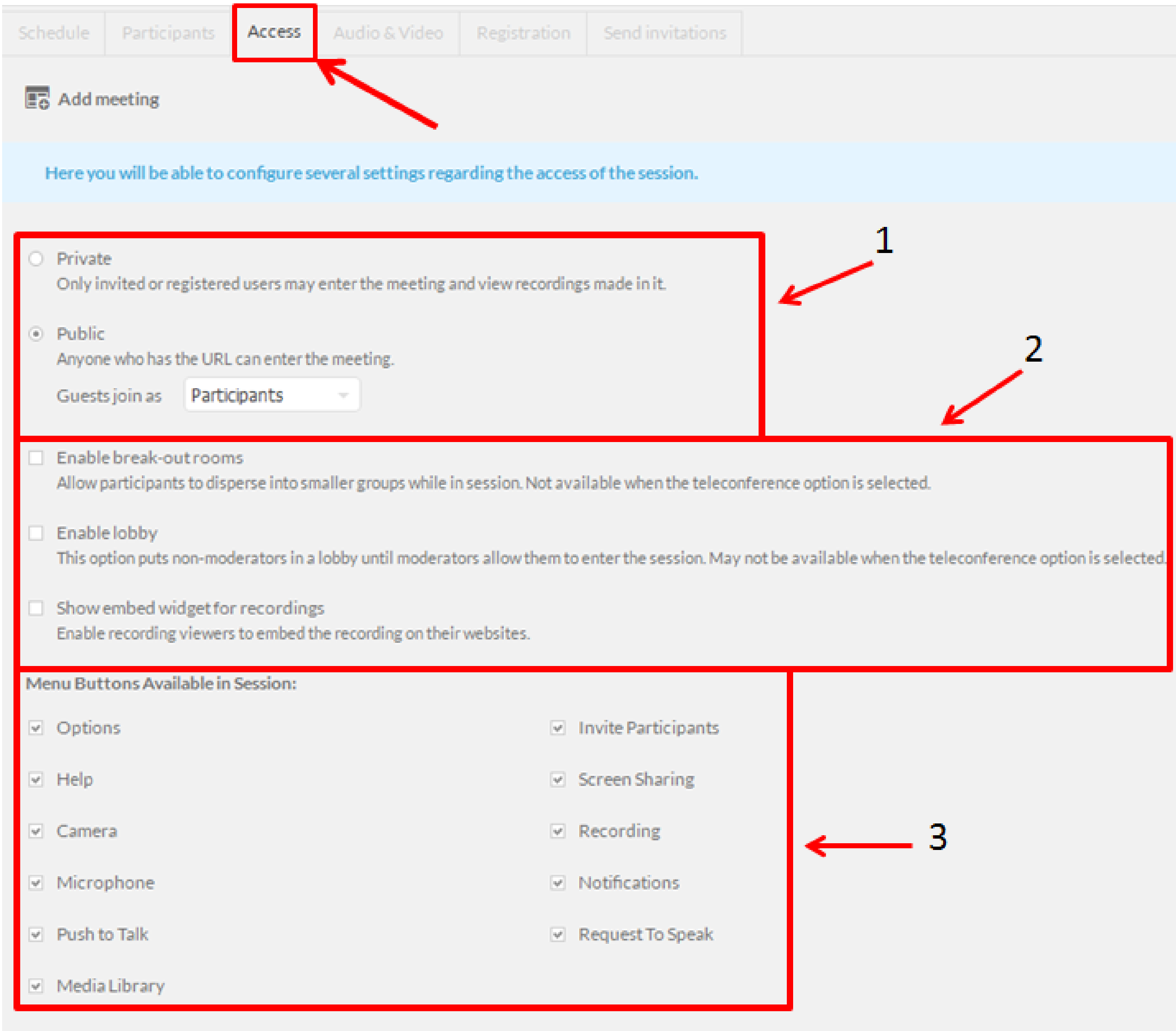
With the **Access** tab having enabled Advanced meeting options, there are several settings which are used to control access to your meeting and control access to what functionality your meeting participants can avail of.

These various options are described in the following text and shown in the graphic below:

**1.** You can make your meeting public or private. A private meeting means only invited or registered users can join the meeting or view recordings of it. The default setting is a public meeting where anyone with the meeting URL can enter. You can also set which User Role your meeting guests will default to here,

**2.** You can choose to enable Break-out rooms, a lobby – where non-moderators wait until moderators are ready to allow them into the main session and enable the showing of the recording embed widget which allows participants to put a recording of the meeting onto their website.

**3.** Here you can choose which buttons to make available on the Workspace Toolbar during the session.



# Meeting Registration

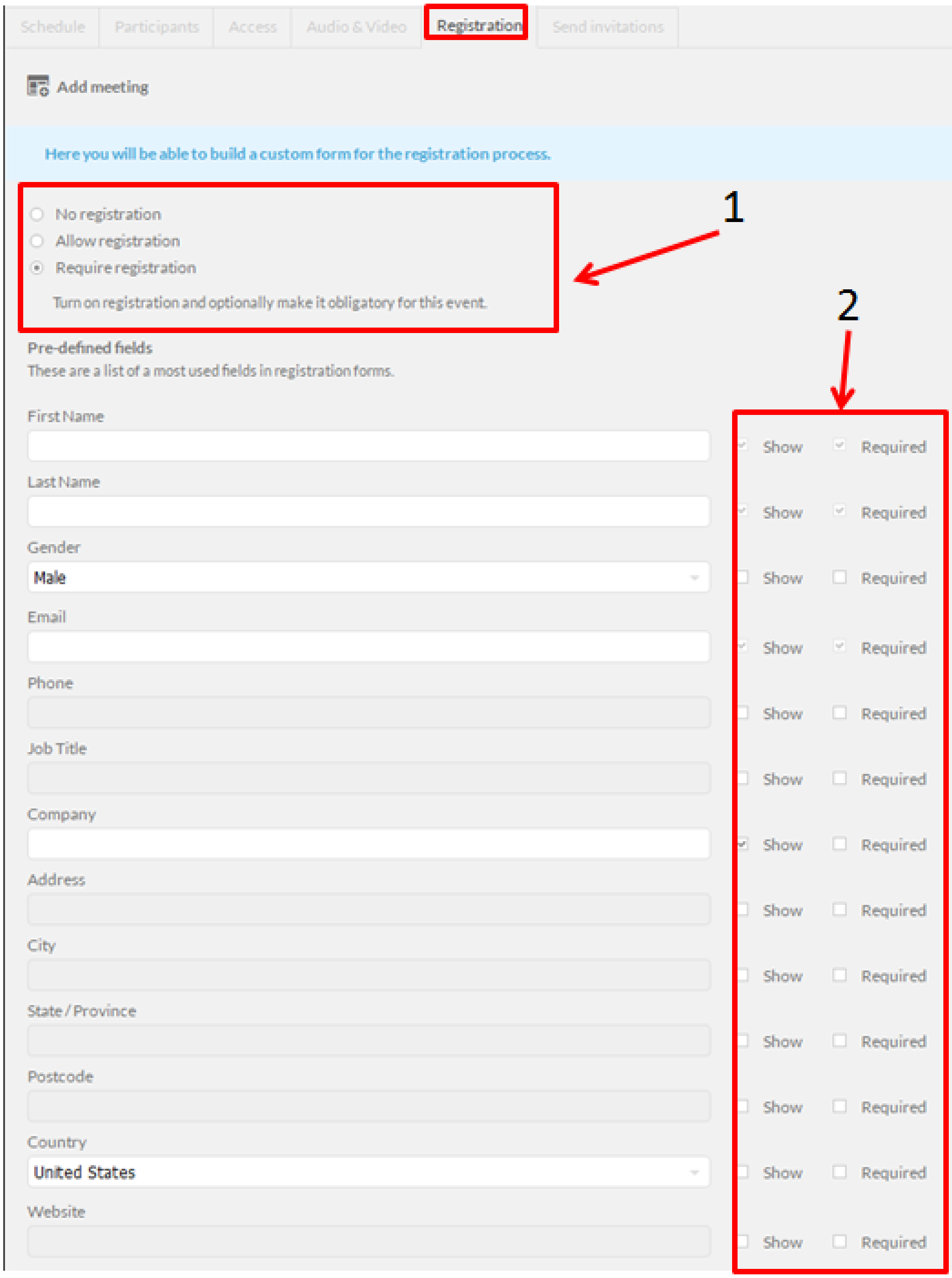
Here is the ability to incorporate a registration process when setting up your scheduled online event.

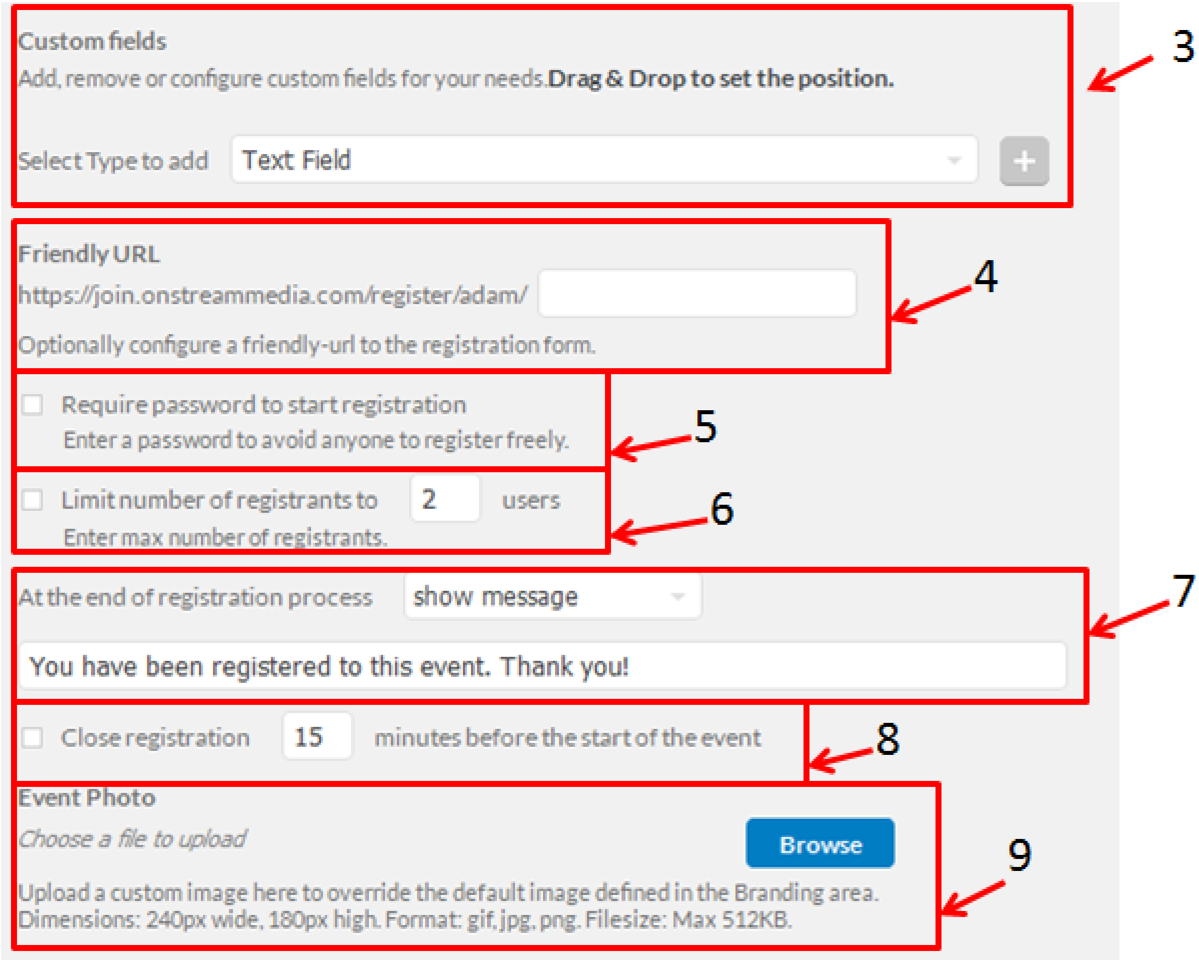
You can access these configurations by selecting on the ‘Registration’ tab after clicking the ‘Advanced Options’ button when creating your meeting.

Let’s have a look at some of these options in a little more detail:

**1.** You can make registration mandatory, optional or not require it all (registration is turned off by default).
**2.** We have a list of pre-defined commonly used fields – you can make use of these by selecting the appropriate the check boxes to the right of each field. ‘Show’ render the field on the registration form, you can make a field mandatory by checking the ‘Required’ check box.
**3.** You can also add your own custom form fields and again decide if you want to make any of these fields mandatory during the registration process.
**4.** You can customize your registration URL rather than use the randomly generated characters that are used to identify your event registration page.
**5.** You can optionally require a password before someone can complete registration.
**6.** You may want to cap the amount of people who can register for your event.
**7.** Once someone has completed the registration process – you can modify the message that is shown or redirect them to a webpage of your choice.
**8.** You can optionally set a time limit after which people will no longer be allowed to register for your event.

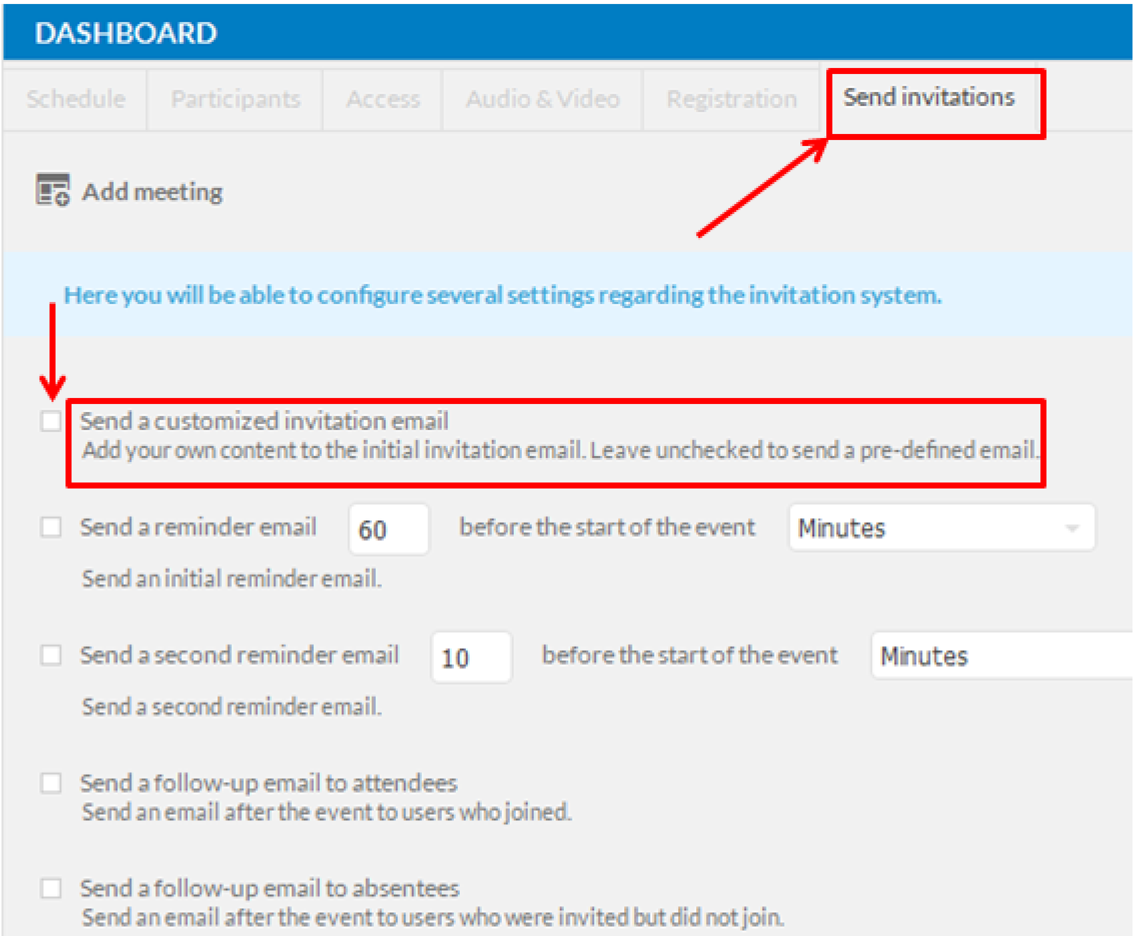
**9.** Upload an event photo for your registration page




Custom fields
Add, remove or configure custom fields for your needs. Drag & Drop to set the position.
Select Type to add
Text Field
3
Friendly URL
https://join.onstreammedia.com/register/adam/
Optionally configure a friendly-url to the registration form.
4
Require password to start registration
Enter a password to avoid anyone to register freely.
5
Limit number of registrants to
2
users
Enter max number of registrants.
6
At the end of registration process
show message
You have been registered to this event. Thank you!
7
Close registration
15
minutes before the start of the event
8
Event Photo
Choose a file to upload
Browse
Upload a custom image here to override the default image defined in the Branding area.
Dimensions: 240px wide, 180px high. Format: gif, jpg, png. Filesize: Max 512KB.
9

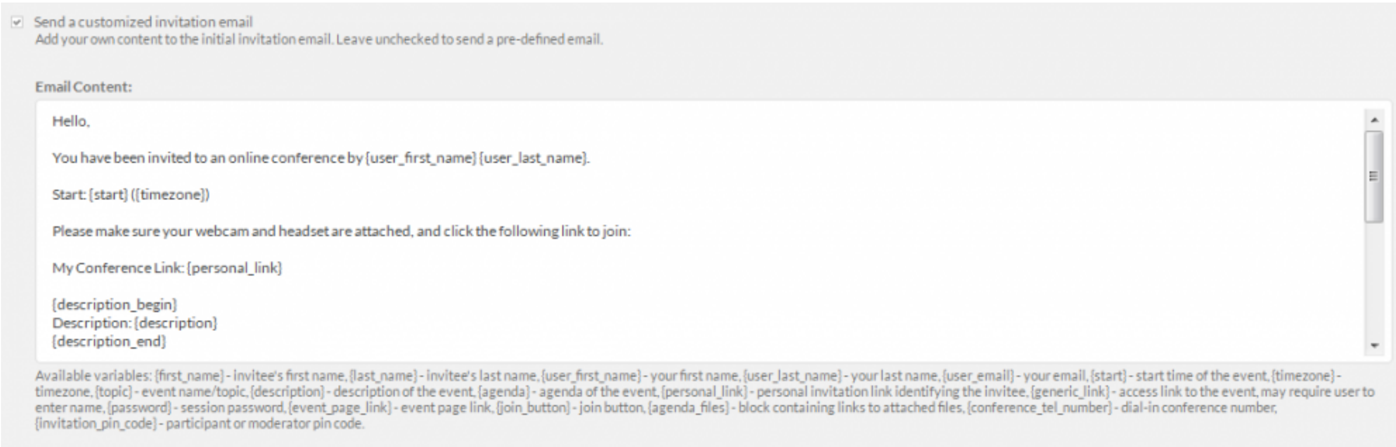
# Customized invitation emails

To customize the email invitations that go out to your guests – click on the **Send Invitations** tab and click check-box that says “Send a customized invitation email”

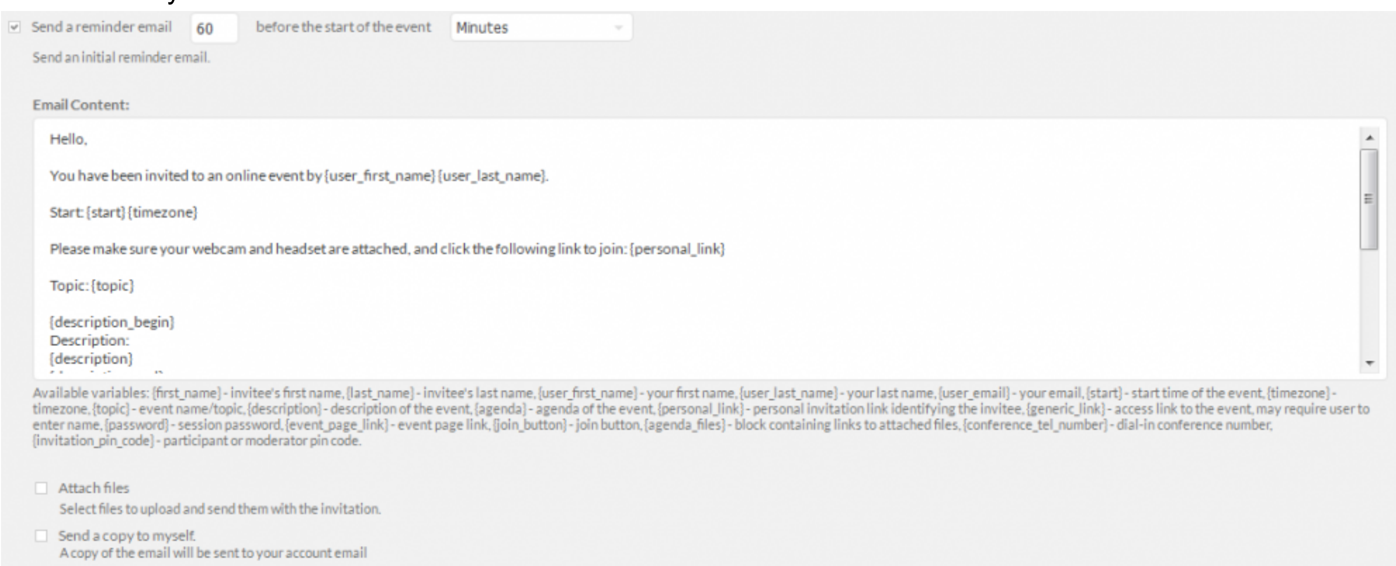



This enables the showing on a text field with a built in text editor. Here you can edit the text of the default email template that is sent out to invitee your guests to your meeting.
In this text field you can make use placeholders such as **start** and **finish** which are variables for the start

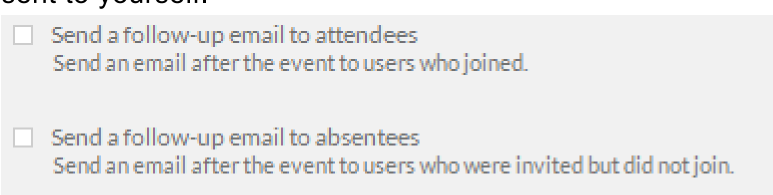
and finish time of your event respectively. The range of available placeholders are shown under the field.




You can also enable first and second reminder emails, decide when they will be sent and customize them in the same way:

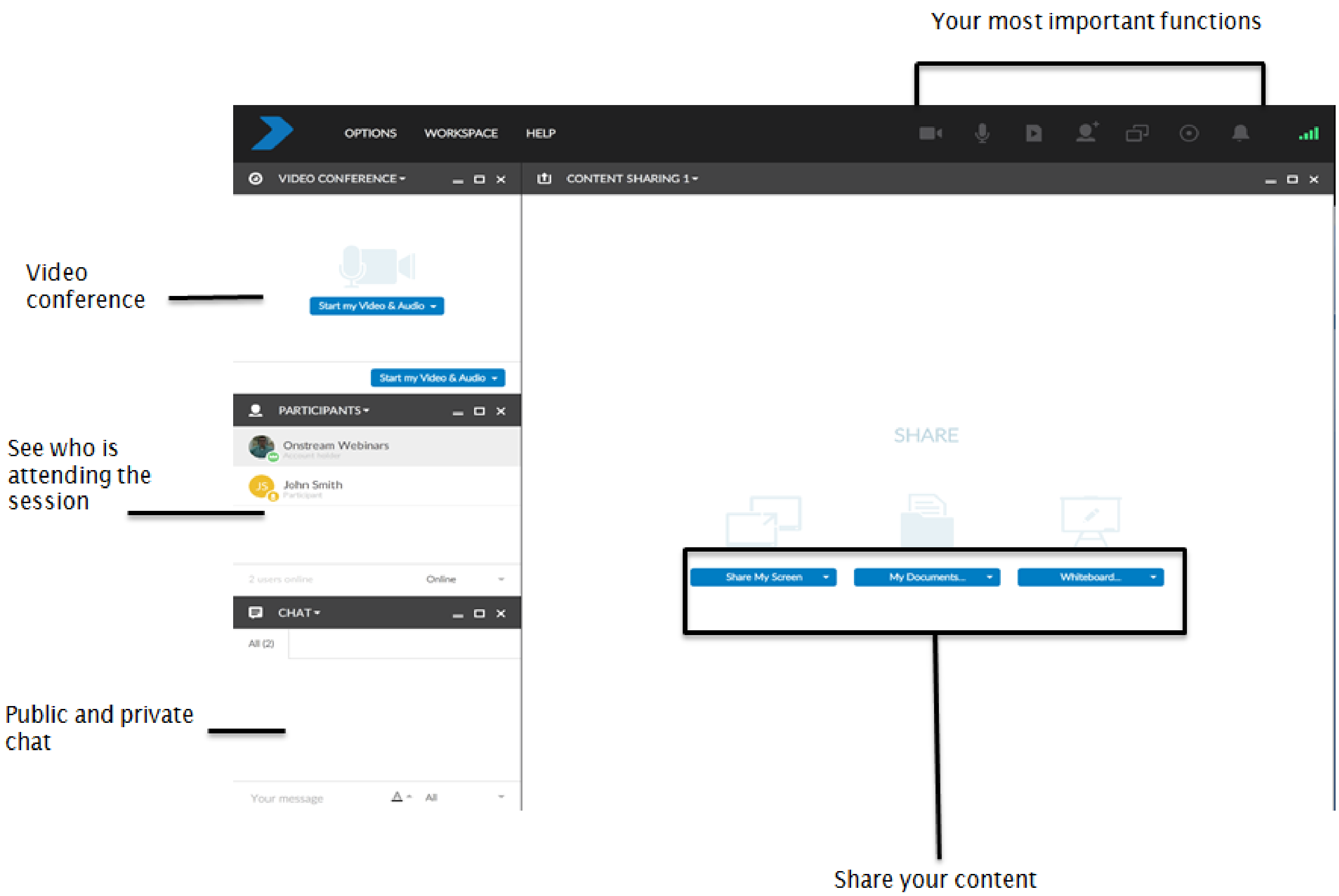



Optionally, you can also attach files to the invitation and remainder email and also get copies of these mails sent to yourself.



# Sharing

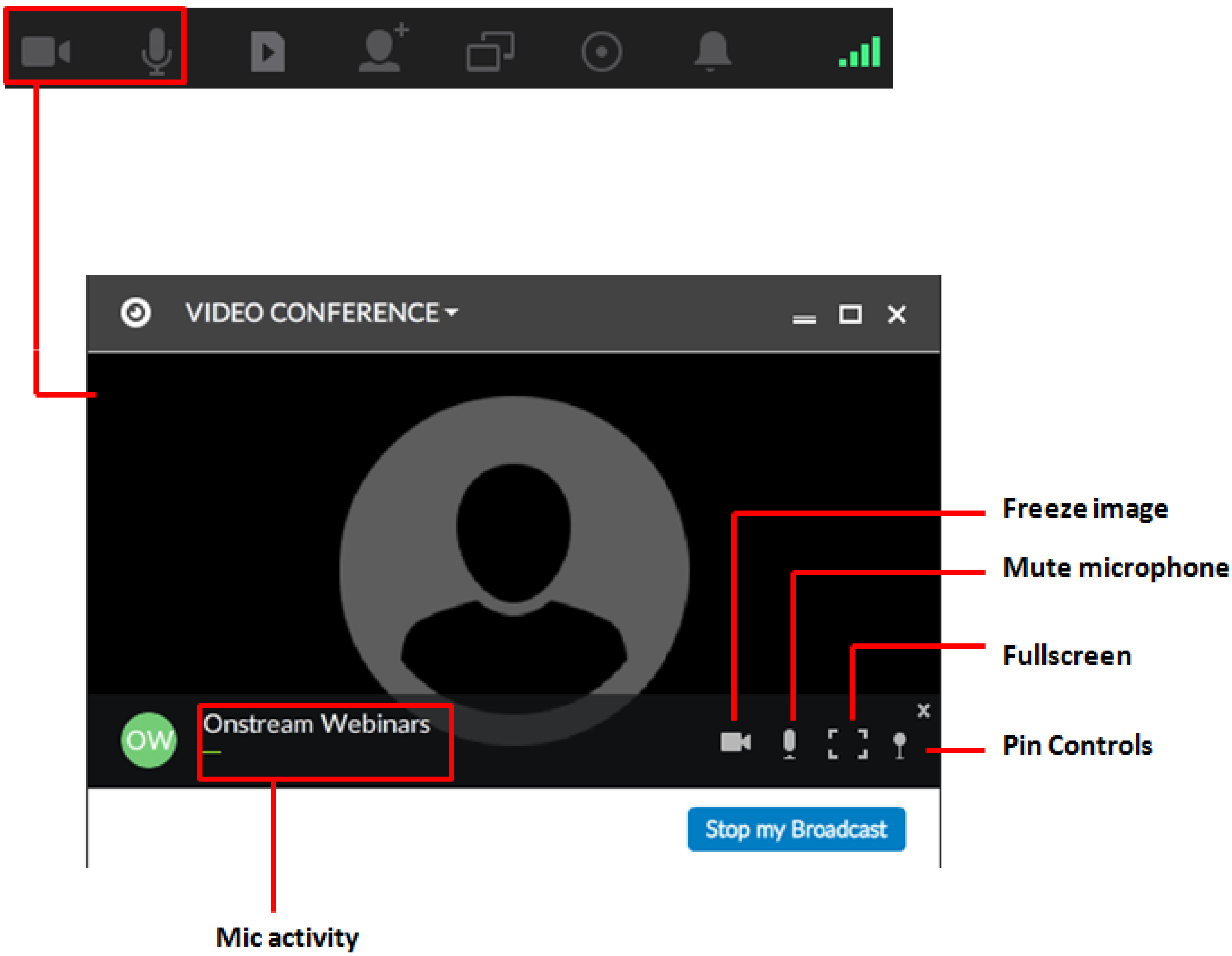
Onstream Webinars allows people in your meeting to share various types of content with each other – such as audio and video using their mic and webcam, computer files in almost any format, and there is even a whiteboard to aid online collaboration.




In this section, we'll teach you all about presenting and sharing content inside Onstream sessions

# Using your camera and audio

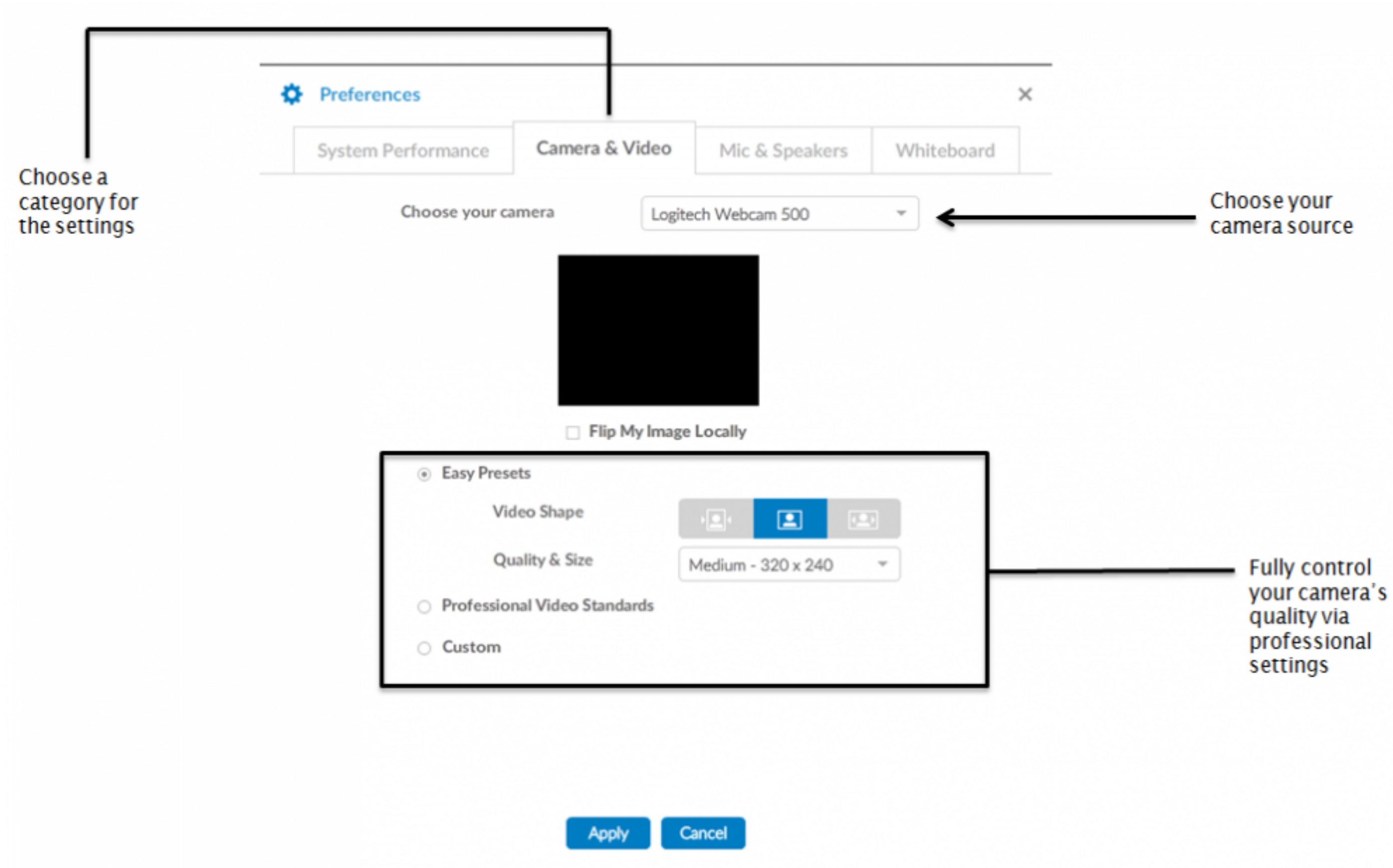
When first entering a session, you may be asked to approve access to your camera and microphone, once approved – you should see your camera's and microphone's input in the video conference content window. You can change your video and audio settings and change the output volumes for each participant separately to create the best possible experience.

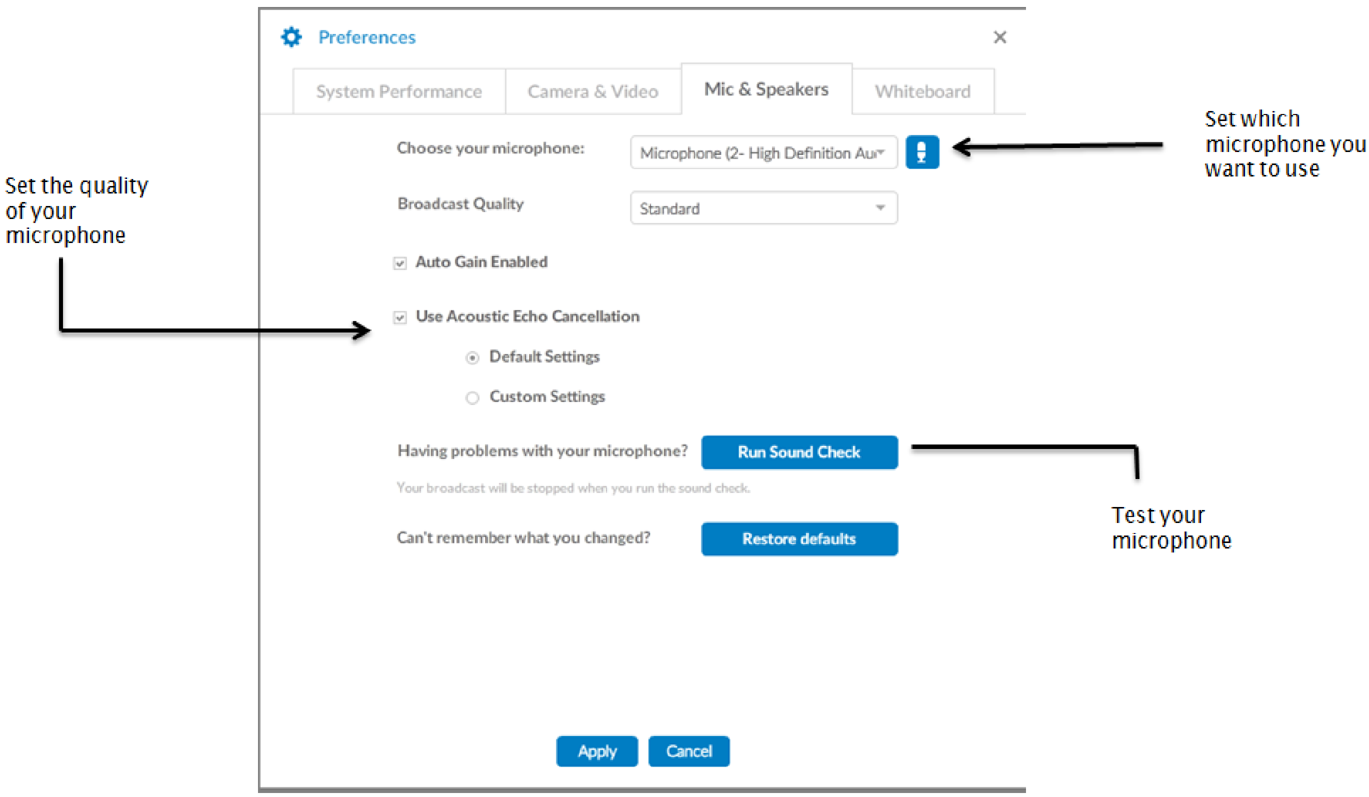


# Adjusting your video and audio preferences

Onstream Webinars allows you to modify your audio and video configuration during a session. This can become important when adjusting to available bandwidth capacity or changing the video aspect ratio to allow for alternative uses of your webcam and those of your audience.

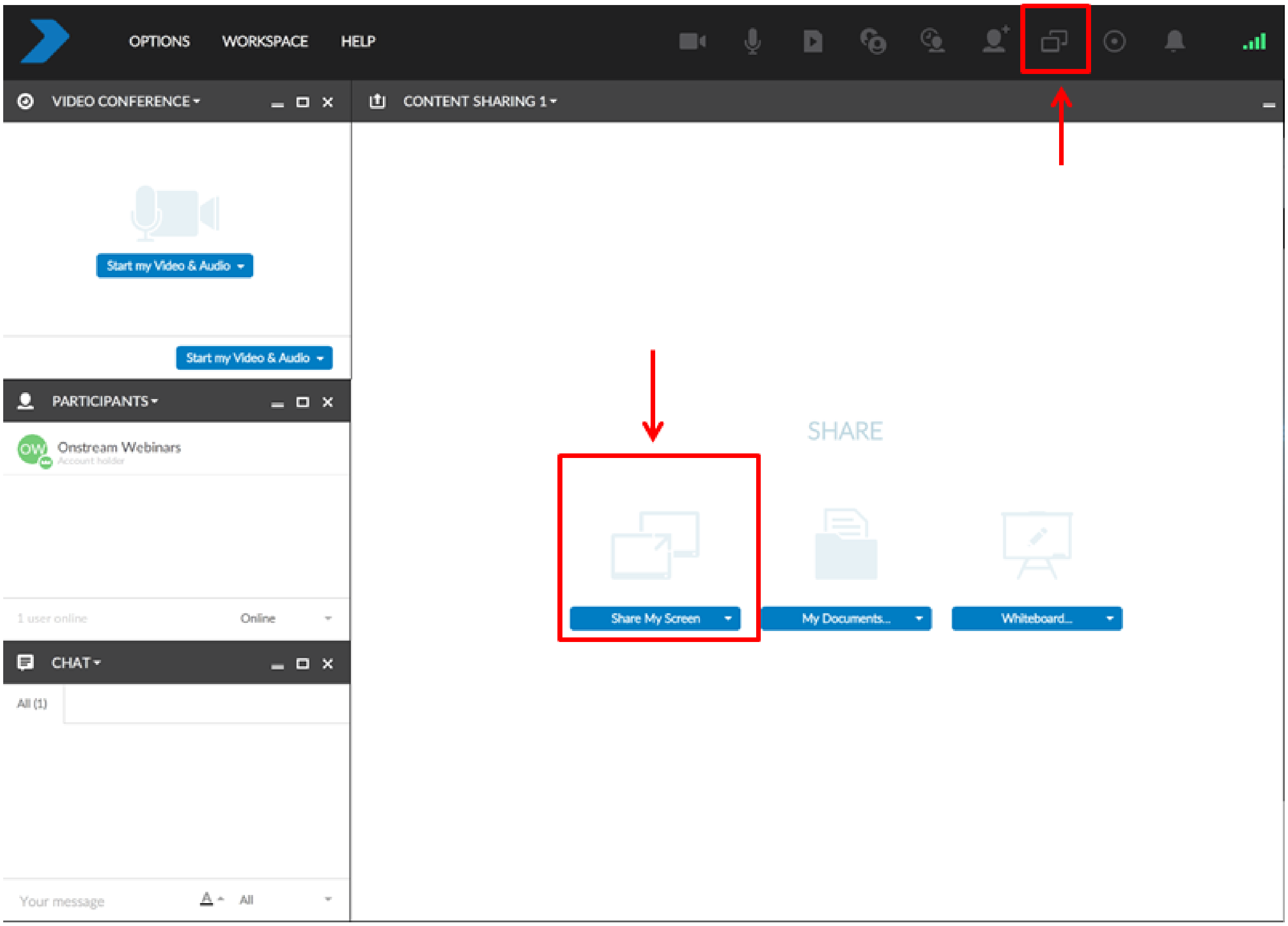
You can adjust your camera as well as your microphone source and video quality by going into **"Preferences"** the configuration options for both video and audio are shown in the following images:


Choose a category for the settings
Preferences
System Performance
Camera & Video
Mic & Speakers
Whiteboard
Choose your camera
Logitech Webcam 500
Choose your camera source
Flip My Image Locally
Easy Presets
Video Shape
Quality & Size
Medium - 320 x 240
Professional Video Standards
Custom
Fully control your camera's quality via professional settings
Apply
Cancel


Preferences
System Performance
Camera & Video
Mic & Speakers
Whiteboard
Choose your microphone:
Microphone (2- High Definition Au
Broadcast Quality
Standard
Auto Gain Enabled
Use Acoustic Echo Cancellation
Default Settings
Custom Settings
Having problems with your microphone?
Run Sound Check
Your broadcast will be stopped when you run the sound check.
Can't remember what you changed?
Restore defaults
Apply
Cancel
Set which microphone you want to use
Set the quality of your microphone
Test your microphone

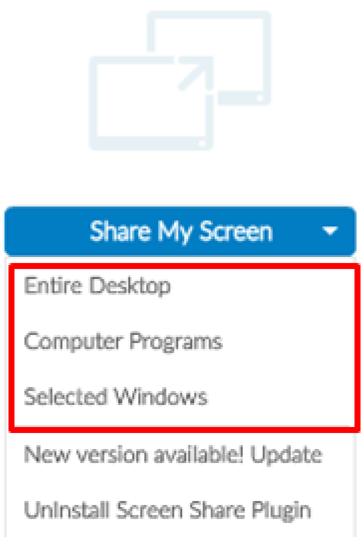
# Sharing your screen

Once you've entered a meeting room as a moderator or host, you are able to share your screen by clicking on either of the two highlighted buttons shown below.



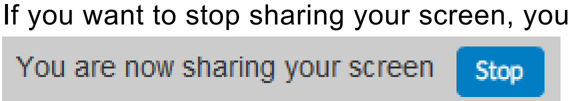

If you don't have the Screen Sharing plugin installed, a download option will show up. You must install the Screen Sharing plugin to be able to share your screen with other participants in the meeting.

Once the Screen Share plugin has been successfully installed, you will be able to select from various options:



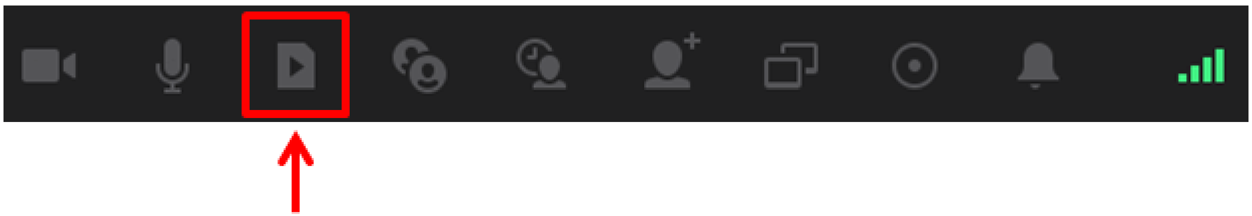

- The “Entire Desktop” option allows you to share literally everything that’s showing on your desktop
- The “Computer Programs” option allows you select a specific program and share its ui with everyone else.
- The “Selected Windows” option will allow you to select only one window from the ones you have already opened in your computer, so you can share only that window with the rest of attendees. (For example: you have a Word document open, your browser window and a notepad window active at the moment. You click on the “Selected Windows” option and then select the Notepad window in order to start sharing it. The only thing that the rest of participants will be able to see during that time on the meeting will be your Notepad window. All the other applications that were not selected will show up in black).

If you want to stop sharing your screen, you can click on the “Stop” button:



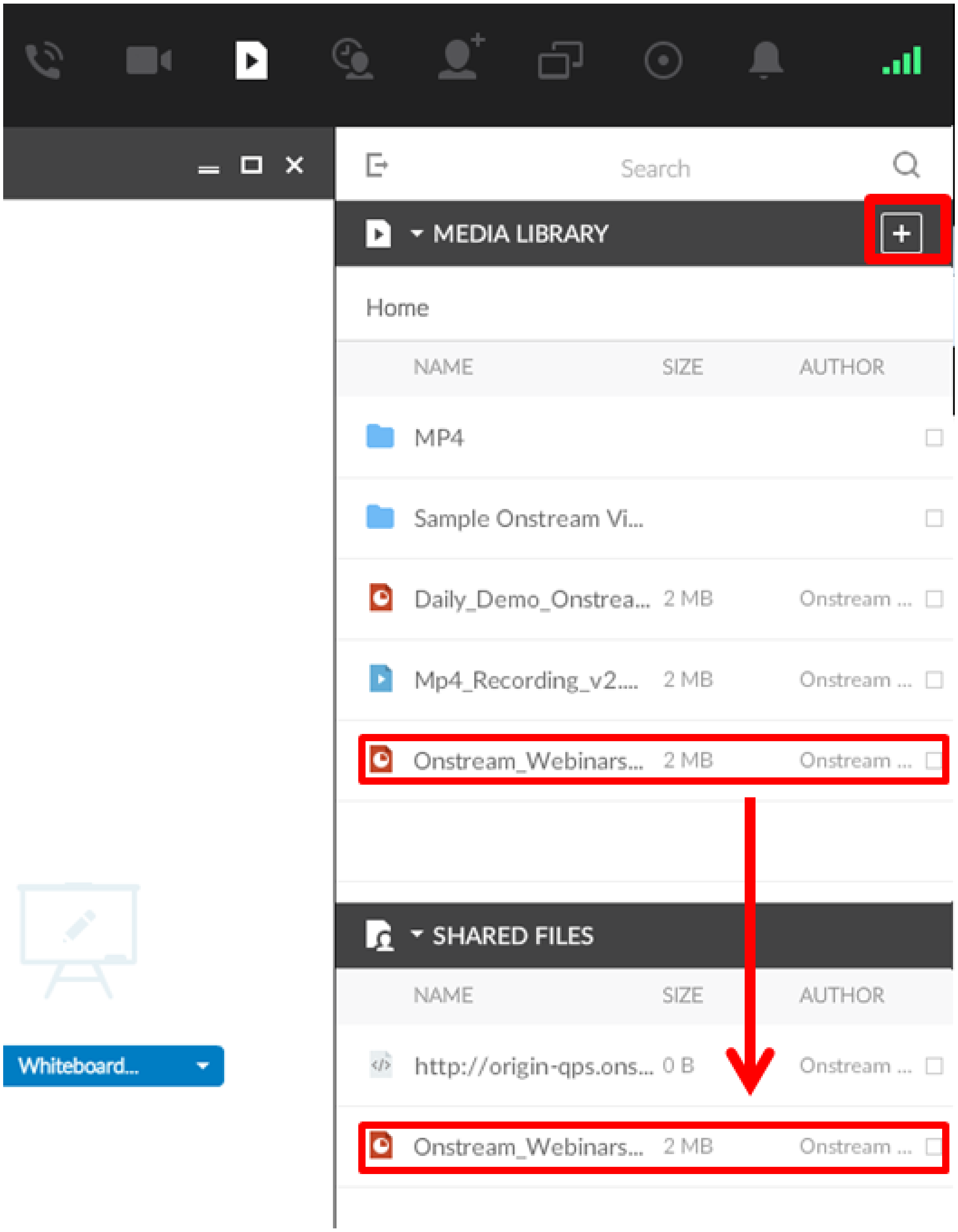
# Adding and Downloading Files from the Media Library

You can add files by clicking on the Media Library button:



Once you click on the "Media Library" button, an additional bar will show up on the right side of the screen. This bar contains the files that you uploaded ("Media Library") and the files that were shared for download

(“Shared Files”).

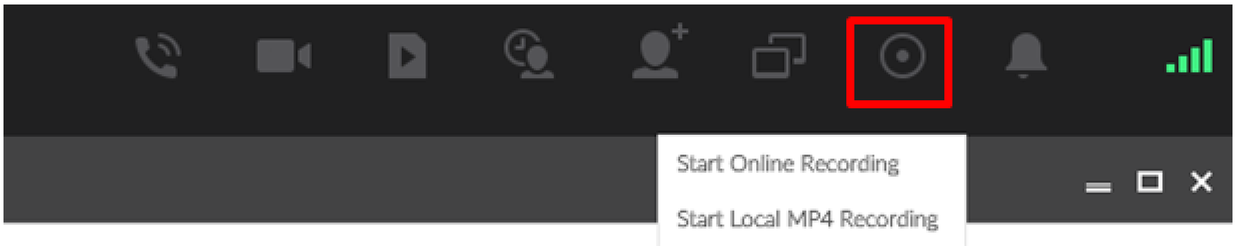



Please click on the “Plus” sign so you can start uploading files. Once they are converted, they will show up on the Media Library bar.

If you want to allow participants in a session to download a document, please select the file within your media library and drag it downwards to the “Shared Files”. This will make a button appear on the bottom of the content share synclet with a download link for anyone to use

# Recording Sessions

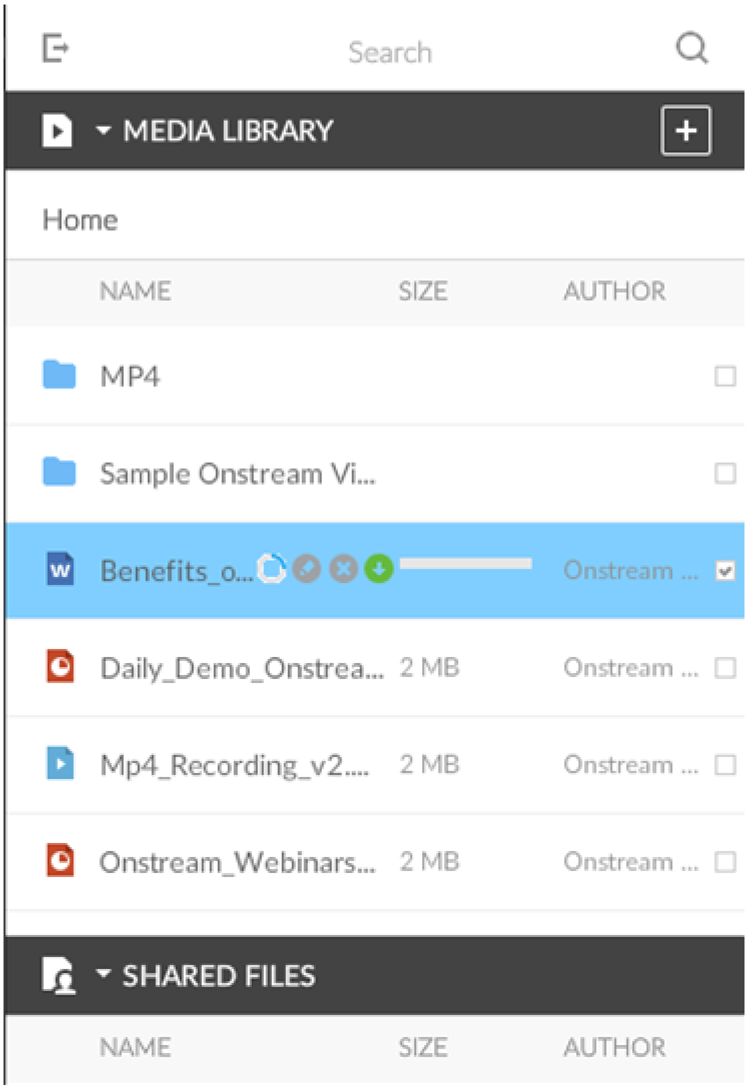
In order to start recording your session, please click on the Red button located at the top of the screen:




WAITING ON MP4 INFO

# The Onstream Webinars File Converter

Onstream's file converter allows users to upload their files and add them to their Media Library so they can be shared with the rest of the participants. When uploading a file, you will see a "loading" bar that tracks the conversion progress. This means that the file you selected is being uploaded and converted so that all participants can look at it, regardless of which device they are using to join the session.




Once the progress bar disappears, you're ready to share your file with the rest of attendees. You can simply drag it to the center of the screen for the rest of participants to see it, or you can drag it to the "Shared Files" area, so other participants can download it to their devices.

# User Roles

As the organizer of a session or if you have been granted Moderator privileges to the session, you will be able to change your participant's role.

Each of the roles are described below:

- Moderator: Grants "all-access" privileges inside a session. They can activate other participants ability to share their video & audio, ban users, share files, record sessions, etc. They also have the "Workspace" menu available at the top of the window, so they can personalize the workspace and bring in new synclets.

- Participants: They have more limited privileges inside a session. They must request permission to broadcast their audio and video and to share files. They do not have the "Workspace" menu available at the top of the session window. They just have the "Options" and "Help" menus available.

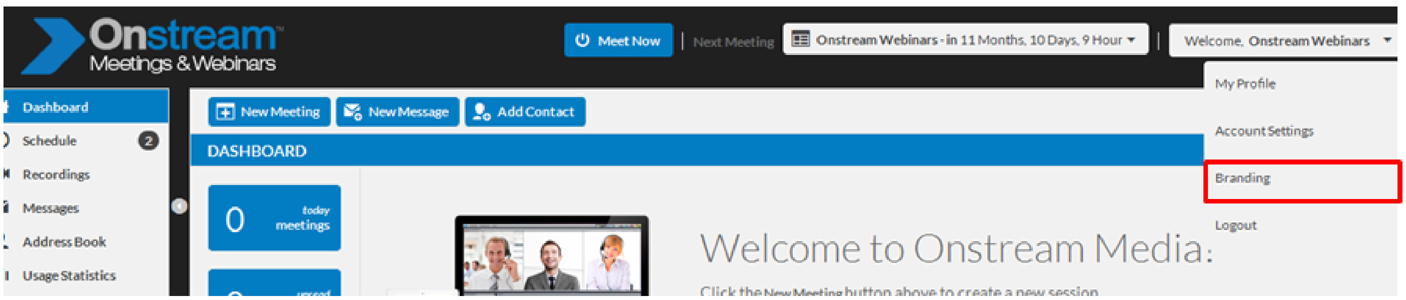
- Observers: This is the most limited type of access with even less privileges than that of "participants" – they are able to watch and listen to the meeting but not much else.

To learn more on how to change user roles within your session, go to Control your audience.

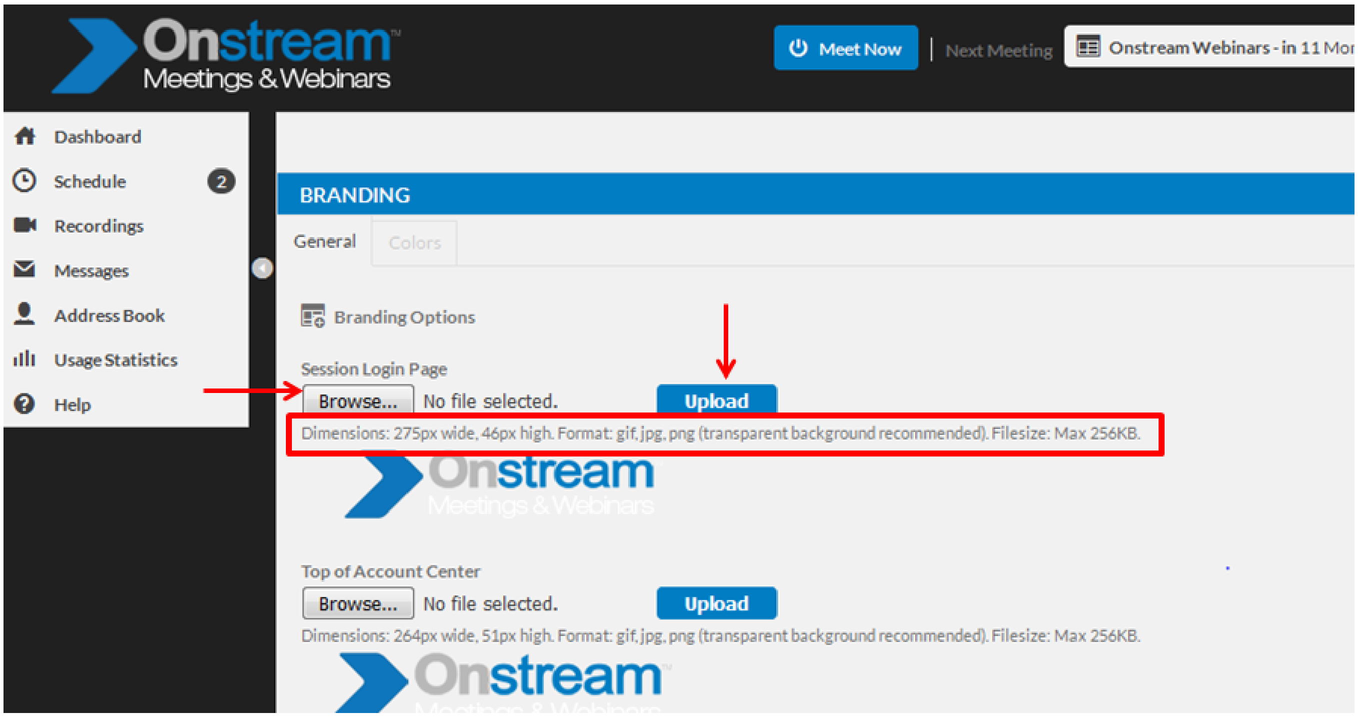
# Branding

Our Branding feature allows our users to change the default logos and colors of the interface.

1. Log into your account
2. Click on the “Welcome” button, located at the upper right corner of the Dashboard screen. Then, click on “Branding”.

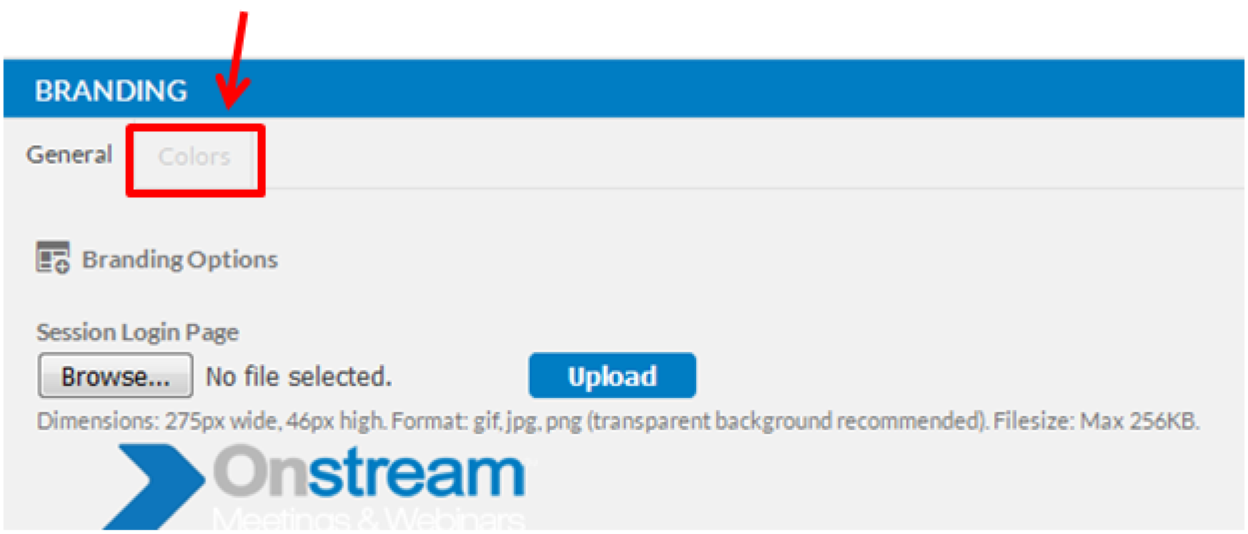



3. On the “Branding” screen you will see options to change each one of the different Onstream logos that appear in our platform. Each logo contains the dimensions needed and the maximum file size supported, so you can have it as a reference. You simply need to click on “Choose File”, choose the corresponding file from your computer and then click on “Upload”.




4.Lastly, go to the bottom of the page and click on “Update” to save your changes.

To change the color scheme of the interface click on the Colors tab on the top of the Branding page

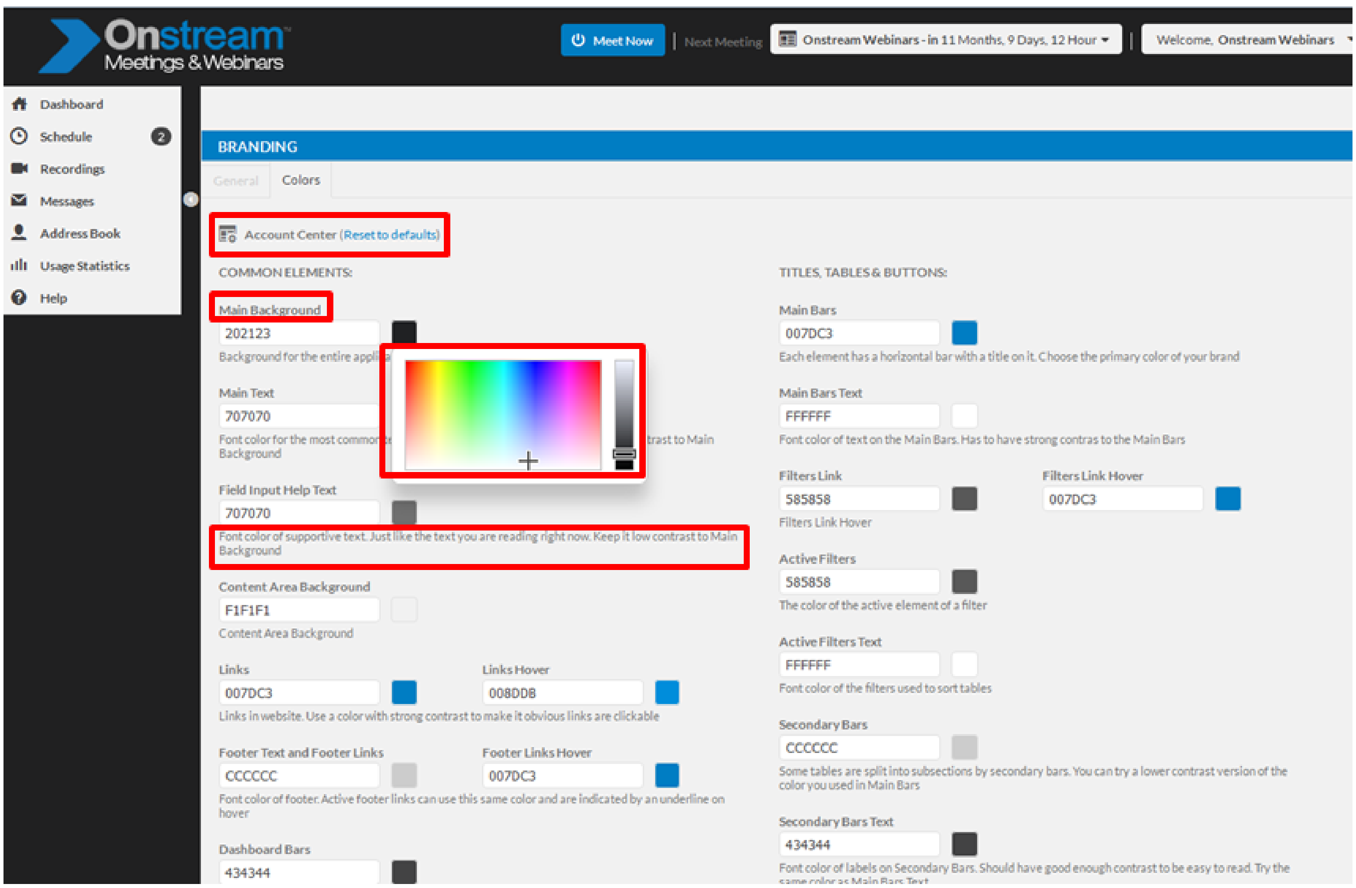



Onstream Webinars gives you more branding options than any other platform available. Change every detail of the Onstream Webinars interface to precisely match your organizations look and feel.

1. Click on the Colors tab from the Branding page.

2. Change each element's color by clicking on the default color sample. From there a color palette will appear.

3. Move the cursor through the pallet to find the right color you're looking for, or enter the hex code to find the exact shade.

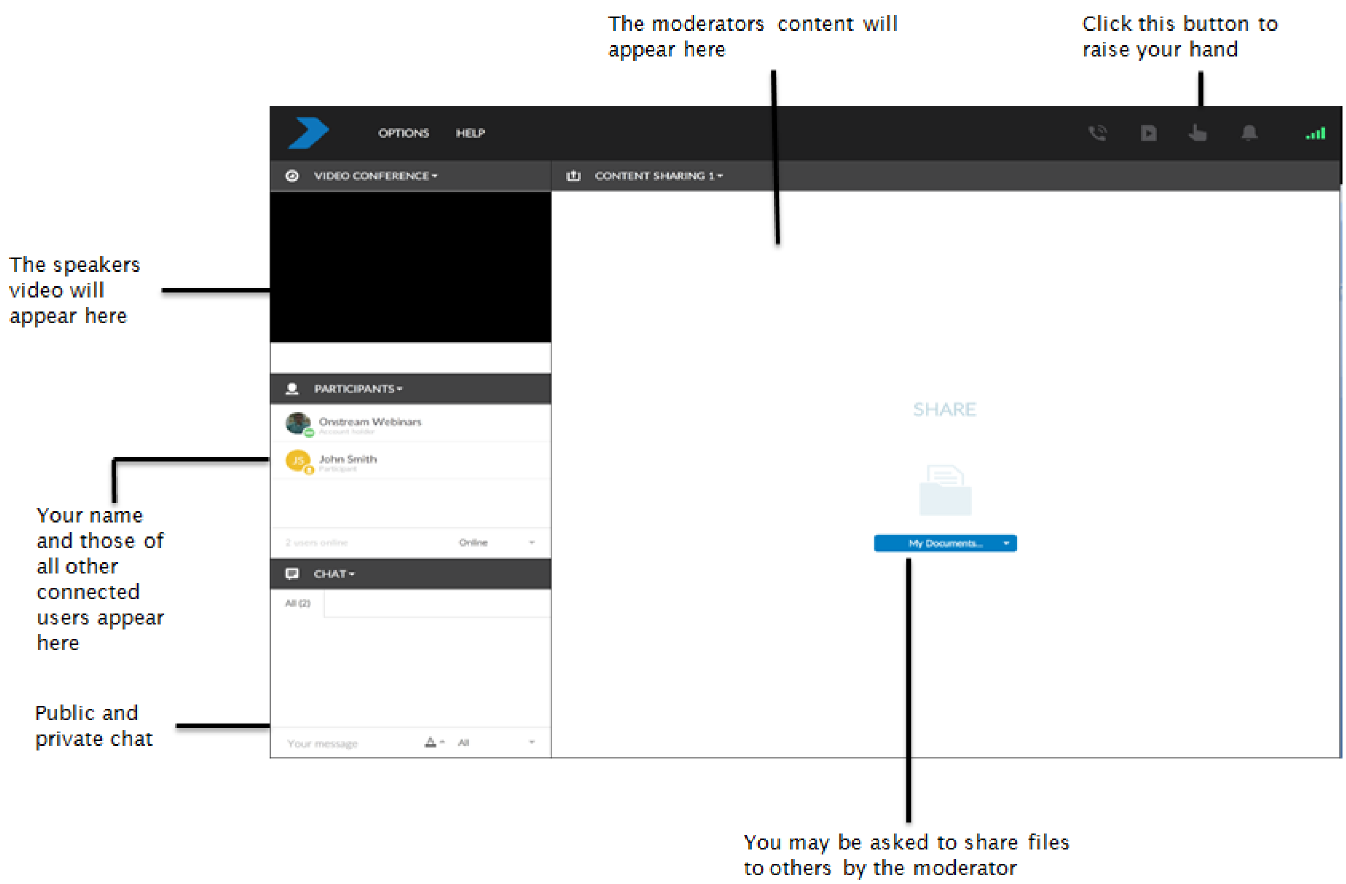


4. Click on the Update on the bottom of the page to save your changes.

**Note**: You can always reset the branding by clicking on the *Reset to Default* link on the top of the page.

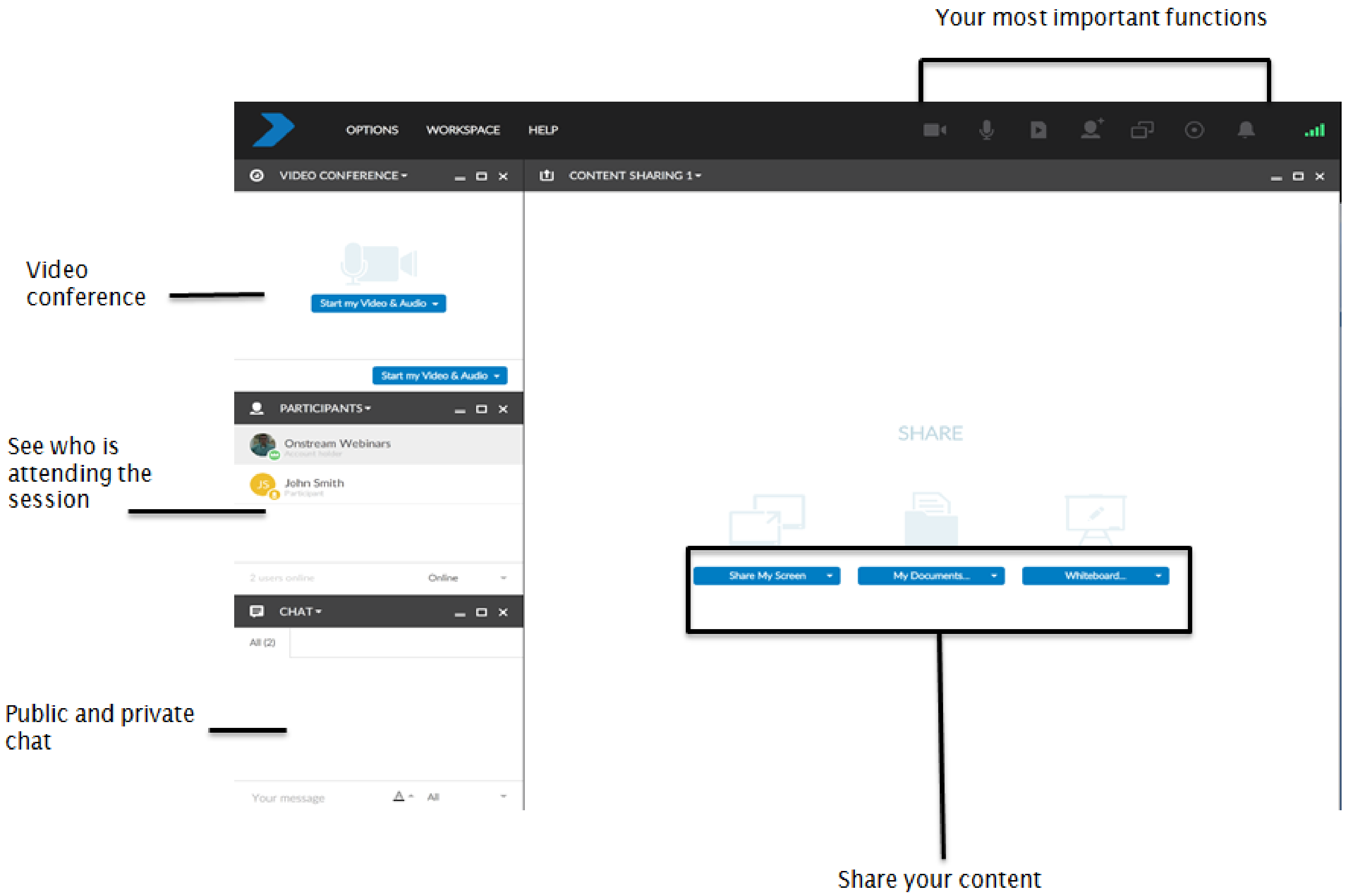
# Inside the Session

The following articles describe some of the features that can give your webinars and online meetings a connected media-rich experience, just as if everyone was in the same place.



# The Workspace

The Workspace is divided into interactive windows that perform a specific function. These are some of the most commonly used windows and buttons in Onstream Webinars:




- **Video Conference window**: It shows the participants audio and/or video broadcasts.
- **Participants window**: Contains the name of every connected user.
- **Chat window**: Will contain both public chat and private messages, divided into separate tabs
- **Content sharing area**: Files that have been uploaded to you Media Library must be dragged to this area so that the rest of participants can access them. It also contains the “Share My Screen”, “My

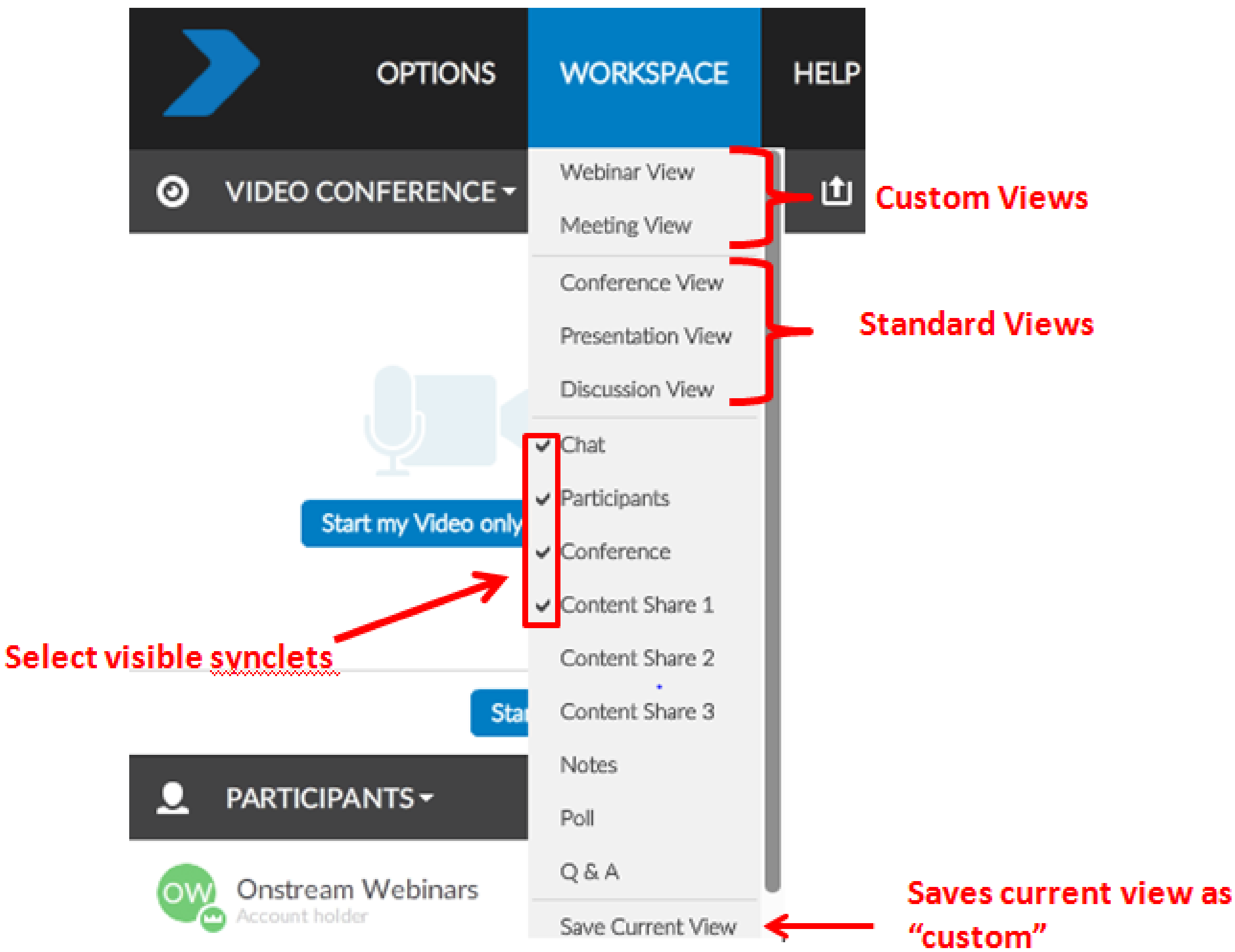
Documents” and “Whiteboard” options for Moderators. Only the “My Documents” option is available for Participants.

- Top menu bar: “**Options**”, “Workspace” and “Help” for Moderators and only “Options” and Workspace” for Participants. They allow you to configure different areas on the platform.

- Corner buttons area: For Moderators it includes the “Start my Camera”, “Start my Microphone”, “Show my Media Library”, “Invite Participants”, “Start Sharing My Screen”, “Start Recording” and “Notification” buttons.
  For Participants it will include only the “Show my Media Library”, “Raise Your Hand” and “Notification” buttons. The “Raise Your Hand” button allow participants request permission to start their broadcasts.

# Workspace Views

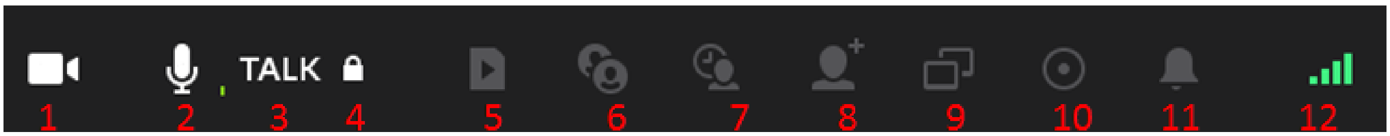
The **WORKSPACE** menu allows a moderator to change the look and feel of the Workspace layout. Here, you can select one of our predefined views (Conference View, Presentation View or Discussion View) or create your own custom layout by selecting which content is visible, moving and resizing the content windows to their desired position and then selecting **SAVE CURRENT VIEW**.



# Workspace Toolbar

In the upper right corner of the session window there is toolbar which gives quick access to some commonly used options.

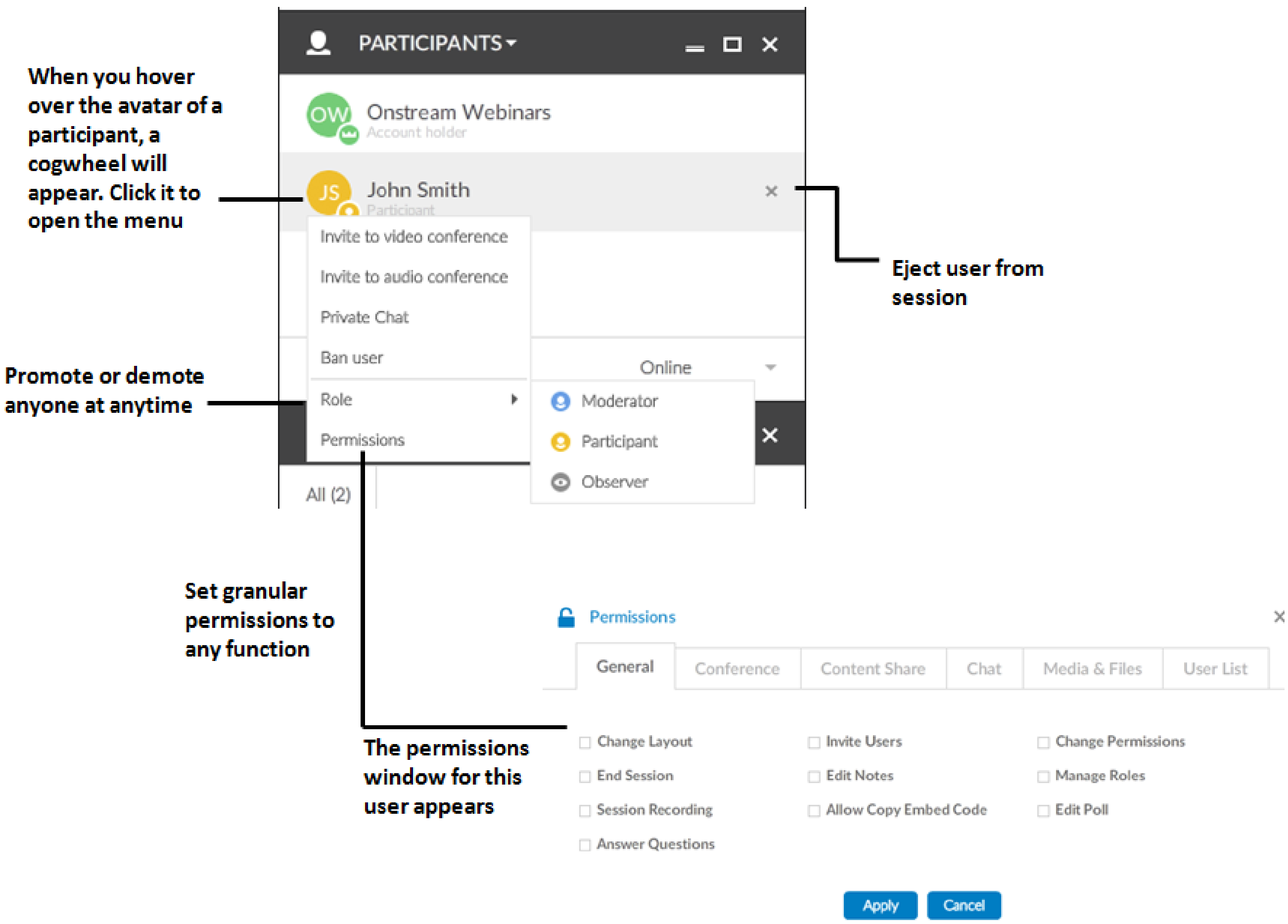
Below is a complete list of the various available options that can appear on this toolbar.
Some of these options can be hidden as they are dependent on the user's role or what functionality is enabled in the the session.




1: Camera ON/OFF
2: MIC Volume
3: TALK Button: Must be blue for mic to record audio. If you're causing echoes, click the TALK button one time so it turns gray, and then either click/hold to speak or press/hold CTRL key on your keyboard while talking.
4: LOCK Button: While white, you are in full-duplex VOIP mode, meaning you can speak and listen at the same time. When gray, you must click/hold the TALK button.
5: SHOW/HIDE Media Library
6: Breakout Rooms Panel
7: Lobby Panel
8: Invite Users
9: Screenshare Shortcut
10: Record Session
11: Notifications
12: Connection Quality Indicator

# Control your audience

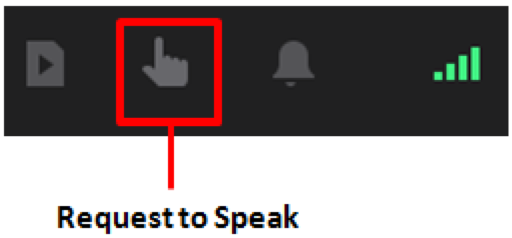
As an organizer or moderator you can view who has joined your session, as well as manage their ‘User Role’ i.e. their permissions within the session. You can also invite someone to share their video or even ban them out of the meeting room. All these options can be managed through the Participants synclet, which is shown and described in the image below:



# Requesting to Speak

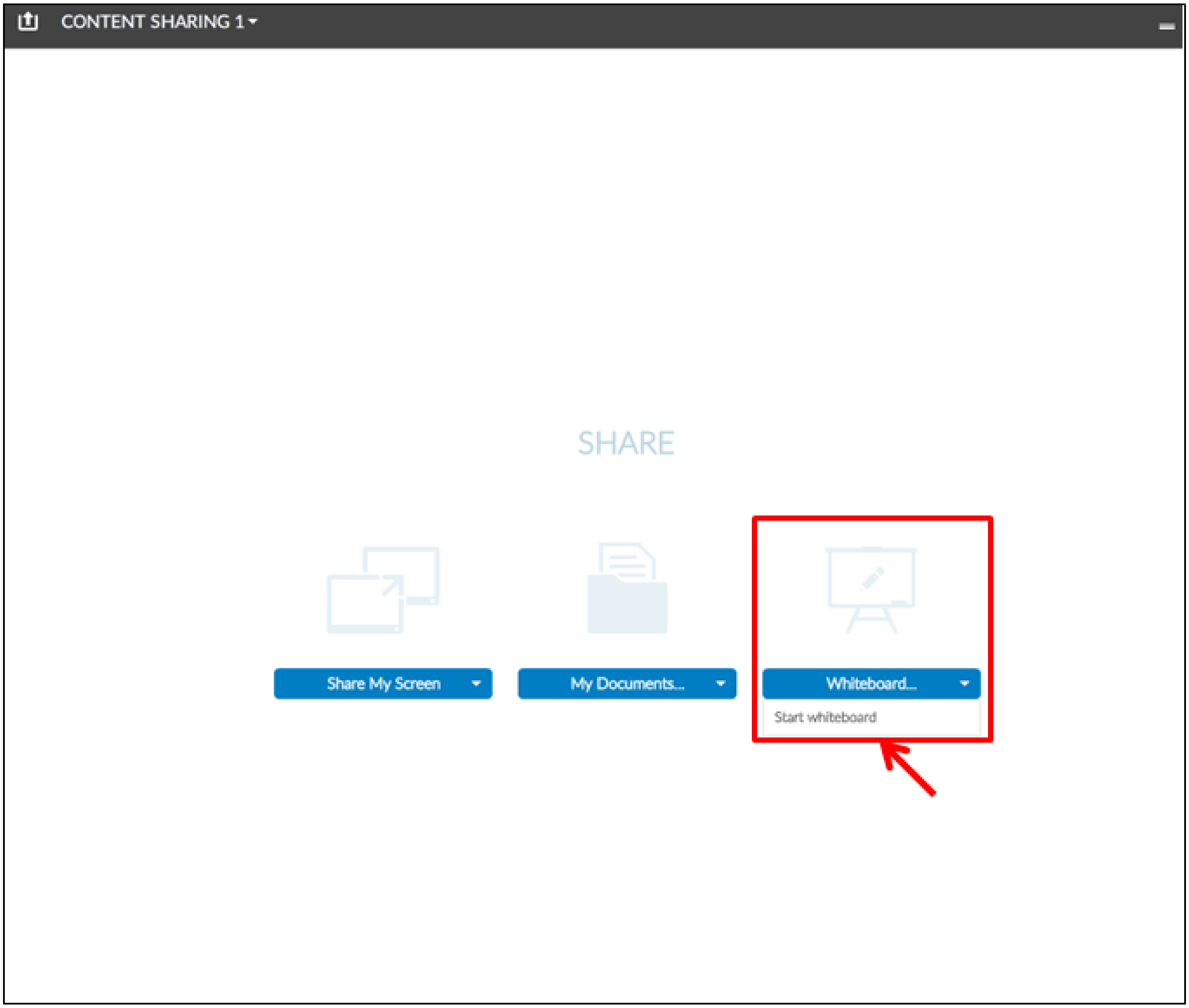
If you have been invited to a session and haven't been assigned to the Moderator role, you may need to request permission to start your webcam and audio device from a room moderator.

You can do this by clicking on the 'Request to Speak' icon in the top right of the session window.
This will generate a dialog on the session Moderators' side where they can allow you to start your webcam and mic.



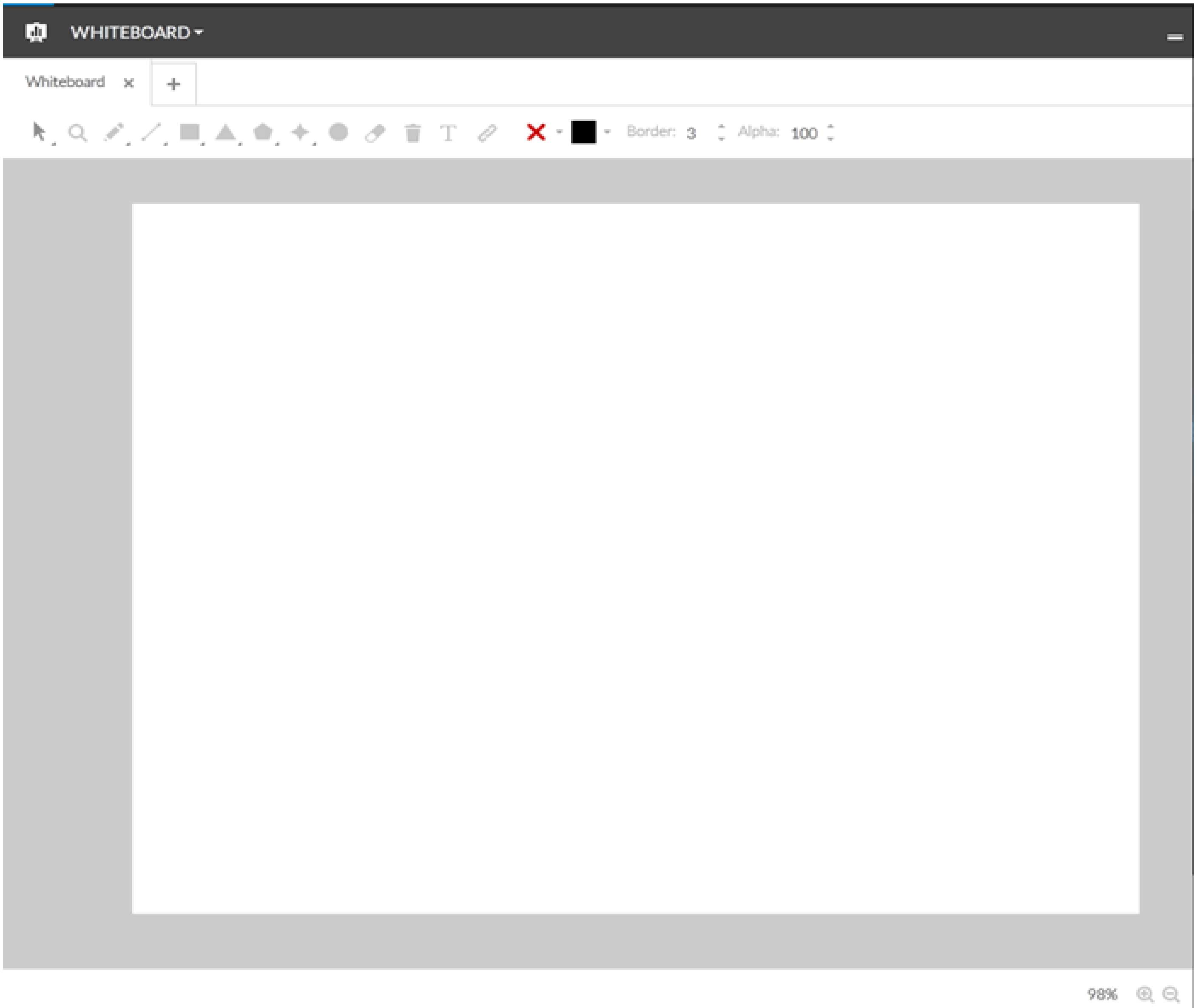
# Whiteboard

To activate the whiteboard you will need an empty “Content Share” Synclet, you should have one by default whenever you start a session. If you don’t have an empty content share space, open a new one and click on”Start Whiteboard”.

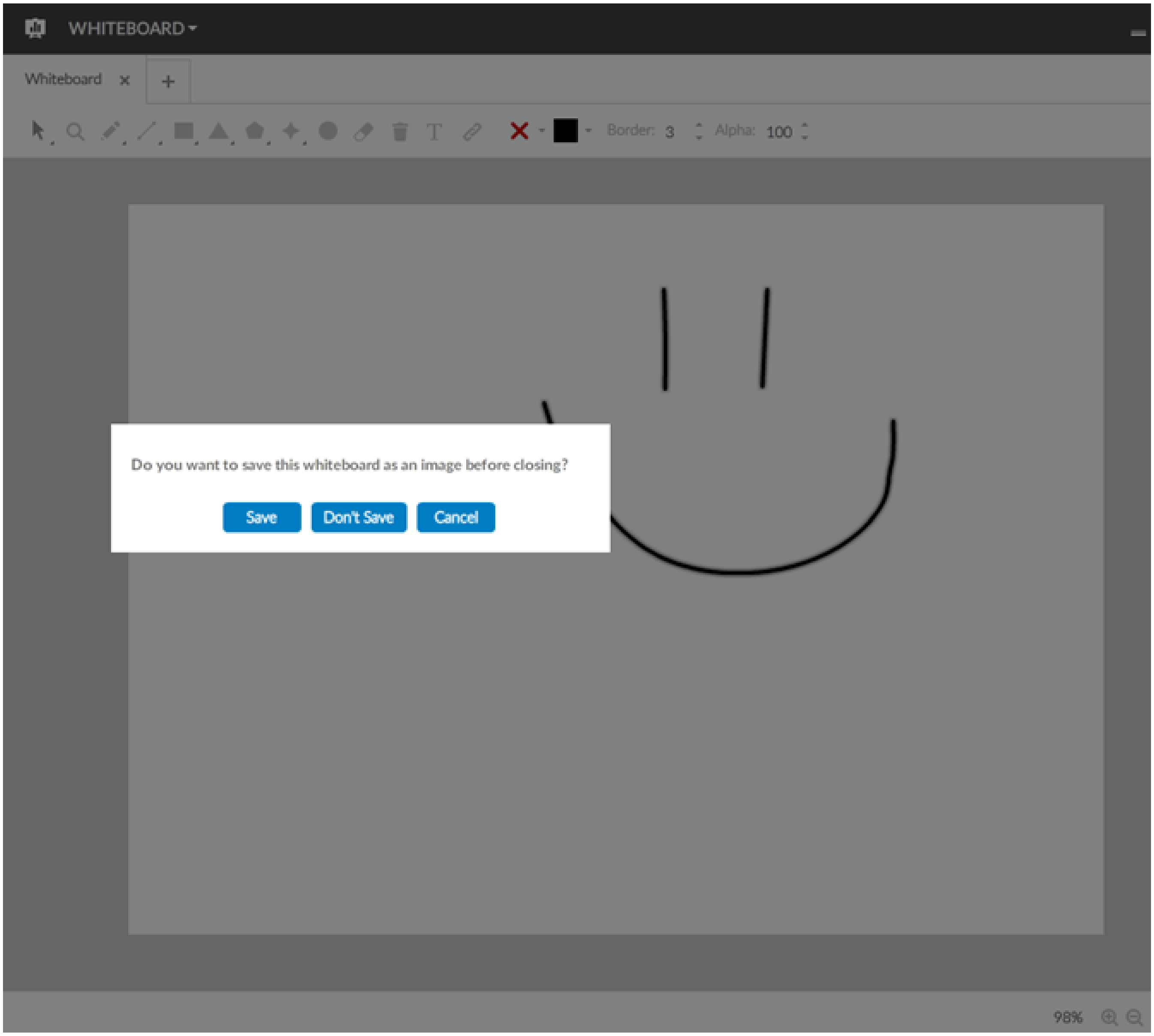



The whiteboard will show up, along with drawing tools at the top of the screen. Participants will only see the whiteboard and what others draw and write on it, but they won’t be able to see the drawing tools.

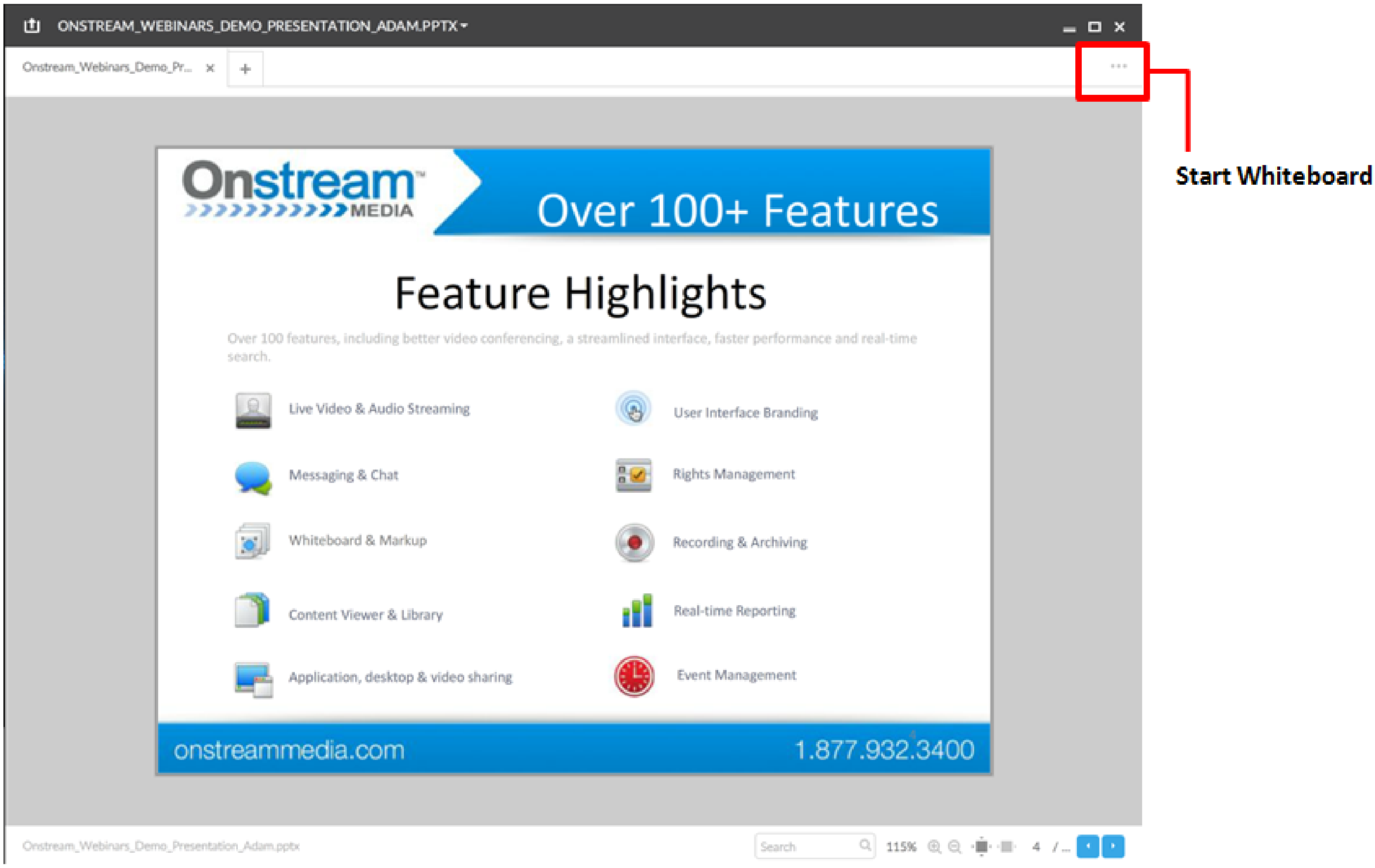
Moderators will have full access. It should look like this:




After you and the rest of the moderators are done making changes to the whiteboard, you can save the drawings you make on the whiteboard as a .png image. Simply click on the “X” corner sign located on the Whiteboard tab. A pop-up message will show up asking you if you would like to save your changes. Please click on “Save”.

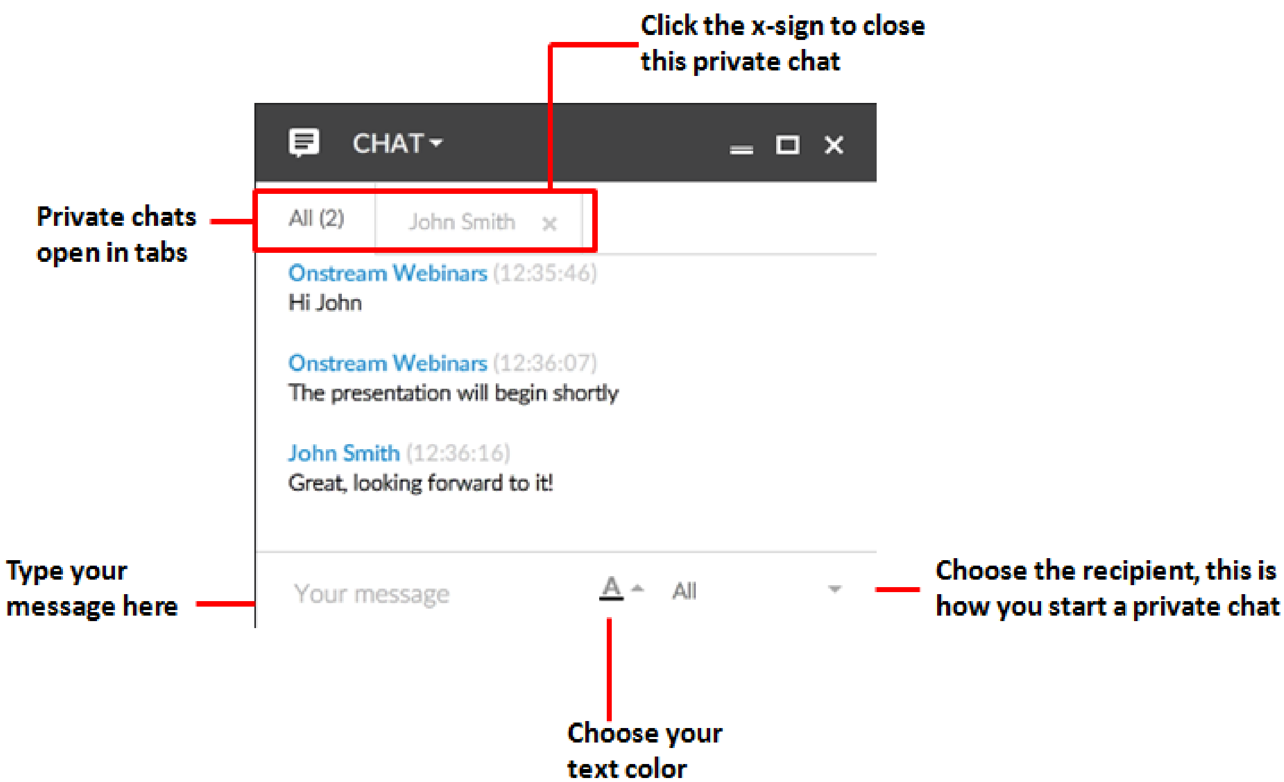



You can also open a PDF, MS Office file or an image and activate the whiteboard to draw on top of it. To do so, start by opening the desired file on a content share synclet using your media library. The Whiteboard button will be located at the lower right corner of the screen. Once you click on it, the drawing tools will show up at the top of the image or PDF file, just like they do when you start the whiteboard.

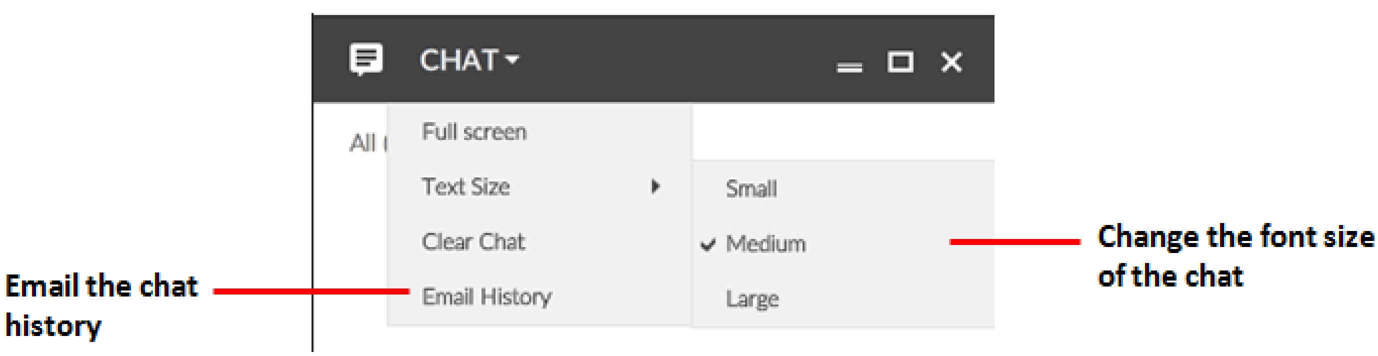


# Chat

Another means of communicating with meeting participants beside using audio and video is the live chat feature. This option allows you send messages to all of the participants at once or individually in a private chat. You can choose your font color. These options are shown in the graphic below:



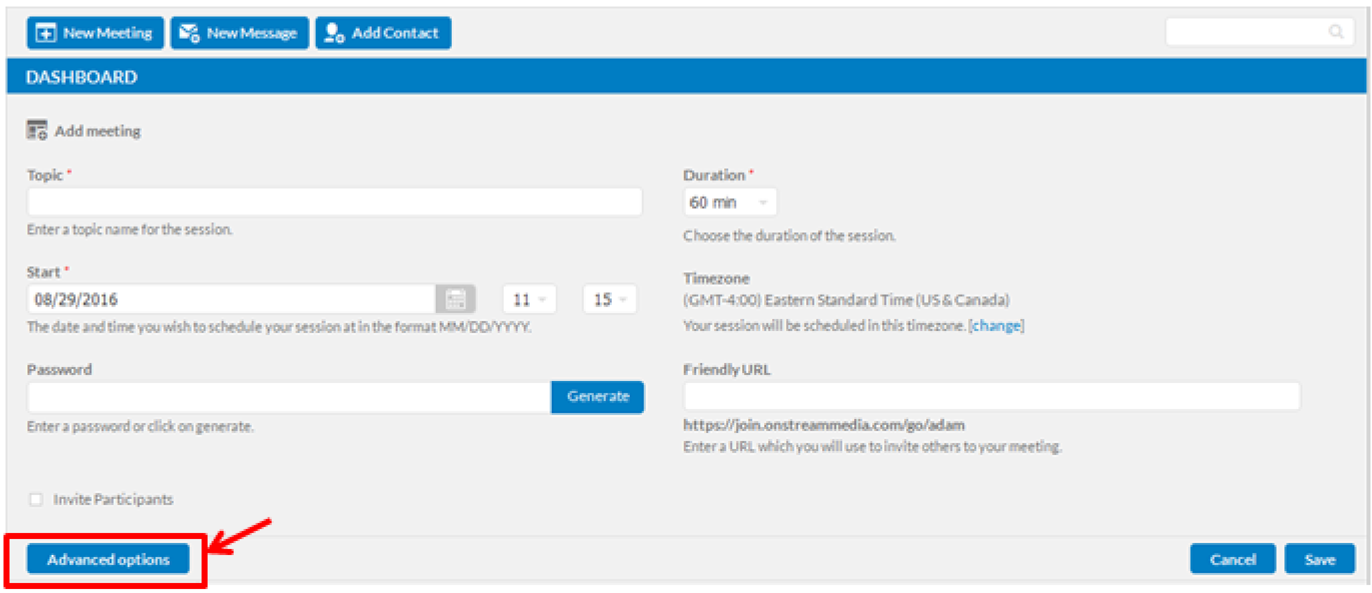

You can also choose to clear the entire chat history or send the chat log to your email. The image below shows all the advanced chat options:



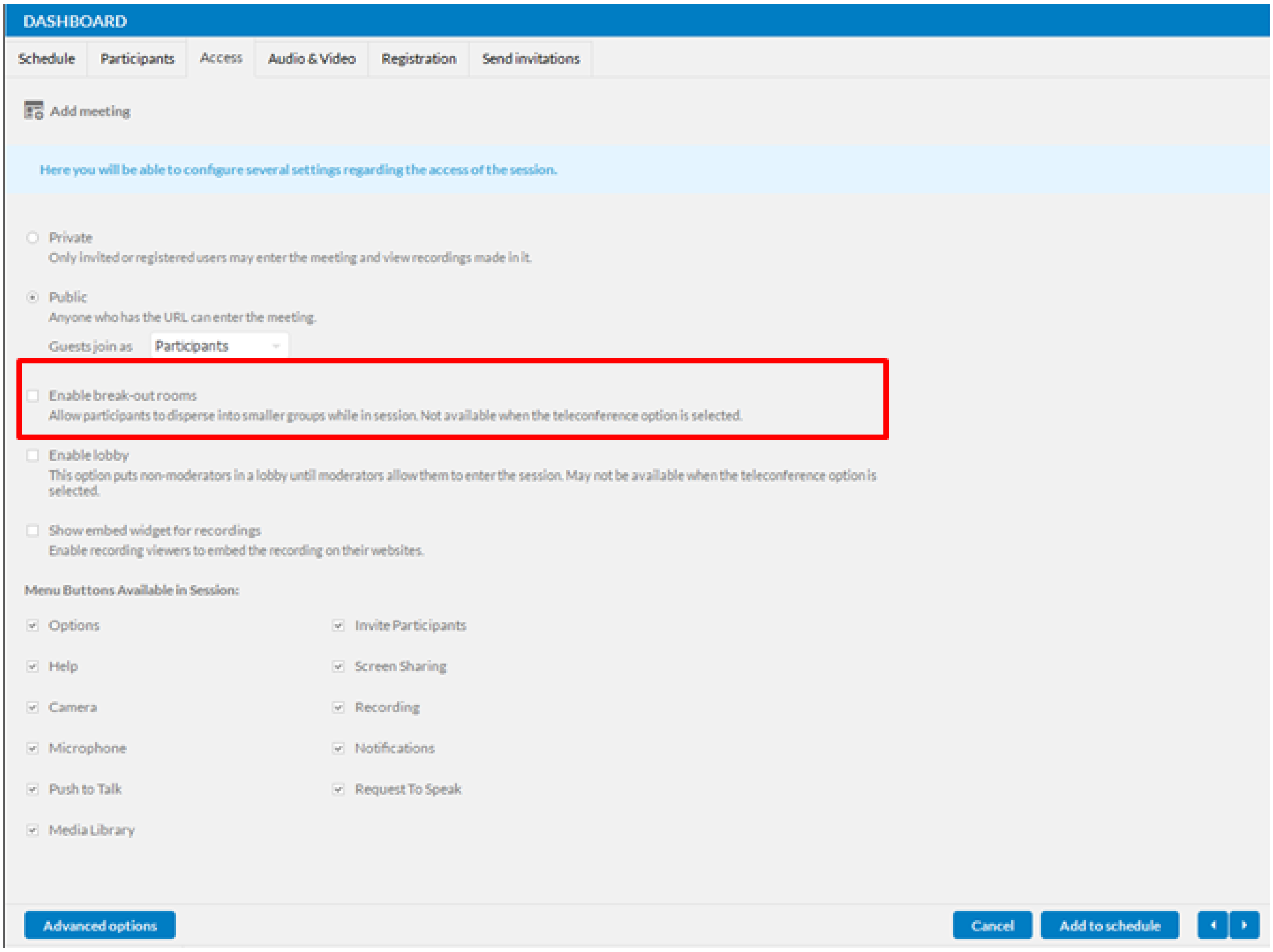
# Break-out rooms

The break-out room feature allows you to create

1. When creating your meeting and running through the initial setup configurations as described earlier, click on the “Advanced Options” button:



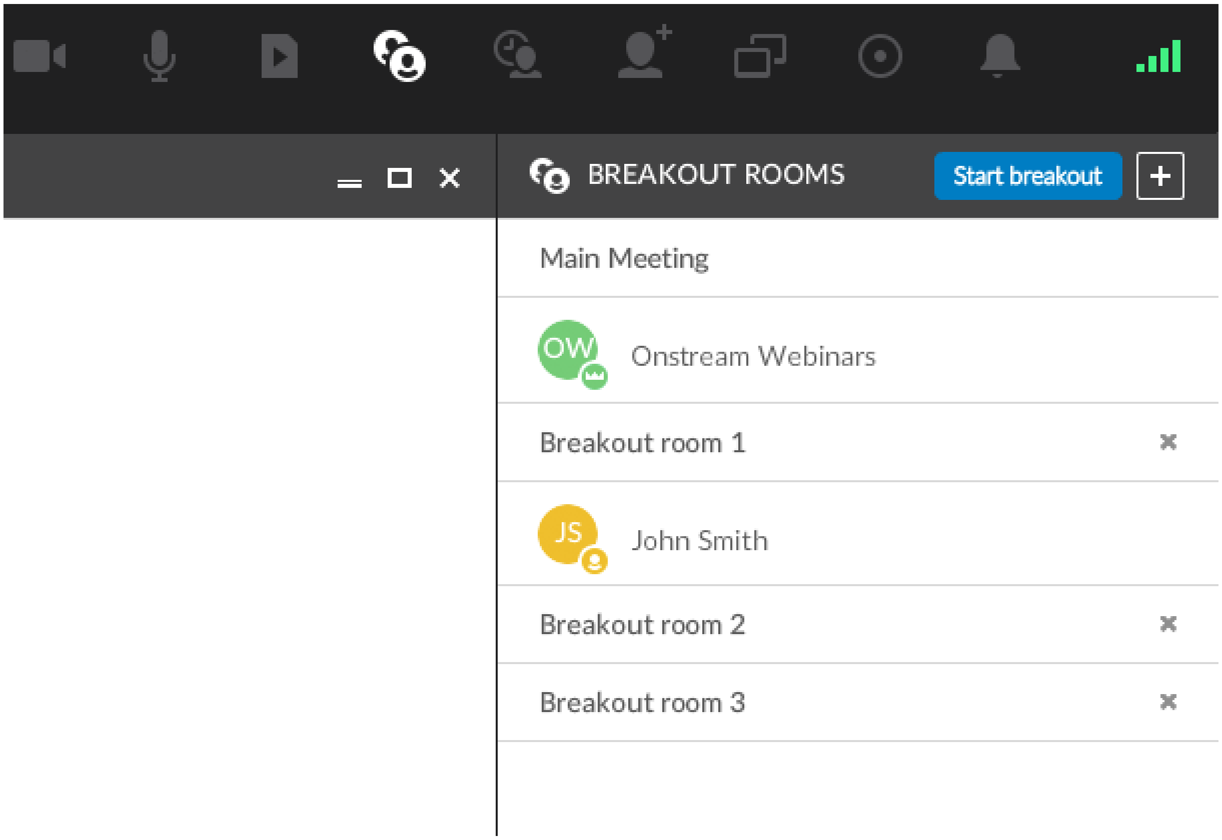

2. The Advanced Options will now show. Click on the “Access” tab. Then, select the checkbox that says “Enable break-out rooms”




Finally, click on “Add to Schedule” for all changes to be saved.

3. Now when you start this session. You will notice that the Break-Out rooms button. You will find it at the top corner of your screen.
4. Click on the Break-Out rooms button for the Break-Out rooms bar to show up. Then, click on “Start

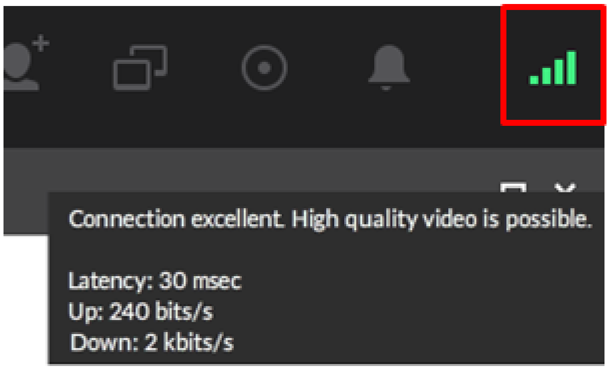
breakout" to activate new rooms.




5. You can now drag your participants names to other rooms, in order to divide them into smaller collaboration groups.

# Testing the quality of your connection

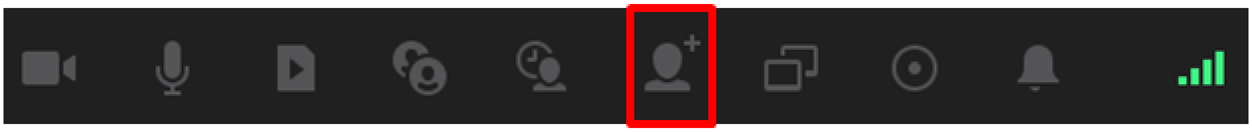
Once in a session, you can check if you have an acceptable internet connection for a media rich online meeting by simply moving your mouse cursor to the upper right corner of the user interface. You will see a brightly-colored box next to the “Notifications” button. Hover your mouse over the color box to obtain some technical details that will help you identify how good your Internet connection is.



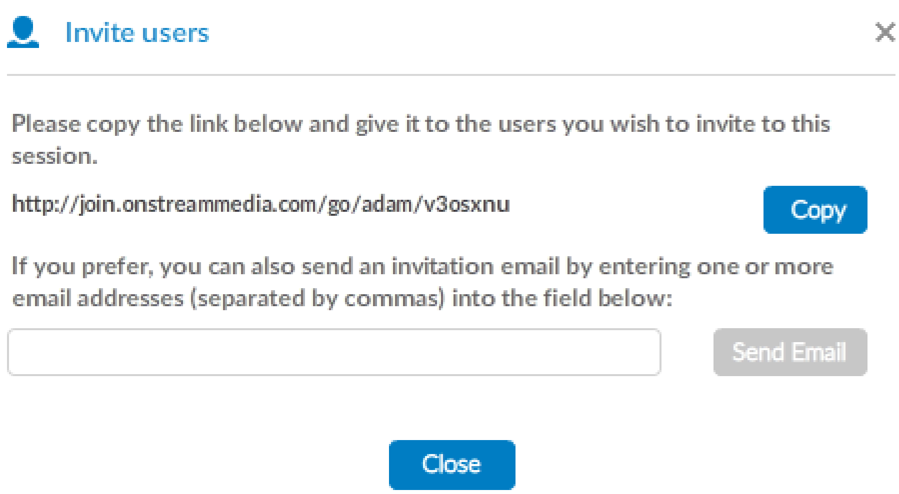

If the color box is green, your Internet connection should be enough to ensure a great collaboration experience. If the box is colored in yellow, then your connection may cause video and audio streams to lag or stutter.

# Inviting additional participants during a session

If you're already in the room, you can click on the "Invite Participants" button to invite new people to join.



A pop-up box will show up. You can simply copy-paste the link of the session, or you can send an invitation email using the corresponding field:



# Integrations

By integrating with industry leading platforms and services, Onstream Webinars is more accessible than ever. Click here to access our API documentation to build your own custom integration.

# Marketo

Synchronize data, streamline registration and much more! Click here to learn about integrating Onstream Webinars with Marketo.

# Webinara


To integrate your Onstream Webinars account with Webinara please contact us at team@onstreammedia.com

# Wirecast

Telestream's Wirecast software allows you to capture, edit, and stream live video effortlessly. Click here to learn more about Wirecast, or contact us for more information: team@onstreammedia.com

# Additional Support

Here are a few helpful resources available:

Recorded Demonstration
System Check :
Mobile Apps
Check upload.download speed:
API Documentation
System Requirements

# FAQ’S

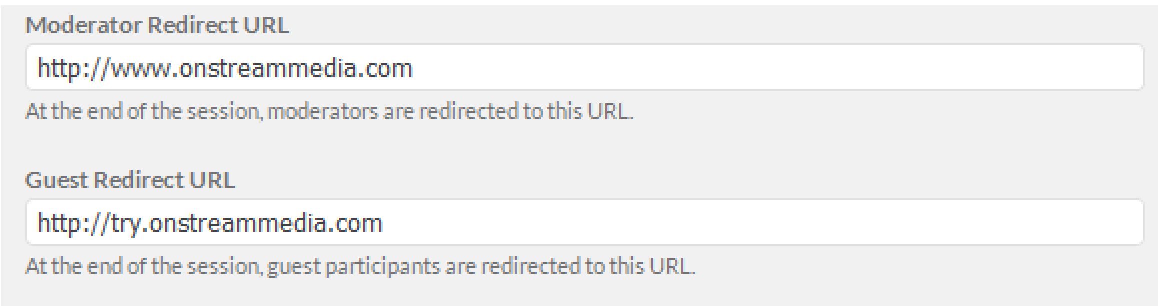
# What’s the difference between Onstream Meetings and Onstream Webinars?

Onstream Meetings and Webinars are the exact same browser-based collaboration platform. Onstream Webinars however provides users with **Advanced Options** while creating their session. Reference the chart below to see the different features offered on each plan.

| | Onstream Meetings | Onstream Webinars |
|---|---|---|
| Participant Capacity | 25 | 50-500 |
| Webcams | 3 | 10 |
| Archives | 25 | 25 |
| File Storage | 50mb | 100-500mb |
| Registration | n/a | Included |
| Breakout Rooms | n/a | Included |
| Lobbies | n/a | Included |
| Hidden Participant Count | n/a | Included |
| Custom Automatic Emails | n/a | Included |
| Pricing | $19 per month | Starting at $49 per month |

# Can I redirect participants to my website after the event?

Yes, you can set an automatic redirect for both Moderators and Participants after the session ends. To set this option you will need to go into the Branding section of the account center.




Scroll down until you find the find the “Guest Redirect URL”, enter the new URL you want to use and click “Update”.

# Can guests take control over moderator's (host) computer screen?

Yes, you can allow guests to take control. By default this function is turned off for participants but you can do two things:

- Click on the user in the participants list and set his permissions. In Content Share allow him to control others screens.
- Click on the user in the participants list and make him a moderator. Moderators have remote control permissions by default.

# Which files can I open natively, without converting them first?

Files with the following extensions can be openend immediately after upload: swf, jpg, jpeg, png, gif, mp3, mp4, flv, m4v, f4v, f4a, f4b, f4p, mov (most), mp4v, m4a, 3gp (most), 3g2 and aac.

Out of that list you can choose to convert the following to a smaller, optimized size: mp4, flv, mov

Other filetypes can either be uploaded and converted, or just uploaded (and shared with others for download, for example).

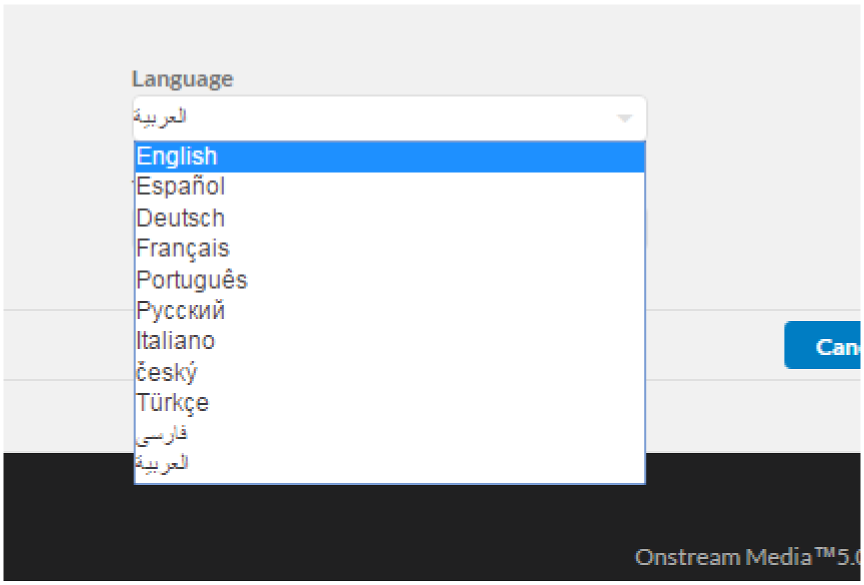
Filetypes that can be uploaded and converted:
Office: doc, docx, ppt, pptx, pps, ppsx, xls, xlsx and also pdf, txt, and rtf
Video: avi, wmv, mpg, mpeg, asf, asx, fix, mkv, xvid and the filetype mentioned in the previous question (mp4, flv, mov)
Audio: wma, wav, wave, aif, aiff, mpa and ogg

**For PowerPoint files**

- Make sure you do not include macros on your sildes. For safety reasons we have to disable all macros and that should work fine, but there can be cases where the presence of macros will cause the conversion to cancel.
- Make sure you do not embed ActiveX components in your slides (such as external video). This causes stability issues with the converter.
- Make sure you do not rely on external resources, such as CSS. Whilst this should usually not cause any issues with the conversion, we have seen cases which made the file nonconvertible.

# How do I change the default language?

Changing the language of your account is very simple. Log into your Account Center and click on the Welcome drop down menu on the top right. From there click on the **My Profile** option. From there you will be able to select your new language.



# How can I purchase Onstream Meetings/ Webinars?

If you would like to purchase an Onstream Meetings or Webinars license please click here

To contact our Sales team please email: team@onstreammedia.com or call 1.877.932.3400 option 1