

Web Conferencing - iBridge User Guide

What is the iBridge?

Ever joined a web conference or webinar and experienced difficulty with the audio? The iBridge feature helps you connect your webinar with a teleconference line so your participants experience first class audio quality at every online event you hold.

Important: You should only present from either the phone or the web, but not both simultaneously.

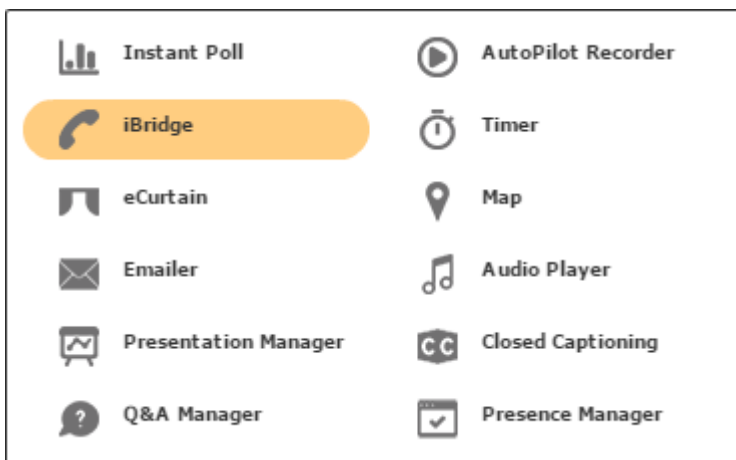
Setting up iBridge Audio

Setting A: Presenters will speak via the Computer

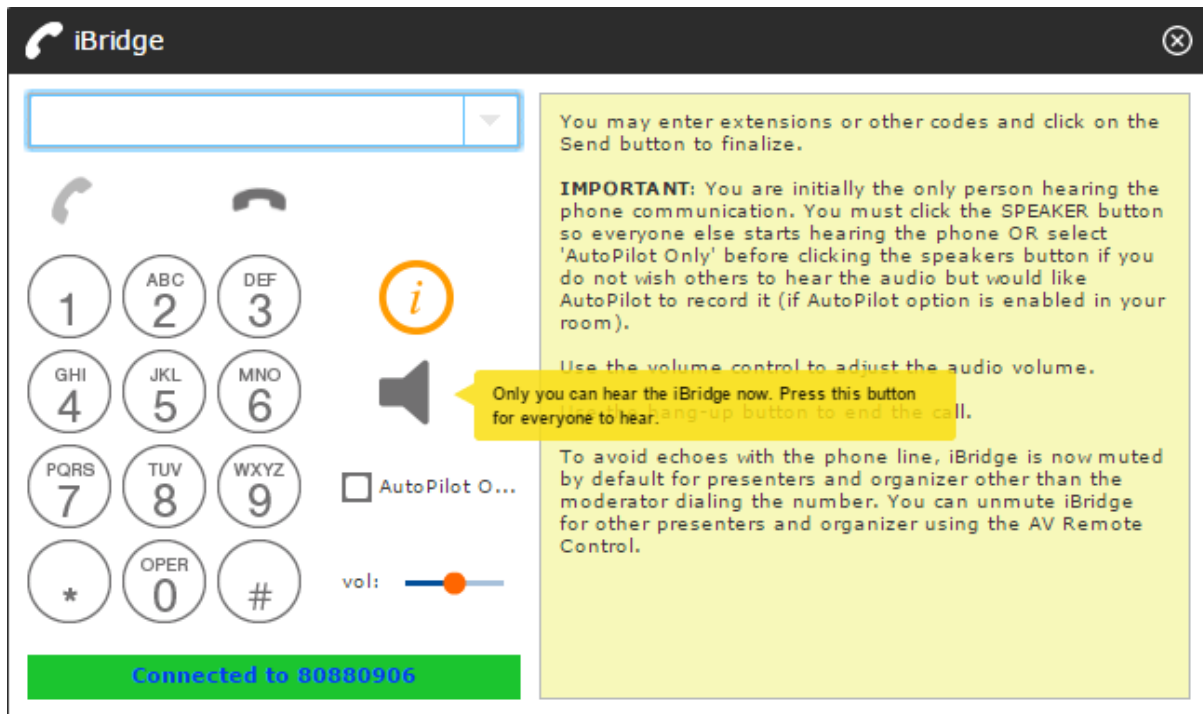
Participants can listen via web and/or phone

N.B. Prior to using the iBridge, please ensure your codes are set to **Presentation Mode** and Entry/Exit Announcement is set to **None**. This can be done in your Account Management Portal.

1. Log in as a Moderator
2. Select “Tools” then “iBridge”



3. Enter the phone number **0280880900** and click the call icon (it's the one on the left)
4. After a brief pause, iBridge will connect to the teleconference line
5. Enter your **Moderator Code** and press #



Once you are connected:

1. **Do not** click the speaker icon
2. **Do not** check “Autopilot Only”
3. Click “X” to hide iBridge

Setting B: Presenters will speak via the Phone

Participants can listen via web and/or phone

N.B. Prior to using the iBridge, please ensure your codes are set to **Presentation Mode** and Entry/Exit Announcement is set to **None**. This can be done in your Account Management Portal.

1. Follow the same first steps as [Setting A](#) but use your Participant Code instead
2. **DO click** the speaker icon
3. Click “X” to hide iBridge

Setting C: Everybody will be on the phone (muted or not) and the presentation will be on the web

N.B. Prior to using the iBridge, please ensure your codes are set to either **Conversation Mode** or **Presentation Mode** depending on whether you need participants to be muted by default or not. This can be done via your Account Management Portal.

1. Follow the same first steps as [Setting A](#) but use your Participant Code instead
2. **Do not** click the speaker icon
3. If you are recording this session, **DO check** "Autopilot Only"
4. Click “X” to hide iBridge

N.B. Redback recommends connecting iBridge prior to starting the Autopilot Recorder if you would like to record your webinar.