

Getting Started

Learn about your managed WebCasting account and features.

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Managed WebCasting Feature Summary

This article details the features included with different plans and per-event add-on features and services you can purchase separately to enhance your events.

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Managed WebCasting basics

For managed webcasts, you select a plan based on how you want to broadcast your event.

There are three plans you can choose from:

- **Audio** - Broadcast your events over the phone or with VoIP audio
- **Audio and Webcam** - Broadcast your events over the phone (audio only) or with webcams on the video bridge
- **Audio, Webcam, Encoder, and VCU** - Audio and Webcam plus broadcast your events with your own encoder, video conferencing unit, or use the advanced video bridge and connect with webcams, Skype for business, and telephone audio

You also choose the number of webcasts you want to purchase and the event capacity for the events. You can purchase a single webcast or pre-pay for a set of 4 or 12 webcasts to be scheduled over a 12-month period. For the event capacity, you select the number of attendees for one webcast or the set of webcasts in blocks of 500 (ex. 500, 1,000, 1,500, etc.). After 5000 attendees, you select blocks of 1000, up to 10,000 attendees.

Each event includes a 30-minute pre-conference for audio broadcasts or a 60-minute pre-conference for video broadcasts, and 60 minutes of presentation time.

Plan features

These features are included with your plan.

Feature	Description	Audio	Audio and Webcam	Audio, Webcam, Encoder, and VCU
Live Events	Broadcast an event from a live telephone audio or video source at a scheduled date and time. Live events are automatically recorded.	✓	✓	✓
On-Demand Events	Create a pre-recorded event that attendees can access any time for up to a year.	✓	✓	✓
Broadcasting Options	The way presenters connect to and broadcast the event.	Telephone	Telephone, video bridge with webcams only	Telephone, video bridge, encoder, VCU
Telephone	Presenters broadcast the event audio with a telephone or VoIP connection. Up to 20 presenters can stream their audio simultaneously.	✓	✓	✓
Video Bridge	Up to 20 presenters broadcast their video from different media sources or locations. For Audio, Webcam, Encoder, and VCU plans, presenters can use the advanced video bridge and connect to the event using a webcam, video conferencing system, Skype for Business, or telephone audio.		✓	✓

Feature	Description	Audio	Audio and Webcam	Audio, Webcam, Encoder, and VCU
Encoder & VCU	Use your own RTMP-compatible encoder or video conferencing system to send your video stream.			✓
Registration Confirmation Email	Automatically send a confirmation email with the event details to attendees after they register for the event.	✓	✓	✓
Event Reminder Email	Schedule and send reminder emails with the event details to registered attendees before the event.	✓	✓	✓
Calendar Reminders	Include Outlook and Google calendar file attachments on the registration page and in event reminder emails. Attendees can download the calendar file and save the event to their calendars.	✓	✓	✓
Presenter Chat	Chat with other presenters in the Live Studio during the Live event.	✓	✓	✓
Audience Chat	Allow up to 1,000 audience members to chat with each other and with presenters in real time during the Live event.	✓	✓	✓
Viewer Layout Switching	Allow presenters to change the layout of the event window that attendees see in real time.	✓	✓	✓
Headshots	For telephone broadcasts. Display a headshot photo or other image to the audience when a presenter is speaking.	✓	✓	✓

Feature	Description	Audio	Audio and Webcam	Audio, Webcam, Encoder, and VCU
Slides	Upload one or more slide decks and present slides during the event.	✓	✓	✓
Audience Questions	Allow attendees to submit questions during the event and optionally view answers in real time.	✓	✓	✓
Downloadable Event Resources	Allow attendees to download additional files from the event window during the event. You can include slide decks, PDF files, Word documents, Excel spreadsheets, and more.	✓	✓	✓
In-event Surveys	Share surveys with attendees any time during the event to keep them engaged.	✓	✓	✓
Post-event Survey	When attendees exit the event, automatically prompt them to complete a survey.	✓	✓	✓
Follow-up Email	Automatically send targeted follow-up emails to attendees after the event ends. You can also send an email to registrants who did not attend.	✓	✓	✓
Event Archive	Events are automatically archived and available to replay for 12 months after the event date.	✓	✓	✓
Web Replay Link	After the Live event, the event recording is available for replay at the same link.	✓	✓	✓
Reporting and Analytics	Get detailed reports about your event and attendees that you can filter and download.	✓	✓	✓

Per event add-on features and services

These features can be added to an event by request and incur an additional charge per event.

Feature	Description	Billing
A/V Field Services	Professional on-site and remote support teams that assist with planning, setting up, and recording high-profile events.	Quote provided.
Additional Professional Services	Assistance with post-production work, replay editing, slide timings, and other tasks, as requested. Requests are reviewed and approved on a case-by-case basis.	Billed per hour.
Additional Rehearsal Sessions and Training	Schedule dry runs or presenter training facilitated by an event production manager.	Billed in 30-minute increments.
Advanced Security	<p>Secure your event with pre-authorized sites, by approving and blocking email addresses and IP addresses, and by requiring attendees to accept a disclaimer before joining the event.</p> <p>You can also have your security settings updated before the event.</p>	<p>Advanced Security setup billed per event.</p> <p>Additional charge per update.</p>
Automated Transcription and Captioning	Make your event more accessible to attendees with disabilities and enhance navigation. Add automated captions and a searchable transcript.	Billed per event. For events up to 4 hours long.

Feature	Description	Billing
Certification Exam	Automatically send PDF certificates to attendees who attend the live event for a specified duration, complete a specified number of surveys, or pass an exam (graded survey).	Billed per event.
Extended Archive	After the event ends, it is automatically archived and available for replay for 12 months. Purchase extra time and make the replay available for an additional 6 or 12 months.	Billed every 6 or 12 months.
Increased Event Capacity	Increase capacity for the event beyond the maximum capacity included with your plan. Purchase additional capacity in blocks of 500 (500, 1000, etc.). You can request up to a total of 10,000 attendees.	Billed in blocks of 500 attendees.
Live Captioning	Captions provided in real time by a professional during a Live event. You can also add captions to the event replay or On-Demand event.	Billed per hour of captioning.
Live Screen Share	Share your screen, browser, or browser tab during a Live event.	Billed for the first hour; additional time billed in 30-minute increments.
MP3 Recording	Download the event recording as an MP3 file. The recording captures the event audio only.	Billed per file requested.
MP4 Recording	Download the event recording as an MP4 file. The recording captures the event audio, video, overlay videos, slides, and shared screens.	Billed per file requested.

Feature	Description	Billing
Operator-assisted Audio Conference	Add an audio conference in conjunction with your webcast to allow attendees to dial in with their phones to listen to the event and participate in live Q&A.	Billed per event.
Pre-recorded Video Overlay	Play a pre-recorded video during the event. The video plays over the event window as an overlay. Each video can be up to 10 minutes long.	Billed per video.
Professional Transcription Services	After the event, receive a professionally written transcript of the event as a Word file. Transcripts are captured in the original event language.	Billed per hour of audio to be transcribed.
Rush Event Setup	Event setup and the audience event link available within 24 hours of after submitting your reservation.	Billed per event.
Simulated Live Capture	Schedule a session with an event production manager to record your Simulated Live event.	Billed per capture session.
Simulated Live File Prep for Playback	Have an event production manager edit the Simulated Live event recording and make it available for replay. Edits include adjusting the event start and end time, and up to 2 removals of sections of the recording.	Billed per event.

Feature	Description	Billing
Virtual Conference Module	<p>A customizable web portal that acts as a central repository for managing multiple events or an ongoing series plus enhanced portal features to increase audience interaction. Include breakout sessions, downloadable resources, a chat for attendees to network between events, and add a Q&A box where attendees can ask questions. You can also add custom tabs and include speaker details, a Twitter feed, or your own custom code.</p> <p>Additional non-webcast session build-outs must be requested in advance. Any changes after the event has taken place are billed per hour as professional services.</p>	<p>Billed per module (portal).</p> <p>Fee per additional build-out.</p> <p>Updates after the event has taken place are billed per hour as professional services.</p>

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.

Guest Admin Site-Menu and Buttons

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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 AT&T Managed WebCasting account credentials

When your AT&T Managed WebCasting account was provisioned, a welcome email was sent to your Team Manager (the account holder). The welcome email contains the Client ID for your account.

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