

# Ohio Arts Council Board Meeting Broadcast Instructions

April 3, 2014, 9:30 a.m. – 3:30 p.m.

OAC office, 30 E. Broad St., 33<sup>rd</sup> floor, Columbus

The OAC is providing a live audio stream of this public OAC board meeting. Listeners will hear the board's discussion via their computer speakers.

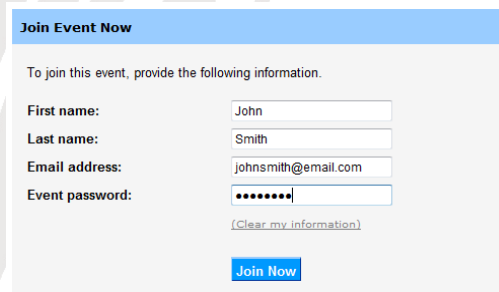
**STEP 1:** Follow this link to access the broadcast on **April 3, 2014 (9:30 a.m. – 3:30 p.m.):**

<https://ohioartscouncil.webex.com>

**Meeting number: 628 827 597**

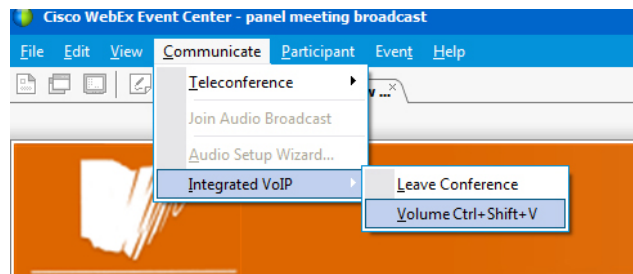
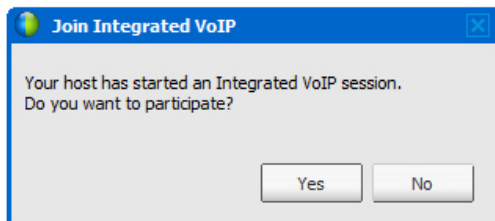
**Event Password: arts**

**STEP 2:** Click Join, enter your name, email address and event password (arts). The name you enter will be displayed to OAC staff and other listeners. Then click "Join Now." You may join or leave the meeting at any time once it has started.



**STEP 3:** In a few moments, you will be asked to connect to the audio portion of the broadcast using Voice over Internet Protocol, or VoIP. Click "Yes" to connect. You will begin viewing information about the meeting, and your computer will begin receiving the audio broadcast immediately.

A volume control box will appear, allowing you to adjust audio levels. After making adjustments, you may close this box. To get it back, select "Volume" from the "Communicate" tab.



**STEP 4:** You're all set! When the broadcast is over simply close your browser.

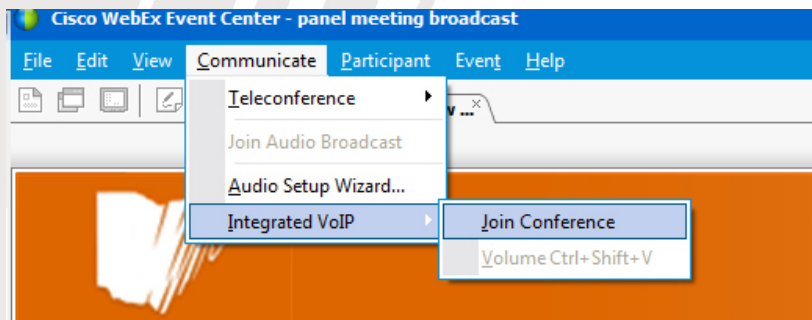
# FREQUENTLY ASKED QUESTIONS

**1. Is it necessary to both listen to the audio broadcast and view the online presentation, or will listening to the broadcast alone suffice?**

A: The online presentation will display information about the portion of the meeting currently underway. If you are unable to view the online presentation, you can still listen to the audio broadcast.

**2. I have been disconnected from the VoIP broadcast. How do I rejoin?**

A: If you are disconnected from the event entirely, just follow the instructions above to rejoin. Or, if you have remained in the online event but have become disconnected from the VoIP broadcast, you can rejoin it by selecting “Integrated VoIP” from the “Communicate” tab.



**3. I am connected to the VoIP broadcast but no sound is coming through my speakers.**

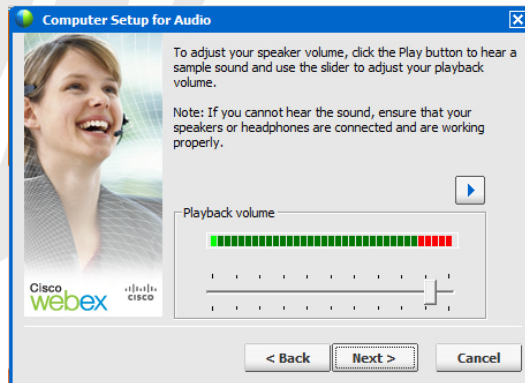
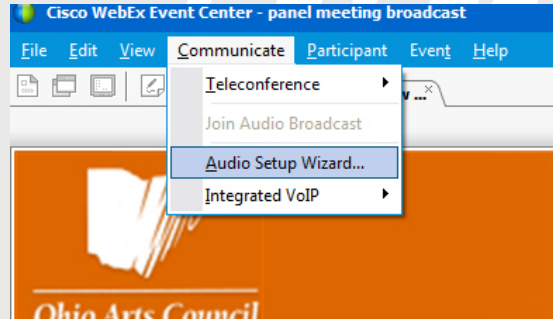
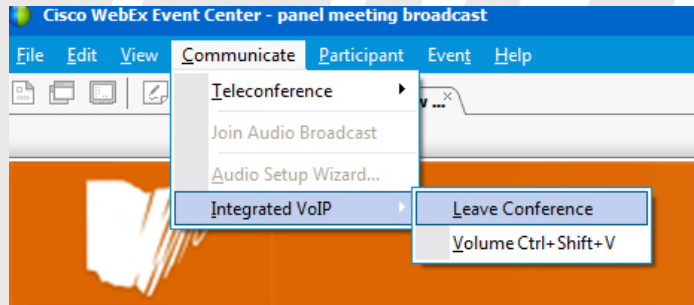
A: First, be sure you are logged into the proper meeting by double-checking the link provided.

If you're sure you're in the right place, make sure your VoIP broadcast is being received. If it is, you'll see the words “integrated VoIP conference is now in progress” at the bottom of your screen. If you do not see this phrase, join the conference by selecting “Integrated VoIP” from the “Communicate” tab, then choose “Join Conference.”

If you see the words “integrated VoIP conference is now in progress” at the bottom of your screen, but do not hear any sound, the problem is with your computer's audio setup or speakers. Make sure you don't have your sound muted and that your speakers are on and turned up. OAC staff will be monitoring the event to ensure sound is being transmitted properly and at an appropriate volume level.

The conference system can help you identify and optimize sound. Just follow these steps:

First, leave the VoIP conference by selecting “Integrated VoIP” from the “Communicate” tab, and choose “Leave Conference.”



When you have finished, rejoin the VoIP broadcast (see #2 above).

**4. Can I ask questions during the meeting?**

A: Attendees listening to the broadcast are not able to speak with OAC staff or meeting participants. A chat window is available allowing listeners to address technical questions to OAC staff at the meeting.

**5. How can I see who else is listening to the broadcast?**

A: The current participant list is toggled on and off using the "Participants" tab in the upper right-hand corner of the event window. The OAC staff member hosting the meeting is listed as the Host; online and teleconference listeners are listed as Attendees.

**6. How are the results of my post-event survey used?**

A: When you leave the event, a survey will appear asking for your feedback about the experience. Results are used only by WebEx, the online service being used by the OAC to provide the broadcast. To provide feedback on the audio broadcast process in general, please contact Dan Katona at [dan.katona@oac.state.oh.us](mailto:dan.katona@oac.state.oh.us).

**7. I am experiencing other technical difficulties and cannot access the broadcast.**

A: During the meeting, you may contact the OAC for assistance at 614-466-2613. In the event that we cannot resolve your issue, you can also contact the WebEx Customer Care hotline at 1-866-863-3910.

You may also wish to visit [www.webex.com/login/attend-a-meeting](http://www.webex.com/login/attend-a-meeting) for additional assistance.

**8. Is the meeting still open to the public?**

A: Yes. OAC board meetings are open to the general public per Ohio's Sunshine Laws and operate as they have in the past. Although we hope this audio broadcast will allow more constituents to listen to the discussion, we encourage you to attend the meeting in person, if possible.

**9. I am being asked to download and/or install software prior to joining the broadcast.**

A: Some users may be asked to manually download software to update their Web browsers in order to access the broadcast. In most cases, a download link will be automatically provided by WebEx for your browser, which will auto-install and guide you through a setup process that may take several minutes. After installation your system will allow you to proceed in accessing the broadcast. Some less common browsers may be incompatible with the broadcast, in which case a different browser must be used.