



ReadyTalk Recording Management Guide



Developing quality content for marketing, sales and training programs takes time, energy and money. Recording and sharing this content is a cost-effective way to reach new audiences and significantly improve ROI. ReadyTalk makes it easy by providing the best recording and playback capabilities in the industry.

When you use the affordable ReadyTalk Archiving Service, ReadyTalk stores your conference recordings for you – you get unlimited playbacks plus access to a wealth of additional features for managing and sharing your recorded content. Or, if you prefer to host your recordings on your own servers, you can download them in up to four industry-standard file formats and delete them from the ReadyTalk server to avoid archiving fees for more flexibility.

This guide provides an introduction to the ReadyTalk Manage Recordings features. If you need additional assistance, please contact ReadyTalk Customer Care at 866.843.9166 or support@readytalk.com.

Recording Management Overview

The intuitive Manage Recordings interface provides a variety of options for managing and sharing your ReadyTalk recordings, including:

Edit Recordings	Edit recordings and cut out unwanted sections with ReadyTalk's easy-to-use editing tool
Password Protection	Set a password on your recording to ensure privacy and protect your content
Recording Registration	Require viewers to complete your customized registration form and gather the information important to your business
Playback Notification	Opt to receive an email alert with registration information every time someone plays your recording
Playback Reporting	View how many times your recording has been played back and access registration details if playback registration is enabled
Embeddable Player	Quickly embed your recording in your website or blog and give viewers the sophisticated playback experience they expect with no downloads required
Social Media	Automatically embed your recording on Facebook or share a link to it with your followers on Twitter
Automated Podcasting	Quickly publish your recording as a podcast and share it with subscribers to your RSS feed
Email Playback Link	Email others a link to the playback of your recording - all they have to do is click and watch

Manage Your Recordings

ReadyTalk makes it easy to manage and share your conference recordings. Simply log into Conference Center using your ReadyTalk access code and passcode and click on "Manage Recordings" in the left menu. To work with an individual recording, click on its name or the arrow next to the name to expand the recording in the list.

Playback Recording

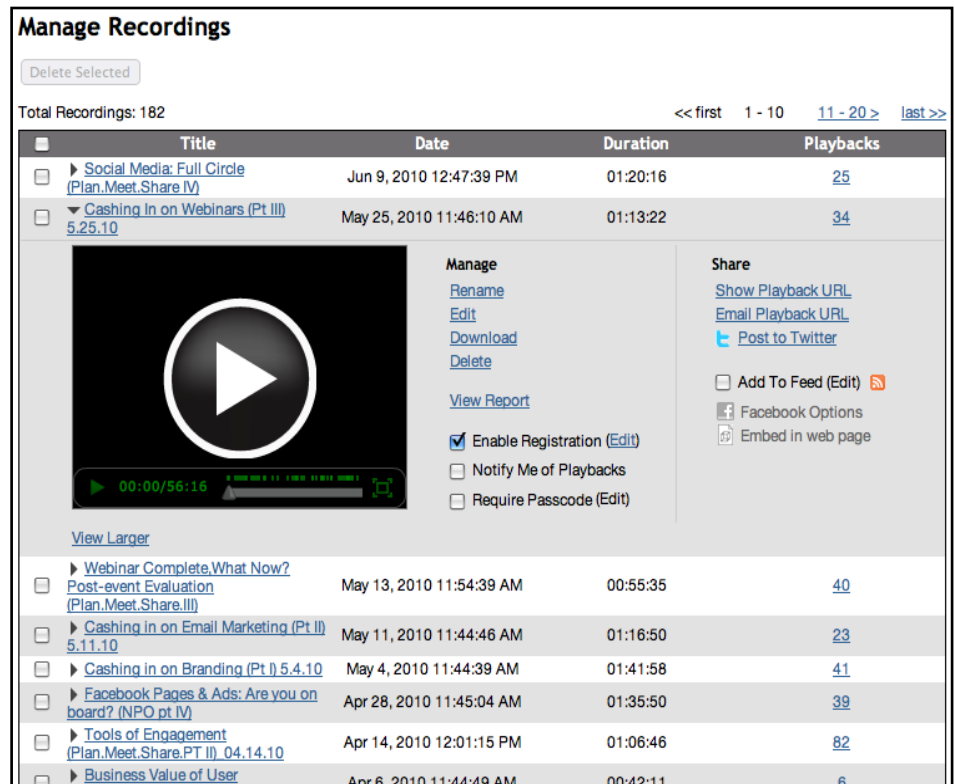
The playback window lets you watch and navigate through your recording within the Manage Recordings page. Simply click on the recording image to play it and use the embedded controls to fast forward, rewind, or pause the playback. If you would like to view the recording in a larger pop-up window, click on the View Larger link.

Rename a Recording

To change the name of your recording, click on the Rename link, enter the new name for the recording and click "Rename."

Delete Recordings

To delete one or more recordings from the ReadyTalk server, check the box next to the recording name(s) and click the Delete Selected button.




Manage Recordings

Delete Selected

Total Recordings: 182 << first 1 - 10 11 - 20 > last >>

	Title	Date	Duration	Playbacks
<input type="checkbox"/>	▶ Social Media: Full Circle (Plan.Meet.Share IV)	Jun 9, 2010 12:47:39 PM	01:20:16	25
<input type="checkbox"/>	▼ Cashing In on Webinars (Pt. III) 5.25.10	May 25, 2010 11:46:10 AM	01:13:22	34



Manage

[Rename](#)

[Edit](#)

[Download](#)

[Delete](#)

[View Report](#)

☒ Enable Registration ([Edit](#))

☐ Notify Me of Playbacks


☐ Require Passcode (Edit)


Share


[Show Playback URL](#)

[Email Playback URL](#)

[Post to Twitter](#)

☐ Add To Feed (Edit) 

 Facebook Options

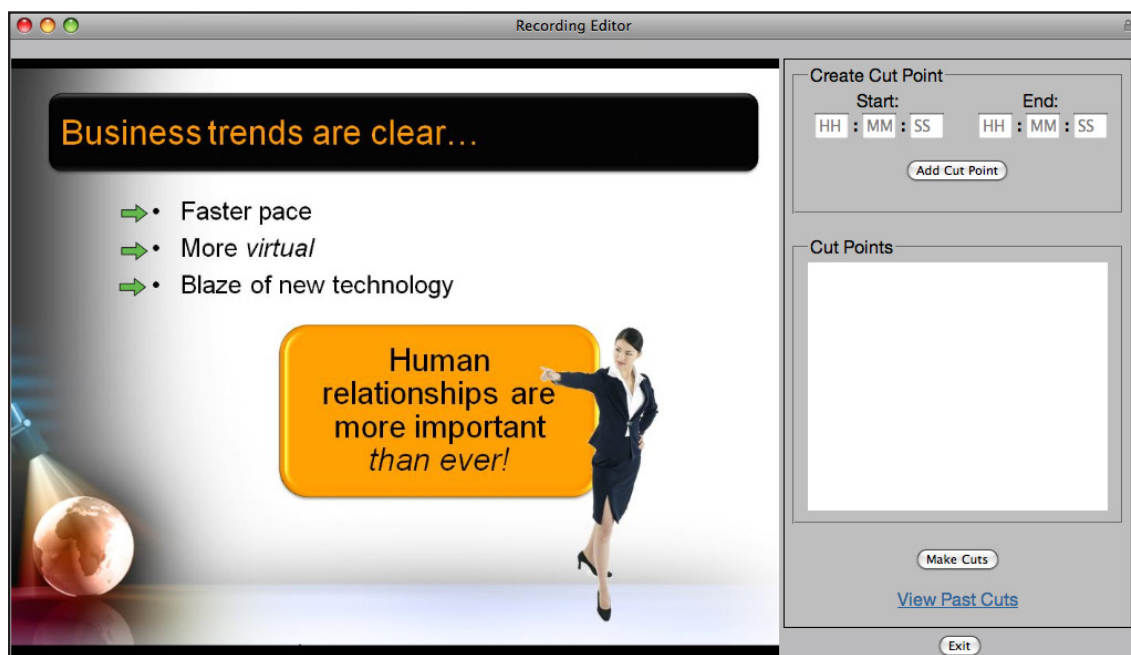
 Embed in web page

[View Larger](#)

<input type="checkbox"/>	▶ Webinar Complete: What Now? Post-event Evaluation (Plan.Meet.Share.III)	May 13, 2010 11:54:39 AM	00:55:35	40
<input type="checkbox"/>	▶ Cashing in on Email Marketing (Pt. II) 5.11.10	May 11, 2010 11:44:46 AM	01:16:50	23
<input type="checkbox"/>	▶ Cashing in on Branding (Pt. II) 5.4.10	May 4, 2010 11:44:39 AM	01:41:58	41
<input type="checkbox"/>	▶ Facebook Pages & Ads: Are you on board? (NPO pt. IV)	Apr 28, 2010 11:45:04 AM	01:35:50	39
<input type="checkbox"/>	▶ Tools of Engagement (Plan.Meet.Share.PT.II) 04.14.10	Apr 14, 2010 12:01:15 PM	01:06:46	82
<input type="checkbox"/>	▶ Business Value of User	Apr 6, 2010 11:44:49 AM	00:42:11	6

Edit Your Recordings

To edit a ReadyTalk recording, click on the Edit link to open the recording editor in a new window.



Recording Editor

Create Cut Point

Start: HH : MM : SS End: HH : MM : SS

Add Cut Point

Cut Points

Make Cuts

[View Past Cuts](#)

Exit

Business trends are clear...

- Faster pace
- More *virtual*
- Blaze of new technology

Human relationships are more important than ever!

Editing a recording involves creating cut points to indicate the sections of the recording to remove. To create one or more cut points:

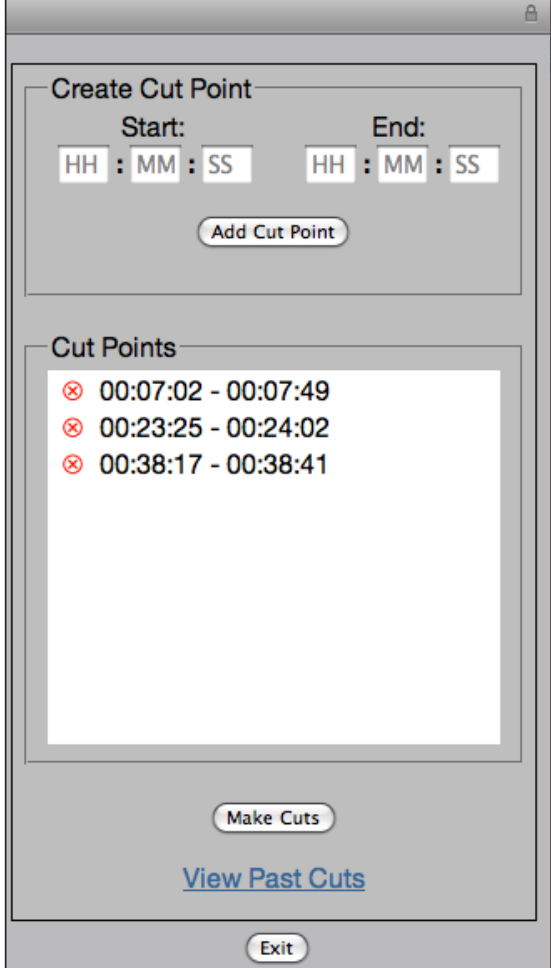
1. Play the recording until it reaches the start of a section you want to remove.
2. Enter the time indicated by the counter in the control bar below the recording into the Start fields of the Create Cut Point panel to the right.
3. Repeat these steps for the End fields.
4. Click the Add Cut Point button to add the point to the list of cut points.
5. Repeat these steps to create additional cut points for the recording.

When you have created all the cut points, click the Make Cuts button to remove them from the recording. This may take a few minutes.

The edits you make to a recording are not permanent. You can restore individual cuts or revert to the original with the View Past Cuts link. This displays a window that lists the cuts that have been made to the recording.

Select a cut to see its start and end times. Click on the Undo button to restore an individual cut. Click on the Revert to Original button to restore all cuts and go back to the original recording. Restoring cuts may take a few minutes.

When you are done editing your recording, click the Exit button to exit the recording editor and return to the Manage Recordings page.



The screenshot shows a web-based interface for managing recordings. At the top, there's a 'Create Cut Point' section with two time input fields: 'Start:' and 'End:', each with 'HH : MM : SS' sub-labels. Below these is an 'Add Cut Point' button. Below that is a 'Cut Points' section containing a list of three cut points, each preceded by a red 'X' icon: '00:07:02 - 00:07:49', '00:23:25 - 00:24:02', and '00:38:17 - 00:38:41'. At the bottom of the interface are three buttons: 'Make Cuts', 'View Past Cuts' (which is a link), and 'Exit'.

Download Your Recordings

The Download link allows you to download a recording from the ReadyTalk server and store it locally on your computer. Clicking the link displays the available download formats for the recording. Choose a format and click the Download button to save it to the selected destination on your computer. Available formats include:

- **Audio & Visual (Flash):** Downloads a compressed .zip file containing the recording and Adobe Flash playback resources. You must extract the folder before attempting playback. Right click on the folder and choose "Extract All." Choose a destination to extract to and click "Next." Extracting the file creates an archive folder. Double-click the index file to play the recording.
- **Audio & Visual (mp4):** Downloads an .mp4 file for combined audio and video playback. The .mp4 file is provided at the largest resolution compatible with iPod, 640x480. Note that this option is only displayed if you have added the recording to your podcast feed.
- **Audio Only (mp3):** Downloads an .mp3 file for audio playback only.
- **Audio Only (.wav ulaw g711):** Downloads a .wav file for audio playback only.

Playback Your Recordings

Playback Registration

Check the Enable Registration box to require people to enter registration information before viewing the recording playback. By default, the playback registration form contains the information you set-up for on-demand meeting registration. If you wish to change it for this recording, click the Edit link.

Playback Notification

Check the Notify Me of Playbacks box to send an email to the ReadyTalk account holder when a recording is played.

Password Protection

Check the Require Passcode box to require people to enter a passcode to access the recording. The Edit link lets you change the passcode. The passcode must be between 4 and 9 alphanumeric characters and it is case sensitive. Note that passcodes are not allowed for recordings you make available as podcasts or through Facebook.

Playback Reporting

The View Report link displays the playback report for the recording and a Download button for downloading this information as a .csv file.

Share Your Recordings

Automated Podcasting

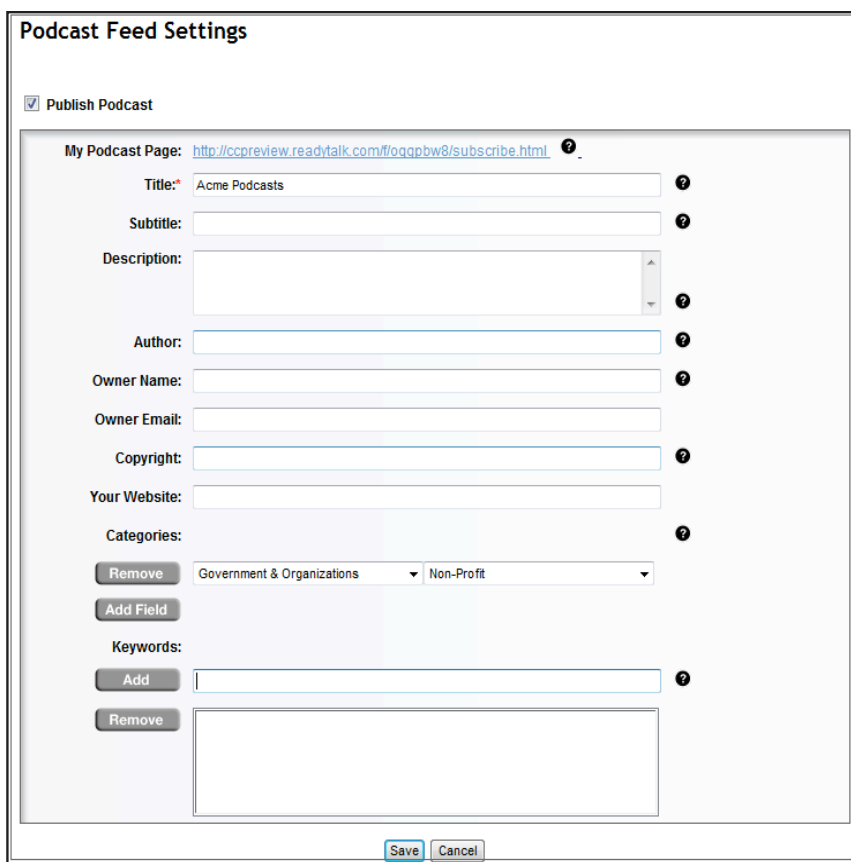
You can automatically distribute your recordings that are archived with ReadyTalk as podcasts through the podcast feed provided with your ReadyTalk account.

Set-Up Your Podcast Feed

The Podcast Feed Settings link in the left menu allows you to publish the podcast feed and customize the feed settings. To customize the podcast feed settings, begin by checking the Publish Podcast box at the top of the page to publish your feed. You can then enter a title for your podcast feed and customize the other optional settings. When you have entered the information, click the Save button at the bottom of the page to store the new feed settings. Share the "My Podcast Page" link with others so they can subscribe to your podcast feed.

Add a Recording to Your Podcast Feed

Under the Share options on the Manage Recordings page, check the Add to Feed box to add the recording as an episode to your podcast feed. If you would like, click the Edit link to customize information about the podcast episode. The recording has now been added to your podcast feed.



Podcast Feed Settings

☒ Publish Podcast

My Podcast Page: <http://ccpview.readytalk.com/f/qgpbw8/subscribe.html> ?

Title: ?

Subtitle: ?

Description: ?

Author: ?

Owner Name: ?

Owner Email: ?

Copyright: ?

Your Website: ?

Categories: ?

Keywords: ?

Share Playback Link

The Show Playback URL link displays the link to play back the recording. You can copy this link and paste it in blogs, documents and other communications. If playback registration is enabled, people will be required to complete the registration form before viewing the playback.

Email Playback Link

The Email Playback URL uses your default mail client and composes an email for you to send with the link to play back the recording.

Post to Twitter

The Post to Twitter link automatically creates a tweet with the recording title and the recording playback link and allows you to quickly post it to your Twitter page.

Share on Facebook

Once you've podcasted your recording, the Facebook Options link provides options for embedding a recording for playback on your Facebook wall or another Facebook wall or page. Note that you must first add the recording to your podcast feed to enable this option.

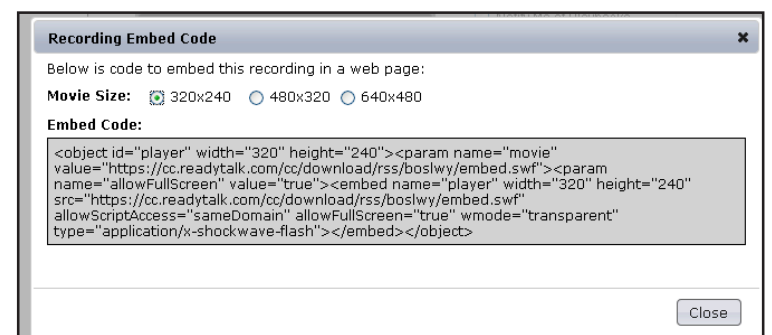
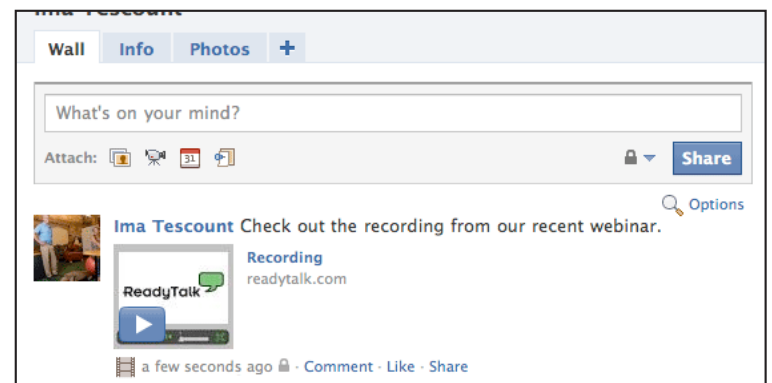
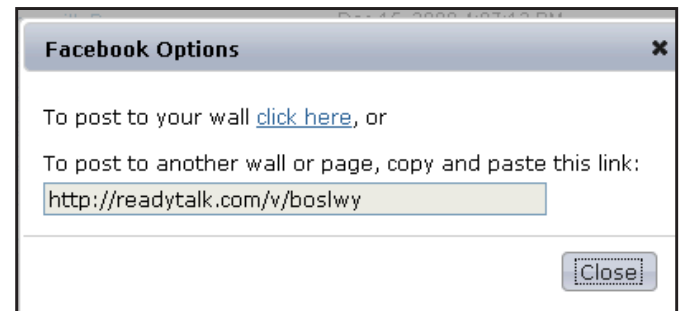
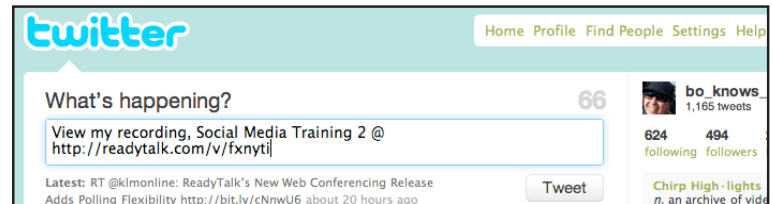
To post to your wall, click on the "click here" link, log in to your Facebook account, add an optional message and click Share. To post to another wall or page, copy and paste the displayed link into the status update field and click Share. The embedded recording should now be displayed on the Facebook wall or page.

Embed a Recording

The Embed in web page link displays the HTML code for embedding a recording for playback on a web page or blog. Note you must first add the recording to your podcast feed to enable this option.

Choose the size of the playback window and then copy the displayed embed code. Open your website or blog in a new browser window. Paste the embed code into your website, blog, etc. and follow the steps for publishing. The embedded recording should now be displayed.

Registration is not provided for recordings accessed through your podcast feed nor embedded recordings.



Common Issues with Recording Playback

There are several issues that can occur when playback is attempted. The most common of these issues are discussed below.

No Flash Player Installed

Viewing a ReadyTalk recording playback requires Flash 6 or higher (use Flash 9.0.28 or higher for the optimal viewing experience). Please make sure a compatible version of Flash is installed before attempting playback. You can download the latest version of Flash at www.adobe.com.

Click Install and Flash will install. After successful installation, re-attempt playback.

Temporary Internet File is Full

Your recordings are stored in your temporary internet files each time they are played. It is common for this folder to become filled with various files which are stored during normal Internet browsing. If the Flash player launches but fails to load all of the content, your temporary Internet files folder may be full. You may clear the temporary folder through your browser controls by following these steps:

(Directions are for Internet Explorer only).

1. Open a new web browser and navigate to Tools→Internet Options.
2. Select Delete Files to display the following pop up box.
3. Check Delete all offline content and click OK.
4. Return to the recording and retry playback.

MP3 Files are Blocked

The audio portion of the recording is in MP3 format. There are occasions when MP3 audio files are blocked by network servers for security reasons. You may test your network for MP3 compatibility by following these steps:

1. Open a new web browser and make sure the sound on your speakers is turned up.
2. Go to support.callinfo.com/test.MP3.
3. The default player you have installed will launch and you should hear music. If there is no music then MP3s have been blocked to your computer. Please contact your IT department if MP3s are blocked on your network.

AOL Browser Blocks Audio

There is a known issue with the AOL browser that blocks playback of recordings. The recording will load but cannot play. Use another browser and try playback again.

1. Go to Start→Program Files→Internet Explorer.
2. Re-attempt playback using Internet Explorer.

Learn More

Contact the ReadyTalk Sales Team at sales@readytalk.com or 800.843.9166 to learn how ReadyTalk can help you get more from recorded content after your conference.

About ReadyTalk

ReadyTalk is committed to helping customers conduct successful audio and web conferences of all sizes – from small, ad hoc meetings to large, formal events. Visit www.readytalk.com to learn more about our full range of technology and services including:

Audio Conferencing / Web Conferencing / Event Services / Recording and Archiving