Avaya Information Meeting and On-line Application Training

An information teleconference/webinar is scheduled for the purpose of answering questions directly related to the Request for Proposal (RFP) requirements and services. The teleconference/webinar will also include a training on how to submit a proposal via the Online Tobacco Information System (OTIS). Technical assistance regarding programmatic content will not be provided. The information teleconference/webinar is the only medium available for questions about the RFP. The California Tobacco Control Program will not disseminate a summary of participant questions and responses or a list of individuals participating in the information teleconference/webinar following the meeting.

INFORMATION TELECONFERENCE/WEBINAR
for
RFP CTCP 10-10046
California Tobacco Control I-Clearinghouse

Thursday
July 8, 2010
9 a.m. – 12 p.m., PT

Login for web portion:
https://conference.dhs.ca.gov/
Conference Reference: **865338**
Participant Code: **155655**

Login for phone/audio portion:
Phone Number: **(916) 556-1508**
Participant Code: **840492**

NOTE: YOU MUST LOGIN VIA THE INTERNET AND PHONE TO PARTICIPATE IN THE INFORMATION TELECONFERENCE/WEBINAR.

TEST SESSION

You may log-in to the Avaya Webinar to ensure that your computer system is compatible – this is only a system test, no information will be provided at this time.

Wednesday
July 7, 2010
1 p.m. – 3 p.m., PT

Login for web portion:
https://conference.dhs.ca.gov/
Conference Reference: **730850**
Participant Code: **604727**
Technical Assistance during this time: (916)-449-5474 or (916)-449-5500

Please frequently check the California Department of Public Health Web site at http://www.cdph.ca.gov/programs/Tobacco for postings of updated information or alerts.

Hardware/Software Requirements

- Browser:
  - Windows 98 (or later) with Microsoft Internet Explorer 5, 5.5, or 6
  - Windows 98 (or later) with Netscape Navigator 6.2 or 7
  - Mac OS X 10.1 (or later) with Microsoft Internet Explorer 5.2
- Javascript must be enabled to use Avaya Web Conferencing.
- Connection Speed: Avaya Web Conferencing optimizes your experience based on the speed of your connection to the server. If the configuration tester reports that your screen may update slowly it is because you have a low speed connection. The reason is most likely that you are using a modem or another low bandwidth connection device.
- Java: The version of Java required depends on the Web browser you are using.
  - Microsoft Internet Explorer 5 and 5.5 - the built-in Microsoft JVM
  - Microsoft Internet Explorer 6 - either the built-in Microsoft JVM or the Sun JRE v1.4.2
  - Netscape Navigator 6.2 - the Sun JRE v1.4.2
  - Netscape Navigator 7 - the Sun JRE it ships with, or the Sun JRE v1.4.2
  - Microsoft Internet Explorer 5.2 on Mac OS X - the built-in Mac Runtime for Java v1.3
- Pop-up Blockers: Pop-up blockers, such as the Windows Pop-up Blocker or the Google Toolbar prevent web pages from opening new windows. Avaya Web Conferencing needs to open new windows in order to enter a web conference. This will fail if your Web browser has an active Pop-up blocker. To fix this problem, the Pop-up blocker needs to be configured to allow Pop-up windows from https://conference.dhs.ca.gov. Please refer to your Pop-up blocker help pages for further information on how to do this.

Avaya Login Instructions

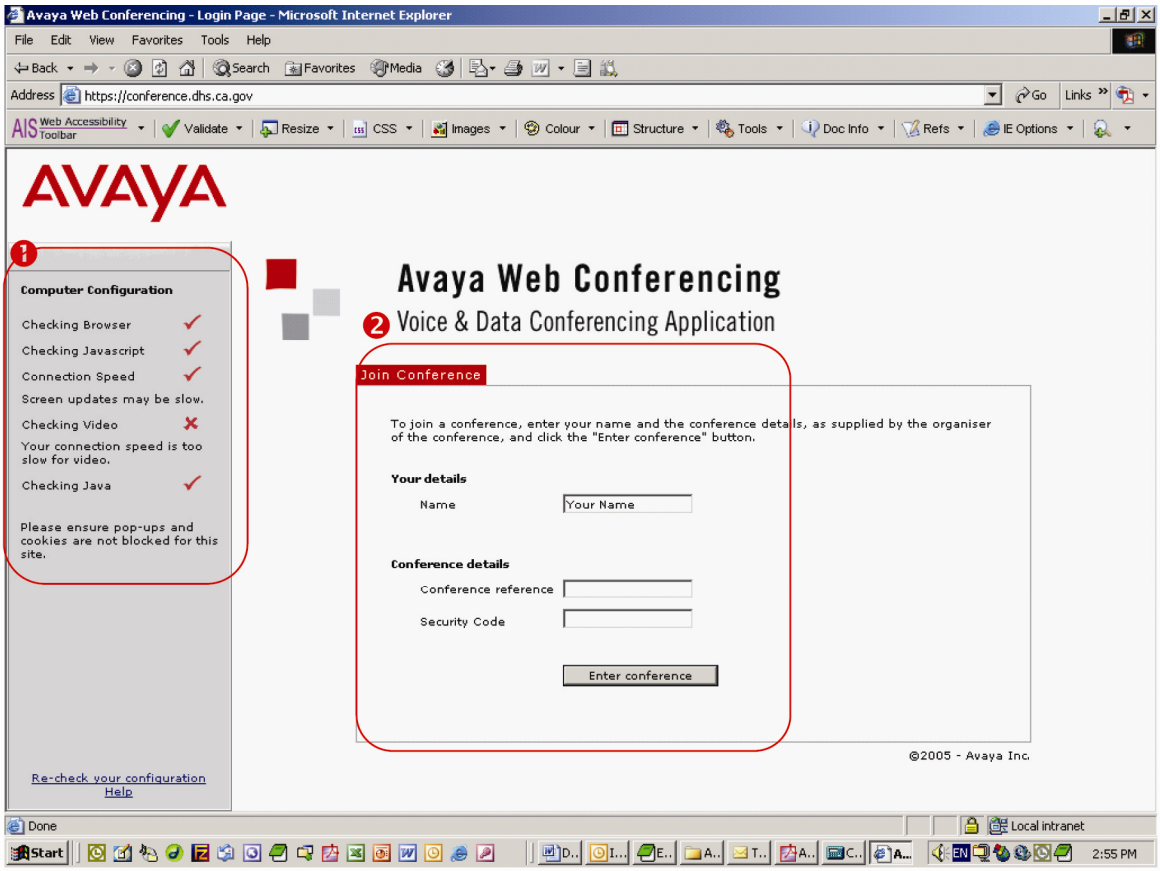
Step 1: Getting to the Conference
Go to: https://conference.dhs.ca.gov/

Step 2: Logging into the Conference
You will see the Avaya Web Conferencing Web Page. Here you will make sure you have correct configuration and enter your login information.

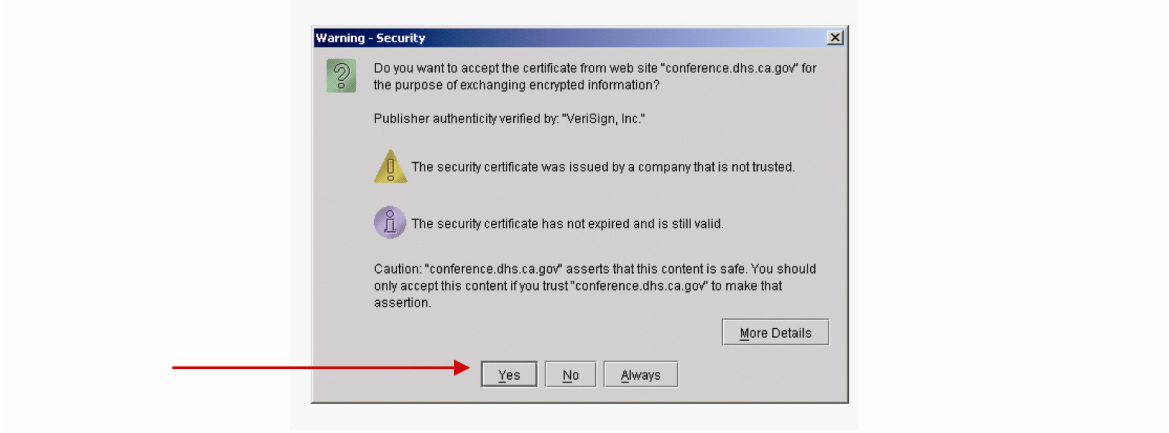
❶ Computer Configuration checklist - Make sure all except “Checking Video” have a checkmark (✔).

❷ Join Conference - Enter your name, Conference Reference, and the Security Code that was given to you by the host of the conference. Click “Join Conference.”

If you cannot see the entire web page, you may need to press “Tab” on your keyboard to move between the Name, Conference Reference, and Security Code boxes.



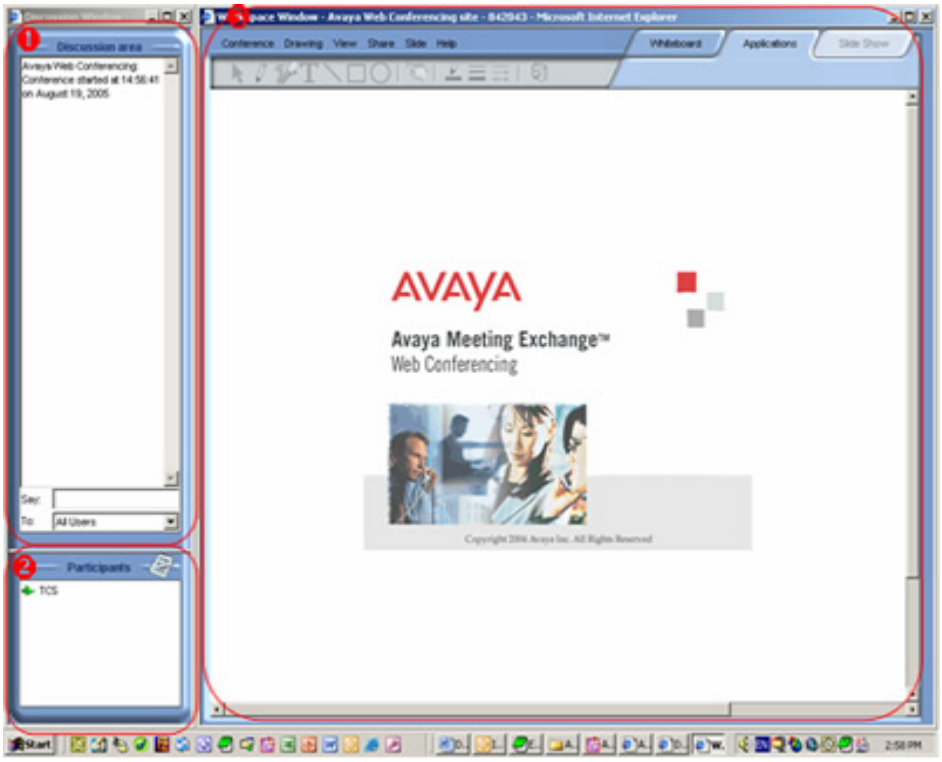
Step 3: Click yes to the DHS Security Certificate.



Step 4: The Meeting Screen

❶ Discussions - Online Chat for the conference.
❷ Participants - List of Participants.
❸ Workspace - Here you will see the presentation, pictures, or shared application.

If you see a yellow bar underneath the address bar, you have Pop-up blocking enabled. Please refer to the section below titled “Disable Pop-up Blocking (in Internet Explorer 6 Service Pack 2 [SP2]) to Login to Avaya.”

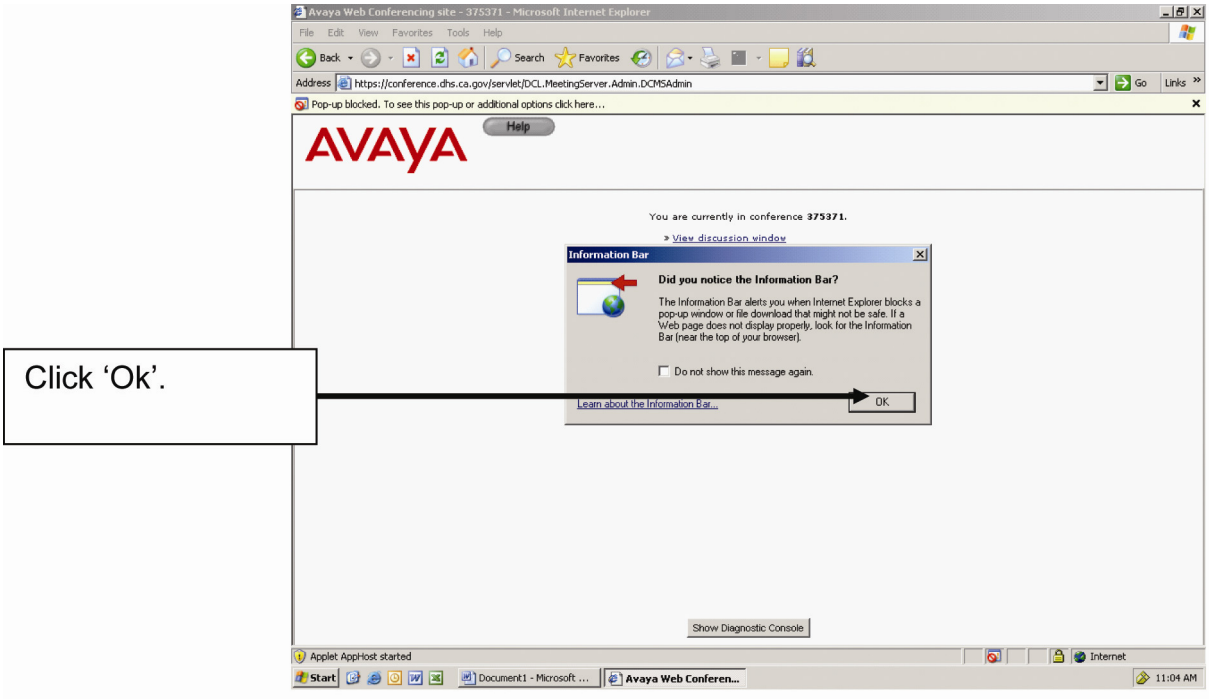


Troubleshooting

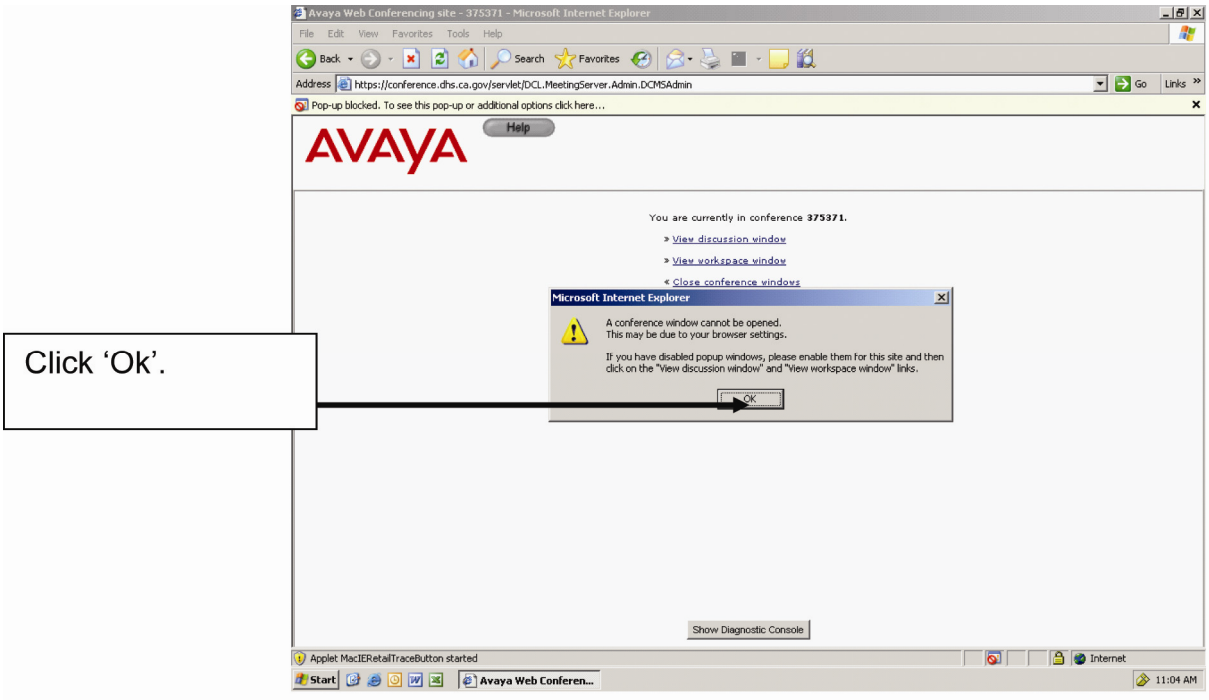
1. Make sure you have the Pop-up blocking disabled.
2. Make sure you have the latest Sun Java Run Time Environment Installed.
3. If you still are having trouble accessing the web conference after you disabled Pop-up blocking and installed the latest version of the Java Runtime Environment, call (916) 449-5500.

Disable Pop-up Blocking (in Internet Explorer 6 with SP2) to Login to Avaya

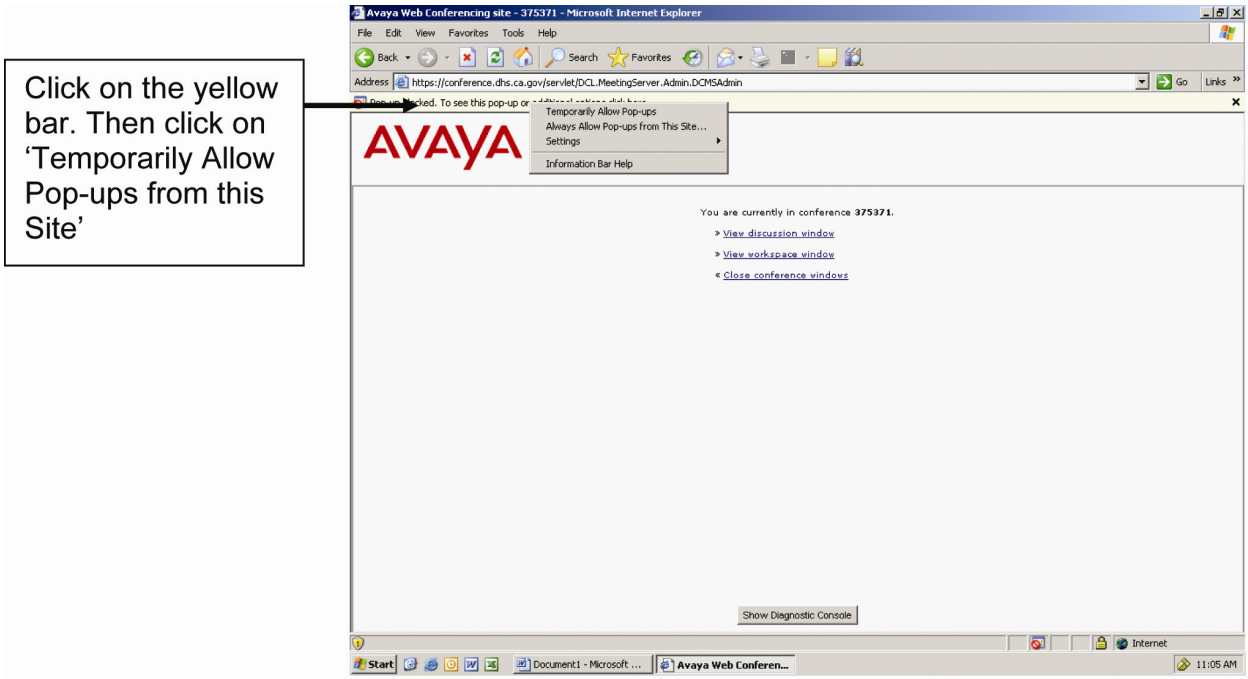
1. If you have Pop-up blocking enabled on Internet Explorer 6 with SP2, you will not be able to see the conference. After you login you will see the following screen. Click "Ok."



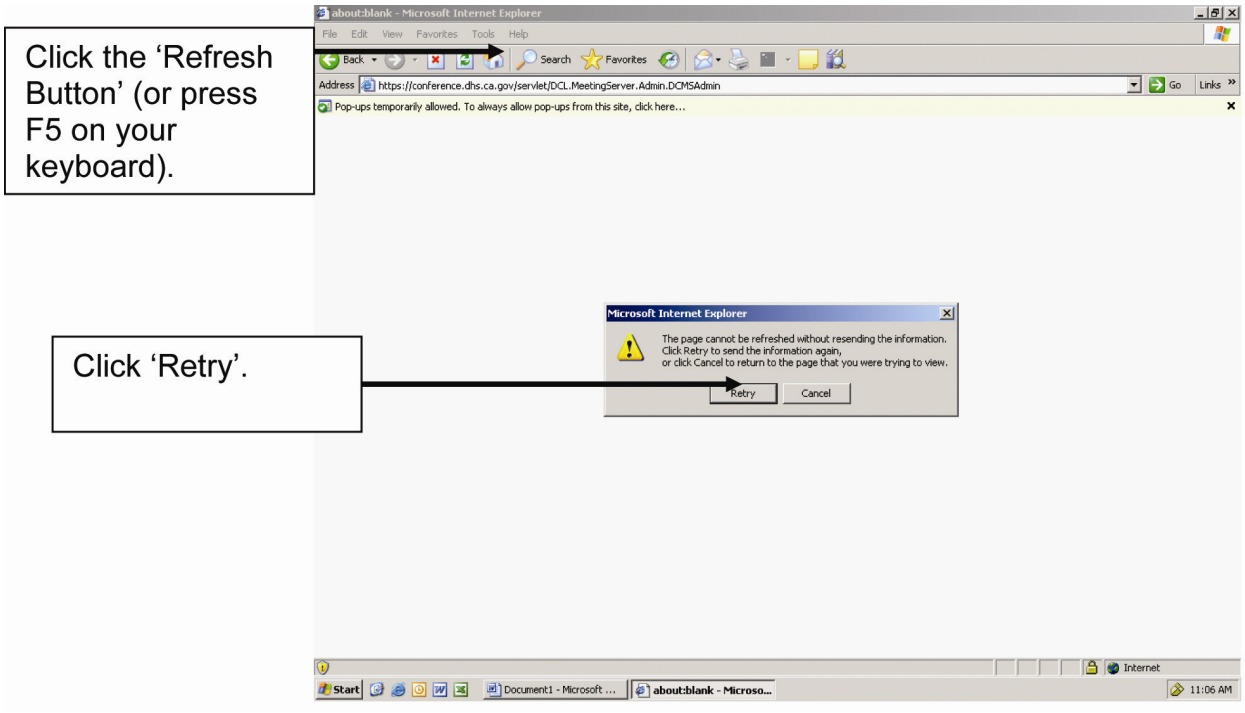
2. You will receive an error message from Avaya. Click “Ok.”



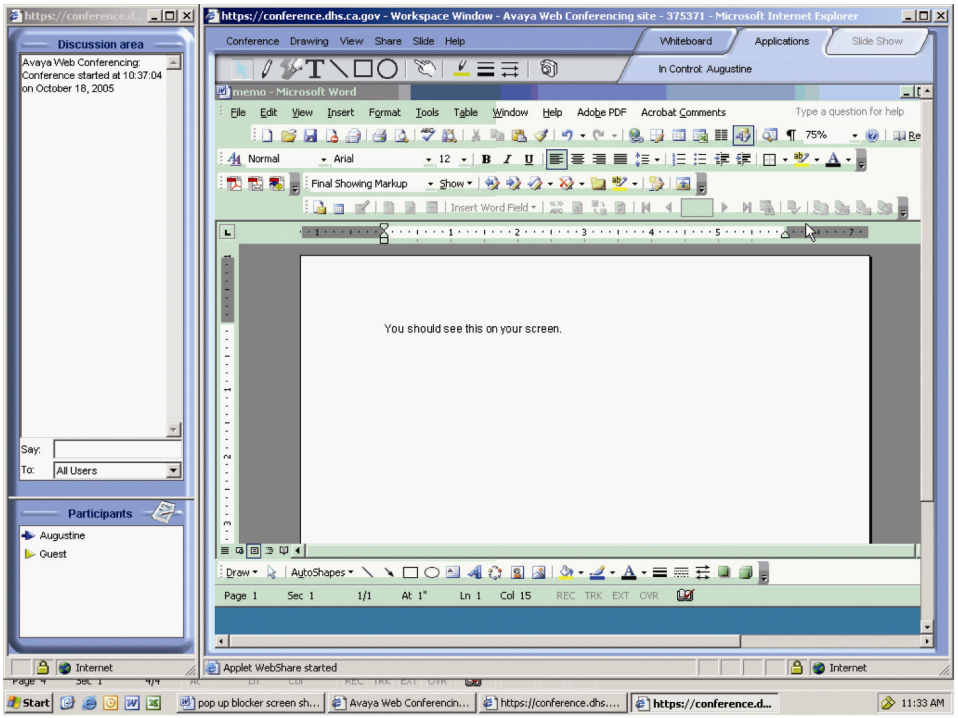
3. To allow Pop-ups, click on the yellow bar underneath the web address. Then click on “Temporarily Allow Pop-ups from this Site…”



4. Click the “Refresh button” (or press F5 on your keyboard). Click on “Retry” when the Microsoft Internet Explorer Window appears.



5. You will see the Discussion window on the left and the Conference window on the right.



To Manually Override Pop-up Blocker Using the Ctrl Key

1. On the “Avaya Web Conferencing Site” window, press the Ctrl key on your keyboard and click “View discussion window.” Also, press the Ctrl key and click “View workspace window.”

Other Articles to Disable Pop-ups

Yahoo Toolbar –
http://help.yahoo.com/l/us/yahoo/toolbar/features/popupblocker/basic/pub-13.html

Google Toolbar –
http://www.google.com/support/toolbar/bin/answer.py?answer=9160&topic=116