

## Thank you for participating in the ACCP Virtual Poster Meeting!

As a virtual poster presenter, you are likely to hear from the meeting attendees through both email and Skype. During the hours you have told us you will be available for live chat:

- Please make sure that Skype is running on your computer, and that your microphone and speakers or headset are working properly.
- Please have a copy of your poster available so that you can refer to it yourself when speaking with attendees. The attendees will already have your poster on the screen in front of them.
- When attendees would like to speak with you, they will use Skype to make a voice call; or, they will use a text chat interface that you will see through the Skype conversations window. All of the communication on your end is done via Skype.
- Please answer all incoming Skype calls and conversations. In order to receive calls from users not on your Contacts list, please set your Privacy settings to allow calls/IM's from anyone under the Skype menu/Privacy when you are available for live chat.
- In order for attendees to see your online status, under the Skype menu/Privacy, please check "Allow my online status to be shown on the web" when you are available for live chat.
- Be aware that several attendees might try to call you at the same time. We offer suggestions below on handling simultaneous conversations.

Outside of your live chat hours, the attendees will be able to send you questions and comments via email. The email messages you receive from the meeting will point you to an online response form. That form will show you all of the comments and questions submitted thus far, including the name and institutional affiliation of the individuals who submitted them. Clicking on a particular comment or question will allow you to send a response. In general, your responses and all of the attendees' comments and questions will be posted for all attendees to see.

### How to answer a Skype chat (text) message

During the hours you are available for real-time communication, the attendees will have the option of using a chat (text) interface or placing a Skype call. When an attendee sends you a text message you will hear a notification sound, the Skype notification icon in your system tray (near the clock in the bottom right hand corner of the screen) will flash.

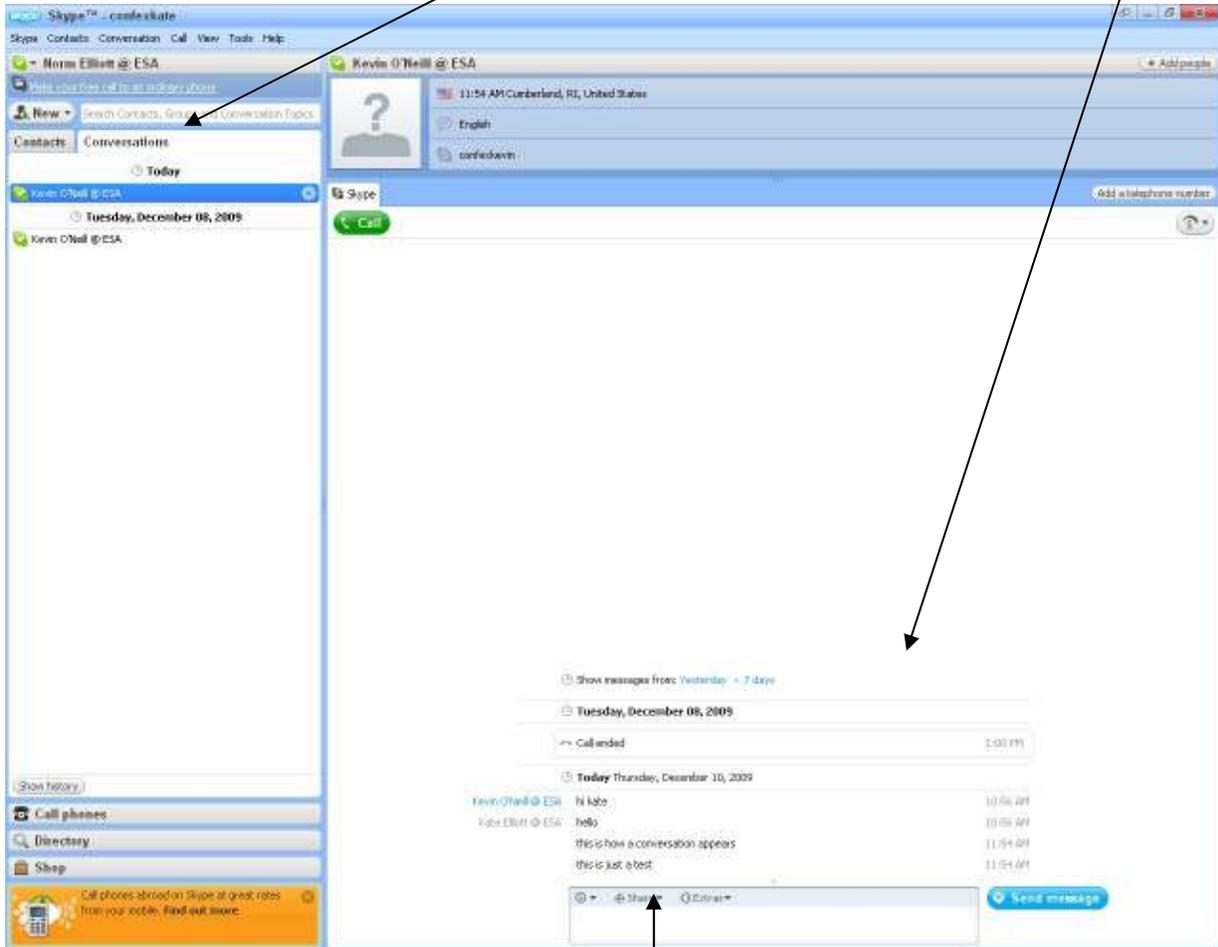


Click on the Skype chat notification to see who is contacting you.



Click on the Skype window or on the message pop-up.

You might need to click on the Conversations tab on the left hand side of your Skype window to bring up the current conversation window



The right hand side of this window is where the conversation text will appear. Use the text entry form to respond to the attendee.

## How to answer a Skype voice call

When an attendee is calling you, you will hear the sound of a telephone ringing and an incoming call alert window will appear on your screen.

As soon as you click the green **Answer** button, you can start talking to the attendee on the other end. If you have a webcam, and it is turned on, you will also see a green **Answer with Video** button. If you would like the attendee to be able to see you, click **Answer With Video**. The virtual poster stations at the Annual Meeting will also have webcams, and you should be able to see and hear each other while conversing.



## Answering a call from another attendee while already on a voice call

If you are speaking with one attendee via Skype, and another attendee calls you, you can put the first call on hold, answer the second call to tell the attendee you will be with them shortly, and then return to the first call. The second caller may choose to call you back at a later time, or may wait on hold while you finish with the first attendee. Here are some basic instructions on how to do that.

If you are on a call when another call comes in, an incoming call alert window, just like the one shown above, will show on your screen, and you will hear the sound of a telephone ringing.

### Before you answer the second call:

Tell the first caller you are going to put them on hold for a moment. Then, in the conversation window for the first call. Click the Call menu. Click **Hold**. You have now placed the first caller on hold.



Now, in the incoming call alert window, click on the **Answer** button or **Answer with Video** button. Inform the second caller that you will be with them shortly, and place that call on hold by clicking **Call -> Hold**.

Switch back to the first call by

clicking on the first caller's call window in your taskbar, at the bottom of your screen. Click on **Call -> Resume this Call**, and the first caller will be back on the line.

When you have finished with the first caller, click **End Call**, and then resume talking to the second caller.

**End Call button** →



## Preparing for your first call

If you are not already familiar with Skype, we suggest that you take a few moments with Skype and familiarize yourself with it. You might even make a test call to ensure that your microphone, speakers and web cam (if you have one) work properly. In Skype, you can make a test call by going to **Tools** -> **Options** -> **General** -> **Audio Settings** and choose the **Make a free test call** link. This will ensure that everything is working smoothly and you are able to take voice and/or video calls from attendees.

