



BUSINESS[™]
HANGOUTS

REFERENCE GUIDE FOR EVENT HOSTS

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Introduction

Business Hangouts is the premier platform for hosting Webinars in the Google Ecosystem. Our customers, which we call hosts, have the ability to launch Webinars from their existing G Suite accounts, or standard Google logins.

Purpose

This reference guide is intended for hosts only. If you are a speaker, panelist, event viewer or attendee, you might want to take a look at our [Best Practices Guide](#) for more information on how to participate in a Business Hangout.

Technical Requirements for Hosts

- Gmail or Google G Suite (paid) account - Host/Participant Requirement Only
 - Free G Suite Accounts will not be able to host a webinar using YouTube streaming, must use the default streaming option within Business Hangouts
- Google+ Account

Definitions

- Attendee - A Host, Moderator, Participant and Viewer
- Host - Person Initiating Event with Full Moderator Controls
- Moderator - A Participant with the Ability to Promote, Demote & Eject Participants/Viewers. A moderator can switch the event from Presentation Mode to Collaboration Mode and determine which participant is shown to Viewers. Moderators can turn on and off moderated Unified Chat.
- Participants - A Promoted Viewer. In addition to seeing/hearing the event, this user can participate with their Video/Voice.
- Viewer - Ability to See/Hear Event. Can participate via Unified Chat
- Unified Chat - Chat used by all Attendees. Can be moderated, exported, favorited, shared in stream and used for file sharing. Can be used before and after the event. Except for permalinks.

- Shared Content - Ability for Host to Share Google Drive and YouTube Content with All Attendees including Surveys, Docs, Sheets, Slides and More. not recorded
- Screen Share - Native Google Hangouts Feature used by any Participant
- Promote - Ability to Move any Viewer to Participant
- Move to Viewer (Demote) - Ability to Move any Participant Back to Viewer
- Eject - Remove Attendees from Business Hangout
- Permalink - A permanent URL with no start or end time that will be recorded to YouTube if enabled as an unlisted event.

- “Planner” - Business Hangouts User Interface where Hosts Create Events, Customize Emails, Download Reporting and More
- Automatically add users to log in and be participants in pre-registration. Restrict to domain for manual validation send to email or under the heading MANAGE MODERATORS in the Business Hangouts Planner.

Business Hangouts Planner

The first thing any webinar host has to do is to schedule and plan the event. That is done through the planner which is accessible through the website:

<https://business-hangouts.com/login/> or add this link to your browser favorites:

<https://business-hangouts.com/webinar/index.php?scheduler=true>

Plan an Event (Step 1)

Once logged in, you will be able to plan your event. This is what your screen should look like.

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First, you should give your event a name (subject) and a 200 characters description. Then pick the date and time you would like your webinar to start, and the date and time you would like it to

end. By default, they are set for one hour. If you click on the link below “Show more options”, it will give you the opportunity to set a pre-event opening which is set by default to 30 minutes prior to the event which will make it accessible to the attendees, as well as a post-event closing which is set by default to “Unlimited”, meaning anytime after the event. You can of course switch to any other time after the event; if you wish to close it right after the webinar, go ahead and select “0 minute”.

You can then choose whether or not you want it to be a recurring event. You will be able to promote registered attendees as moderators in the **Manage** tab under ADVANCED SETTINGS.

Recurring Events

For recurring events, select “Show More Options” on Step 1. Recurring events can be daily, weekly or monthly. Recurring Events must be set up the first time you create an event. The number of occurrences you determine will be shown on the registration page. We recommend you set up ten at maximum. You can come back and add more later.

Plan an Event (Step 2) Communication Emails

The screenshot shows the 'Plan an Event' interface for Business Hangouts. The top left features the 'BUSINESS HANGOUTS' logo. The top right displays the date 'Friday, December 16, 2016' and the email 'contact@business-hangouts.com Sign Out'. The main content area is titled 'Event name: test'. A progress bar at the top indicates five steps: 1. Date & Time, 2. Communication Emails (current step), 3. Attendee Setup, 4. Event Page Setup, and 5. Share / Promote Event. Below the progress bar, the 'Customize Communication Emails' section is visible, containing four expandable options: 'Change Automatic Notifications', 'Customize Communication Emails', 'Automatic Reminders', and 'Post-event Emails'. At the bottom, there are three navigation buttons: '< Back', '>> Skip to the End', and '> Save & Continue'.

In Step 2 you will have the opportunity to change automatic event notifications, customize communication emails, reminders and post event emails. All of these features are self explanatory and easy to setup and use. Remember that you don't have to set up these features if you don't want to - as the default settings have already been set and nothing is required from you in order to host an event. Even if you skip to the last step - you are good to go and can launch your event.

We recommend using these features if you want to customize the content and frequency of your post event registration communication. For instance - you may want to send out reminders about your event more frequently or include certain offers/links in the post event communication stream.

Under the second step, the first thing you will be asked is if you would like to send an automatic invitation to all registrants; you usually leave it as default YES, but if you prefer filtering and validating each person individually, go ahead and select “No”.

If you wish to receive an email notification for chat messages and every time someone registers for your event, select “Yes”. The first section you should see is “Invitation Emails”. If you hit the “Invitation Emails” sub-tab, you will be able to see the templates that are already set as default. You may replace them if you wish to, through 2 methods. You can either edit that template and save it, notice that the preview allows you to check it out, or you can use the “save as” and keep this modified email as a template for future use.

In the “Automatic Reminders” tab, you can set up to three reminders before the event. For example, you could set the first reminder one day prior to the event, the second reminder two hours before the event, and the third one five minutes before the beginning of your event. Just like in the previous tab, for the templates, you can use the standard templates that are already set up, and you can hit the “Preview” button to make sure they work out well. For the third reminder, you could select the “Join Us Now!” template.

Finally, you may want to send a “Post Event” email to your participants, with a “Thank you” email which is automatically sent to all registrants who effectively attended, and a “We Missed You” email to those registrants who did not show up. You can set the time when these follow up emails are sent, either by setting the straight/absolute time, or by a delay time relative to the end of the meeting. Once you are finished, go ahead and hit save to move on to the next step.

Plan An Event (Step 3) Attendee Setup

The screenshot displays the 'Attendee Setup' step in the Business Hangouts event planning process. The interface includes a progress bar at the top with five steps: 1. Date & Time, 2. Communication Emails, 3. Attendee Setup (highlighted), 4. Event Page Setup, and 5. Share / Promote Event. Below the progress bar, the 'Attendees Setup' section is visible, containing two expandable sections: 'Attendee Options' and 'Additional Options', each with a plus sign (+) to its right. At the bottom of the main content area, there are three navigation buttons: '< Back', '>> Skip to the End', and '> Save & Continue'. The top right corner shows the date 'Friday, December 16, 2016' and the email 'contact@business-hangouts.com Sign Out'. On the left side, there is a sidebar with a 'Plan an Event' button and a menu with the following items: Scheduled Events, Past Events, Permalinks, Support, Admin Controls, and Account.

In this step you will be able to configure your attendee options. Remember that you can skip

this section if you don't want to configure any of the options, as the options have already been set to a default position - which will allow you to launch your event at any time.

You can restrict attendance to a Google Apps Domain, such as "businesshangouts.com". In that case, attendees with an email address different than "xxx@businesshangouts.com" will need a manual validation from the host at registration time.

You can decide if you want to show the unified chat (in most cases you want to leave it checked), and the attendees (in most cases you want to leave it unchecked).

If you want to allow your event attendees to chat anonymously with you - you can check the "Allow anonymous messages" option. Anonymous users will only have their identities masked when asking questions inside chat - but will still have to registered as regular users when they register for the event. (note: anonymous chat does not mean that anyone, who is not registered for your event, can post messages)

If you have a large audience (> 200 attendees), the viewers will benefit from a simplified interface, with minimal attendee interaction. In Webcast mode, the "Unified Chat" becomes "Messaging" allowing only private messages from attendees to the host. This "Messaging" capability can be shown or deactivated.

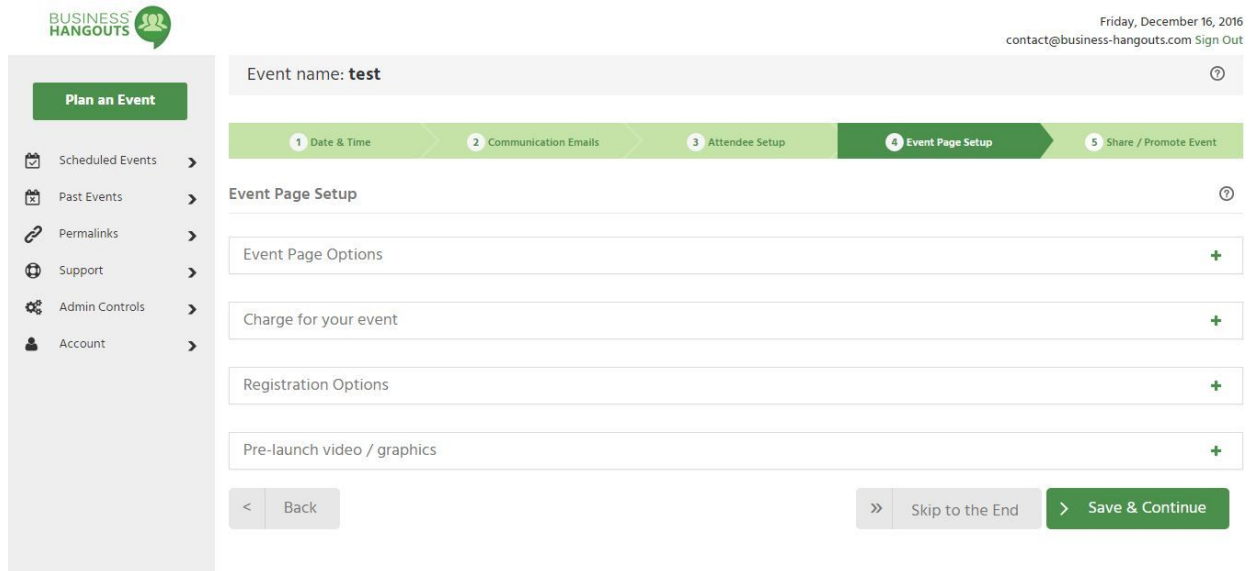
The "Replay link" will allow joining the event without registration, typically used for a replay. You don't need to share it with attendees, since they have already received their link in an email at the time they first entered or registered for the event. If someone has not registered, but you want to let them watch the replay, you can share this link with them. The "Replay link" is necessary when you want your attendees to watch the replay of a particular occurrence of a recurring event.

The "Manage attendee" button allows you to see who has already registered for your event, and if they have a Google account, you can make them a participant of the event, or a viewer.

The "Pre-register" button allows you to add external attendees to the event by submitting their first name, last name, and email. This is done through a CSV file you will upload.

The most common way to invite your attendees to your webinar is by emailing the eventlink to your lists and by posting that same link on all social networks, communities, websites, etc.

Plan An Event (Step 4) Event Page & Pre-Roll Setup



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Under “Event Page”, the Sign-in buttons allow you to define how the attendees can sign in. For example - if you wish to allow signing in from Facebook, check the Facebook box. Note: if an attendee needs to be promoted to a speaker, they need to sign in with Google. If ALL your attendees need to be in the filmstrip, then un check all other logins and allow only the Google sign in. In order for your event attendees to be able to speak and broadcast their video, they will need to be signed in with Google. Attendees that only want to view the event and chat can register with just email, facebook, linkedin, or twitter.

The “Event Page” section also allows you to customize your event page background. You will be able to select any picture from your local disk drive, or from your Google drive, from our suggested list or from any public URL. There is no specifically recommended size for the background picture, since the page is responsive and will adapt to different screen sizes. However it needs to be large enough to cover large screens. Anywhere from 1920 x 1080 up to 2600 x 1600 is good. Please note that when you chose a file from your local disk drive, BHO uploads this file into your Google drive space, stores it there under a Business Hangouts folder and makes it accessible to your attendees.

Once your attendee is registered, the share buttons help encourage the social media sharing by posting on various different social networking websites. If you want to encourage them doing so, make sure you check these sharing buttons.

In the Registration Options section you can define what information you would like to collect from your attendees. By default, event attendees are required to submit their first name, last name, and email.

You can also upload a logo, which can be 150x150 up to 300x300 pixels .

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Under the “Short Description (HTML)” - you can customize the HTML content of your event page, where you can use the font of your choice which will appear right below your banner. You can use tools to change the color of your text, make it bigger, or move it to the center. It will also allow you to embedded YouTube video link/code so that you can add video link here. You can preview your registration page at any time by clicking on the “Preview” button.

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The “Pre-launch video/graphics” section allows you to customize the content you event attendees will see before the event starts. You can define up to 5 images (in.gif, .png, or .jpg format), including the duration, in seconds, for each of the images (duration = how long the image will stay on the screen before the next image appears). For example - you may want to have one image for up for 5 seconds, the next one for 10 seconds, and the third one for 8 seconds. These images can be used for event sponsors where they will rotate with no audio sound while the presentation is running. Alternatively you can display a video here by simply adding a link/URL to the video. Please note that you can't use both the video and images and you must pick one format of content (video or images).

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When you want to setup a paid event, Enter the price of the webinar, then choose the currency (USD is the default currency) and then enter the email address attached to the PayPal account. You event attendees will be able to pay you via this PayPal account.

Note that Business Hangouts does not collect any commissions or fees from any transactions that occur on our platform. When a potential attendee registers for your event, and once Business Hangouts gets confirmation that a valid payment to your account has been made, we will release the registration information to the attendee by email.

Plan An Event (Step 5) Share / Promote Event

BUSINESS HANGOUTS

Tuesday, December 20, 2016
contact@business-hangouts.com Sign Out

Plan an Event

Scheduled Events >
Past Events >
Permalinks >
Support >
Admin Controls >
Account >

Event name: **test**

1 Date & Time 2 Communication Emails 3 Attendee Setup 4 Event Page Setup 5 Share / Promote Event

Congratulations!
Your event is set up for: December 20, 2016 at 07:00 pm (change date/time)

Event link: <https://goo.gl/VTFBMB>
This is the link your invitees will use to join your webinar.

To take your event live: [click here](#)
If you need help, please watch our simple video tutorials, just [click here](#)

Share your event link

Share via Email Share with Google+ Share with LinkedIn Share with Facebook Share with Twitter

Use widget code below to add to your website or app and allow your users to register for your event directly

```
<div id="sho_widget_container"></div>
<script src="https://business-hangouts.com/shoevent/widget.js?v=1.0"></script>
<script> init_sho_widget(350,280,470); </script>
```

Event registration widget preview

Event Name: test
Start Time: December 20, 2016 at 07:00 pm
End Time: December 20, 2016 at 08:00 pm
Timezone: (GMT-08:00) Pacific Time (US & Canada); Tijuana
Register Here: <https://goo.gl/VTFBMB>

< Back I am done!

Once you are done with setting up your event, you will be presented with this page which will give you access to the event link, which you can now share with your users/event attendees. You can share your event via email, Google+, LinkedIn, Facebook, or Twitter. We highly recommend that you share your event link on your website, as well as your email list recipients.

You will also find widget code on this page - which will allow you to embed event details in your website or app. Simply copy and paste the code in the grey box.

If you are an advanced user and if you are not customizing your event, you can simply skip steps 2, 3 and 4 and go to the last step by clicking on the grey "Skip to Step 5" button.

Email Templates

Monday, December 19, 2016
contact@business-hangouts.com Sign Out

Account

Your Profile Customize **Email Templates** Account Information

Create a New Template

Help

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In this section you will be able to create templates so that you don't need to modify your invitation emails or follow up/reminder emails for each of your events.

You will also be able to edit your template, replace the default logo with any logo of your choice, and edit the text as well as the format. In fact you can totally replace the standard template by your own email. Tags on the right allow you to insert "variable" data such as the [URL] of the meeting or the time, etc. To avoid syntax errors, it's always easier to edit an existing template instead of rewriting a new one.

Past events

Monday, December 19, 2016
contact@business-hangouts.com Sign Out

Past Events

2016 December Delete Selected Event(s)

Event Date/Time	Event Name	Edit	Post-Event Setup	Video	Attendees	Duplicate	Statistics	Event ID#
December 19, 2016 - 03:00 PM	Test		Rehearsal Room		+1 ✓ 0 ✗ 1			47000
December 19, 2016 - 03:00 PM	test		Rehearsal Room		+1 ✓ 0 ✗ 1			47001
December 19, 2016 - 12:00 PM	AirLiquide Demo		Rehearsal Room		+1 ✓ 0 ✗ 1			46998
December 17, 2016 - 02:00 PM	test		Rehearsal Room		+1 ✓ 0 ✗ 1			46951
December 16, 2016 - 01:00 PM	test		Rehearsal Room		+1 ✓ 0 ✗ 1			46927
December 16, 2016 - 12:00 PM	test		Rehearsal Room		+1 ✓ 0 ✗ 1			46922
December 15, 2016 - 06:00 PM	Test		Rehearsal Room		+1 ✓ 0 ✗ 1			46912
December 15, 2016 - 01:00 PM	test		Rehearsal Room		+1 ✓ 0 ✗ 1			46906

This section will allow you to manage your past events. Here you will find the name of your past event, link to the event page, link to the event recording (if it was recorded), link to event

statistics and you will also have the ability to edit your past event as well as duplicate it. The Event ID allows us to address specific technical questions - that may be related to your event.

Post-Event Setup	Video	Attendees					Duplicate	Statistics	Event ID#
Rehearsal Room		+1	✓0	✓1	✗1	↶0			47000
Rehearsal Room		+1	✓0	✓1	✗1	↶0			47001
Rehearsal Room		+1	✓0	✓1	✗1	↶0			46998

If you want to see who attended your event, simply click on the “+1” icon and you will be able to see a list of attendees. This list will include the first name, last name and email address of the attendee. You can also download the list in a CSV file and import it into Google Sheets, MS-Excel, or any other list or database that you have.

This section also has a list of people who attended the event, list of people who were validated for the event, list of people who registered but did not attend, and also a list of people who watched the event - after the event was over. Again - you can download all of this data to Google Sheets or MS-Excel.

How to take an Event Live

Scheduled events section

Monday, December 19, 2016
contact@business-hangouts.com Sign Out

Scheduled Events

2016 December Delete Selected Event(s)

List Of Planned Events:

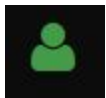
Event Date	Event Name	Event Link	Edit	Pre-Event Setup	LIVE Event	Delete	Duplicate	Registered Users	Event ID
December 19, 2016 - 05:00 PM	test	https://goo.gl/8FKRlo		Rehearsal Room	Go Live			0	47003
December 20, 2016 - 08:00 AM	AirLiquide Demo	https://goo.gl/dHQGTH		Rehearsal Room	Go Live			0	46972

This section lists scheduled events which have not occurred yet, and gives you the ability to edit, duplicate or delete the event. This section also allows you to launch the Rehearsal Room where you can conduct a practice run and setup your event before going live. You will also see the number of registered users for your events. If you want to see who the registered users are - simply click on the number.

Go Live - Broadcast within Business Hangouts (Default Setting)

To take your event live - click on the green “Go Live” button and enter the Business Hangouts Interface. At this point, Business Hangouts will ask to access your camera. Allow this, even if you do not plan on using your webcam during your broadcast because without a webcam you will not have full functionality in Business Hangouts. Once you have given permission for Business Hangouts to access your webcam, all of the buttons will show up at the top of your camera feed. When you are ready to start your broadcast, you can click the green REC button. When the recording has begun, it will turn red. Be sure to take this step -- otherwise viewers will not be able to see the broadcast. Participants, however, will be able to communicate with you before the broadcast begins.

Control & Moderation Features



The green person icon means that your personal webcam is live and you are streaming.



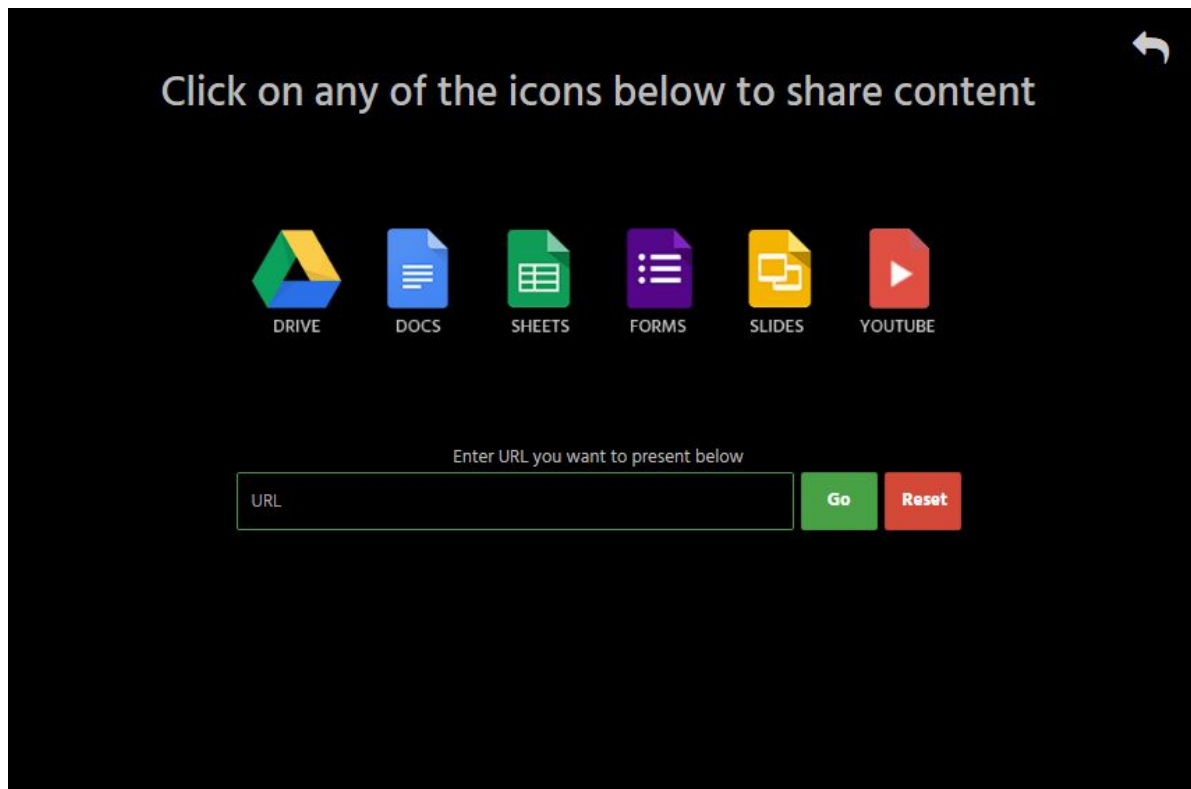
The next icon, the one with the arrow pointing to the right, is the content sharing icons which will allow you to share certain content with your audience. Once you click on this icon you will be presented with the options below.



Bringing Webinars to Google Apps

The above screen is what your event attendees will see before the event starts. If you want to change this image, you can do so in the planner in step 4, under “Pre-launch video and graphics”. During your presentation - if you want to share content with your event attendees, simply click on the cog wheel in the top left corner to see options

After you click on the cog wheel you will see the options icons/URL field as per below example.



In order to share Google Drive, Docs, Sheets, Forms, Slides files with your event attendees simply click on any of the icons and select a file to share.

You can also share secure URLs, as long as they are from websites which allow secure embedded content. For examples certain sites such as Google, Yahoo, etc - don't allow to have their content embedded in other websites or software.

Keep in mind, if you are using this function, you will need to direct viewers to change from slide to slide. If you want the screen to update in real time, you must use the Screenshare function

Event name: test ⓘ
contact@business-hangouts.com

Today: December 22, 2016 at 12:00 PM

The section above is designed to keep you informed about the event name, so that you can share the event name/URL with potential event attendees (during the presentation/event), as well as your account email address - if you need to share this information with other presenters/admins/moderators. You will also see today's date and local time.

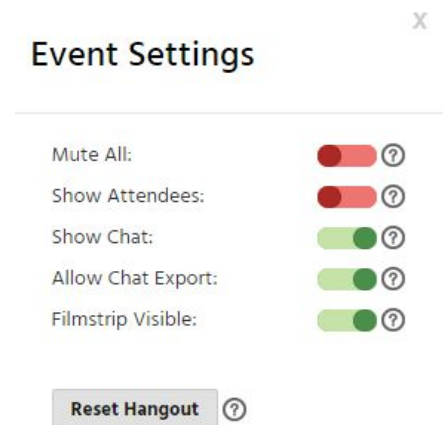


The icon on the left will take you to the event planner, if you need to make changes to the event page or set up a new event. The icon with the question mark inside it will take you to the help section where you can access How To Videos, FAQs, or contact support.



The monitor icon represents the Presentation vs Collaboration mode. When the icon is green, the presentation mode is active. Selecting the Presentation mode allows the host to decide which video everyone will be seeing on the main screen. Otherwise you can select Collaboration mode to allow participants to individually choose which live feed they want to display.

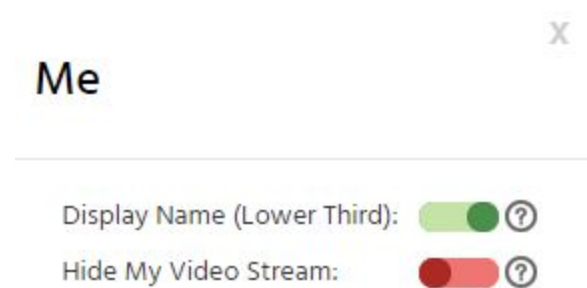
The cog wheel on the right allows you to control event settings. If the cog wheel is clicked you will see various options as the ones shown below.



- “Mute All” - will mute all event participants microphones, except the moderators microphone.
- “Show Attendees” - will show or hide participants and viewers lists for the viewers only.
- “Show Chat” - will show or hide chat for event viewers.
- “Allow Chat Export” - allow or not allow attendees (who are not moderators) to export chat content.
- “Filmstrip Visible” - allow or not allow filmstrip to be visible by attendees.
- “Reset Hangout” - by clicking this, the event will be reset. All of the event participants (but not the viewers) will be ejected from the Hangouts and will have to re-enter. Be very careful when using this feature. This feature should only be used when there is a clear malfunction with the event and reset is the only way to resolve it.

Participants will show up in the film strip along the bottom. You can select the white arrow in the corner of their box to demote them, broadcast, or mute them.

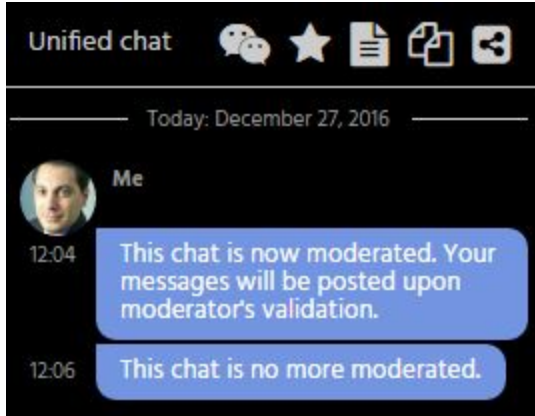
By clicking on the cog wheel on the right - you will be able to manage participants - with the options below.



- “Display Name (Lower Third)” - will show a default name as text overlay (in the lower third) on video stream - on the bottom of the screen. To define custom image and text - go to the Business Hangouts Planner and select Account/Profile section.
- “Hide My Video Stream” - by turning this on - will mask your webcam so that you are not visible to anyone in the event - but can still be heard.



This feature will maximize or minimize the video/presentation screen on the left.



Unified Chat allows you to manage chat by highlighting messages, approving messages, deleting and promoting messages.

- Chat Bubble - The first icon, chat bubbles, will allow you to turn on or turn off moderation.
- Star - The star icon will let you flag a certain messages and filter them so you only see important messages if you chose to.
- Page - The page icon will allow you to display shared documents.
- Double Page - The double page icon will let you export chat history for later review/sharing.
- Share - The share icon will let you share files with your chat participants. Or you can simply drag and drop files into the chat section and the file will be shared with everyone.

Permalinks

The screenshot shows the 'Business Hangouts' interface. On the left is a sidebar with a 'Plan an Event' button and a menu with options: Scheduled Events, Past Events, Permalinks (selected), Support, Admin Controls, and Account. The main content area is titled 'Permalinks (Always-On Permanent URLs)' and contains a table with the following data:

Name	Permalink	Edit	Attendees count	Delete
Auditorium2	https://googl/xsYUyA		Participant:0 Viewers:0 Reset room	
Business Hangouts Setup	https://goo.gl/0ko6F		Participant:0 Viewers:0 Reset room	
Hip Hop	https://goo.gl/fOrtIF		Participant:0 Viewers:0 Reset room	
test1	https://goo.gl/XkvdgL		Participant:0 Viewers:0 Reset room	

At the bottom of the main content area, there is a green button labeled 'Add New Permalink'. The top right corner of the interface shows the date 'Monday, December 19, 2016' and the email 'contact@business-hangouts.com Sign Out'.

Permalinks are permanent URLs which allow getting into a Business Hangouts at any time without having to schedule it. Unlike Events which have a start time and an end time, Business Hangouts permalinks have no specific times attached to them.

By default, you have one permalink called Auditorium2.

If you need to set up on demand events in a pre-defined virtual venue, you may want to create additional permalinks. To do so, click on the green button at the “Add New Permalink”. Give your permalink a name, for example “My New Room”, then hit the Save button.

Once you are finished, you should be brought back to the Permalinks tab, this time showing you the room you just created, added to the list.

Your Account

You can manage information about your Business Hangouts account under “Account” on the lower left corner of your page.

Your Profile

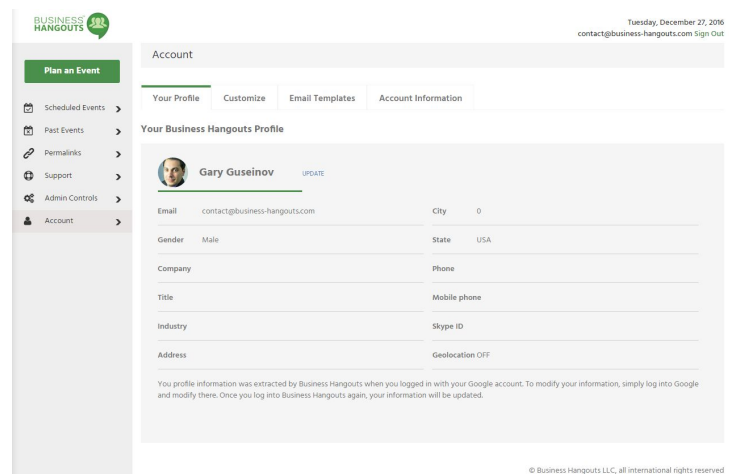
Under your account, the first tab is “Your Profile”, where you can check your profile information, and most importantly update your account via Google+.

Customize / Email Templates

You can customize your event pages, emails and video overlays - so that the customizations are all standard for all of your events and you don't have to customize each of your events every time you have an event. Of course you can always customize at the Event level as well; in that case the event customization prevails.

Here you can customize most of your graphics: Your Event Page Background image, the logo on the Event Page, the color of the text, the logo used in the emails and the color of the theme in the emails, your lower third, the participants lower third, and the background image used when broadcasting a comment from the unified chat, during the live session..

The Browse button allows you to select or upload an image (click “choose file” to select a local picture file). Once you select the file, the system will upload it for you to your Google Drive, and



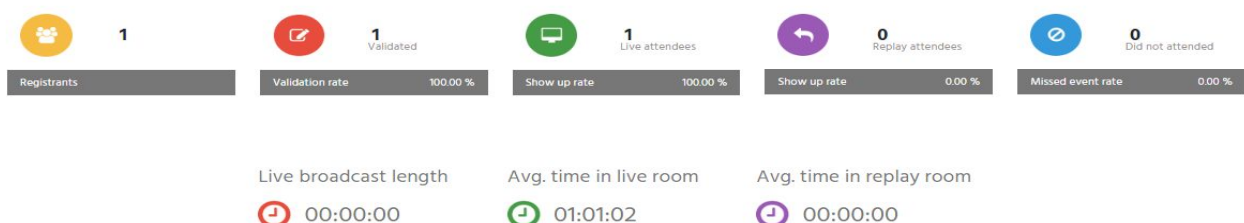
set the sharing option to ANYONE WITH THE LINK. These Business Hangouts files will be permanently stored in your Google Drive under a “Business Hangouts” folder.

- **My Background Image:** There is no recommended size for the background image, since the page is responsive and will adapt to different screen sizes. However it needs to be large enough to cover large screens. Anywhere from 1920 x 1080 up to 2600 x 1600 is good.
- **My Logo:** Similar possibilities for uploading a logo, which is expected to be small: 150x150 up to 300x 300 would be good sizes.
- **Color:** Choose the color in which you want to have your text on the event page.
- **My Emails:** chose logo image and a color which will be used in all invitation and auto-responder emails, which are sent to your registrants.
- **Lower Thirds:** lower thirds are PNG transparent images (up to 1280x720px) which are placed at the lower left corner of the live video feed to display a participant’s name. You can define your static image, containing your logo and name. You can also define the participants’ template which should have no name (BHO will automatically add it). Use the default template (at the bottom of the page) as a starting point to create yours. If you select “Replace only standard”, then only participants who haven’t defined their own static lower third will use your template.
- **Comments Background Image:** This is the image used as the background when pulling a comment or a question from the viewers, posted inside the unified chat, into the live screen. You can paste an external URL link (https) to a picture or browse from your local disk.

Event Statistics

Under Past Events section you will find access to event statistics, on the far right of the screen. You can click on the statistics icon and get access to general statistics for your specific event. You can also download these statistics in CSV format.

Account Information



Under the Account Information you will be shown which subscription you have. You will also see which users on your account have been banned. If you need to close your account - simply

email us and we will close your account as instructed.

Admin Controls (for account administrators)

If you are the administrator for your Google Apps account - you will have certain access and controls over all features as described below.

Business Hangouts Admins

Once your admin has installed Business Hangouts on your domain, all users signed in with their Google Account, can subscribe to Business Hangouts or login, through Google's Universal App Launcher (that square on the upper right corner of the browser).

Users can also subscribe to Business Hangouts on an individual basis and manage their subscription themselves. Login can alternatively be operated for the [Business Hangouts website](#).

Users who have initially subscribed to a premium plan, personally, can grant their subscription to their organization/domain under Subscription tab:

Admin Controls

Users Subscriptions Templates Graphics Analytics

Invite users to Business Hangouts

There are a total of 9 users in your domain **business-hangouts.com**.
Currently 8 users are already using Business Hangouts.
Invite users and we will send an invitation on your behalf, with instructions on how to join.

Name	Email	Invite?
Pay Pal2	paypal2@business-hangouts.com	<input checked="" type="checkbox"/>

[Send invitations now](#)

Promote users to administrators

Name	Email	Is admin?
Admin Tester	admin-tester@business-hangouts.com	<input checked="" type="checkbox"/> Domain admin
Gary Guseinov	contact@business-hangouts.com	<input checked="" type="checkbox"/> Domain admin
Guillaume Lurenbaum	gl@business-hangouts.com	<input checked="" type="checkbox"/> Domain admin
Jane Tester	tester@business-hangouts.com	<input type="checkbox"/>
P.S	ps@business-hangouts.com	<input type="checkbox"/>
Pay Pal	paypal@business-hangouts.com	<input type="checkbox"/>
Sean Whiteley	bho@business-hangouts.com	<input type="checkbox"/>
Sean Whiteley	sean@business-hangouts.com	<input checked="" type="checkbox"/> Domain admin

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This is an irrevocable operation which allows the admin to manage the subscription inside the pool of subscriptions in the domain, and assign it to any user. This feature is mainly used by those who try the premium plans based on an individual decision, and once the admin has decided to generalise the use of Business Hangouts, that license can be transferred to the domain and get managed by the admin.

Admin Controls

Inside Admin Controls you'll notice 5 tabs:

- **Users:** Use it to invite those users in your domain who may need BHO such as Event Planners for external or internal corporate events, Marketing Managers for webinars, Trainers for trainings and e Learning initiatives, Executive Assistants and your CxOs who have an interest in using BHO for webcasts to speak to employees, customers, shareholders, etc.
- **Subscriptions:** Allows you to manage all your subscriptions, assign purchased subscriptions to the right users, buy additional subscriptions or cancel any of them.
- **Templates:** Allows you to define custom invitation and auto-responder emails for the users of your domain.
- **Graphics:** Allows you to define custom registration page, login page, lower third and upper right quadrant settings for the users of your domain.
- **Analytics:** Gives you detailed reports about Business Hangouts usage on your domain. You can see active users, meetings and attendees counts and lists.

The following screenshot shows the Subscriptions tab:

The screenshot displays the Admin Controls interface with the Subscriptions tab selected. It is divided into two main panels: 'Manage Your Users' and 'Billing'.

Manage Your Users: This panel shows a list of 8 users with their names, email addresses, and assigned plans. A dropdown menu for 'Plan' is set to 'All'. A 'Save Changes' button is at the bottom.

Name	Email	Plan
Admin Tester	admin-tester@business-hangouts.com	Webcast
Gary Guseinov	contact@business-hangouts.com	Webcast
Guillaume Lurenbaum	gl@business-hangouts.com	Webcast
Jane Tester	tester@business-hangouts.com	Webcast
P S	ps@business-hangouts.com	Webcast
Pay Pal	paypal@business-hangouts.com	Standard
Sean Whiteley	bho@business-hangouts.com	Standard
Sean Whiteley	sean@business-hangouts.com	Webcast

Billing: This panel shows a table of 'Active Business Hangouts Subscriptions' and an 'Add New Subscriptions/Plans' form.

Active Business Hangouts Subscriptions	Count	In Use	Available
Lite			
Pro			
Business			
Webcast	10	6	4

Add New Subscriptions/Plans: This form allows adding new subscriptions. It includes a 'Select plan' dropdown (set to 'Lite'), a radio button selection for 'Yearly' or 'Monthly' (with 'Monthly' selected), a 'Select quantity' input field (set to '0'), and a 'New subsc. cost: 50' field. A 'Proceed to purchase' button is at the bottom.

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- On the right side, 3rd column you will see how many licenses are not attributed yet (number of “available” subscriptions)

- If you have available licenses, then you can assign them on the left to any user on your domain who has at least one subscription, by granting them for instance, one of your LITE, PRO or BUSINESS subscriptions.

- In order for new users on your domain to use BHO, they can subscribe to a premium plan from the "Universal Google App Launcher", that square matrix on the upper right of the browser where you can launch BHO since you installed it in your domain from the Marketplace.

- As an admin you can also INVITE them to use BHO as mentioned above.

- When all premium licenses are used, you can either buy additional licenses, or you can de-assign from someone on the left (if you know they don't use BHO premium any more) and re-assign it to another one. For instance if someone has BUSINESS, set them to LITE, and that will release a license that you can re-assign to someone else.

To buy new subscriptions, just type the number of subscriptions in the box "Buy New" and hit SAVE CHANGES. The price of monthly or annual subscriptions will then appear on the lower right corner. You can then initiate your purchase by choosing the monthly or annual price.

Each subscription order will appear on the Payments tab, where you have the ability to cancel a subscription at any time. Please note that Enterprise subscriptions are not subject to refund. Canceling a subscription will stop the payment for the next payment due date.

As for any other BHO feature, the admin console user interface is also completed with "?" little balloons for help.

Additional Terms

5hYbXY	K \c'UthYbXg'h\Y'Yj Ybh" '5b'UthYbXYY'WJb'VY'U'g]a d'Y' "J]Yk Yf"z'U'a cfY'UW]j Y "DUfh]W]dUbh"z'U" A cXYfUhc f"z'cf'h\Y' "<cgh"
5hYbXY' hmdY. ' <cgh	H\Y'\cgh]g'h\Y'dYfgcb'k \c'ck bg'h\Y'6<C'UW]i bh]b'k \]W\ h\Y'Yj Ybh]g'gYh'i d'z'd'Ubg'h\Y'Yj Ybh'z'g\UfYg'h\Y'fY[]ghfUh]cb']b_z'YhW'8i f]b['h\Y'Yj Ybh'h\Y'\cgh]g'h\Y'cbY'k]h'Z' "" df]]]Y[Yg'z'ZcW'g'h\Y'a U]bghfYUa 'cb'U' []j Yb'ghfYUa 'cf'U' []j Yb'dfYgYbhUh]cb'z'XYW]XY'k \Uh[cYg'cb'U]f'z'VfcUXW]gh'U' V'ca a Ybh'z'UbX'h\Y'cb'midYfgcb'k \c'WJb'ghUfh#YbX'h\Y' VfcUXW]gh'UbX'W]ccgY'VYhk'YYb'h\Y'dfYgYbhUh]cb'a cXY'UbX' h\Y'W' "UVcfUh]cb" "b'dfYgYbhUh]cb'a cXY'z'VUg]W]m'ik \UhYj Yf' h\Y'\cgh'gYYg]g'gYYb'VmYj Yfmc'bY'Y'gY" '5'\cgh'WJb'XfU[/' Xfcd'U'XcW'a Ybh]b'h\Y'W]Uh'k]bXck 'hc'g\UfY']h'k]h'U' "ch\Yf' UthYbXYYg'cf'fYa cj Y'U'dfYj]ci g'm'dcghYX'XcW'a Ybh'Z'ca 'h\Y' W]Uh"

<p>5hhYbXYY'hmdY. A cXYfUhc f</p>	<p>A cXYfUhc fg'WU b'Xc'Yj Yf m\]b['dUfh]V]dUbhg'UFY'UV'Y'hc'Xcž' d'i'g'a cXYfU h]b['h'Y'V\U h'fX]gWUfX'gca Y'a YggU[Ygž'U'ck' gca Y'ch\Yfgž'[\][\]\h'U'Vč'a a Ybhž'VfcUXWUgh'U'Vč'a a Ybhž' a i h'Y'gca YcbYž'Vč'bf'c'j'c'i a Yž'UbX'gca Y'ch\Yf'Vč'bf'c'ž'YU h' fYg' H\Ym'WU b'G<5F9'7CBH9BH'cf'fYgYh'h'Y'g\UfYX' Vč'bhYbh'"5'a cXYfUhc f'WU b'XfU[/'Xfcd'U'XcW a Ybh]b'h'Y' V\U h'k]bXck 'hc'g\UfY']h'k]h'U' 'ch\Yf'U h'YbXYYg'cf'fYa c j Y'U' dfYj]ci'g'm'dcghYX'XcW a Ybh'Zfca 'h'Y'V\U h'"</p>
<p>5hhYbXYY'hmdY. DUfh]V]dUb h</p>	<p>DUfh]V]dUbhg'UFY'g]a]'Uf'hc'dUbY']ghg']b'U'fYU'Vč'bZYfYbWV/'h'Ym' WU b'Xc'Yj Yf m\]b['j]Yk Yfg'UfY'UV'Y'hc'Xcž'd'i'g'h'Y'UV']'m'hc' hU'ž'hc'dfYgYbhž'hc'VY'gYYb'Vm j]XYcž'hc'g\UfY'h'Y]f'gWYYb'" H\Ym'WU b'UX'í gh]c'i a Yg'cZYj Yfmc bY'cf'a i h'Y'U b'm'cbY'" " DUfh]V]dUbhg'a Um'U'gc'VY'WU'YX'; I 9GHGž'DF 9G9BH9F Gž' GD95?9FG'cf'D5B9@-GHG"</p>
<p>5hhYbXYY'hmdY. J]Yk Yf</p>	<p>J]Yk Yfg'UfY'g]a]'Uf'hc'h'Y'U i X]YbW']b'U'fYU'Vč'bZYfYbWV/'h'Ym' WU b'\YUf'UbX'gYY'h'Y'j]XYc'ghfYUa 'cZ'h'Y'dUfh]V]dUbhg'"H\Ym' WU b'U'gc'Yb[U[Y]b'h'Y'V\U h'fMč'a a Ybh'cf'Ug'ei Ygh]cbgž' [Yh' h'Y'fYVč'fX]b['cZ'h'Y'V\U h'ž'k U h'W' h'Y'j]XYc'Zfca 'h'Y'VY[]bb]b[' Yj Yb]Z'h'Ym'Vč'a Y'UH'Y'ffYk]bX'h'Y'j]XYc'čž'ž'bYh'k'cf'_k]h' YUW'ch\Yf'h'U b_g'hc'h'Y'Yb[U[Ya Ybh'fYgi 'h]b['Zfca 'h'Y'V\U h' UbX'h'Y'W]W_UV'Y'bUa Yg#d]W'i fYgž'YhW</p>
<p>DfYgYbhUh]cb'A cXY</p>	<p>5'a cXY'V\cgYb'Vm'U'\cgh'cf'a cXYfUhc fgž'k \YfY'h'Y'a U]b' j]XYc'ghfYUa ']g'gY'YVWYX'UbX']a d'cgYX'Vm'h'Y'\cgh'"H\]g'a cXY']g'h'Y'XYZU i 'h'a cXY'UbX'fYVč'a a YbXYX'Zcf'k YV]bUfgž' k YVWUghg'UbX'a cgh'Uf[Y'Yj Ybhg'hc'Uj'c]X'U h'YbXYYg' X]ghfUW]cb'UbX'hc'WU d'hi'fY'h'Y]f'U h'Yb]cb'hc'h'Y'Vč'bhYbh' dfYgYbhYX'f]gdYU_Yff]j]XYc'ghfYUa ž'g']XYgž'gWYYb'g\UfYž'" "č</p>
<p>7c'UVcfUh]cb'A cXY</p>	<p>5'a cXY'V\cgYb'Vm'U'\cgh'cf'a cXYfUhc fgž'k \YfY'h'Y'a U]b' j]XYc'ghfYUa ']g' B C H']a d'cgYX'hc'U' 'U h'YbXYYg'k \Yb'gY'YVWYX' Vm'h'Y'\cgh'"H\]g'a cXY']g'fYVč'a a YbXYX'Xi f]b['U'E/5'cf'Zcf' dUbY'cf' [fci d'X]gW gg]cbg'"</p>
<p>:]a gh]d</p>	<p>H\Y'gYf]Yg'cZj]XYc'h'i a VbU]g'd'UW'X'\cf]ncbH'U'm'Uh'h'Y' Vč'h'ca 'cZ'h'Y'gWYYb"</p>
<p>A U]b'J]XYc'GhfYUa</p>	<p>H\Y'a U]b'j]XYc'ghfYUa ']g'h'Y'ghfYUa 'cZ'cbY'cZ'h'Y' dUfh]V]dUbhgž'cZ'h'Y'h'Y'\cgh'f]g'ck b'ghfYUa ž'h'Y'Vč'bhYbh'ZcW gž' k \]W']g'gY'YVWYX'Vm'h'Y'\cgh'cf'U'a cXYfUhc f'UbX'k \]W']g' gYYb'Vm'h'Y'j]Yk Yfg'UbX']g'fYVč'fXYX'"fH\Y'cbY'k \]W' [cYg'cb' U]fč"</p>
<p>; fYYb'F cca</p>	<p>H\Y'dYf]cX'cZ'H=A 9'Zfca 'h'Y'a ca Ybh'mci 'č]b'h'Y'6<C5' fUggi a]b['h'Y'gYgg]cb']g'bch'č'cb'U]f'k \Yb'mci 'č]b'čž'UbX'h'Y' a ca Ybh'k \Yb'h'Y'\cgh'\]hg' GH5FH'6FC5875GH'k \]W' 'hf][[Yfg'h'Y'k \c'Y'g\ck 'hc'VY'cb'U]f. '5h'h]g'a ca Ybhž' j]Yk Yfg'WU b'bck 'gY'UbX'\YUf'U' 'dUfh]V]dUbhgž'h'Y'gYgg]cb' [Yhg'fYVč'fXYXž'UbX']Z]h']g'U'di V']W6<C5ž'h'Y'j]XYc']g']j Y'cb' Mč'i Hi VY"</p>
<p>DYfa U']b_</p>	<p>6<C'DYfa U']b_g'UfY'dYfa UbYbh'I F@g'k \]W'U'ck' [Yh]b[]'b]hc' U'đi g]bYgg'<Ub[ci'hg'U'h'U b'm'h]a Y'k]h'ci h'\Uj]b['hc'gW'YXi 'Y'"</p>

