VeriShow
Getting Started Guide —

Summer 2011
www.verishow.com

VERiSHOW

Show it, Share it, Sell it.

About VeriShow

Welcome to VeriShow, the world's first multimedia platform for providing online help and real-time support to website visitors.

VeriShow lets your e-sales and e-service agents interact with visitors in real time using integrated text, audio, video and phone. It also provides a host of collaborative tools, such as document, image and product-video sharing, a live video feed and many others. Moreover, e-sales and e-service agents can annotate the images, files and video for visitors, highlighting features that may have been of particular interest to them. Conversely, visitors can use the annotation features to highlight their questions.

About this Guide

This guide provides basic instructions for personalizing your account, uploading documents and taking calls from website visitors. If you have additional questions, VeriShow offers an extensive collection of videos and tutorials under the **Help** tab. Or, you can send your questions to us. To do so, click on **Contact Us** on the website or send an email to support@verishow.com.

Table of Contents

1. Logging-in for the First Time

1. Log-in at http://www.verishow.com/login.jsf
2. Enter your email address
3. Enter your password
4. Click **Log in**.
5. Forgot your password? Follow the prompts on the sign in page. A new password will be sent to you by email. Be sure to change the password to one you'll remember when you log in.

2. Embedding the VeriShow Call Button (if haven't already done so)

1. Click on **Account Admin** and then **Embed VeriShow Call Button** after you've logged in.
2. Choose the button label that most describes the type of help your agents will deliver. For instance, if you are offering expert-level advice to visitors who have questions on laptops, you will want to select Live Expert. If you are providing enhanced customer service, select Live Help.
3. Select your desired color, position and other attributes.
4. Click **Immediate** under **How is a session started?** This allows visitors who click on your VeriShow call button to be placed into a session immediately.
5. There are two options for Call Button Embedding: Static and Dynamic. Select **Static** if your site offers 24/7 live help, or if you would like visitors to leave a message during off hours. Select **Dynamic** if you want your button to appear only when site representatives are signed on and available to take calls form visitors.
6. Based on your selections, VeriShow will automatically generate code for the VeriShow Call Button that you can copy and paste into your website.

3. Personalizing Your Account

To Upload Your Photo to your Personal Profile (will appear in the session's left panel)

1. Click on **Account Admin** and then **Your Personal Profile** after you've logged in.
2. Click on the Browse button under **Choose your profile picture:**
3. Click **Upload** after you've selected the photo.

To Upload Your Logo to your Account Profile (for after-hours, appointment request and session invitation pages)

1. Click on **Account Admin** and then **Account Profile** after you've logged in.
2. Click on Browse under **Choose an account Logo:**
3. Click **Upload** after you've selected the logo.

www.verishow.com
sales@verishow.com • 1-855-427-5227
page 3

4. Uploading Documents

Uploaded documents will be available for you in the session and can be accessed using
Share File > My Account

1. Click on **Account Content** and **Manage Documents** after you've logged in.
2. If desired, click on **New Folder** to create folders for categories of documents, such as "laptop images" or "Rate Cards."
3. Click on **Upload File** to load documents, images, PDFs, etc. to your VeriShow account.
4. To delete a file, drag it to the trashcan icon.

To upload videos, click on **Manage Videos** and follow the prompts to select and upload a video file.

5. Starting a Session

1. Log in to your VeriShow account.
2. Click on the **Start a session** button in the upper right-hand corner of your screen (a new browser window will open). Starting a session allows you to:
   a. Invite a participant to join you in a session
   b. Be available to website visitors who click on your VeriShow call button
3. At the Main Menu, click on the app you wish to use in your session.

6. Accepting Calls and Inviting Participants

To Accept Calls:

1. Log-in to your VeriShow Account.
2. Click on the **Start a session button** in the upper right-hand corner of your screen. Now you're ready to accept calls. An alert, accompanied by an audio tone, is displayed when there are incoming calls from visitors.
3. Click **Accept** at the VeriShow prompt that indicates a visitor would like to reach you.

To Invite Participants to Join a Session:

1. Log-in to your VeriShow Account.
2. Click on **Start a session** button in the upper right-hand corner of your screen.
3. Click on **Invite new participants**.
4. Select how you wish to invite your participants to join: session ID, a direct link to the session, or via email.

7. Video Conferencing

1. Log-in to your VeriShow account.
2. Test you webcam (only necessary for the first time you conduct a video-conference)
   a. Click on the **Help** tab
   b. Click on **Test Your Webcam** under **Guides and Tools**
3. Click on the **Start a session** button in the upper right-hand corner of your screen.
4. Click on the **Audio / Video** tab in the communications panel on the left hand side of the screen.
5. Check both the **Video** and **Headphones** boxes.
6. Click **Start**.

Note: Headphones are recommended. If you do not have headphones, uncheck the box. You will then need to use the **Push to talk** button whenever you want to speak in order to reduce background noise and echo.

8. Using VeriShow Applications

1. Log-in to your VeriShow account.
2. Click on the **Start a session** button in the upper right-hand corner of your screen.
3. At the **Main Menu**, click on the icon of the application you wish to use in your session.

For example, to share and image file, click on Share file and open a file from your account or from your local computer. The image will then be displayed to all session participants.

www.verishow.com
sales@verishow.com • 1-855-427-5227
page 5