



AT&T Connect[®]

AT&T Connect[®] Mobile for BlackBerry[®] User Guide

v2.0

May 2013



Product:	AT&T Connect®
Title:	AT&T Connect® Mobile for BlackBerry® User Guide
Product version:	v2.0
Publication date:	5/16/2013
Reference number:	CONMBBUG
Revision number:	03

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About this Guide

This User Guide is designed to ease your way into using AT&T Connect® Mobile for BlackBerry®. The screenshots were taken on a BlackBerry® Torch™ 9800 device, and therefore the screens will have a different look than on other BlackBerry devices. Also, when the instructions in this User Guide tell you to “tap” an icon, button or menu item on the Torch device, just replace “tap” with “click” for other BlackBerry devices.

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1. INTRODUCTION

AT&T Connect Mobile on BlackBerry provides a best-of-breed virtual conference space that lets you easily share voice and data using existing Internet and telephone resources.

With your BlackBerry you can:

- Attend AT&T Connect conferences as a participant
- View the participant list
- Exchange notes with other participants
- Share emoticons
- See who is speaking
- See which participants are raising their hands
- Invite others by email
- View whiteboard content

As the host/presenter you can initiate conferences directly from your BlackBerry. You can also do the following:

- Give/take presenting rights
- Mute all/unmute all participants
- Invite others by phone
- Lock/unlock the conference
- Mute/unmute a participant
- Mute and lock/unmute and unlock a participant
- Dial out to a participant
- Rename a participant
- Expel a participant
- View whiteboard content
- End the conference

This User Guide shows you how do all this and more. Enjoy!

Note: In this User Guide, the terms “meeting” and “conference” are used interchangeably.

What You Need

All you need for using AT&T Connect Mobile is:

- Supported devices:
 - BlackBerry® Bold™ 9000 OS 4.6 and OS 5.0
 - BlackBerry® Bold™ 9700 OS 5.0 and OS 6.0
 - BlackBerry® Bold™ 9650 OS 5.0 and OS 6.0
 - BlackBerry® Bold™ 9780 OS 6.0
 - BlackBerry® Bold Touch™ 9900 OS7.0 and OS7.1
 - BlackBerry® Tour™ 9630 OS 4.7.1 and OS 5.0
 - BlackBerry® Curve™ 8900 OS 4.6.1
 - BlackBerry® Torch™ 9800 OS 6.0
 - BlackBerry® Bold 9900 OS7.1x
- Active 3G GSM cellular network or WiFi connection.
- Conferences must be scheduled/initiated on AT&T Connect v8.9 and higher.



2. GETTING STARTED

Downloading the Application

You can find a download link to AT&T Connect Mobile for BlackBerry in every AT&T Connect conference invitation, either by email or from your calendar (if initiated or scheduled on AT&T Connect V8.9 and higher).

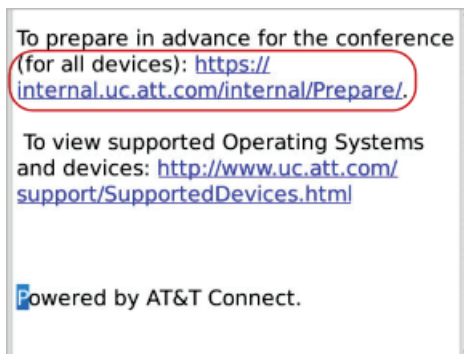


Figure 1–Download Link

You can also download AT&T Connect Mobile from the AT&T Connect support site at <http://uc.att.com/support/>.

In addition, if the application has not been installed when tapping the link to join a conference, a web page is displayed, allowing you to first download the application and then enter the conference. For more information, see [Joining/Starting a Conference](#).

Once the application is downloaded, its icon is automatically displayed in the home screen.



Figure 2–Application Icon

Note: For BlackBerry devices with operating systems lower than OS6, you can find the icon in the **Downloads** folder.

Running the Application for the First Time

To open the application from the desktop, tap the AT&T Connect Mobile icon. The first time you run the application, you need to accept the **End User License Agreement**.

Note: AT&T Connect Mobile for BlackBerry requires various permissions to run properly. Upon launch, the application checks all necessary permissions, and if some have not been set, you will be asked to do so in the permissions screen.

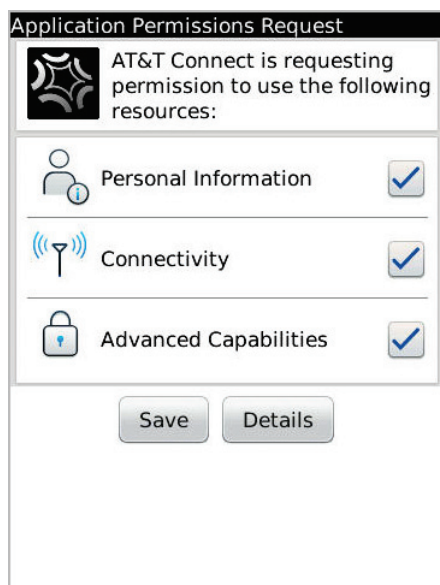


Figure 3—Permissions Screen

Once you accept the agreement and permissions (if required), you see the **My Details** screen.

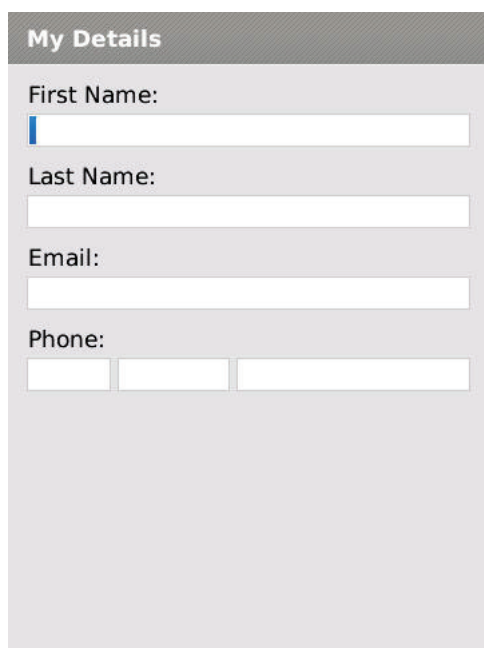


Figure 4—My Details Screen

To join a conference you need to fill in your profile details, including the following:

- Your **First Name** and **Last Name** as it will appear to all other participants in the conference. Your profile name can contain only English letters and it must not contain one of the following characters: " < > ; , %
- Your **Email** address. If you are registered on AT&T Connect, please use the email address registered with your account.
- Your **Phone** number for the conference service to call you. Enter your country code, area code and local number, in this order. For example, 1-212-5550123. The country code and local number are mandatory. The area code is not mandatory.

Then tap **Save** to continue.



3. SETTING UP YOUR AT&T CONNECT ACCOUNT (HOSTS)

You can set up your account in AT&T Connect Mobile by an email link or manually.

Note: Only accounts of AT&T Connect v.8.9 and higher can be set up in AT&T Connect Mobile.

Setting up by Email Link

If you have the AT&T Connect registration email message, tap the activation link in one of the following email formats.

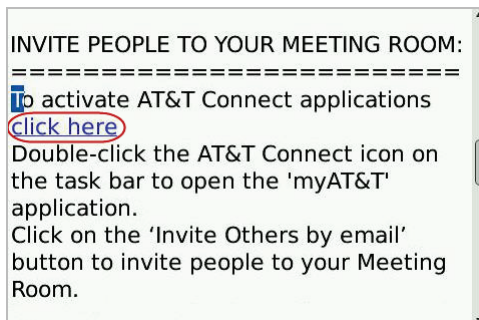


Figure 5—Activation Link 1



Figure 6—Activation Link 2

Once you activate the AT&T Connect Mobile, your account details (**Account Address**, **User Name** and **Password**) will automatically be set.

Note: If the AT&T Connect Mobile has not yet been installed, you will see a web page that allows you to first download the application and then activate it.

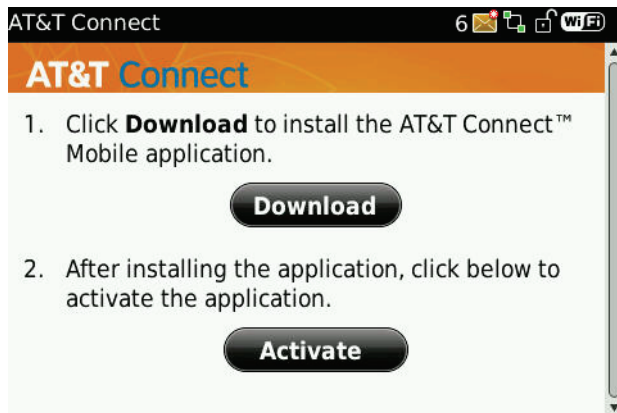


Figure 7–Download and Activate

Setting up Manually

1. From the AT&T Connect Mobile home screen, tap **Settings > AT&T Connect Accounts > Add Account**.

2. Fill in your account details: **Account Address**, **User Name** and **Password**.

If you do not remember your username and/or password but remember your account address, fill-in the account address and tap **Forgot user name and password?** An activation link will then be sent to you by email. Tap the activation link in the email to automatically set your account details in the application.

Once your account is set up, as the host you can enter a conference without being asked to enter your username and password. You can also view and manage your account(s). For more information, see [Application Settings](#).

4. APPLICATION SETTINGS

From the AT&T Connect Mobile home screen, scroll up the menu and tap **Settings** to open the **Settings** screen.

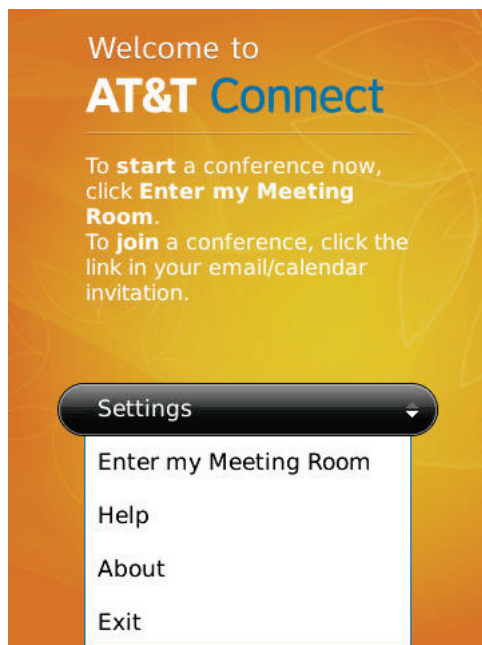


Figure 8—AT&T Connect Mobile Home Screen

You set your profile and account details in the **Settings** screen.

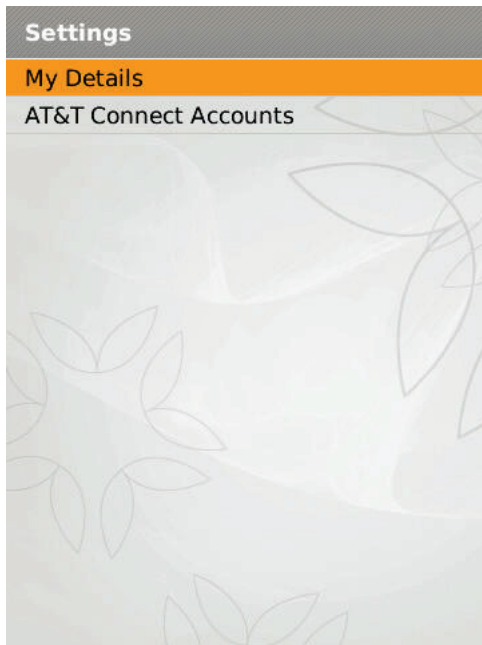



Figure 9–Settings Screen

My Details

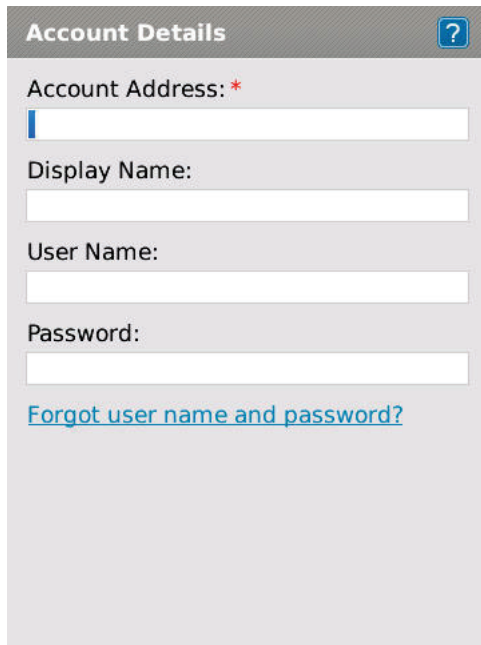
For information on the **My Details** screen, see [Running the Application for the First Time](#).

AT&T Connect Accounts

Tapping on the **AT&T Connect Accounts** option displays the **AT&T Connect Accounts** screen. If you have already set up your account(s) in the application, your account(s) are listed in this screen. The default account is marked with the default icon. 

To add a new account:

1. Tap the **Add Account** button in the **AT&T Connect Accounts** screen (this button exists only if there are no existing accounts) or tap **Add Account** in the menu to open the **Account Details** screen.



Account Details ?

Account Address: *

Display Name:

User Name:

Password:

[Forgot user name and password?](#)

Figure 10—Account Details Screen

2. Fill-in your account details:

- **Account Address**
- **Display Name** (You can give the account your preferred display name. The display name is not mandatory.)
- **User Name**
- **Password**

Note: You can find your account details in the **myAT&T** application on your PC. Click the **Manage** button, select your account, and click **Edit** to view the account details.

3. Tap **Save** from the menu.

The account details are validated and saved. The account is added to the **AT&T Connect Accounts** screen by its display name.

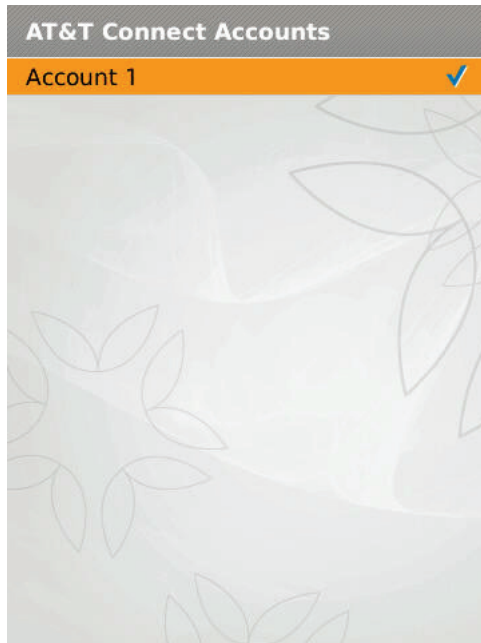


Figure 11–Active Account


Note: If you know the account address but don't remember your user name and password, fill in your account address and tap the **"Forgot user name and password?"** link on the bottom of the screen. An activation link will then be sent to your email address defined on **My Details**. Tap the link to automatically set your account details in the application. Only accounts of AT&T Connect v.8.9 and higher can be set up on AT&T Mobile for BlackBerry.

Editing an Existing Account

1. Select the account you want to edit from the **AT&T Connect Accounts** screen.
2. Tap **Edit Account** from the menu to display the **Account Details** screen.
3. Edit the account details as necessary.
4. Tap **Save** from the menu.

Setting an Account as Default

If you have more than one account, you can select which account you want to set as the default. This default account is selected when tapping **Enter my Meeting Room** from the AT&T Connect Mobile home screen.

1. Select the account you want to set as default.
2. Tap **Set Account as Default** from the menu. The selected account is marked with the default account icon. 

Deleting an Account

1. From the **AT&T Connect Accounts** screen, select the account you want to delete.
2. Tap **Delete Account** from the menu.
3. Tap **Yes** in the confirmation message. The account is removed from the **AT&T Connect Accounts** screen.



5. JOINING/STARTING A CONFERENCE

You can join a conference as host or participant from an email invitation or from a scheduled conference in the BlackBerry Calendar. As host, you can also start a conference.

Joining a Conference by Email

1. Open the BlackBerry Mail application.
2. Locate and open the AT&T Connect email invitation.

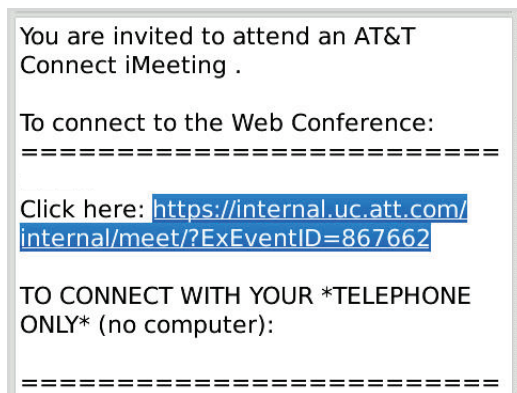


Figure 12–Email Invitation

3. Tap the link to connect to the web conference in your email invitation.
If the application has not been installed, a web page appears that allows you to download the application first and then enter the conference.

Joining a Conference from the Calendar

1. Open the BlackBerry Calendar application.
2. Locate and open the conference appointment.
3. Tap the link to connect to the web conference and from the menu tap **Join Now**.
If the application has not been installed, a web page appears that allows you to download the application first and then enter the conference.

Starting a Conference (Host)

As a host, you can start the AT&T Connect Mobile conference directly from your BlackBerry.

From the home screen, tap **Enter my Meeting Room**.

If you have only one AT&T Connect account set up in the application, you will start connecting you to your personal meeting room. If you have more than one account, you will first be asked to select the AT&T Connect account you wish to use.

If you still have not set up your account, you will be asked to enter the account details. For details see [Setting up Manually](#).

Connecting to the Conference

When connecting to the conference, if any of your profile details are still missing, the **My Details** screen will be displayed. To continue, fill in the missing details.

Connecting as a Participant

When connecting as a participant, if the host set a security code for the conference, you are required to enter the code to join the conference. You have three attempts to enter the security code.

Connecting as a Host

When connecting as host, you must provide your user name and password. If your account details are already set up in the application ([Setting up Your AT&T Connect Account](#)), you are not required to enter them again.

If your company enabled the **Security Code** feature, you are asked to set a security code for the conference. (You can dismiss this dialog box if this feature is not mandatory.) Once set, all other participants in the conference are required to enter the security code to enter the conference.

If your company enabled the **Billing ID** feature, you are asked to enter a billing ID for the conference. The **Billing ID** feature is not mandatory.

Waiting Room

If the meeting room is not on the air yet (has not loaded), you are transferred to a waiting room for a few seconds until the meeting room loads. Or, if the host *does not* allow participants to enter the meeting room before he/she enters, as a participant, you are transferred to the waiting room until the host enters the conference. Once the host enters, you are automatically transferred to the meeting room.

Connecting Your Audio

If the **Call Me** feature is available for the host's account, when you are connecting to the conference, you will be asked to choose if you want to use the **Call Me** or **Dial-In** option.

Note: **Call Me** may be available for users in North America only, and therefore this feature will not be available if you are located outside North America.

Using the Call Me Option

You use the **Call Me** option if you would like AT&T Connect Mobile to call you.

1. Tap the **Call Me** button.
In a few moments, the system will call you on the phone number you defined in the **My Details** screen.
2. Answer the call and dial "1" to join the conference (according to the operator's instructions).
You are now connected to the conference with audio.
3. You are then asked if you wish to switch back to AT&T Connect Mobile. Tap **Yes**.
You are now connected to the conference with audio and data.

Using the Dial-in Option

If you choose the **Dial-In** option, the application automatically dials in to the conference for you. (If the **Call Me** feature is not allowed for the host's account, you can only use the automatic **Dial-In** option.) When **Dial-In** is invoked, you get a list of locations for dialing in.

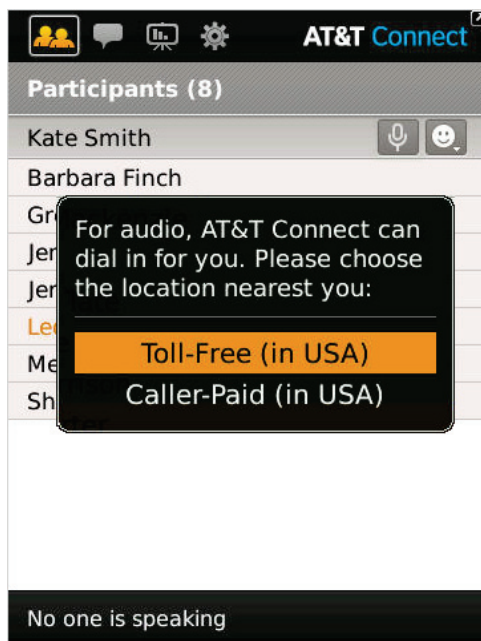


Figure 13–Dial-in Locations

1. Tap the location nearest you.

The application automatically dials in to the selected location. The application dials the phone number, access code, and any other input that is requested to connect you to the conference.

Once your audio is connected to the conference, you are asked if you want to switch back to AT&T Connect Mobile.

2. Tap **Yes**.

You are now connected to the conference with audio and data.

When Connecting Your Phone before Launching the Application

If you already connected your phone to the conference before launching the application, the application asks you to confirm that your phone is connected to the conference call and not busy with any other call. This is necessary so that the host and all other participants will see that you are connected to both data and audio as one participant.

Reconnecting Your Audio

If you chose not to connect your audio when you entered the conference (if you tapped **Cancel** in the **Audio Connection Options** dialog box, or dismissed the **Dial-In** locations dialog box), or your audio was disconnected during the conference, you can reconnect your audio at any time during the conference.

Tap **Connect my Audio** from the menu. The audio connection is then initiated in the same way as when you joined the conference.

or...

Tap the audio button in the **Participants** tab . When you are informed that your audio is not connected, tap the **Connect** button.

Connecting with 2G Only (no WiFi)

Upon connecting to the conference, if only a 2G network is available (no WiFi), you will be limited to using either data or voice services. The application asks you whether you want to connect by **Data-only** or **Voice-only**.

When you choose **Data-only**, the application will not connect your audio and you will be connected by data only (you can view the participant list and send and receive notes, but you cannot connect your audio). When the network is able to support both data and audio, your audio will automatically be connected. When you choose **Voice-only**, the application will connect you to the audio. The data channel will then be automatically disconnected.



6. PARTICIPATING IN A CONFERENCE

Once you are connected to the conference, the first screen you see is the **Participants** tab.

What Can You See in the Participants Tab?

Participants List

The **Participants** list displays the names of all the participants who are currently connected to the conference (including you). The participant names are listed alphabetically, and the host and presenter are designated with their titles. Your name is always listed first.




Participants (8)		
Kate Smith (Presenter)		
Barbara Finch		
Greg Meyers		
Jennifer Jones		
Jerry Caldwell		
Leora Perry (Host)		
Meryll Pavlovski		
Shane Fox		
Shane Fox		

Figure 14—Participants List

Audio Status of Participants

The audio status icons are displayed to the right of the participants' names.


Table 1—Audio Icons


Icon	State	What does this mean?
	Audio not available	The participant cannot speak since audio is not connected.
No icon	Audio available	The participant is connected to audio and can speak in the conference.
	Speaking	The participant is currently speaking. You can also see the name of the current speaker in the Now Speaking area on the bottom of the screen. 

Participants' Moods and Opinions


Emoticons are displayed to the right of the audio status icons. To learn more about using emoticons, see [Use Emoticons to Express Your Mood, Opinion and More](#).

Number of Participants Raising Their Hands to Speak

The number in the “raised hand” icon  below the emoticons indicates how many participants are raising their hands to speak.


Note: You can see exactly which participants are raising their hands by the “raised hand” emoticon  to the right of their names.

New Note Indication

When you receive a new note, you see a “new note” icon in the **Notes** button  in the **Notes** tab. In addition, your device vibrates and you are notified with a pop-up message.

Recording Indication

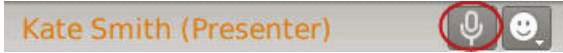
If the conference is being recorded, a “recording” icon is displayed in the **Conference** button in the

Conference tab . When the recording starts you are notified with a notification tooltip under the tab.


What Can You Do in the Participants Tab?

Mute or Unmute Your Microphone

To mute your microphone:

- Tap the **Mute My Audio/Unmute My Audio** button to the right of your name
 or press the menu button > **Mute My Audio**.

To unmute your microphone:




- Tap the **Mute/Unmute** button to the right of your name  or press the menu button > **Unmute My Audio**.



Note: The mute/unmute functionality is available in the menu on any screen throughout the application.



Use Emoticons to Express Your Mood, Opinion and More

You can express yourself with the following emoticons.

Table 2–Emoticons


Icon	State
	Clear
	Raise hand
	OK/Agree

Icon	State
	Disagree
	Can't hear
	Confused
	Clap Hands
	Go faster
	Go slower
	Step out
	Step in
	Understand
	Happy
	Unhappy

1. Tap the **Emoticon** button next to the **Mute/Unmute** button , or press the menu button key > **Emoticons...** to display the list of emoticons.
2. Choose the emoticon that suits your state of mind and tap it. The **Emoticon** button changes to the state you choose. For example, .
3. To clear the emoticon, tap the emoticons button again.




or...

Press the menu button > **Emoticons...** > **Clear** in the emoticons list.

Your emoticon is cleared and the emoticons button changes back to its original state. 

Step Out and Step In to the Conference


If you need a break, you can notify the participants that you are temporarily stepping out of the conference.


1. Tap the **Emoticon** button next to the **Mute/Unmute** button , or press the menu button > **Emoticons...**
2. Tap the **Step Out** emoticon. The **Emoticon** button changes to Step Out. 
3. To return to the conference, tap  or press the menu button > **Emoticons...**

4. Tap the **Step In** emoticon . The **Emoticon** button returns to its original state.

Raise Your Hand

You can raise your hand to indicate to the presenter that you wish to speak in the conference.

1. Tap the **Emoticon** button next to the **Mute/Unmute** button  or press the menu button > **Emoticons...** to display the list of emoticons.
2. Tap the **Raise Hand** emoticon. The **Emoticon** icon changes to the **Raise Hand** icon.

Note: Look at the icon to the right of the speaker's name  to see how many participants are raising their hands (including you).

Invite Others by Email

1. Press the menu button > **Invite Others by Email...** An email message opens with the conference details in the body of the message.

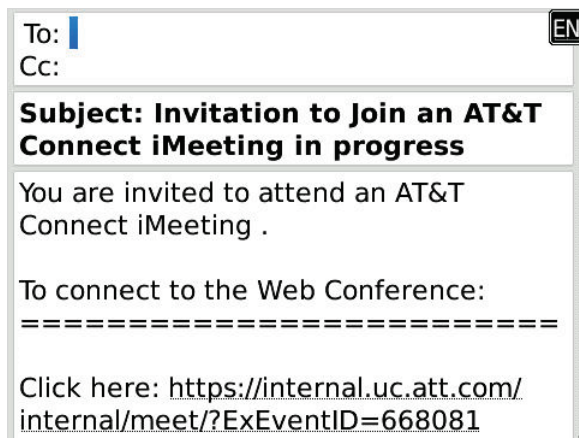


Figure 15–Email Invitation

2. In the **To** area, fill in the email address(es) of the people you wish to invite to the conference.
3. Tap **Send** from the menu.





View Information about the Participants

You can view the following information about each of the participants in the conference:

- Participant's name
- Comments (if available)
- How the participant is connected to the conference
- Audio state of the participant (see [Audio Status of Participants](#))

The following table explains the connection icons that you see.

Table 3– Connection Icons

Icon	Connection
	Windows-based application
	Browser-based application
	Mobile application
	Phone Only

1. From the **Participants** list, select the participant whose details you want to view.
2. From the menu tap **View Participant Card** to open the **Participant Card** screen with the participant's details.

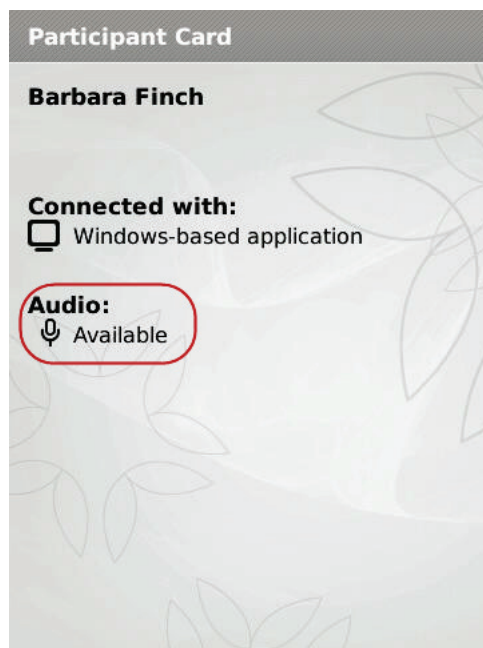


Figure 16–Participant Information

Participate in a Poll

Your presenter may want you and all the other participants to voice your opinion about an issue in a poll. Presenters create polls in the AT&T Connect Participant Application on their PCs, and you can respond using your BlackBerry.

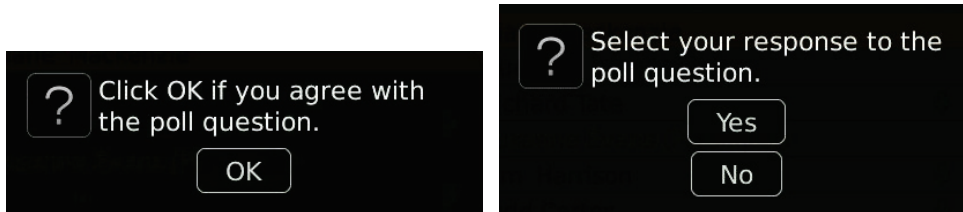


Figure 17–Polling Questions

Tap **Yes** or **No**, or **OK**, depending on the type of question the presenter asks. The results of the poll are registered in the presenter's AT&T Connect Participant Application.



7. NAVIGATING BETWEEN TABS





To navigate between the Participants, Notes and Conference tabs:

When you are in one of the main tabs (**Participants** tab, **Notes** tab, **Conference** tab), tap the desired tab button at the top of the screen.

Or...

From any screen, press the menu button and tap the name of the tab you wish to navigate to.

Table 4—Navagation Buttons

Button	Tab
	Participants Tab
	Notes Tab
	Whiteboard Tab
	Conference Tab

8. VIEWING CONFERENCE DETAILS

At any time during the conference you can see the conference name and ID in the **Conference Tab**. You can also see if the conference is being recorded and you can tap the link to see the conference's dial-in instructions.

1. Tap the **Conference Tab** button  in the **Participants Tab**.

or ...

Tap the **Notes Tab** at the top of the screen.

or ...

Press the menu button > **Conference Tab** to open the **Conference** screen.

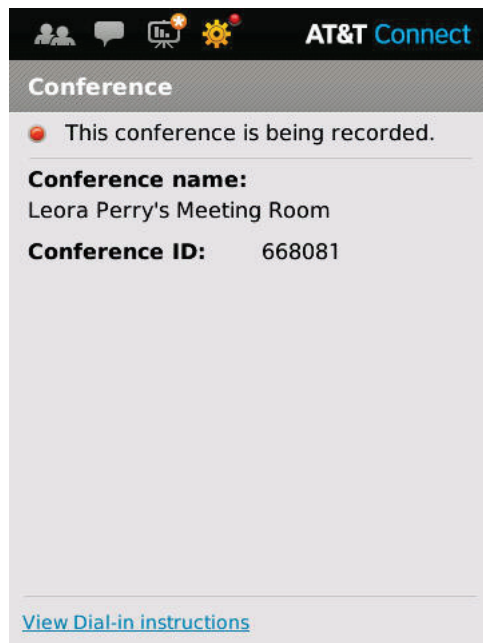


Figure 18–Conference Information

2. If you wish to view the dial-in instructions, tap the **View Dial-in Instructions** link.




9. USING NOTES

During the conference, you can send and receive notes from other participants. In the **Notes** tab, you can view all the notes you sent and received during the conference (grouped by participant) and send new notes. Your notes remain in the **Notes** tab until you delete them or exit the conference.

Note: The ability to send and receive notes may be restricted by the host policy. The host may restrict all participants or some of the participants from exchanging notes with all/some of the participants.

Sending a Note from the Notes Tab

Adding a Participant

1. From the **Participants** or **Conference** tab, tap the **Notes** tab  or press the menu button > **Notes Tab**. The main screen of the **Notes** tab displays all the conversations you had with the other participants during the conference.

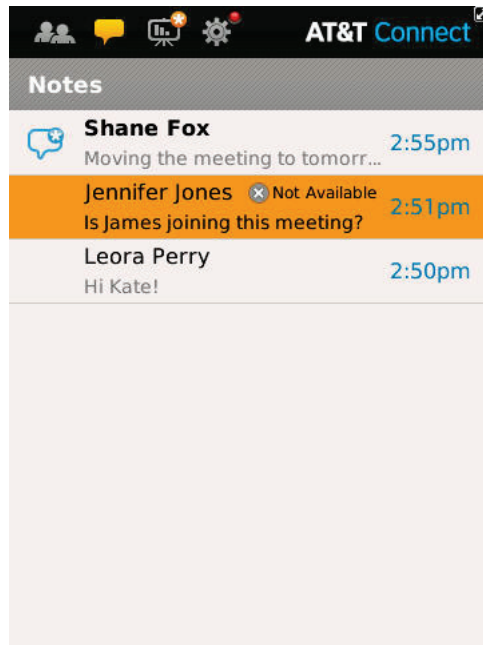


Figure 19—List of Conversations

2. Press the menu button > **Compose Note** to open the **New Note** screen.
3. To add a participant, tap the **To** line and from the menu tap **Add Participant**.

or...


When the focus is on the **To** line, type the first character of the name of the participant you wish to add.

The list of participants who are currently available to receive your note and to which users you are allowed to send notes will be opened below the **To** line. (You can send notes to participants according to the notes policy set by the host and only to those who are connected with the computer or mobile phone application.)

The first item in the list is selected by default, unless you typed in the first character of the participant you want to add. In this case, the first participant name that starts with the typed character is selected by default.



Figure 20—Available Participants

If the host restricted you from sending notes to some of the participants in the conference, an Info icon will be displayed to the right of the **To** line . Tap the Info icon to get information about which participants you can or cannot send notes to.

Select the participant that you want to send the note to by tapping on the name, or to select all the participants, tap the **All** option in the top of the participants list. The participant you selected or **All** is set in the **To** line.

If you selected a single participant (not **All**) and there are more participants available, a new **To** line is added in the **To** area. You can then add another participant that you want to send this note to. The **To** list will not include participants who were already selected for this note.

Removing a Participant

Tap the **To** line with participant you want to remove and then tap **Remove Participant** from the menu.

or...

Tap the BlackBerry **Del** key.

In all cases, the **To** line is cleared.

Typing Your Message

1. Type your message in the body of the note. The application automatically marks misspelled words and suggests alternatives.
2. You can also invoke the spelling checker from the menu: Press the menu button > **Check Spelling**. The body of the note is scanned and new alternatives are suggested for any misspelled words
3. When you are finished writing the note, tap **Send** from the menu. The new note is then sent and added to the conversations list in the **Notes** tab.

Note: The Compose Note option is available only if the host allows you to send notes, and if there is at least one participant connected by computer or the mobile phone application that you can send a note to.

Sending a Note from the Participant List

1. Select the name of the participant that you want to send a note to in the **Participants** tab.
2. Tap **Send Note to (+ the name of the participant)** from the menu. The **New Note** screen is displayed with the name of the selected participant set in the **To** line.

Note: This option is available only if the selected participant is connected by computer or mobile phone application, and if you are allowed to send notes according to the notes policy set by the host.

3. Type your message in the body of the note, and tap the **Send** from the menu. The new note is sent and added to the conversations list in the **Notes** tab.

Note: You can use the spelling check options, as described in the section, [Typing Your Message](#).

Sending a Note from a Participant Card

1. From the menu in the specific **Participant Card**, tap **Send Note to (+ the name of the participant)**. The **New Note** screen is displayed with the name of the participant in the **To** line

Note: This option is available only if the selected participant is connected by computer or mobile phone application, and if you are allowed to send notes according to the notes policy set by the host.

2. Type your message in the body of the note, and tap the **Send** from the menu. The new note is then sent and added to the conversations list in the **Notes** tab.

Note: You can use the spelling check options, as described in the section, [Typing Your Message](#).

Sending a Note to All Participants from the Participants Tab

1. From the **Participants** tab, press the **Menu** button.
2. Tap **Send Public Note** from the menu. The **New Note** screen is opened with **All** selected in the **To** line.

Note: This option is available only if there is at least one participant (excluding you) who is connected by computer or mobile phone application, and if you are allowed to send notes according to the notes policy set by the host.

3. Type your message in the body of the note, and tap the **Send** from the menu. The new note is sent and added to the conversations list in the **Notes** tab under **All**.

Note: You can use the spelling check options, as described in the section, [Typing Your Message](#).

Receiving a Note

When someone sends you a note, your mobile device vibrates and a new note indication is added



in the **Notes** button  in the **Notes** tab. You are also notified with a notification tooltip under the tab. In the **Notes** tab, the unread notes icon appears to the left of the sender's name and the sender's name is displayed in bold.



Figure 21–New Note Indication

The most recently received notes appear at the top of the screen. The sender's name and a short preview of the note text are displayed on the conversation line.

1. Tap the **Notes Tab** button  to open the **Notes** tab.

or...

Press the menu button > **Notes Tab**.

The main screen of the **Notes** tab is displayed with all conversations the user had with other participants during the conference.

2. Select the new note line and tap it.

or...

From the menu tap **Open**.

The full conversation between you and the sender during the conference is displayed. The notes you received appear in a gray background. The notes you sent appear in a white background.

Continuing a Conversation

1. From the **Conversation** screen menu, tap **Send New Note to (+ the name of the participant)**.

or...

Select the conversation you want to continue from the **Notes** tab. From the menu tap **Send Note to (+ the name of the participant)**.

A new editable section is added on the top of the existing conversation.

Note: This option is available only if the other participant is still available (the participant will not be available, for example, if he/she has disconnected from the conference, is currently connected by phone only, or restricted by the notes policy). If not available, a “Not Available” icon is displayed to the right of the name.

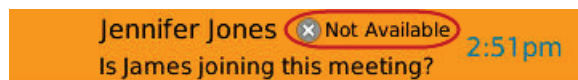


Figure 22–Unavailable Participant

2. Type in your message, and tap **Send** from the menu.

Forwarding a Note

1. Tap **Forward** from the **Conversation** screen menu.

or...

From the **Notes** tab, select the conversation with the last note you want to forward. From the menu tap **Forward**. A new note screen is displayed with the text of the last note on the selected conversation set on the body of the new note. The **To** line is empty.

Note: This option is available only if the selected participant is connected by computer or the mobile phone application, and if you are allowed to send notes according to the notes policy set by the host.

2. To add a participant, tap the **To** line, and from the menu tap **Add Participant**.

or...

When the focus is on the **To** line, type the first character of the participant's name you wish to add.

The list of participants who are currently available to receive your note, and to whom you can send notes, is opened under the **To** line. (Only participants, who are under the notes policy set by the host, and are connected with the computer or mobile phone application, can receive and reply to your note.)

The first item in the list is selected by default, unless you typed in the first character of the participant name you want to add. In this case, the first participant name that starts with the typed character is selected by default.

If the host restricted you from sending notes to some of the participants in the conference, an Info icon will be displayed to the right of the **To** line. Tap the Info icon to get information about which participants you can or cannot send notes to



3. Select the participant that you want to send the note to by tapping on the name or to select all the participants, tap the **All** option in the top of the **Participants** list.

The participant you selected, or **All**, is set in the **To** line.

If you selected a single participant (not **All**) and there are more participants available, a new **To** line will be added in the **To** area for adding other participants. The **To** list will not include participants who were already selected for this note.

4. To remove a participant, select the **To** line you want to remove and tap it to open the menu. Tap **Remove Participant**.

or...

Tap the BlackBerry **Del** key.

In all cases, the **To** line is cleared.

5. Type in or edit text in the body of the note, as you wish.

Note: The spelling check options are available, as described in the section, [Typing Your Message](#).

6. Tap **Send** from the menu.

Deleting a Conversation

1. From the **Notes** tab, select the conversation you wish to delete.
2. Press the menu button > **Delete**.
or...
Tap **Delete** from the **Conversation** screen menu.
You are asked to confirm the deletion.
3. Tap **Delete**. The conversation is deleted from the **Notes** tab.



10. VIEWING WHITEBOARD CONTENT

During a conference, you can view content the presenter placed on the whiteboard, including inserted materials, shared applications, web tours, poll results and annotations. The whiteboard can be viewed in both portrait and landscape layouts. While viewing the whiteboard, you can control your audio and use the emoticons. The name of the active speaker is displayed beneath the whiteboard content.

Note: The whiteboard is supported on OS5.0 devices and above.

Accessing the Whiteboard

To access the whiteboard:

Tap the whiteboard icon on the application header



or...

Press the menu button > **Whiteboard Tab**.

Note: A star  indicates that new whiteboard content is available



Viewing the Whiteboard Screen

When you tap the whiteboard icon or menu item, the whiteboard appears with the application header on the top. After three seconds the header disappears and the whiteboard is displayed on the full screen. If you wish to view the application header again, tap on the whiteboard screen or press the menu button > **Show Header**.

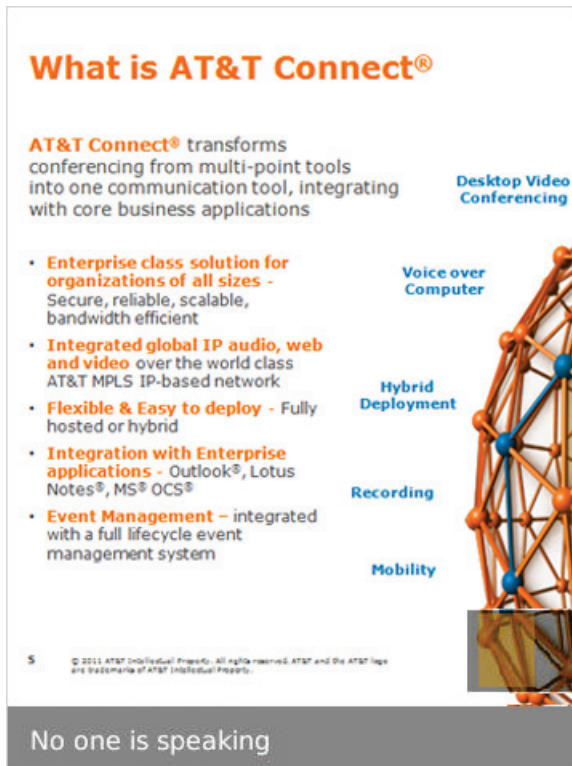


Figure 23-Whiteboard in Portrait View (No Header)

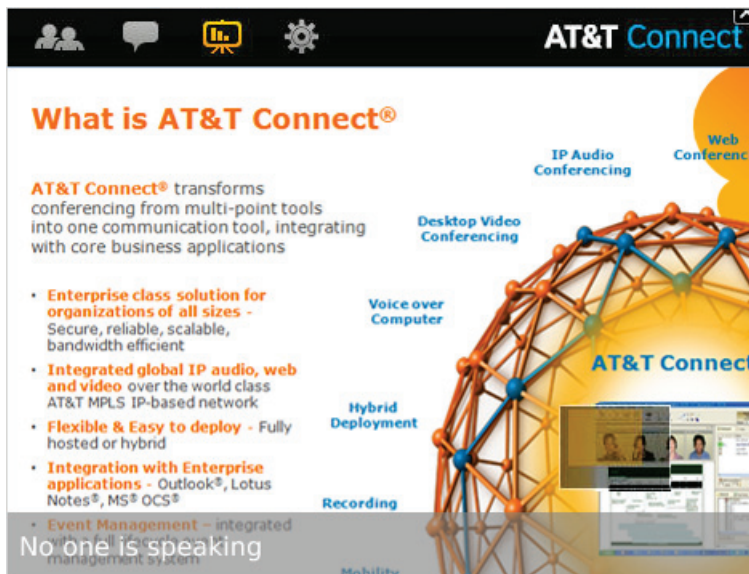


Figure 24-Whiteboard in Landscape View (with Header)

Saving Whiteboard Content

To save content on the whiteboard:

1. From the menu tap **Save Whiteboard Content**. A screen capture is taken of the whiteboard.
2. Go to the **Pictures Folder** in your BlackBerry device where you will find the imaged saved in this format: **ATTConnect_<serial number>.jpg**.

Zooming and Panning

You can zoom and pan the whiteboard by touch interactions or from the menu.

To zoom in or out:

1. To enter zoom mode, quickly tap the screen twice (while not zoomed-in).
 2. To zoom in or out, pinch the screen open or closed, respectively.
- To exit zoom mode, quickly tap the screen twice (while zoomed-in).

To pan a zoomed image:

Drag a finger on the screen.

11. USING HOST/PRESENTER FEATURES

When joining an AT&T Connect conference from the AT&T Connect Mobile application as a host/presenter, you can use the features described below. For information on connecting to a conference as the host, see [Connecting as a Host](#).

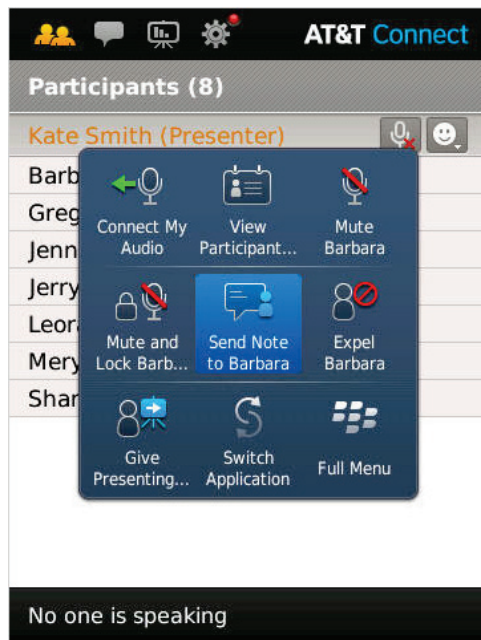




Figure 25-Host Options in Pop-up Menu

Muting Features

Viewing the “Mute State” of Other Participants

As a host/presenter, you can see whether the participants are muted or unmuted. The mute state is indicated by an icon in the **Participant** list, to the right of the participant’s name, and in the Participant Card. No icon in the participant list means that the participant is connected to audio and unmuted. The following icons are displayed in addition to the **No Audio** and **Speaking** icons that are displayed to all other users.

Table 5—Audio Icons

Icon	State	What does this mean?
	Muted	The participant is currently muted.
	Muted and Locked	The participant is currently muted and locked (meaning that only the host/presenter can unmute the participant).

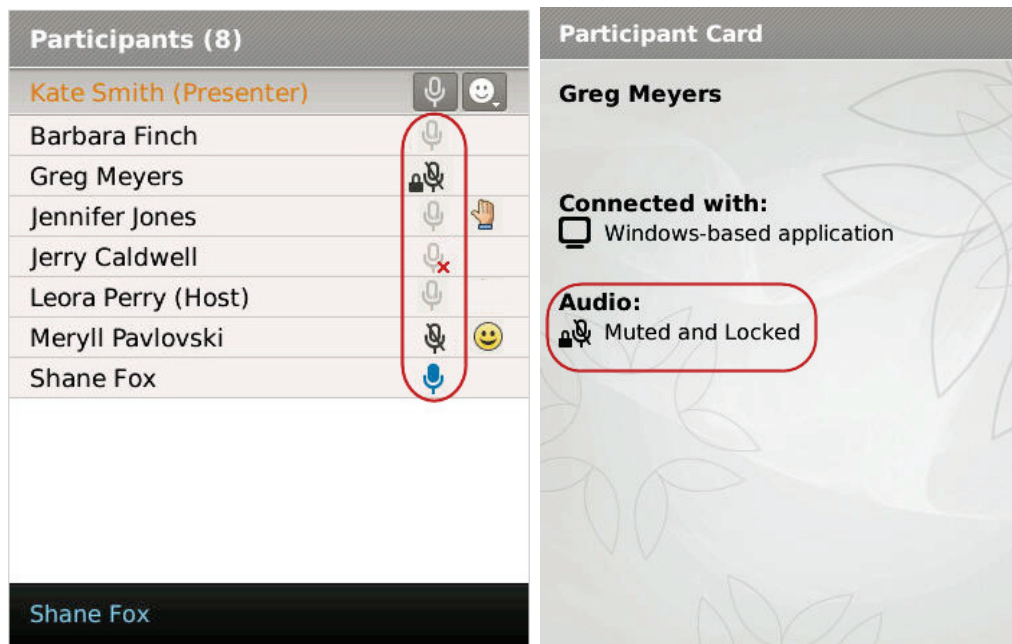


Figure 26—Mute State of Participants

Muting /Unmuting a Specific Participant

To mute a specific participant:

1. Select the participant you want to mute from the **Participants** tab (the participant should have audio available and be unmuted).

or...

Open the **Participant Card** of the participant you want to mute.

2. From the menu tap **Mute (+ the name of the participant)**. The participant is muted, and in the **Participants Tab**, the audio icon to the right of the name displays the muted icon. In the **Participant Card**, the status is displayed as **Muted**.

To unmute a specific participant:

3. Select the participant you want to unmute from the **Participants** tab (the participant should have audio available and be muted).

or...

Open the **Participant Card** of the participant you want to unmute.

4. Tap **Unmute (+ the name of the participant)** from the menu.

The participant is unmuted, and in the **Participants** tab, the muted icon to the right of the name is removed. In the **Participant Card**, the audio status is displayed as **Available**. In both cases, the participant is notified that he/she has been unmuted.

Muting and Locking/Unmuting and Unlocking a Specific Participant

To mute and lock a specific participant:

1. Select the participant you want to mute and lock from the **Participants** tab (the participant should have audio available and be unmuted).

or...

Open the **Participant Card** of the participant you want to mute and lock.

2. Tap **Mute and Lock (+ participant name)** from the menu. The participant is muted and locked, and in the **Participant** tab, the audio icon to the right of the name displays the muted and locked icon. The audio status in the **Participant Card** is displayed as **Muted and Locked**.

To unmute and unlock a specific participant:

1. Select the participant you want to unmute and unlock from the **Participants** tab (the participant should have audio available, and be muted and locked).

or...

Open the **Participant Card** of the participant you want to unmute and unlock.

2. Tap **Unmute and Unlock (+ participant name)** from the menu.

The participant is unmuted and unlocked, and in the **Participant** tab the muted and locked icon to the right of the name is removed. In the **Participant Card**, the audio status is displayed as **Available**. In both cases, the participant is notified that he/she has been unmuted and unlocked.

Muting/Unmuting All

To mute all participants:

From the **Participants** tab, press the menu button >**Mute All**. All the participants with audio are muted. Muted audio icons are displayed to the right of their names

To unmute all participants:

From the **Participants** tab, press the menu button. All the participants with audio are unmuted and the muted icon to the right of their names is removed.

Note: The unmuted participants are notified when they have been unmuted.

Giving/Taking Presenting Rights

To give the presenting rights to another participant:

1. From the **Participants** tab, select the participant you want to give presenting rights to.
2. Tap **Give Presenting Rights to** from the menu. The presenting rights are passed from the previous presenter to the selected participants and **(Presenter)** is added to the right of the new presenter's name

Note: You can only give presenting rights to participants who are connected with computer or mobile phone application. Otherwise, this option will not be available on the menu.

To take the presenting rights from the current presenter (for host only):

Press the menu button >**Take Presenting Rights**. The Presenting rights are passed back to you and **"Presenter"** is removed from the participant's name.

This feature is also available from the **Participant Card**.

Dialing out to a Participant

If your company has enabled the **Dial Out** feature, you can dial out to a participant from your Blackberry device. This feature is used to dial out to a participant who is already connected to the conference data but not to audio.

1. From the **Participants** tab, select the participant you wish to dial out to (the participant should not have audio available).

or...

Open the **Participant Card** of the participant you wish to dial out to.

2. From the menu tap **Dial Out...** to display the **Dial Out** screen. The name of the selected participant has already been filled in and is not editable.

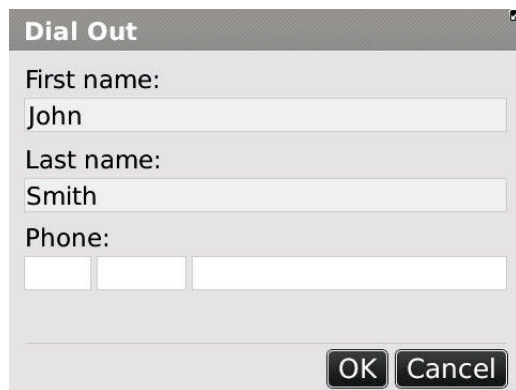


Figure 27-Dial Out Screen

3. Manually enter the participant's phone number: country code (mandatory), area code not mandatory) and local number (mandatory, at least 5 digits).

or...

From the menu, tap **Add from Contacts** to open the Blackberry Contacts list. Search the list and tap the contact's name. If the contact has only one phone number defined, the contact's phone number is filled in. If the selected contact has more than one phone number defined, you will be asked to choose the number from the pop-up window.

4. Tap **OK**. In a few moments, the system will call the participant, who will be connected to both data and audio.

Inviting Others by Phone

The **Invite Others by Phone** feature is available if your company has enabled the **Dial Out** feature.

1. From the **Participants** tab, press the menu button > **Invite Others by Phone...** to display the **Dial Out** screen.

Figure 28-Dial Out Screen (Invite Others)

2. Fill-in the following:
 - The **First name** and **Last name** of the person you want to invite to the conference (the name can contain only English letters and it must not contain one of the following characters: " < > ; , %).
 - The **Phone** number: country code (mandatory), area code(not mandatory) and local number(mandatory)

or...

From the menu, tap **Add from Contacts** to open the Blackberry Contacts list. Search the list and tap the contact's name. If the contact has only one phone number defined, the contact's first name, last name and phone number are filled in. If the selected contact has more than one phone number defined, you will be asked to choose the number from the pop-up window.

3. Tap **OK**. In a few moments the invitee will be called and can join the conference by phone.

Renaming a Participant

1. From the **Participants** tab, select the participant you wish to rename (the participant should be a phone-only user).

or...

Open the **Participant Card** of the participant you want to rename.

2. From the menu tap **Rename Participant...** to display the **Rename Participant** screen and fill in the participant's new first and last names.

Rename Participant

Participant:
Guest 1

Enter a new name for this participant:

First name:

Last name:

OK **Cancel**

Figure 29—Rename a Participant

3. Tap **OK**.

The participant is renamed according to the name you defined. All other users can now view the participant by this name.

Expelling a Participant

1. From the **Participants** tab, select the participant you want to expel.
or...
Open the **Participant Card** of the participant you want to expel.
2. From the menu tap **Expel (+ participant name)**.
A confirmation message is displayed.
3. Tap **Expel** to expel the user without locking the conference, or tap **Expel & Lock Conference** to expel the user and lock the conference (if not already locked). The expelled participants are notified that they have been expelled.

Locking/Unlocking a Conference

To lock the Conference:

From the **Participants** tab, press the menu button > **Lock Conference**. The conference is locked and you are notified with a message. New participants who try to enter the conference will not be able to do so.

To Unlock the Conference:

From the **Participants** tab, press the menu button > **Unlock Conference**. The conference is unlocked and you are notified with a message. New participants can now enter the conference.

Ending a Conference

1. From the **Participants** tab, press the menu button > **End Conference**. You are asked to confirm that you want to end the conference
2. Tap **Yes**. You are logged out of the conference. All participants are notified that the conference is about to end. After a few moments, all participants who have not yet exited the conference will be logged out of the conference automatically.



12. EXITING THE CONFERENCE

1. From the **Participants Tab**, **Notes Tab** or **Conference Tab**, press the menu button > **Exit Conference**.

or...

From the **Participants** tab, tap the **Back** button.

You are asked if you wish to exit the conference or move the conference to the background.

2. Tap **Exit Conference**.
3. Tap **Yes** when you are asked if you are sure you want to exit the conference.

Note: After you exit the conference you will be taken to the AT&T Connect Mobile home screen. To close AT&T Connect Mobile, scroll down to tap **Exit** from the menu.

Terminating the Audio

1. Tap on the **End Call** button to terminate the phone call.
2. If the application is still connected to the conference, you are asked if you want to exit the conference, reconnect your audio, or remain without audio.
3. Tap **Exit Conference** if you want to exit the conference.
Tap **Reconnect Audio** if you want to connect your audio again.
Tap **Remain without Audio** if you want to stay connected to the conference without audio.



13. REPORTING A PROBLEM

If a problem occurred on your AT&T Mobile for BlackBerry application, you can report the problem to Customer Support, who will reply to you upon request.

For a reply, call Customer Support after sending the report and provide them with the Report ID (displayed in the **Report a Problem** screen) and your contact details.

To send a report:

1. Press the menu button > **About** > **Report a Problem**.

Report a Problem ?

Please enter a detailed description of your problem:

Report ID: 4929-0584

[Legal notice](#) **Send Report**

Figure 30–Screen for Reporting a Problem

2. Fill in the details of the problem and tap **Send Report**.