



AT&T Connect®

**Participant Application for Windows® User
Guide**

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About this Guide

This User Guide is designed to ease your way into using the AT&T Connect® Participant Application for Windows®. Enjoy!

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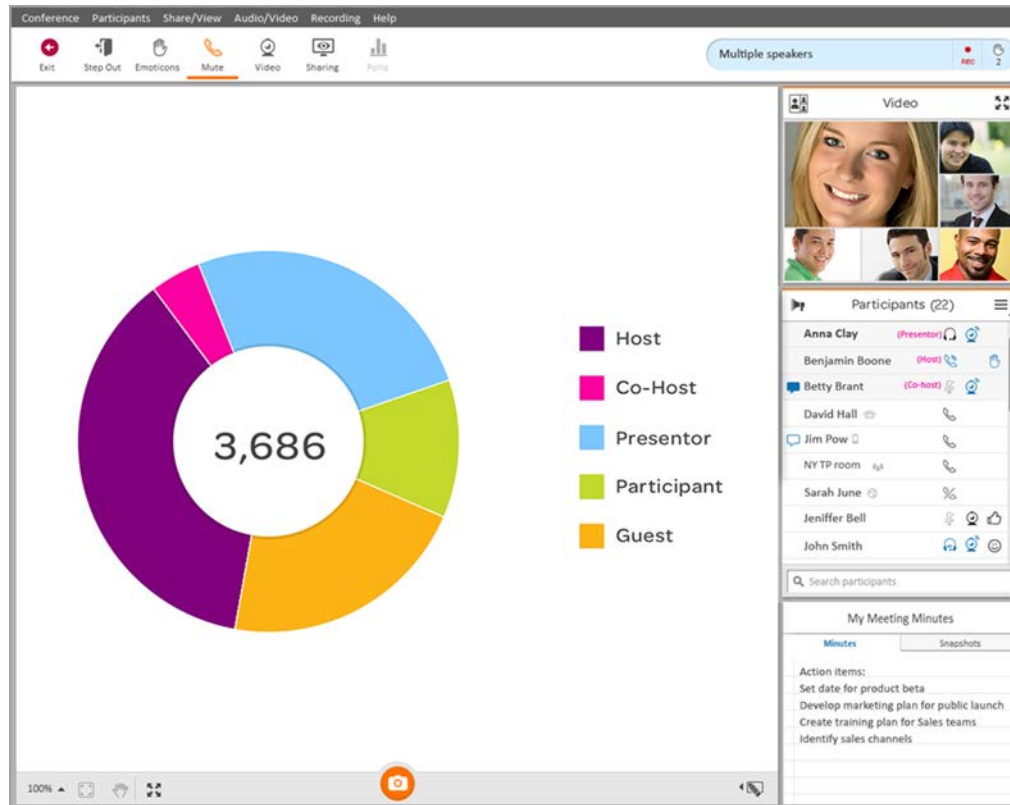
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1. Getting started

The application

The AT&T Connect Participant Application for Windows® is a full-featured virtual conference space. AT&T Connect lets hosts and participants easily communicate using voice and data over the Internet.



The features

Features for participants include:

- Video
- Whiteboard
- VoIP audio
- Private chats
- Public announcements
- Meeting minutes
- Whiteboard snapshots

- Access to conference history
- Application configuration

Features for hosts:

- Initiating conferences on-the-spot
- Scheduling conferences
- Modifying conference settings before and during a conference
- Server-side recording
- Secured waiting room

Features for presenters:

- Sharing applications
- Inserting and sharing materials
- Sharing presenter's desktop
- Conducting a web tour
- Conducting a poll

The users

Participants, presenters, hosts, and co-hosts work with the features of the Participant Application during an online conference. Some features can be used by everyone in the conference while others are allowed only for presenters, hosts, and co-hosts. Participants' roles are described below:

- **Presenter**—any participant with presenting rights and who currently has “control” of the conference. Presenters can load files onto the whiteboard, initiate application sharing, perform Web tours, polls, and surveys. Presenters can invite additional participants to a conference, expel participants, lock a conference, and more. The host/presenter sections of this User Guide describe the host/presenter options.
Presentation rights are often passed among participants as each one presents materials to the group. The title “Presenter” appears next to the presenter's name in the Participants list.
- **Host**—the person who initiates the conference and initially has the presenting rights. The host can give and take the presenting rights from a presenter at any time. A host can also assign co-host status to a participant. The title “Host” appears next to the host's name in the Participants list.
- **Co-host**—a participant who is appointed by the host and shares all the host privileges. A co-host typically helps the host to manage a conference, especially when there are many participants. The title “Co-Host” appears next to the co-host's name in the Participants List. There is no limit on the number of co-hosts in a meeting.

- **Participant**—any person who takes part in an AT&T Connect conference is a participant. In a conference, participants can speak, write on the whiteboard, insert files for display on the whiteboard, and do much more, as described in this User Guide.

How many users?

The maximum number of users in an AT&T Connect conference is based on contracted limits.

Localization

The AT&T Connect Participant Application for Windows® is available in English (default), German, Spanish, French, Japanese, Simplified Chinese, and Traditional Chinese.

Documentation

This User Guide is available in English only. The Quick Start card is available in all the above languages.

You can find AT&T Connect documentation and other resources at <http://www.corp.att.com/attconnectsupport/>.

2. Downloading the application

Before joining a conference, you need to download the AT&T Connect application from one of the following options:

- Download from the device preparation link in your email invitation.
- Download directly from the AT&T Connect website at <http://www.corp.att.com/attconnectsupport/downloads/>.

Note: If you don't download the application in advance, you'll be prompted to do so when you try to join a conference.

If you have a host account, once you download the application and activate your account, the AT&T Connect button is displayed on your desktop and on the Windows® system tray at the bottom of your screen.



3. Joining a conference

You're invited to an AT&T Connect conference! How do you join?

See:

[Join an unscheduled conference](#)

[Join a scheduled conference from your calendar](#)

[Join an upcoming conference from the home page](#)

[Joining in compatibility mode](#)

Join an unscheduled conference

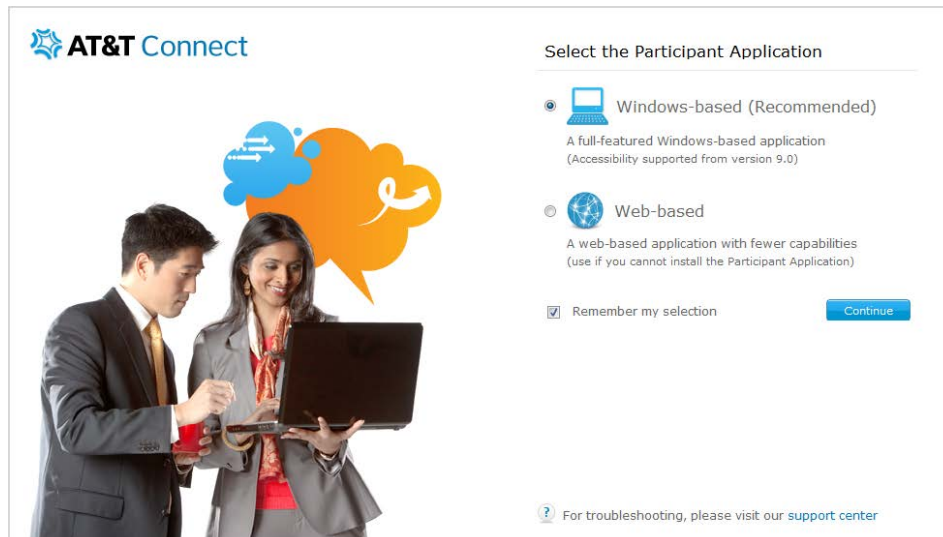
You received an email invitation to an AT&T Connect conference that is starting presently.

To join the conference:

- Click the link in your email invitation.

For first-time users

After clicking **To connect to the Web Conference** in your email invitation, a screen opens for selecting the type of Participant Application you want to use.

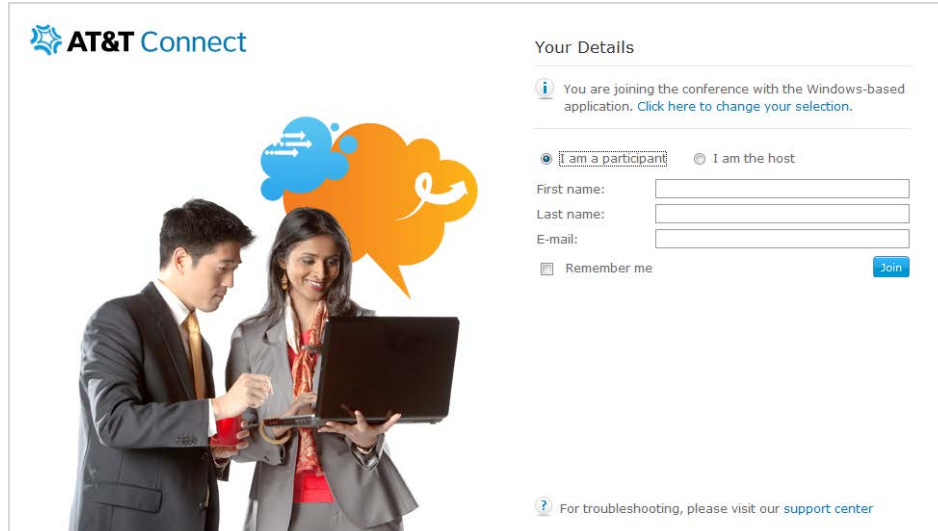


1. Select **Windows-based** or **Web-based**, and select **Remember my selection** if you want to use this type of application for future conferences.

Note: For full host and participant functionality, it's recommended that you join using the Windows-based application. The Web-based application is recommended for devices that don't allow software downloads. For more information on the Web-based application, see

Using the Web Participant in an AT&T Connect® Web Conference Quick Start Card on our support site.

2. Click **Continue**. This opens a screen for providing your name and email address. If you haven't yet installed the application, you will be asked for permission to do so at this point.



3. Enter your name and email address in the **Your Details** screen. This is how your name will appear to others in the conference.
4. Check **Remember me** if you want your details to be automatically filled in the next time you join a conference.
5. Click **Join**. You may enter a virtual waiting room for a few moments before entering the conference.

Join a scheduled conference from your calendar

Join a scheduled conference from your Outlook® calendar.

1. Accept the invitation you received to the conference. This inserts the conference into your Outlook calendar as a meeting.
2. On the day of the conference, double-click the relevant meeting in your calendar and click the link to the conference. Or, if you have installed the AT&T Conferencing® Add-in for Outlook®, click the **Join Conference** button in the meeting reminder.

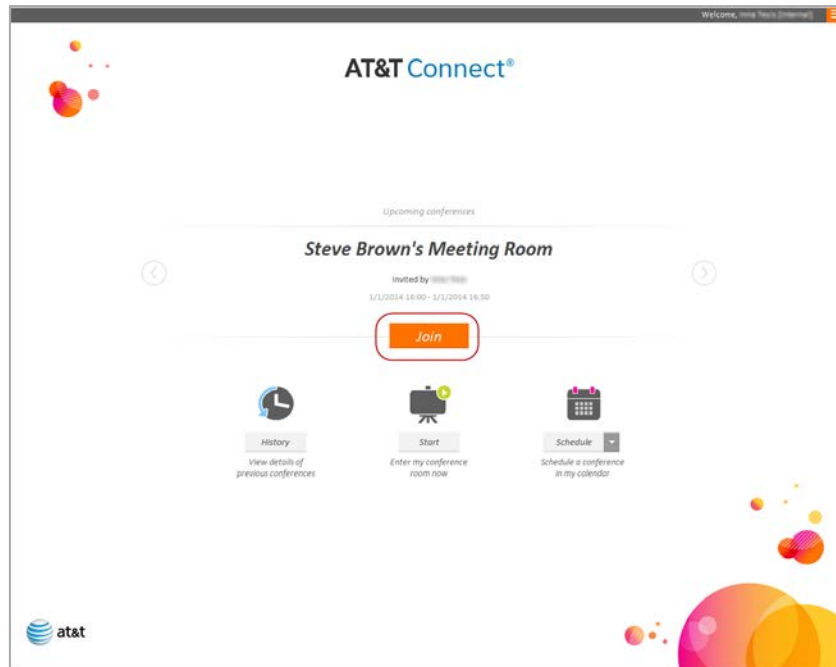
Join an upcoming conference from the home page

You can join a scheduled conference from within the AT&T Connect application, in the Home page. The Connect scans your calendar and displays information about upcoming conferences within the next three hours. Information includes the conference name, the host's name, and the date and time of the conference.

To join an upcoming conference:

1. As a registered Connect user, click the AT&T button in your desktop or service tray.
2. Click the **Join** button in the home page. You may enter a virtual waiting room for a few moments before entering the conference.

Note: The **Join** button is active until the end of the conference.



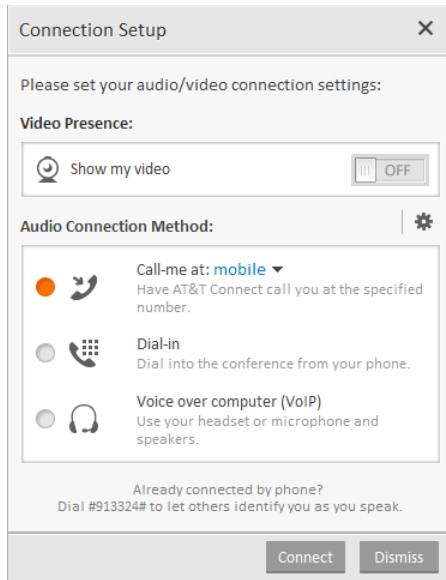
Joining in compatibility mode

If you join a conference that was scheduled in a previous version of Connect (Enterprise edition), the conference will open in compatibility mode and the application will have a different look. No problem! You can still attend the conference and enjoy the Connect experience.

For more information, see [Appendix D: Compatibility mode](#).

Selecting your media devices

When you first enter a conference room, the **Connection Setup** panel is displayed for defining your audio and video presence in the conference. Your options may vary according to company policy.



Connecting your video

To display your local video preview:

1. In the **Show my video** option of the **Connection Setup** window, change the **OFF** button to **ON**.
2. After selecting an audio connection method, click **Connect** at the bottom of the **Connection Setup** window. For information on video options, see [Using video](#).

Connecting your audio

In the **Audio Connection Method** panel, choose from:

- **Call me at**
- **Dial-in**
- **Voice over computer**

Note If you set a default audio method previously, this step is skipped (see [Setting a default audio device method](#)).

Using the Call-me feature

If your company has enabled the Call-me feature, you can request to be called when joining a conference.

To use the Call-me feature:

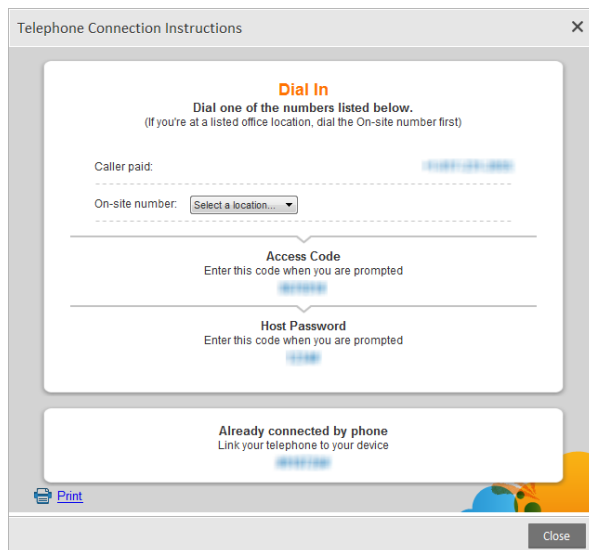
1. In the **Audio connection method** section, click **Call me at...** and select the phone number you want to be called on.

2. To add a new phone number, click **New...** to open the **Add/Edit Call-me Number** window and enter the **Description** and your phone **Number**. Select the country code from the drop-down list.
3. If you want to make this your default number, select **Select as default Call-me number**.
4. Click **OK** in **Add/Edit Call-me Number** window.
5. Click **Connect**.
6. When you are called, continue according to the operator's instructions.

Dialing in to the conference

To dial in to a conference:

1. In the **Audio connection method** section, click **Dial-in**. The **Telephone Connection Instructions** window opens.



The screenshot shows a window titled "Telephone Connection Instructions" with a close button (X) in the top right corner. The window contains the following sections:

- Dial In**: A heading in orange text, followed by the instruction "Dial one of the numbers listed below." and a note "(If you're at a listed office location, dial the On-site number first)".
- Caller paid:** A section with a blue button labeled "1-800-333-3333".
- On-site number:** A section with a dropdown menu labeled "Select a location..." and a blue button labeled "1-800-333-3333".
- Access Code**: A section with the instruction "Enter this code when you are prompted" and a blue button labeled "1-800-333-3333".
- Host Password**: A section with the instruction "Enter this code when you are prompted" and a blue button labeled "1-800-333-3333".
- Already connected by phone**: A section with the instruction "Link your telephone to your device" and a blue button labeled "1-800-333-3333".

At the bottom left, there is a "Print" button with a printer icon. At the bottom right, there is a "Close" button. The window has a light gray border and a white background.

2. Dial the relevant number shown (according to your location).
3. Continue according to the operator's instructions including entering the **Access Code** displayed in the window.

For information on managing your audio options during a conference, see [Managing your audio](#).

4. Understanding the interface

Once your voice and video are connected, you enter the virtual conference room. Welcome! The following sections describe the basic elements of the user interface. Explanations on how to use the features are in the chapters that follow.

Menu bar

- Change conference settings.
- Use audio and video options.
- Manage participants (host).
- Share an application (host).
- Clear the whiteboard.

Status bar

- See:
 - The current speakers.
 - The number of participants with raised hands.
 - If the conference is being recorded.

Toolbar

- Exit the conference.
- Step in/out of the conference.
- Select an emoticon.
- Mute/unmute your microphone.
- Use video.
- Share content (host/presenter).
- Create a poll (host/presenter).

Video panel

- View up to six video streams.
- Set up your video display.
- Switch to full-screen mode.
- Pause or stop transmission.

Participants panel

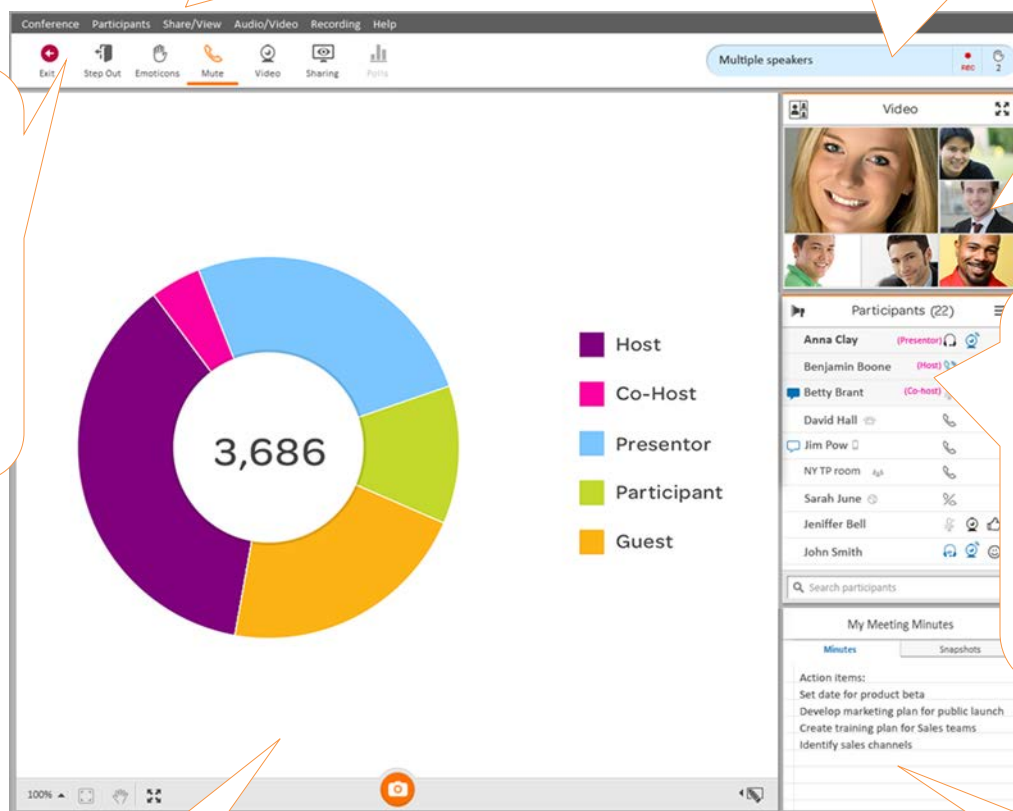
- See:
 - Conference participants.
 - Audio and video status.
 - Devices types participants are using.
 - Emoticons
- Send chats and announcements.

Whiteboard

- Take a snapshot of the whiteboard.
- After the conference, view it in the History panel.

My Meeting Minutes panel

- Write editable meeting minutes.
- Include snapshots of the whiteboard.



The application window

The Participant Application consists of a single screen that is divided into the following sections:

- **Title bar**—displays the type, name, and ID of the conference.
- **Menu bar**—contains menu options for hosts, presenters and participants.
- **Toolbar**—contains buttons for additional actions. Enabled buttons are dark grey; disabled buttons are light grey; and orange buttons are active. An orange bar is displayed under active orange buttons.
- **Status bar**—indicates if the conference is being recorded, who is currently speaking, and how many participants are raising their hands.
- **Whiteboard**—an adjustable space for viewing and manipulating content placed by the presenter. Content can include shared applications, inserted materials, web tours, poll results, and more. For more information, see [Using the whiteboard](#).
- **Video panel**—an adjustable panel which opens when one or more participants in the conference activate their video. Up to six videos can appear in the Video panel, including yours. For more information, see [Using video](#).
- **Participants panel**—displays the list of participants in the conference with information on their current status. From this panel, you can send chat messages and hosts can manage participants.
- **My Meeting Minutes panel**—contains the Minutes and Snapshots tabs. In this panel you can write editable minutes and include snapshots of the whiteboard. After the conference, you can retrieve the meeting minutes and snapshots in the History window, and send snapshots by email. Your history is saved to the device you used to create the minutes. For more information, see [Viewing your conference history](#).

Understanding the Participants panel





The Participants panel lists the participants in the conference and provides you with additional information on the participants.

The Participants panel displays:









- Chat indications for unread chat messages
- Participants' names and (when applicable) role as host, co-host, presenter
- Device type that participants are using
- Audio connection method and current status
- Video status
- Emoticons (if chosen)

The device, audio and video icons are described in the tables below. The audio icons represent how you are connected—by phone or voice over computer (VoIP).



Device icons

Icon	Description
	Phone-only
	Mobile device (handset or tablet)
	Telepresence
	Web

Audio icons

Phone Icon	VoIP Icon	Description
(no icon)	(no icon)	Audio is not connected
		Audio is ON (the participant isn't speaking)
		Participant is speaking
		Audio is muted
		Audio is muted and locked

Video icons

Icon	Description
(no icon)	No video capabilities
	Video is off
	Video is on and active

Note: You can sort participants in the Participants list by name, chat status, or when they raised their hand.

Teleconference participants

AT&T Connect supports Telepresence videoconferencing. For more information on the AT&T Connect Telepresence® Solution, see the *AT&T Conferencing® Add-in for Microsoft® Outlook® User Guide*.

5. Speaking in a conference

To participate in the conference, simply start speaking! A blue audio icon in the **Participants** list indicates to the other participants that you are currently speaking. You can also see who is speaking in the participant's status bar.

See:

[Understanding the Participants panel](#)

Microphone mute settings

As a participant, you can mute and unmute your microphone as you need. You also define the microphone's default to be used as soon as you enter a conference.

As a host or presenter, you can mute/unmute everyone's microphones as needed.

Manually muting/unmuting your microphone

By default, when you enter a conference, your microphone is unmuted. However, you may find it useful to have your microphone muted until you want to speak so that other participants only hear what you want them to hear.

To change the default setting, see [Configuring automatic mute](#).

To mute your microphone:

- Click the **Mute** button in the toolbar. The **Mute** button toggles from **Mute** to **Unmute**.

Note: The button displays a headset or phone, depending on your connection.



The muted microphone icon is displayed next to your name in the **Participants** list.

Note: The host/presenter may mute and lock your microphone, after which you will not be able to unmute and speak.

Configuring automatic mute

You can set your microphone to always be muted when you enter a conference. The advantage of this is that you can control when the other participants begin to hear you. This setting also allows you to “quietly” join a conference if there is background noise at your location that might disturb the other participants.

Note: This setting isn't relevant for the Dial-in option.

To set your microphone to be automatically muted when you enter the conference room:

1. From the **Conference** menu, select **Application Settings**.
2. In the **Auto Mute** section of the **Audio/Video** tab, click the button to change it from **OFF** to **ON**.
3. To disable, click the button to change it from **ON** to **OFF**.
4. Click **Save**.

6. Managing your audio

You can change the way you configured your audio when you first entered the conference.

See:

[Setting a default audio device method](#)

[Changing your audio connection during a conference](#)

Setting a default audio device method

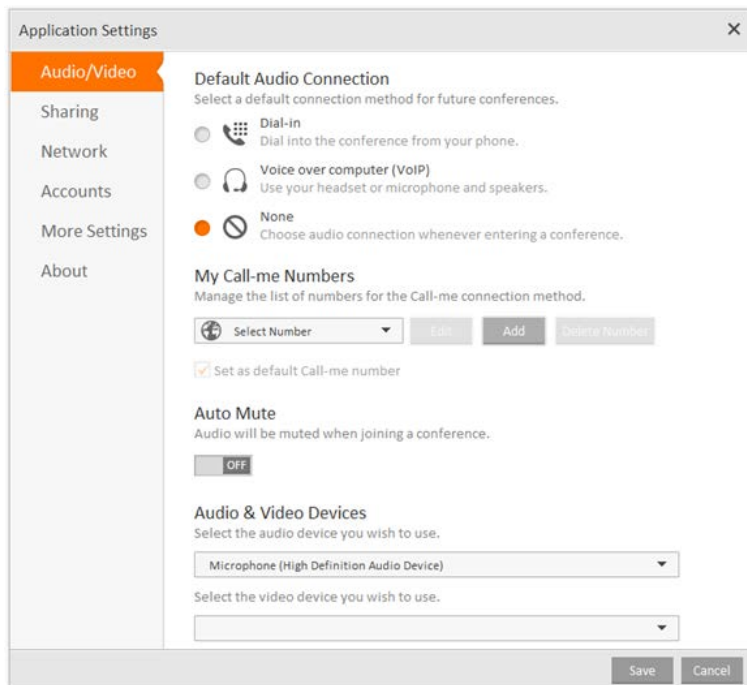
If you usually use one type of device, you might want to set the default to avoid being asked every time you enter a conference.

Note: You can still switch to another audio connection during a future conference. For example, your default can be VoIP, but you can change to your phone during a conference without changing your default (see [Changing your audio connection during a conference](#)).

To set the default audio device:

1. From the **Conference** menu, select **Application Settings** to open the **Application Settings** dialog box.
2. In the **Default Audio connection** section of the Audio/Video tab, select a connection method. Each audio method is further explained in [Connecting your audio](#).
3. Click **Save**.

Note: The host can configure a conference to use only one type of audio device, and override this default for that particular conference.



Changing your audio connection during a conference

You can change your audio device during a conference. For example, you may have been using a voice-over-computer device and want to switch to a telephone, or vice versa.

To switch your audio device during a conference:

1. From the **Audio/Video** menu, select **Connection setup**. The **Connection setup** window opens.
2. In the **Audio connection method** section, select the option that you want.
3. Click **Connect**.

Note: The host can set a conference to use only certain audio methods. If your host has defined your conference in this way, then you can only change to one of the permitted devices.

Reconnecting your audio (phone)

If your phone is disconnected while you are still connected to the conference, no fear! It is easy to reconnect.

To reconnect your phone:

- Open the **Connection setup** window (from the **Audio/Video** menu), and in the **Audio connection method** section, select the device for reconnecting your audio.

7. Using the whiteboard

The whiteboard is where you see shared applications, inserted materials, websites, and more. AT&T Connect provides tools for you to work with when displaying and viewing content on the whiteboard.

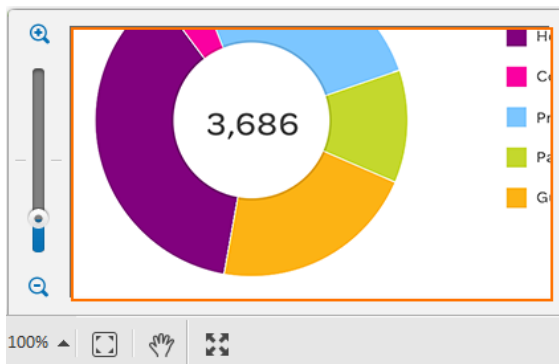
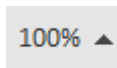
Adjusting the whiteboard size

You can adjust the whiteboard in the following ways:

- **Full-screen mode**—click the Expand button in the lower left corner of the whiteboard to view it in full-screen mode and hide the Participants and Minutes panels. Click to return to the default mode and view the Participants and Minutes panels again.



- **Zoom in/zoom out**—click the Zoom button in the lower left corner to open a small copy of the actual whiteboard with a slider.



- Use the slider to zoom in and out.
The orange frame shows you which part of the whiteboard you are focusing on. When you zoom in on part of the whiteboard, you can click on the orange frame and move it to the section that you want to view.

- To set the whitespace to an auto-fit view and lock the slider, click the Auto-fit button. Click again to unlock the slider.



Panning the whiteboard

If shared content is larger than your whiteboard panel, you may want to pan the image on the whiteboard to view parts of it that you can't see.

To pan the whiteboard:

1. Turn on the Pan button in the bottom-left corner of the whiteboard.



This activates “pan mode” and the mouse cursor changes to a pan icon (a small hand) in the whiteboard.

2. Drag the pan icon in any direction and the image moves accordingly.

Note: Activating the Pan button temporarily disables the Annotation tools. Click the Annotation button to disable the Pan button and enable the Annotation button once again.

Taking snapshots of the whiteboard

At any point, you can take a snapshot of the whiteboard to be saved for future reference. You can look at it during the conference, and also access it after the conference.

- To take a snapshot, click the camera button at the bottom of the whiteboard.
The snapshot is automatically saved in the **Snapshots** tab of the **My Meeting Minutes** panel. The name of the snapshot is also listed in the panel. For more information, see [Viewing your conference history](#).

Who can write on the whiteboard?

The conference host decides who can write on the whiteboard. For more information, see [Configuring who can draw on the whiteboard](#).

Using the whiteboard tools

To use the whiteboard tools:

- Click on the Annotation button at the bottom-right of the whiteboard to open the annotation tools. The currently selected tool is displayed in orange.



Notes:

- If the annotation tools do not open, you may not have presenting rights. The host can assign the rights if needed. For more information, see [Configuring who can draw on the whiteboard](#).
- You can't use annotations with desktop and application sharing.

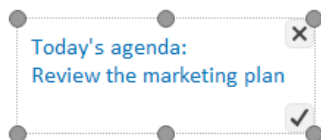
Button	Description
	Draw lines, shapes and freehand.
	Choose line widths.
	Add text annotations and change the font size.
	Select a color.
	Place an arrow with your name on the whiteboard.
	Clear the whiteboard.

Writing text on the whiteboard

Using the annotation tools, you can type text in different font sizes for all participants to see.

To write text on the whiteboard:

1. From the annotation tools, click the arrow next to the Color button and choose the color.
2. From the annotation tools, click the Text button and then click the arrow next to the Text button and select the font size.
3. Click where you want to write on the whiteboard. A textbox appears.



4. Type the text in the textbox, and then select the checkmark or press **Enter**. The text appears on the whiteboard for everyone to view. At this point, you can:
 - Place the text box anywhere in the whiteboard before sending it.
 - Click the arrow next to the Color button and change the text color.

Note: The text that you write is visible only to the other participants *after* you select the checkmark or press **Enter**. While you're writing in the textbox, no one can see what you have written.

Drawing freehand and shapes on the whiteboard

Using the annotation tools, you can draw freehand and shapes in different colors and sizes.

To draw on the whiteboard:

1. Click the arrow next to the Line button and choose the line thickness.
2. In the toolbox, click the arrow next to the Drawing button (the right-most button). The drawing tools opens.



3. To draw freehand, select the Pencil button. On the whiteboard, while right-clicking your mouse, move the mouse to draw what you need.
4. To draw a rectangle or a circle, select the Square fill, Square outline, or Circle outline button. On the whiteboard, while right-clicking your mouse, move the mouse to complete the shape.
5. To draw a line, select the Line button. On the whiteboard, while right-clicking your mouse, move the mouse to complete the line.
6. To erase part of the whiteboard, select the Eraser button. On the whiteboard, while right-clicking your mouse, move the mouse over the section that you want erased.
7. From the annotation tools, click the arrow next to the Color button and choose the color.

Erasing on the whiteboard

Using the annotation tools, you can erase part of the whiteboard display, or clear the entire board.

To erase part of the whiteboard display:

1. From the annotation tools, click the arrow next to the Drawing button (the right-most button). The drawing tools opens.
2. Select the Eraser button.
3. On the whiteboard, while right-clicking your mouse, move the mouse over the section that you want erased.

To clear the entire whiteboard:

- From the annotation tools, click the Clear Whiteboard button.

Pointing to a section of the whiteboard

Using the annotation tools, you can point to a section on the whiteboard using an arrow.

1. From the annotation tools, click the Arrow button.

1. On the whiteboard, click where you want the arrow to appear. An arrow appears with your name next to it.
2. To point to a different part of the whiteboard, click again on another spot of the whiteboard. An arrow with your name appears in the new place.

8. Using video

Once your video is enabled, you can simultaneously view up to six videos in the **Video** panel, with the six most-recent speakers in view. Clicking the Video button “registers” your intention to transmit video. Clicking the button again “un-registers” you and you will no longer transmit video even as an active speaker.

For information on enabling video, see [Connecting your video](#).

Note: The number of streams you can see in a conference depends on your bandwidth settings.

Setting your video options

You have options for video layout and viewing video.

To set up your video layout:

1. In the **Audio/Video** menu, click **Layout**. Or, in the **Video** panel, click the Layout button.



2. Select one of the following:



Speaker only—displays only your video.



All equal—displays all the video streams in the same size.



Follow the speaker—displays the current speaker in a larger frame than the other streamed participants.

To set up your video display:

1. In the **Audio/Video** menu, click **Video Display Area**.

2. Select one of the following:

Standard—displays the **Video** panel above the Participants list.

Full Screen Video—displays the **Video** panel in full-screen mode.

Separate Window—detaches the **Video** panel and displays it in an adjustable, movable window.

Note: If you are using Connect in a virtual desktop, the video may be displayed differently than described here.

9. Chatting with participants

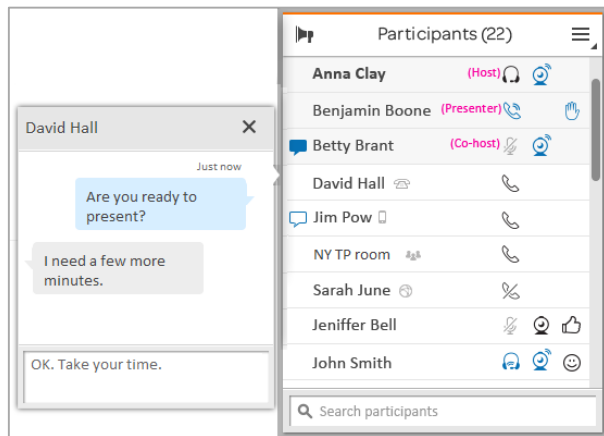
Do you want to chat privately with another participant during the conference? It's easy with the Chat feature.

Note: Chatting depends on company policy, so this feature may not be available to you.

Writing and sending a chat

To send a chat message:

1. In the **Participants** list, click the name of the participant you want to chat with or right-click the participant you want to chat with and select **Send private note**.
This opens the chat pop-over that points to the receiving participant's name. If you previously chatted with this participant, it's displayed in the pop-over.
2. Type your chat message in the text box and press **Enter** on the keyboard.



A timestamp is displayed above your chat bubble which indicates when the chat was sent.

Receiving a chat

How do you know a new chat has arrived? A message pops up and a chat button is displayed to the left of the sender's name in the **Participants** list. The button disappears once you have read the chat.

To read the new chat:

- Click the message with the incoming chat or click the sender's name in the **Participants** list.

Detaching the Chat pop-up

You can detach the chat from the **Participants** list, which lets you have multiple chats open simultaneously.

To detach the Chat pop-up:

- Select the chat and drag it from the pop-up header area to any location on the whiteboard.

10. Making announcements

You might want to send a message to all the participants. Use the Announcements feature to do so.

Note: Making announcements depends on company policy so this feature may not be available to you.

Writing and sending an announcement

To make an announcement:

1. Click on the Announcement button in the upper left corner of the **Participants** list to open the **Announcements** pop-up.



2. Write your announcement in the text box and press **Enter** on the keyboard. The announcement is displayed to all the participants with your name and a timestamp of when you sent it.

You and any other participants can add announcements (if permitted by the host), which are added to the **Announcements** pop-up as they arrive.

Detaching the Announcement pop-up

You can detach the **Announcement** pop-up from the **Participants** list, which turns it into an **Announcement** window.

To detach the Announcement pop-up:

- Select the **Announcement** and drag it from the pop-up header area to any location on the whiteboard.

11. Writing meeting minutes

Do you want to write meeting minutes during a conference? The **Minutes** tab in the **My Meeting Minutes** panel is the place to do it. After the conference you can retrieve your meeting minutes in the History panel.

Note: You can retrieve minutes and snapshots only from the device you used to create them.

See:

[Viewing your conference history.](#)

Note: Your meeting minutes are available in the conference history only for registered AT&T Connect users. Meeting minutes are not available to guest users.

To write meeting minutes:

1. Click in the **Minutes** tab in the **My Meeting Minutes** panel.
2. Type in your text. You can edit the text anytime during the conference.

12. Using emoticons

Do you need to express your emotions or opinions during a conference? Perhaps you want to get the attention of the host by raising your hand, or ask the host to go slower. All this can be done with emoticons.

Note: Using emoticons depends on host permissions. A host can clear all emoticons from the participant list during a conference.

To select an emoticon:

1. In the toolbar, click the **Emoticons** button.



2. Select the relevant emoticon from the pop-up.

The emoticon you chose is now displayed on your toolbar as a “pressed” button, and an icon is displayed next to your name in the **Participants** list.



To remove an emoticon:

- Click the “pressed” emoticon button in the toolbar. The button reverts to its original state and the icon is removed from your name in the **Participants** list.

13. Stepping out of a conference

You may need to step out of a conference temporarily and want to notify the participants that you are currently unavailable.

Note: Stepping out of the conference cancels any emoticons you may have selected and also mutes your microphone/telephone.

To step out of the conference:

1. In the toolbar, click the **Step out** button. The **Step out** button is pressed and a Step out icon is displayed next to your name in the **Participants** list.



Step out

2. To re-enter the conference, click the **Step in** button. The button reverts to its original state and the Step out icon is removed in the **Participants** list.

14. Responding to polls

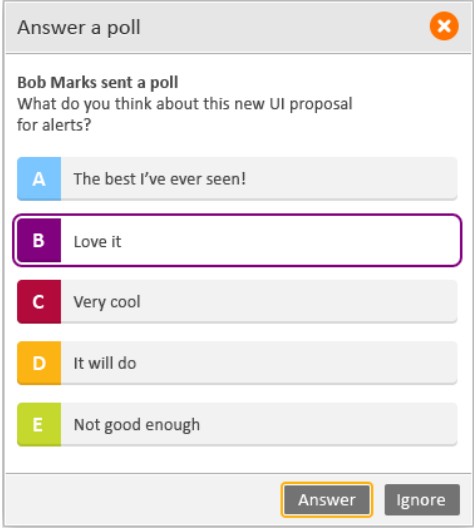
During a conference, your host or presenter may ask you to respond to a poll. The host can conduct three types of polls:

- **OK**—the host requests confirmation from you on a specific issue.
- **Yes/No**—the host wants you to answer a Yes/No question.
- **Multiple Choice**—the host wants you to choose one answer from various possibilities.

Note: To abstain in **OK** and **Yes/No** polls, click **Ignore**.

Responding to a Multiple Choice poll

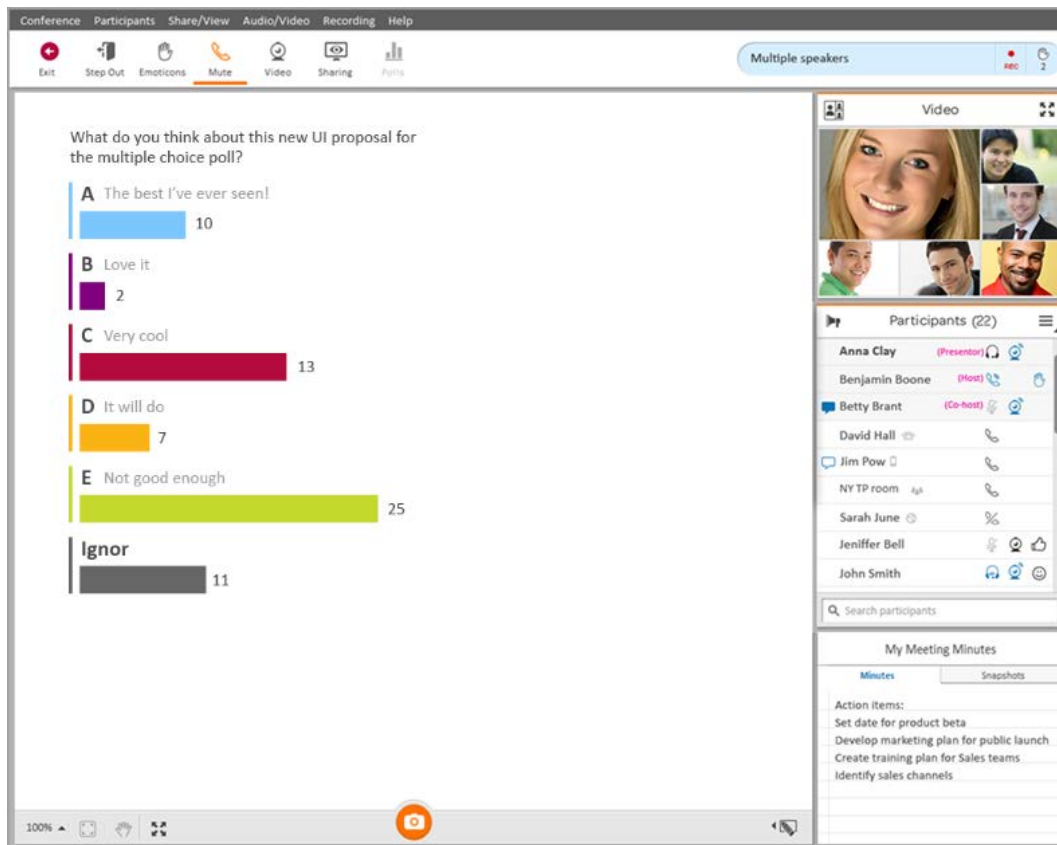
Your host or presenter may send a **Multiple Choice** poll with a written question and a choice of answers. Just click on one of the answers to respond.



The screenshot shows a dialog box titled "Answer a poll" with a close button (X) in the top right corner. Inside the dialog, it says "Bob Marks sent a poll" followed by the question "What do you think about this new UI proposal for alerts?". There are five answer options, each with a colored square and a text box: A (blue) "The best I've ever seen!", B (purple) "Love it", C (red) "Very cool", D (orange) "It will do", and E (green) "Not good enough". Option B is currently selected, indicated by a purple border around its text box. At the bottom of the dialog, there are two buttons: "Answer" and "Ignore".

Viewing response statistics

When you and the other participants respond to a poll, each response is registered in the host's application. The host can choose to share the response statistics of all the participants on the whiteboard.



For information on the host's role in creating a poll, see [Conducting poll](#).

15. Recording a conference

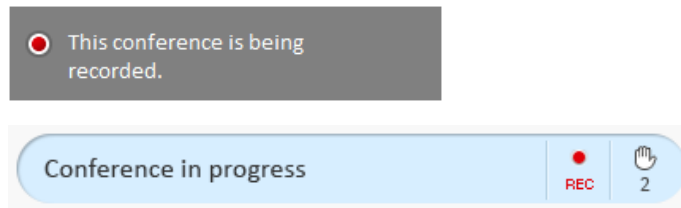
Recording

You can record a live conference locally and then play back the recording when you are disconnected.

Note: Recording a conference depends on host permissions. If your **Recording** menu command is disabled, this means that the host doesn't allow recording the conference.

To make a recording:

- From the **Recording** menu, select **Start Local Recording**.
When the first recording starts, a notification message is displayed on the participants' whiteboards and a recording indication is displayed in the status bar.



To stop a recording:

- From the **Recording** menu, select **Stop Local Recording**. When the last recording in a conference stops, all users get notification that the recording has stopped and the recording indication disappears from the status bar.

Playing back a local recording

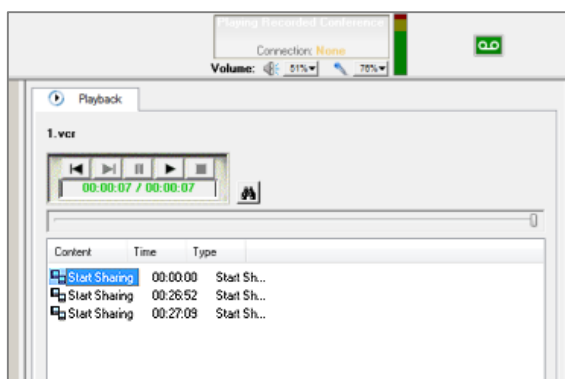
You access your local recordings in the History panel. For information on how to access the recording, see [Viewing your conference history](#).

To play back the recording:

- Click the recording to open it in the playback window. The left pane displays the whiteboard content of the recorded conference and the right pane has playback controls.

Using the playback controls

The **Stop** button takes you to the beginning of the recording. The **Index** buttons (the arrows with the vertical lines) let you easily navigate through the slides in a recording. These buttons can be used while playing the recording, with no need to stop or pause. Use the **Index Forward** button to move one slide forward in the recording and the **Index Backward** button to move one slide backward. The slider located below the playback controls can also be used for navigation (though you must stop or pause first).



Reviewing the recording contents

The **Playback** tab displays the contents of the conference recording. You can jump to any of the displayed files by clicking the relevant file. For example, if you want to review a section of application sharing that you experienced, click the relevant section in the listed contents, as indicated by the application sharing icon.



The description in the **Type** column and the icon in the **Content** column indicate the type of content.

Polls that were visible when the conference was recorded will also be visible when the recording is played back. They will be displayed during playback in the same way that they appeared when they were originally recorded.

Searching for a file or text

You can search the contents of the recording for a file name or text, as described in the following procedure.

To search the recording:

1. Click the search button to open the **Find** dialog box.



2. Enter the relevant file name or text and click **Find Next**. The first file that meets your search criteria is automatically loaded.

Note: This option is only available when the recording is stopped or paused.

Playing back a server-side recording

Hosts can record locally or on the Connect server. Hosts who record on the server can then send an email to the participants with a link to the recording. This is useful for hosts who don't allow the participants to record locally.

To play back a server-side recording:

1. Click the recording link in the email message that the host sent to you. The recording opens in your Connect application.
2. Use the playback controls for manipulating the recording, as explained above.

16. Viewing your conference history

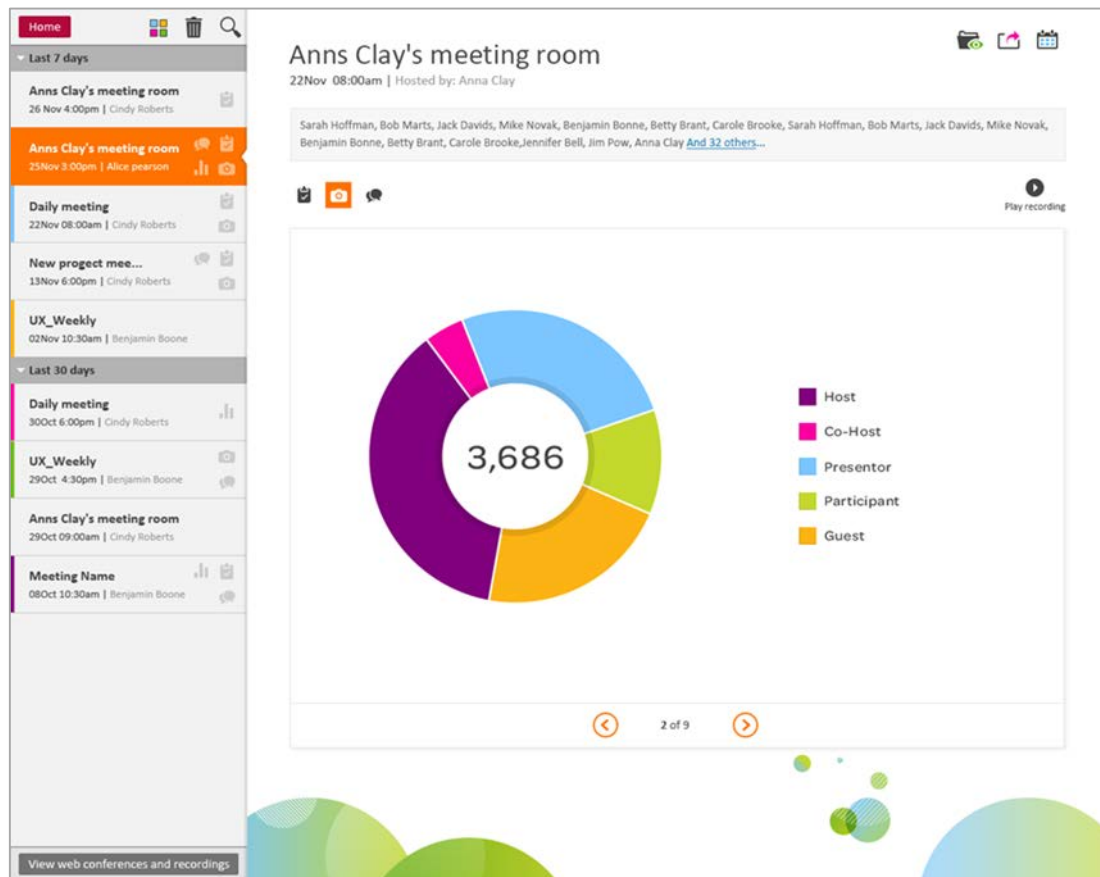
Do you need materials from past conferences? Do you want to send snapshots from a conference to a colleague? Do you want to play back a recording of the conference? You can do all this and more in the History window.

Note: Your conference materials are available in the conference history only if you are a registered AT&T Connect user. Conference materials are not available to guest users.

Accessing the History window

To access the History window:

- Click the **History** button in the Home page of the AT&T Connect application.



- When you exit a conference, the **History** window opens automatically with details of the conference that has just ended.

What do you see in the History window?

In the left panel of the window, all your conferences are listed by name, date, and time. The list is scrollable and the conferences are grouped by time intervals: **Last 7 days**, **Last 30 days**, and **More than 30 days ago**. You can expand or collapse these groups. In addition, each conference cell may display icons indicating which materials were used in the conference (chats, minutes, snapshots, poll results).

When you select a conference, the conference details and names of the participants are displayed in the right panel. Buttons for accessing the conference materials are available under the participants' names. Clicking a button displays the relevant material in the space below.

Notes:

- Only hosts can view poll results.
- You can decide if you want to save your chats from a conference.

Viewing conference materials

If your conference contains minutes, snapshots, chats, and/or poll results, the History window provides the relevant buttons for accessing them. Each button represents a type of material from the current conference. Buttons appear only when that type of material is available.

To view minutes, snapshots, chats, and/or poll results:

1. Click the conference in the left panel to view the materials in the right panel.
2. To switch to another material type, click the relevant button.



Color-coding your conferences

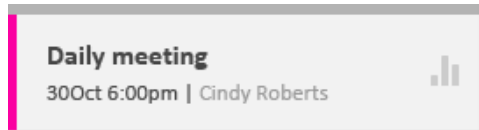
You may want to group your past conferences into categories using a color code. For example, conferences with marketing people could be coded with blue while conferences with sales people could be coded with pink.

To color code your past conferences:

1. Select a conference you want to color code.
2. Click the color code button above the list of conferences and select a color.



A colored strip is attached to the left of the conference cell.



3. To remove the colored strip, select the cell, click the color-code button and click the white square.

Deleting a conference

Deleting a conference removes its information and materials from your computer.

To delete a conference:

1. Select the conference in the list and click the Delete button.



2. When you are asked for confirmation, click **OK**.

Searching for a conference

If your conference list is long, you can search for a conference in the search panel.

To search for a conference:

1. Click the Search button to open the Search panel in the conference list.



Search by keyword

Show Conferences:

From: All

Category: All

☐ Only conferences with materials

☐ Only conferences I hosted

Cancel Filter

2. Type a keyword in the search text box.
3. Narrow the search by selecting a time interval and a color code.
4. If you want, select the **Only conferences with materials** check box and/or **Only conferences I hosted** (when relevant).
5. Click the **Filter** button. The conference details and materials are displayed in the History panel.

Playing back a conference recording

If you recorded a conference locally, you can access it in the History window.

To play back a recording:

1. Select a conference in the left panel of the History window.
2. Click the **Play recording** arrow to the right of the conference material buttons. This opens a Playback window with controls for playing, stopping and pausing the recording as well as adjusting the volume.

For information on recording a conference and playing back the recording, see [Recording a conference](#).

Opening the materials folder

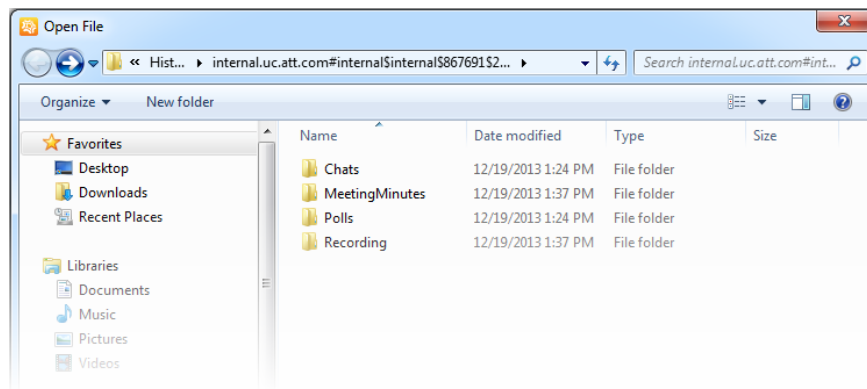
You might want to retrieve the files of the conference materials (instead of just viewing them).

To open the materials folder:

1. Select a conference in the left panel of the History window.
2. Click the Folders button in the upper-right corner of the History window.



This displays the **Chats**, **Meeting Minutes**, **Polls**, and **Recording** folders in your native file management window.



3. Open any of the folders to access the files.

Sending meeting minutes and snapshots to participants

Sharing meeting minutes and snapshots from a conference is easy in the History window.

To send minutes and snapshots:

1. Select a conference in the left panel of the History window.
2. Click the Send button in the upper-right corner of the History window.



An email with the attached materials and with the participants' email addresses opens in your native email application.

3. Click the **Send** button in your email application.

Inviting participants to a follow-up meeting

You may want to plan a follow-up meeting with the participants of particular conference.

To invite the participants to a follow-up meeting:

1. In the left panel of the History window, select the conference with the required participants.
2. Click the Calendar button in the upper-right corner of the History window.



This opens an email invitation to your conference room in your native email application and inserts the participants' email addresses in the **To** box.

3. Fill in the subject, location, start and end time, and any text you want to add to the invitation.
4. Click the **Send** button in your email application.

Returning to the Home page

When you're finished with viewing past conferences, click the Home button to return to the Home page.

Home

17. Have a problem?

Do you have a problem connecting to the conference or with the voice quality of the conference? Do you have a problem installing or using AT&T Connect application? The following sections explain how you can report these problems to AT&T Support.

Submitting a telephony ticket

If you are having a problem with the connection and/or voice quality of a conference, you can open an online ticket during a conference in the **Submit a Ticket** window. After entering the details of your problem, the ticket is automatically sent to AT&T Support and a confirmation email is sent back to you.

To submit a ticket:

1. Select **Submit an Audio Conferencing Trouble Ticket** from the **Help** menu. This opens the **Submit a Ticket** window in the whiteboard area of the Participant Application.

Submit a Ticket

Problem Description

Date & Time of Incident

Select Category

Select Sub-Category

Number you Dialed

☐ AT&T conference called me

Frequency

Scope

Description

Phone Details

Called from this Number

Type

Country

Your Contact Details

Full Name

Contact Email

Contact Phone Number

Type the digits you see in the picture below

Submit

at For general assistance, please call AT&T Support Center (US Only) or (US or International).

2. Enter the required information and click **Submit**.

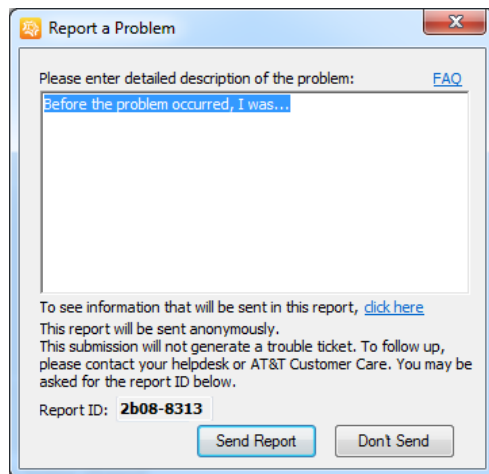
AT&T Support will contact you to resolve the problem you are having with your connection or voice quality.

Reporting an application problem

You can report problems you may have with the Participant Application using the Log Submission Utility (LSU), a special application installed with the Participant Application. This application lets you send logs and other AT&T Connect data to AT&T Support. The data helps the AT&T Support team analyze problems with the application on your environment, and helps to improve AT&T Connect products in future versions. Your personal information remains confidential and is not shared or used for purposes other than AT&T Support.

Automatic activation

In some cases, when the Participant Application encounters a problem, the LSU's **Report a Problem** window automatically pops up, asking you to send a report. In such cases, all you need to do is describe the problem you experienced then click **Send Report**.



Manual activation

You can manually open the **Report a Problem** window in one of the following ways:

- From the **Start** menu, click **Start/All Programs/AT&T Connect/Log Submission Utility**.
- From the Participant Application, click **Report a Problem** on the **Help** menu.

Sending a report

1. Write a description of the steps you took before the problem occurred to help the AT&T Support team analyze the problem (optional).
2. Write a detailed description of the problem.
3. Click **Send Report**.

Report ID

The **Report ID** displayed at the bottom of the dialog is a random number that identifies your reports (this is the same number for all the reports you send).

You need this number when contacting the Support team about your problem after sending the report. You can do one of the following when asked for this number:

- Double-click the number to open an email message that is addressed to Customer Support with your Report ID. You can add additional details in the email message before sending.
- Re-open the Log Submission Utility (as explained above) and provide AT&T Support with your Report ID.
- Select your Report ID (using your mouse) and copy-paste it to any other document you write.

When the send operation fails

If the automated log submission failed, an error message pops up redirecting you to AT&T Support. A ZIP file is created on your desktop which you can later delete.

Reviewing the collected data (optional)

To review the collected data before sending:

1. In the main **Report a Problem** dialog box, click **Click here** to view related information from the log. This opens a secondary **Report a Problem** dialog box for reporting details.
2. Click **View related information from log files**.
3. Review the files.

Note: Windows® Explorer will be opened automatically upon completion.

18. Configuring application settings

You have many options for customizing your application settings to suit your needs.

See:

[When do you configure your application settings?](#)

[Where do you configure your application settings?](#)

[What can you do in the Application Settings dialog box?](#)

When do you configure your application settings?

AT&T Connect provides advanced features for configuring your application settings in the **Application Settings** window. Typically, you configure these settings after you have downloaded the application and before you enter a conference. However, these features are also available during a conference.

Where do you configure your application settings?

To access the Application Settings window before or after a conference:

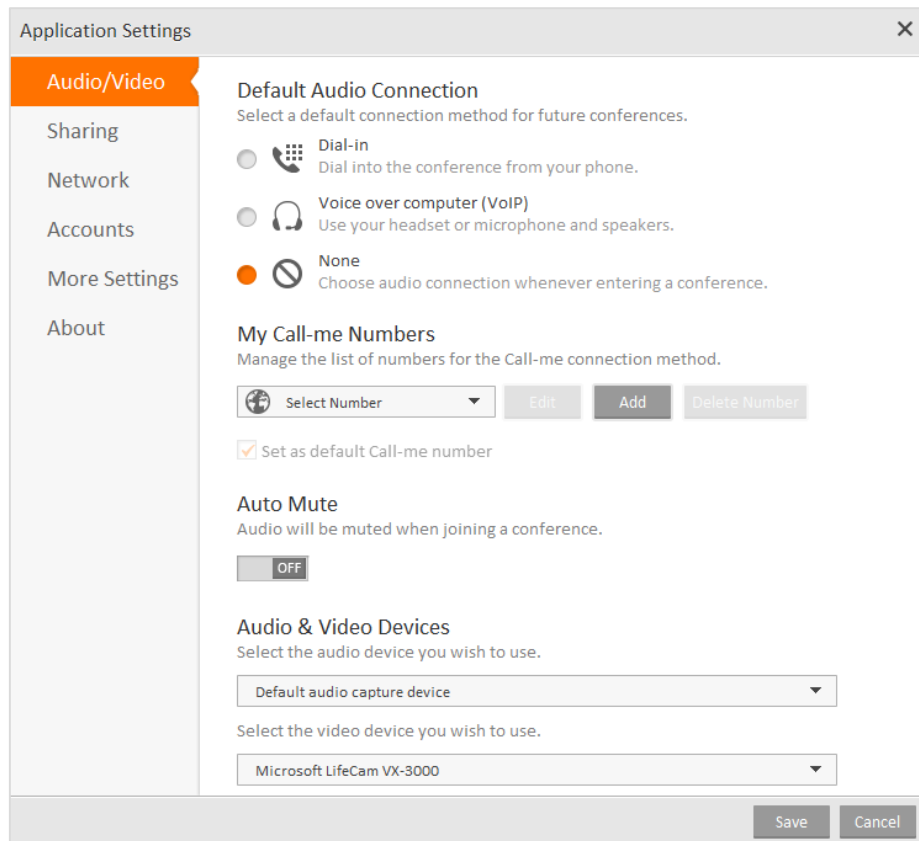
1. Click the menu button in the Home page to open the **More options** menu.



2. Click **Application Settings** to open the **Application Settings** dialog box.

To access the Application Settings window during a conference:

- Click **Application Settings** in the **Conference** menu.



What can you do in the Application Settings dialog box?

The dialog box has these panels for configuring:

- Audio/video settings
- Application sharing settings
- Network settings
- Account settings
- Sound settings
- Chat settings
- Whiteboard settings

Some of these settings are self-explanatory while others are explained in the following sections.

Viewing the version number

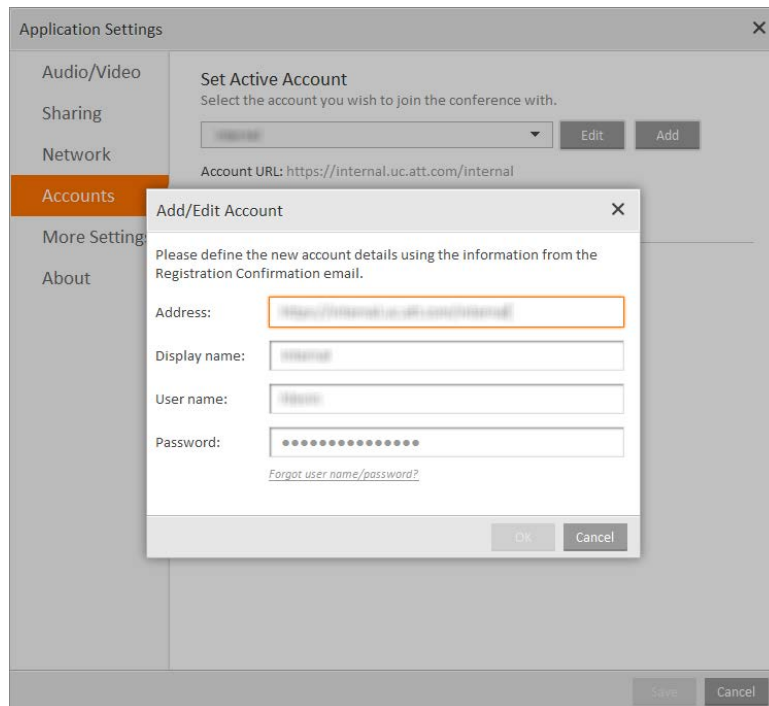
You can see which version of the application you are using in the “About” panel.

Managing your account settings

When you first started using AT&T Connect, you set up an account with a conference room and profile settings (see [Activating your AT&T Connect account](#) and [Configuring conference settings](#)). AT&T Connect lets you have more than one account, each with a unique conference room and profile settings. You can use and manage all of your accounts in one place.

To add/edit an account:

1. Click **Accounts** in the **Application Settings** window to open the **Set Active Account** window.
2. To edit an existing address, select it from the list and click **Edit**. Or, to add an account, click **Add**. In both cases the **Add/Edit Account** window opens.



3. Enter or change the following fields:
 - **Address**—the URL or IP address of the Connect server. You received this in the email with your account details. For example, <https://connect5.uc.att.com/attinc1>.
 - **Display name**—the name displayed in the accounts list and in the Home page header to indicate which account you are connected to.
 - **User name**—the username of your AT&T Connect account.
 - **Password**—the password of your AT&T Connect account.

Note: If you forgot your login information, click **Forgot your user name/password?** and follow the instructions.

4. Click **OK**.

To set your default account:

- In the **Accounts** tab, select your account from the **Set Active Account** drop down list and select the **Set as default account** checkbox.

To delete an account:

1. In the **Accounts** tab, select your account from the **Set Active Account** list and click **Delete**.
2. Click **Yes** when you are asked for confirmation.

Configuring application-sharing settings

This section describes how to configure output bandwidth and image quality,

Defining output bandwidth control

You can define the output bandwidth of your application sharing to suit the other participants' connections.

To define output bandwidth control:

1. Click **Sharing** in the **Application Settings** window to open the **Sharing** tab.
2. In the **Output Bandwidth Control** section, select the relevant mode from one of the following:
 - Normal**—the default selection. This is relevant when you know that some participants are using a fast connection.
 - High**—relevant when you know that all participants are using a fast connection.
 - Low**—relevant when you know that some participants have a slow connection.
 - Customized**—select this option to manually enter the bandwidth you wish to use.
Default: 64 kbps.
3. Click **Save**.

Defining image quality

You can set the image quality used in application sharing to assist in determining the bandwidth consumption.

To define image quality:

1. Click **Sharing** in the **Application Settings** window to open the **Sharing** tab.
 2. In the **Image Quality** section, define the following:
 - Max. quality**—if there are no network connection issues, the image will be with Max. quality.
Default: 80%.
 - Min. quality**—if there are network connection issues, the image quality is reduced to the value defined. Default: 20%.
- Note:** The higher the value defined, the closer the quality to the original image. However, higher values come at the expense of additional bandwidth. If you have serious bandwidth issues and want to share a graphic intensive application, you should reduce the **Min. quality** value.

Max. CPU usage—defines the maximum CPU that the participant system process is allowed to use. By default, the value is set at 70%. It is recommended *NOT* to change this value since increasing/decreasing it may harm performance.

3. Click **Save**.

Configuring connection protocol and proxy settings

You configure connection protocol options and proxy server settings in the **Network** tab.

Defining the type of connection protocol

To define the type of connection:

1. Click **Network** in the **Application Settings** window.
2. Select one of the following:

TCP only

Tunneling—selected by default. This enhanced tunneling option can be used if the **TCP only** option failed and your environment supports SSL.

Defining proxy server settings

To define proxy server settings:

1. Click **Network** in the **Application Settings** window.
2. Select one of the following:

None—users exit the firewall without going through a Web proxy server.

Web browser proxy settings—the Participant Application takes the Web proxy settings of the default browser to automatically locate the web proxy server on the network.

Manual proxy settings—enter the IP address and port number for the web proxy server. You can obtain these parameters from your system administrator.

Defining proxy bypass

To define proxy bypass:

1. Click **Network** in the **Application Settings** window.
1. In the **Proxy Bypass** section, click the **ON/OFF** button.

19. Pre-conference activities (hosts)

So you want to host an AT&T Connect conference! There are a few things you need to do first.

See:

[Activating your AT&T Connect account](#)

[Configuring conference settings](#)

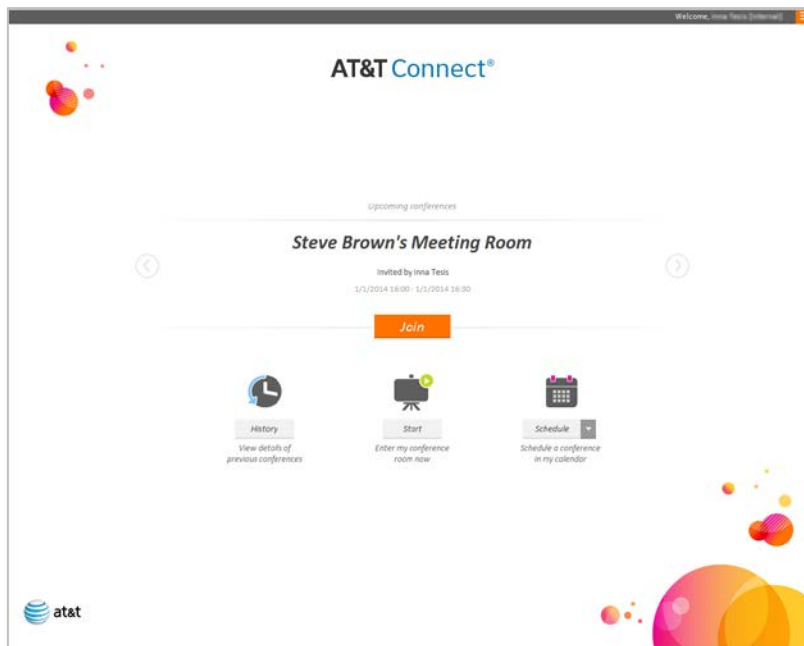
Activating your AT&T Connect account

Before hosting a conference, you first need to activate your AT&T Connect account. When you registered with AT&T Connect, you received a registration email with an activation link.

To activate your account:

- Click the activation link in the registration email.

AT&T Connect automatically imports your account information and opens to the Home page.



Configuring conference settings

When scheduling a conference, you can decide which *type* of conference you want to host. Otherwise, your default conference type will open (usually iMeeting).

About conference types

AT&T Connect offers the following types of conferences:

- **iMeeting**—allows multiple participants to take a pro-active role in the conference. All participants typically have similar conference rights and privileges.
- **eLearning**—a moderated conference in which a teacher-student relationship exists between the presenter and participants. In eLearning conferences, participants can view the Participants list and be allowed to pass notes.
- **Webinar**—a moderated conference in which a teacher-student relationship exists between the presenter and participants. In Webinar conferences, the Participants list *is hidden* and therefore only the host/presenter can see who is attending the conference.
- **Voice Only**—a conference where all participants are using a phone and not the Connect application. Telephone access depends on your organization's AT&T Connect license, and may not be available in your system.

Where do you select and configure the conference type?

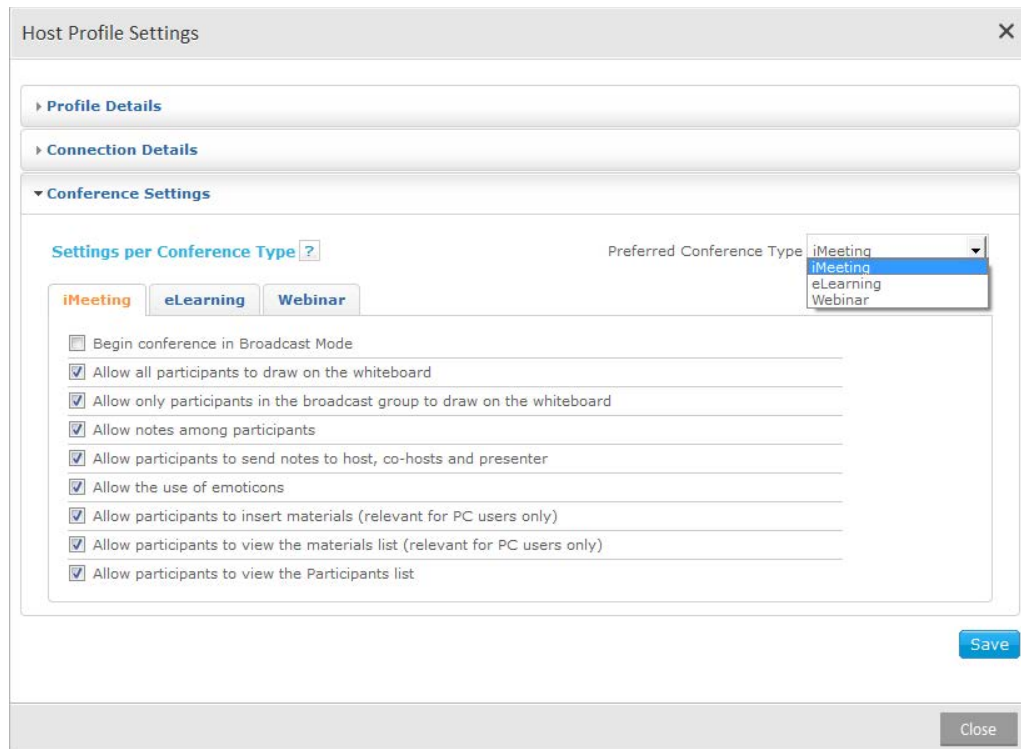
You do it all in the **Conference Settings** window, which displays AT&T Connect features that can be defined on a default level.

To access the Conference Settings window:

1. Click the menu button in the Home page to open the **More options** menu.



2. Click **Host Profile Settings** to open the **Host Profile Settings** window.



3. Click **Conference Settings** to open the **Conference Settings** window.
4. Select your default conference type from the **Preferred Conference Type** list. This will be the default conference type associated with your account. Your AT&T Connect conferences (for which you did not specify a different type) will open according to this conference type.
5. To change the predefined settings associated with conference type you chose, click on its tab (**iMeeting**, **eLearning** or **Webinar**) and select or clear any of the options.
6. Click **Save**, **OK** in the confirmation message and **Close**.

Changing the conference type

You can change your default conference type at any time, by changing your menu selection in this window. Or, you can change your conference type temporarily (per conference) from the AT&T Connect application prior to scheduling or entering a conference. For more information, see [Scheduling a conference \(hosts\)](#).

You can also change the settings of your conference during a conference by clicking **Conference Settings** in the **Conference** menu. For more information, see [More conference managing options \(hosts/presenters\)](#).

Note: Accessing or changing the default conference settings is not possible from either the AT&T Connect web-based client or mobile phone application.

Managing your account

You can manually add an account. For more information, see [Managing your account settings](#).

20. Starting a conference now (hosts)

As a host, you are the one who initiates the conference. To learn about starting an unscheduled conference, see:

[Starting a conference now](#)

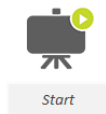
[Inviting participants by email](#)

[Dialing out to participants](#)

Starting a conference now

To start a conference:

1. In the Home page, click the **Start** button to enter your conference room.



After a few seconds in the waiting room, your conference room opens, with your predefined settings.

2. Select your audio and video options in the **Connection Setup** window and click **Connect** (see [Joining in compatibility mode](#)). And there you are, ready to start the conference.

Note: When starting the conference, you may be asked to define a security code for the conference (depending on your company's policy). If so, a window pops up for you to type in a security code of four to nine characters.

When prompted, participants will need to enter this code to join the conference. You should add this code to the email invitations that you send to the participants.

Inviting participants by email

To invite by email:

1. Before you enter your conference room, select **Invite Others** in the **More Options** menu in the Home page. This opens an email invitation with the conference details.
2. Enter the email addresses of the invitees and a subject, and click **Send**.

Note: You can also invite participants after you enter your conference room by selecting **Invite Others by Email...** or **Copy Invitation to Clipboard** in the **Conference** menu.

Dialing out to participants

If the Call Me feature is enabled for your host account, you can call participants to invite them to the conference.

To invite by phone:

1. Click **Invite Others by Phone** in the **Conference** menu.
2. In the dialog box, type in the participant's name, country code and phone number and click **Call now**.

Note: A host can also start his/her own conference while in another conference by choosing **Entering a New Conference** in the **Conference** menu. This will disconnect the host from the current conference.

21. Scheduling a conference (hosts)

As the host, you schedule the date and time of conferences and send out the invitations.

See:

[Scheduling a conference from the Home screen](#)

[Setting the conference type when scheduling a conference](#)

Scheduling a conference from the Home screen

To schedule a conference:

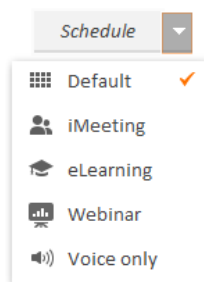
1. In the Home screen, click **Schedule** button. A meeting invitation opens with a link to the conference and an explanation of how to join.
2. Adjust the date and time to when you are scheduling the meeting.
3. Enter the email addresses of the invitees and a subject.
Note: You can also add your own text to the meeting invitation.
4. Click Send. The meeting is scheduled in your calendar and the invitations are sent.

Setting the conference type when scheduling a conference

Typically, you choose a default conference type when you configure your conference settings in pre-conference mode (see [Configuring conference settings](#)). However you may want to change your default to a different type for a particular conference.

To change the conference type:

1. Click the arrow next to the **Schedule** button in the Home screen. A drop-down list with the conference types is displayed.



2. Click on a conference type and then proceed to schedule the conference by clicking the **Schedule** button.

Setting the Default conference type

If you select **Default** when scheduling a conference, the type is whatever the default is when the conference *occurs* and not what it was when scheduled.

For example, let's say that you have set your default conference type to **iMeeting** in the **Conference Settings** tab. You then schedule a conference to begin in the next week, with the type set to **Default**. At some point during the week, you change your default to **eLearning**. The conference therefore begins as an **eLearning** conference.

22. Locking the conference and using the waiting room (hosts)

To lock the conference:

You can lock the conference to prevent potential participants from entering.

To lock the conference:

1. In the **Conference** menu, click **Lock Conference** and then click **Lock**. **Lock Conference** toggles to **Unlock Conference**.
2. Click **Unlock Conference** to re-open the conference.

To use the waiting room

Why do you need a virtual waiting room?

When a conference has already started, you may want to lock it to prevent latecomers from disturbing you. In this case, you can direct the participants to a waiting room and allow them to join the conference when convenient for you.

Or, maybe you have two conferences scheduled back-to-back. If participants “arrive early” to the second conference and you don’t want them to join the first conference, you can direct them to the waiting room until you end the first conference and start the next.

To direct participant to the waiting room:

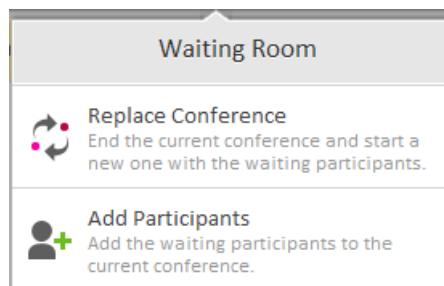
1. In the **Conference** menu, click **Lock Conference**.
2. Click **Lock and Open Waiting Room**. The **Waiting Room** button is added to the toolbar.



Participants trying to enter the locked conference are directed to the waiting room.

To add all participants to the current conference:

1. Click the **Waiting Room** button to open the **Waiting Room** menu.



2. Click **Add Participants**.

To end the current conference and start the new one with the waiting participants:

1. Click the **Waiting Room** button to open the **Waiting Room** menu.
2. Click **Replace Conference**.

23. Managing participants (hosts)

As the host, you control the conference settings and allow/limit what is available to the participants.

See:

[Pre-conference activities \(hosts\)](#)

During a conference, you have additional options for managing the participants.

See:

[Allowing Voice over Computer \(VoIP\)](#)

[Renaming a participant](#)

[Muting/unmuting participants](#)

[Muting and locking participants](#)

[Inviting additional participants](#)

[Giving presenting rights to a participant](#)

[Assigning a co-host](#)

[Adding participants to the current conference](#)

[Controlling an application “over the shoulder”](#)

[Expelling a participant from a conference](#)

Allowing Voice over Computer (VoIP)

If company policy allows using voice over computer (VoIP), you can enable VoIP during a conference in the **Conference Settings** window (**Conference**>**Conference Settings**).

To enable VoIP:

- In the **Conference** menu, click **Conference Settings** to open the **Conference Settings** window.
- Under **Video, Audio, Recording**, check **Allow voice over computer (VoIP)**.

Renaming a participant

When participants connect to the conference by phone only, they appear as Guest 1, Guest 2, ... in the Participants list. You can rename these participants so they can be identified by everyone in the conference.

To rename a Participant:

1. In the **Participants** list, right-click on the relevant participant and click **Rename Participant** in the menu.

2. Type in the name.

Muting/unmuting participants

You can control a participant's microphone settings.

To mute a participant's microphone:

1. Right-click the name in the **Participants** list.
2. Click **Mute**. **Mute** toggles to **Unmute**.
3. To unmute, click **Unmute**.

Note: When you mute a participant, the participant can reverse the setting.

To mute ALL the participants:

1. From the **Participants** menu, select **Mute all**.
2. To unmute, click **Unmute all**.

Muting and locking participants

You can mute participants and prevent them from unmuting themselves.

To mute and lock a participant:

1. Right-click the name in the **Participants** list.
2. Click **Mute and Lock**. **Mute** and **Lock** toggles to **Unmute and Unlock**.
3. To unmute, click **Unmute and Unlock**.

Inviting additional participants

Once the conference has begun, you can still invite additional participants.

To invite someone to join during the conference:

1. From the **Conference** menu, select **Invite others by email**. An email form opens with a link to the current conference.
2. Enter the email address and send the email.

Giving presenting rights to a participant

As the host, you can temporarily assign presenting rights to a participant.

To assign presenting rights to a participant:

1. Right-click the participant in the **Participants** list.
2. Select **Give presenting rights**. The participant is assigned privileges such as sharing applications and writing on the whiteboard.

3. To remove the presenting rights, right-click on the name and select **Take presenting rights**.

Assigning a co-host

At any point, as the host, you can assign a participant to join you as a co-host (see [The users](#)).

Note: There is no limit on the number of co-hosts in a meeting.

To assign a co-host:

1. Right-click the name in the **Participants** list.
2. Select **Change role to/Co-host**. The participant is assigned hosting privileges such as assigning presenting rights to other participants.
3. To remove the presenting rights, right-click the name and select **Change role to/Participant**.

Adding participants to the current conference

You may want the participants in the waiting room to join the current conference.

To add participants to the conference:

1. Click the **Waiting Room** button and then click **Add Participants** in the **Waiting Room** menu. A message appears for you to confirm that you want the waiting participants to join the conference.
2. Click **Add**. The participants join the conference and the waiting room remains open for any new participants who want to join.

Controlling an application “over the shoulder”

You can view and control an application of another participant using the “Over the Shoulder” feature. This application will be visible to all other participants in the conference.

To use “Over the Shoulder”:

1. Right-click on the name of the participant whose application you want to see and share.
2. Click **Start Over the Shoulder to All** in the menu. The participant is notified and needs to give permission. This displays the participant’s desktop and a list of the participant’s applications.
3. Select the application you want to view and share with the other participants.
4. To stop “Over the Shoulder”, right-click on the participant’s name and click **Stop Over the Shoulder to all**.

Note: When zooming in or out on the whiteboard, you can use the hand button (bottom-left corner) to navigate within the whiteboard. But you need to disable the button (by clicking it again) if you want to use any of the whiteboard tools.



Expelling a participant from a conference

If necessary, you can force participants out of a conference by expelling them. Expelled participants are not allowed to return to the same conference.

To expel a participant:

1. Right-click the name in the **Participants** list.
2. Select **Expel**. A confirmation message is displayed.
3. Confirm the message. The participant is removed from the conference.

Note: On the participant's device, the conference room closes and a message is displayed that the participant has been expelled from the conference.

Additional actions

As a host you can also:

- Edit the conference name.
- Allow the conference to continue without him/her (depending on the account settings).

24. Sharing on the whiteboard (hosts/presenters)

As a presenter, you can have the participants follow on their computer by either sharing your desktop or applications.

Notes:

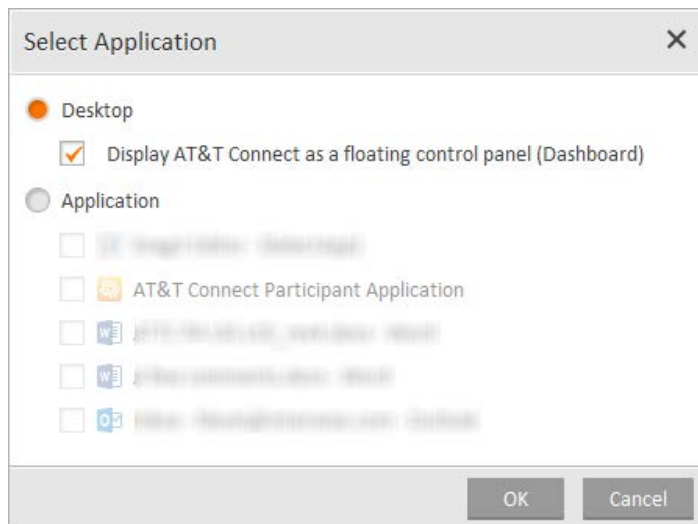
- The **Sharing** button in the toolbar is available only for the presenter who currently has the presenting rights. If the host gives presenting rights to someone else, the **Sharing** option is available for the new presenter and removed from the previous presenter's toolbar.
- You can't use annotations with desktop and application sharing.

Sharing your desktop

You can allow everyone to follow as you work on your computer by sharing the desktop.

To share your desktop:

1. From the **Share/View** menu, click **Share Application or Desktop....** The **Select Application** window is displayed.



2. Select **Desktop** and click **OK**. Your desktop is shared with everyone, and they can follow as you work.
3. Click the checkbox to display AT&T Connect as a floating dashboard.
For information about the dashboard, see [Using the dashboard](#).

Sharing an application

You can allow everyone to follow as you work on your computer by sharing applications. The advantage of sharing specific applications instead of your desktop, is that it limits what the participants can see to only what you want them to see.

Note: When using more than one monitor, you can drag the shared application to any of your monitors. Make sure the application you share is on the monitor which has the focus.

To share an application:

1. From the **Sharing** menu, click **Share an Application**. The **Select Application** window is displayed.
2. Select the **Application** option, and then select the applications to share.
3. Click **OK**.
4. The applications that you shared are viewed by everyone, and the dashboard is displayed to you.
5. Continue working on the application. The participants view everything you do on the shared applications.

For more information about the dashboard, see [Using the dashboard](#).

Note: Content that was shared on the whiteboard *before* the presenter started application sharing is automatically saved as a snapshot in the presenter's **My Meeting Minutes**. This is so the content can easily be shared again after the application sharing has ended. For more information, see [Error! Reference source not found.](#)

Using the dashboard

While sharing your desktop or application, the dashboard is displayed only to you. It lets you continue managing the conference while presenting.



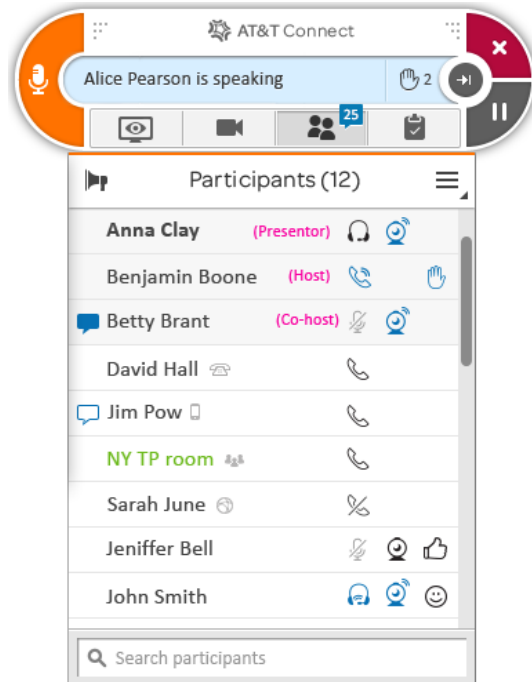
Managing the participants with the dashboard

To manage the participants from the dashboard:

1. On the dashboard, click the Participants button.



The **Participants** panel is displayed.



2. From this list, you chat with and manage the participants in the same way as if you were managing them directly from the main screen. This includes sending notes, giving presenting rights, muting/unmuting, and changing roles.
3. To close the Participants list, click the Participants button again.

Viewing what others are seeing

To view what the participants are seeing while sharing:

1. On the dashboard, click the Share button. The **Shared content** window is displayed.
2. Click the **Preview** tab. The window displays exactly what the participants are viewing in real time.



Adding or removing shared applications

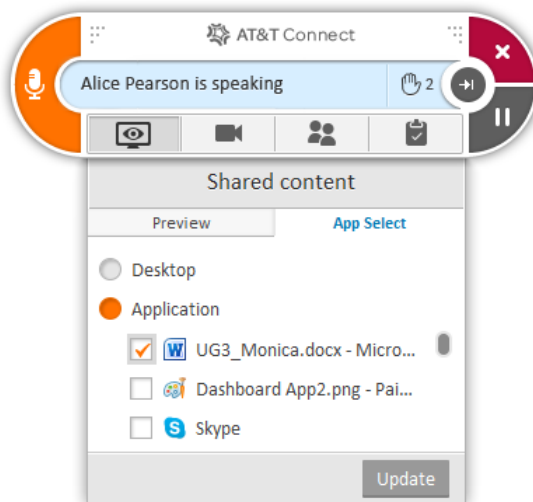
During a sharing session, you can add to (or remove) the applications that are being shared.

To add or remove shared applications:

1. On the dashboard, click the Share button. The **Shared content** panel is displayed.



2. Click the **App Select** tab. The window displays the list of open applications.



3. Select the applications that you want to share, clear the applications that you do not want to share, and click **Update**. The selected applications will be viewed by the participants.

Muting or unmuting your microphone

Even from the dashboard, you can mute/unmute your microphone.

To mute/unmute your microphone:

1. On the dashboard, click the unmuted Audio button to mute your microphone.



2. Click the muted Audio button to unmute.



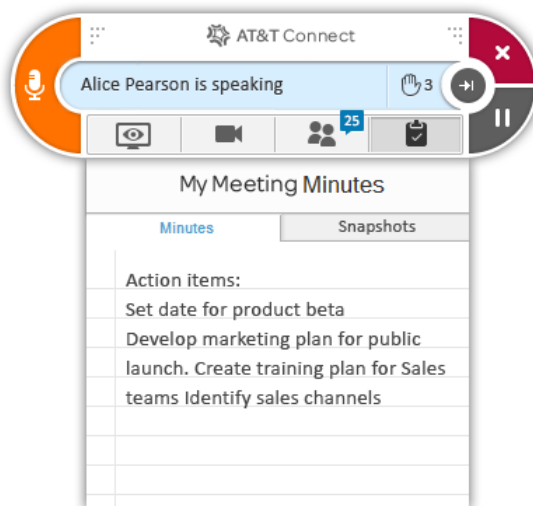
Updating minutes

To view and update your minutes from the dashboard:

1. On the dashboard, click the Minutes button.



The **My Meeting Minutes** panel is displayed.



2. Edit the minutes as needed.
3. To close the minutes, click the Minutes button again.

Pausing

While sharing, you can take a “time out”. You can pause the sharing, and work on your computer with no one watching. The participants view is frozen with what you last shared before pausing.

To pause:

1. On the dashboard, click the Pause button. You can work on your computer without the participants viewing what you do.



Note: Whatever was last being viewed by the participants will now be frozen. If you want to completely disconnect, you need to stop the sharing.

2. To resume the sharing, click the Pause button again.

Collapsing the dashboard

You may want to collapse the dashboard if you find that it is taking up too much space on your whiteboard.

To collapse the dashboard:

1. Click the collapse button on the dashboard.



The dashboard is collapsed to a minimum.



2. To expand the dashboard, click the double-ended arrow.

Stopping the desktop or application sharing

To stop sharing:

1. On the dashboard, click the Stop button.



A confirmation window appears.

2. Click **Yes**. The sharing stops. The dashboard disappears, and you return to the conference room.

Hiding the dashboard

If you prefer to work without the dashboard when sharing your desktop or application, you can set all your conferences to not display the dashboard.

To hide the dashboard:

1. Click **Application Settings** in the **Conference** menu to open the **Application Settings** window.
2. Click **Sharing**.
3. In the **Display Dashboard** section, click the **ON/OFF** button to show/hide the dashboard.

Note: You can also hide the dashboard in the **Select Application** window which you open by clicking **Share/View > Share Application or Desktop...**

Sharing transparent windows

If you want to share windows that are defined as transparent, such as the dashboard, you can set all your conferences to allow this.

To allow sharing transparent windows:

1. Click **Application Settings** in the **Conference** menu to open the **Application Settings** window.
2. Click **Sharing**.
3. In the **Allow Sharing Transparent Windows** section, click the **ON/OFF** button to share/unshare transparent windows.

Giving a participant “remote control”

While you are sharing an application you can let a participant take control of your application or desktop.

To give remote control to a participant:

1. Right-click on the name of the participant you want to give control to.
2. Click **Allow Remote Control** on the menu. The participant is notified that you agree to a remote control session. When confirmed, the participant can control the content that is being shared on the whiteboard.
3. To stop remote control, right-click on the participant who has control and click **Stop remote Control**.

25. Inserting materials (presenters)

You can present files during a conference by uploading or “inserting” them for display on the whiteboard. The file formats you can insert are: .jpg, .jpeg, .png, .gif, .bmp, .ppt, .pptx, .pps, .ppsx, .pot, .potx, .doc, .docx, .docm, .dot, .dotx, and .dotm. To assist in your presentation, you can use the whiteboard’s annotation tools.

Note: You cannot edit an inserted file. To edit a file as you present, use the [Sharing an application](#) feature.

Inserting files

To insert materials for your presentation:

1. In the **Share/View** menu, click **Insert Materials**. The Windows Explorer® is displayed with your files.
2. Select the file you want to insert, and click **Open**. A navigation bar appears for you to select the slide/page you want to display to the participants.



3. Select the slide/page. It is uploaded and displayed on the participant’s whiteboards.
Note: Only the participant with presenting rights can view and control the navigation pane. As the presenter moves from page to page, or from file to file, everyone’s whiteboard view changes to the current page or file.

To preview and insert materials:

1. To display previews of the slides/pages, click the Preview button on the left side of the panel.



2. Click the slide/page you want to display. The number of the displayed slide/page has a green background. While the file is being inserted, you are notified of the percentage of participants who can already view it.



3. To upload another file, click the Add button.



4. To close the preview panel, click the Page button.



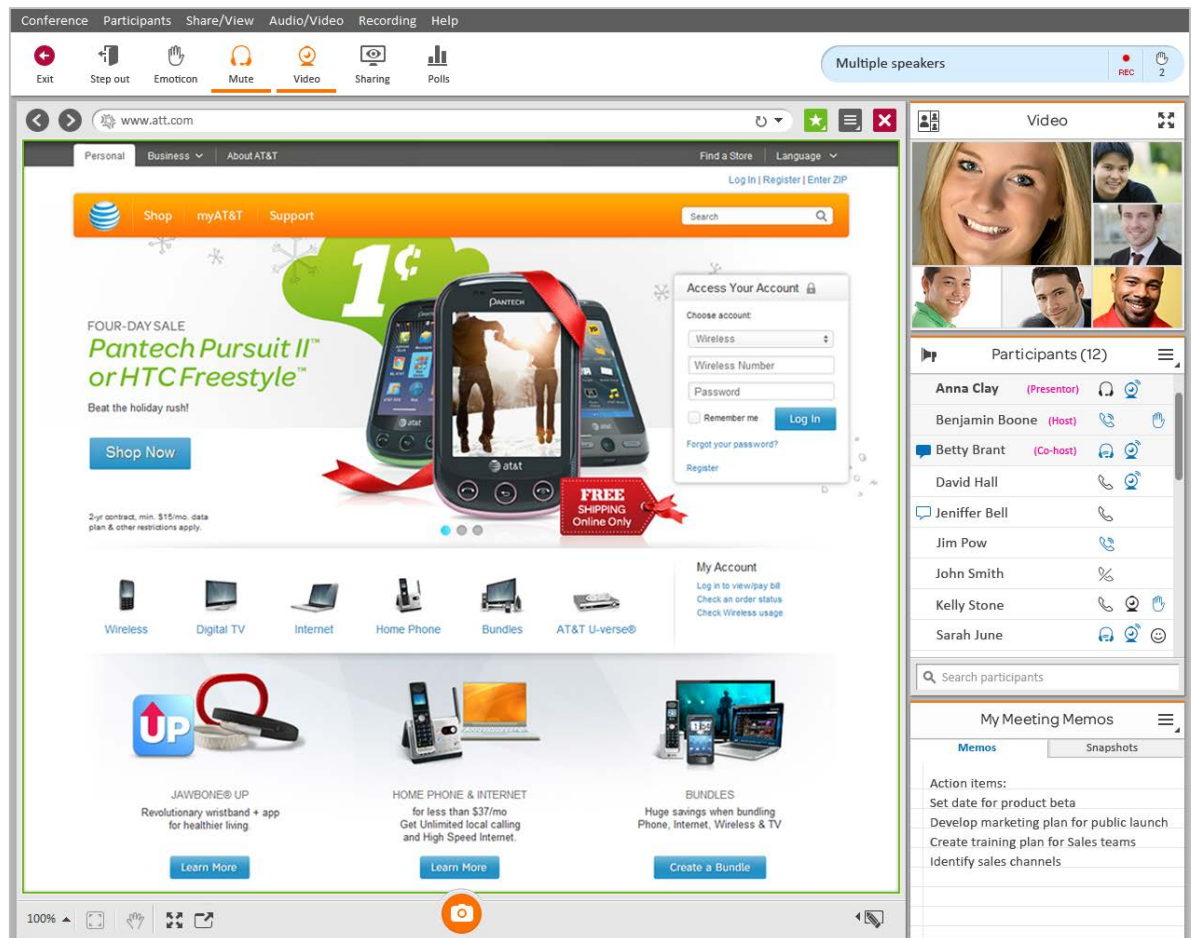
26. Conducting a web tour (presenters)

A web tour allows you to present a website and, at the same time, allows the participants to access and explore the website on their own devices.

You can return the focus to your presentation by performing an action on your display, such as clicking a link or using the annotation tools. Everyone's display automatically returns to your view.

To start a web tour:

1. From the **Share/View** menu, click **Start web tour**. An address bar appears above the whiteboard.
2. Enter the web address. The web page loads in the whiteboard space.



Note: If a webpage doesn't display properly, click the Web Tour button at the bottom of the whiteboard to open it in your default browser.



3. Click links, navigate back and forward, or enter information where needed, as if you were using a regular web page viewer.

To manage your bookmarks:

1. Click the **Bookmarks** button and then click **Add**.



The address is added to the list. At first, the web address is added in an editable textbox, to allow you to change the display name. Change the display name if you want, and then press **Enter** on your keyboard.

2. To change the display name of a web page that is already on the list, right-click the name and select **Edit name**. The name is displayed in a text box for you to enter a new name.
3. To delete a page from your Favorites, right-click the name and select **Delete**. The name is removed from the list.

To stop the web tour:

1. Click **Stop web tour** in the **Sharing** menu.
2. To clear the web tour from the whiteboard, click the Clear Whiteboard button from the Annotation tools.

Note: You can also navigate back/forward in the web pages you shared, refresh your web page, and see your current web tour's browsing history.

27. Conducting polls (hosts/presenters)

As a host/presenter, you can conduct polls to receive instant feedback from your participants. Three types of polls are available:

- **OK Poll**
- **Yes/No Poll**—participants can click **Yes** or **No**, or abstain by clicking **Ignore**.
- **Multiple Choice**—participants answer a question by selecting one of the displayed choices or abstain by clicking **Ignore**.

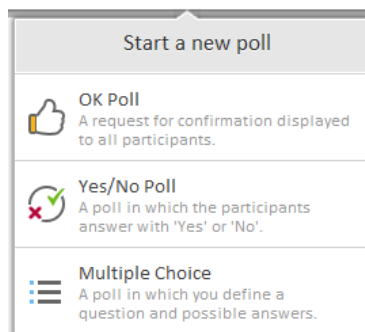
Note: The **Start a Poll...** option in the **Share/View** menu and the **Polls** button in the toolbar are enabled only for the host/participant that currently has presenting rights. If the host gives presenting rights to someone else, the option is enabled for the new presenter and disabled for the previous presenter.

Sending OK or Yes/No polls

You send an **OK** poll to receive quick confirmation on a question that you ask the participants. You send a **Yes/No** poll to receive an instant response to a Yes/No question. Participants can click **OK** or **Yes** or **No**, respectively, or abstain by clicking **Ignore**.

To send an OK Poll:

1. From the **Sharing** menu, select **Start a Poll** or click the **Polls** button in the toolbar. This opens the **Start a new poll** menu.



2. Click **OK Poll** or **Yes/No Poll**. The **Answer a poll** window is displayed to the participants. As each participant clicks **OK**, or **Yes** or **No**, or **Ignore**, the results are displayed to you in the **Poll Results** window.

Poll Results (1/2) X

OK Poll

OK
1

Ignore
1

*Poll results are saved automatically to the conference history

Present Results Stop poll

Note: If a participant closes the window without clicking **OK**, or **Yes** or **No**, or **Ignore**, this is recorded in the **Poll Results** window as if the participant clicked **Ignore**.

3. To see the names of the participants who voted for each option, click the button in the right side of each result bar (with the number of the participants who voted for that option).
 4. To share the results with the participants, click **Present Results**.
- Note:** As more participants send in answers, only *your* screen is updated. When you want to share the latest count, click **Present Results** again for the others to see the updated results.
5. To end the poll, click **Stop Poll**. Poll information will automatically be saved in the History page.

Sending a Multiple Choice poll

You use a **Multiple Choice Poll** for participants to choose one answer from a few possibilities. The poll can include from 2-5 answers. In a **Multiple Choice Poll**, you write your question instead of saying it.

To send a Multiple Choice poll:

1. From the **Share/View** menu, select **Start a Poll...** or click the **Polls** button in the toolbar. This opens the **Start a new poll** menu.
2. Click **Multiple Choice**. The **Multiple Choice Poll** window is displayed only to you.

Multiple Choice Poll

Title

Type a question

A Type answer A

B Type answer B

C Type answer C

D Type answer D

E Type answer E

✓ Correct answer (Optional): None

Cancel Send

3. Fill in a title, the question, and up to 5 answers.
 4. (Optional) In the **Correct answer** dropdown box, select a correct answer. The correct answer will be shown to you only during the poll.
 5. Click **Send**. The **Answer a poll** window is displayed to all participants (see [Responding to a Multiple Choice poll](#)).
 6. Tell the participants to select one of the options and click **Answer**. The results are displayed to you in the **Poll Results** window.
 7. To share the results with others, click **Present Results**. The current poll results are displayed to the others.
- Note:** As more participants send in answers, only *your* screen is updated. When you want to share the latest count, click **Present Results** again for the others to see the updated results.
8. To end the poll, click **Stop poll**. Poll information will automatically be saved in the History page.

Viewing previous polls

Polls are automatically saved in your conference history (see [Viewing your conference history](#)).

To view a poll from a previous conference:

1. From the Home page, click **History**. A list of your previous conferences is displayed.
2. Click a conference with polls (conferences with polls display a Polls icon).



Saved materials from the selected conference are displayed to the right of the conference list.

3. Click the Polls button to display the list of polls for the conference you selected.



4. Click on a poll to display the results.

28. Recording on the server (hosts)

As a host, you may want to record your conference on the server (your participants might not have permission to record locally on their PCs). Two types of server-side recordings are available: audio-only recordings, and audio and data recordings.

Note: Hosts can record on the server only if this feature is enabled in their account.

To record on the server:

1. Click **Start Audio-only Recording on Server** or **Start Recording on Server** in the **Recording** menu.
2. Click again to stop recording.

Accessing server-side recordings

You access your server-side recordings by clicking **View web conferences and recordings** in the History panel. You can play back the recordings; send them to participants, and more. For more information, see [Playing back a server-side recording](#).

29. Tracking conferences (hosts)

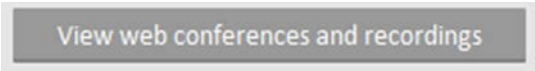
In addition to the information you see in the History window, as a host you can view your past conferences in the **My Web Conferences and Recordings** window. The **My Web Conferences and Recordings** window is located on the AT&T Connect server and gives access to server-side recordings, email addresses and more.

Note: For information on converting AT&T Connect recordings (VCM or VCR) to a standard format, see the *AT&T Connect® Recording Converter User Guide*.

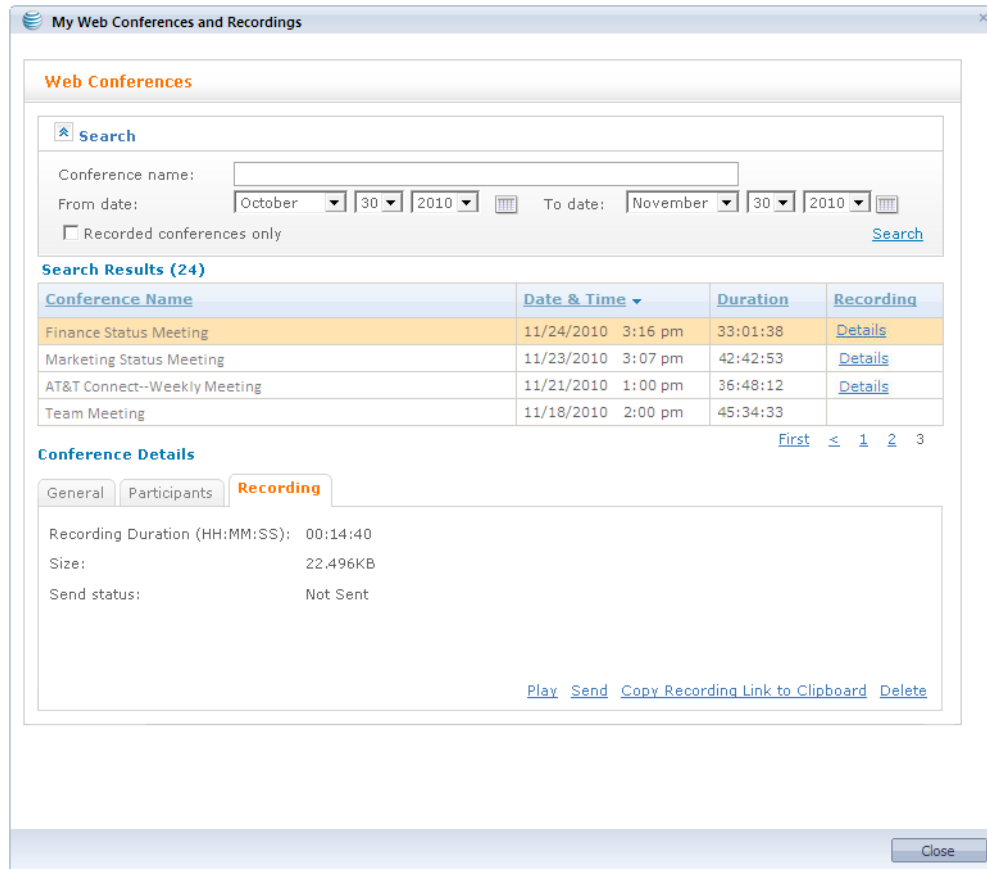
Accessing the Conferences and Recordings window

To view the **My Web Conferences and Recordings** window:

- Click the **View web conferences and recordings** button in the bottom left of the History window.



View web conferences and recordings



Note: Only web conferences are displayed in the conference list. Telephone-only conferences are not displayed.

What you see

The **My Web Conferences and Recordings** window is divided into three sections:

- The **Search** area for locating a conference.
- A scrollable table with the following information:
 - Conference names
 - Date and time the conferences started (when the first computer/mobile phone application user joined the conference)
 - Duration of the conferences (calculated from the time the first computer/mobile phone application user joined the conference)
 - If a recording is available for a conference, a **Details** link is displayed in the **Recording** column

In this table you can navigate between the results with the paging mechanism. You can also sort the results by **Conference Name**, **Date and Time**, **Duration** or **Recording** by clicking the column header.

- The **Conference Details** area with the following tabs:
 - **General tab** displaying general information about the conference.
 - **Participants tab** displaying the list of the conference participants and their email addresses. The Participants list includes only participants who joined the conference using their computer/mobile application and entered their email address upon entering the conference. Telephone users will not be included in the list. You can copy selected addresses to your clipboard for pasting into email messages.
 - **Recording tab** displaying information about the recording of the conference, if it exists (recording duration, size, send status, and number of downloads). This tab is displayed either by clicking the **Details** link located in the **Recording** column of the selected conference or by clicking the tab itself. If the recording was deleted, this tab will display the date and time of the deletion, the send status, and the number of downloads. If the recording does not exist or the recording upload failed, the relevant message will be displayed on the tab.

Searching for a conference

You can search for a conference in the **Search** dialog box, located at the top of the **My Web Conferences and Recordings** window.

To search for a conference:

1. For searching a conference by name, enter the **Conference Name**.
2. For searching a conference by date, choose the **From Date** and **To Date** by clicking the calendar icon by each one of the fields, or by selecting the day, month, and year from the lists next to each text box.



3. Select Recorded conferences only if you want the search result to include only recorded conferences.
4. Click the **Search** link. Only the conferences complying with all the search criteria will be displayed in the conference list.

Note: You can collapse the **Search** area to allocate more space for the conference list and details. To do so, click the blue arrow in the top-left corner of the window.



Viewing the list of participants

The **Participants** list includes only participants who joined the conference using their computer/mobile-phone application and entered their email address when entering the conference.

To view the list of participants:

1. Select the web conference whose list of participants you want to view in the **My Web Conferences and Recordings** window. The conference details are displayed at the bottom of the window in the **Conference Details** section.
2. Click the **Participants** tab in the **Conference Details** section to display the participant list.

Copying email addresses

You may want to copy your participants' email addresses to your clipboard so that you can paste them into email messages.

To copy email addresses:

1. Select participants from the list by selecting the checkbox beside their name or selecting the checkbox on the top to select all.
2. Click **Copy Email Addresses to Clipboard**.

Playing back a recording

To play back a recording:

1. Select the recorded web conference you want to play back from the list of conferences in the **My Web Conferences and Recordings** window. The conference details are displayed on the bottom of the window in the **Conference Details** section.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab in the **Conference Details** section to view the recording details.
3. Click the **Play** link in the **Recording** tab. The selected recording will be automatically downloaded and played on your Participant Application.

Sending a recording

To send a recording:

1. Select the web conference whose recording you want to send from the list of conferences in the **My Web Conferences and Recordings** window. The conference details are displayed in the bottom of the window in the **Conference Details** section.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab in the **Conference Details** section to open the **Recording** tab.
3. Click the **Send** link in the **Recording** tab. An email message is opened with a link to the recording in the body of the message. The **To** field is automatically set with the email addresses of the computer/mobile-phone application participants.
4. Optionally, add recipients to the **To** field (or remove recipients from the **To** box) and add additional text in the email body.
5. Click **Send** to send the recording.

Participants who receive this email from the host can play back the recording of the conference that was sent to them by clicking the **Recording** link in the body of the email.

Copying a recording link to the clipboard

The **Copy Recording Link to Clipboard** option lets you copy the recording link to the clipboard and later paste into an email message or other application.

To copy a link to the clipboard:

1. Select the recorded web conference whose recording link you want to copy to the clipboard.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab in the **Conference Details** section to open the Recording tab.
3. Click the **Copy Recording Link to Clipboard** link in the **Recording** tab. The recording link is now copied into the clipboard and you can now paste it into an email message or other application.

Deleting a recording

To delete a recording:

1. Select the recorded web conference whose recording you want to delete in the **My Web Conferences and Recordings** window. The conference details are displayed at the bottom of the window on the **Conference Details** section.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab in the **Conference Details** section to open the **Recording** tab.
3. Click the **Delete** link in the **Recording** tab. You are prompted with a confirmation message.
4. Click **Yes**. The recording is deleted from the server. The **Details** link is removed from the conference's **Recording** column and the **Recording** tab indicates that the recording was deleted.

30. More conference managing options (hosts/presenters)

Setting video quality

1. In the **Audio/Video** menu, click **Video quality**.
2. Select one of the following: **Dynamic (default)**, **Enhanced**, or **Standard**.
For details on the Video quality settings, see [Appendix A: Video settings](#).

Using broadcast mode

Broadcast mode permits only specific users to speak. Typically this mode is used for lecture-type presentations or for an “expert forum”. In this mode, the focus is on the presenter and the materials being shared with the group. All participants are in the muted and locked state except for the broadcast group.

Beginning a conference in broadcast mode

By default, eLearning and Webinar conferences begin in broadcast mode, and iMeetings do not. You can change this setting.

To begin a conference in broadcast mode:

1. Click the menu button on the Home page to open the **More options** menu.



2. Click **Host Profile Settings**. The **Host Profile Settings** window is displayed.
3. In the **Conference Settings** tab, for each of the conference type tabs, select the **Begin conference in Broadcast Mode** option. Clear this option to disable broadcast mode, and begin the conference with allowing everyone to speak.
4. Click **Save**.

Changing to broadcast mode during a conference

You can also briefly switch to broadcast mode in the middle of any conference. This enables you to enforce “quiet” when too many people are talking at once, and re-focus attention to the presenter.

To switch broadcast mode on and off in the middle of a conference:

1. From the **Participants** menu, click **Broadcast mode**. When enabled, a check appears next to **Broadcast mode** in the menu.

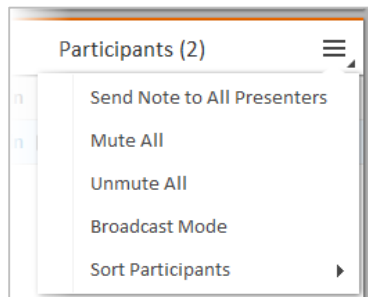
2. Click **Broadcast mode** again to disable.

Sending a note to presenter, co-hosts, and host

If you want to send a note only to the host, co-hosts or presenters (and not to all the participants as described in [Chatting with participants](#)), you can do it from the Actions menu in the Participants panel.

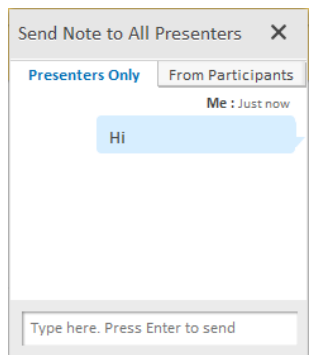
To send a note:

1. Click the Actions Menu button in the **Participants** panel to open the menu.



2. Click **Send Note to All Presenters** to open the pop-over.

Note: Your text is displayed in the **Presenters Only** tab of the pop-over.



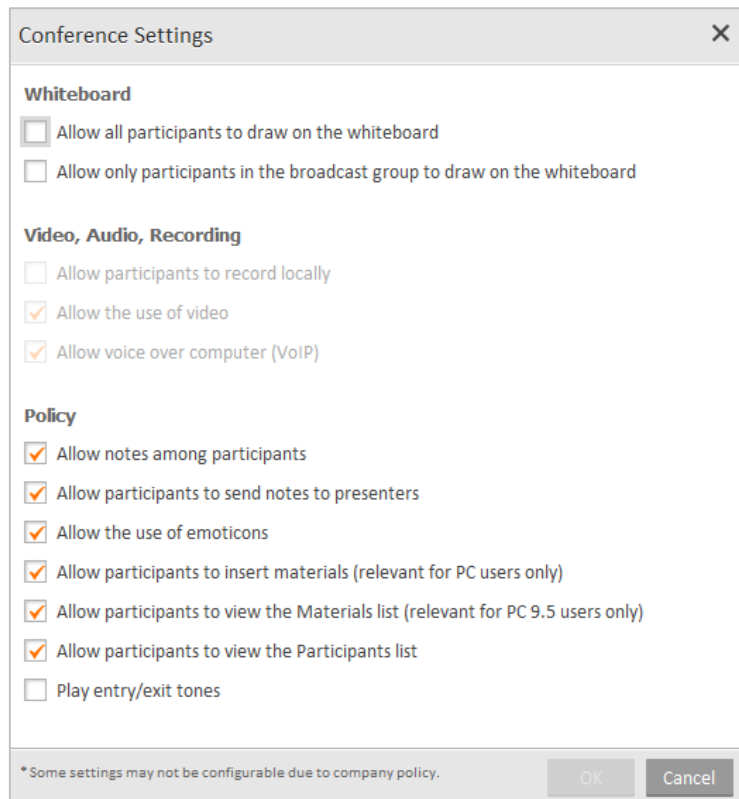
3. Type in your chat message and press **Enter** on the keyboard.

Managing participant privileges during a conference

Typically, you choose your conference settings in pre-conference mode (see [Configuring conference settings](#)). However, you may want to change some of the settings during the conference.

To change the participant privileges during a conference:

1. From the **Conference** menu, select **Conference Settings**. The **Conference Settings** window opens.
2. In the **Policy** section, select or clear the options as you want.



Configuring who can draw on the whiteboard

From the **Conference Settings** window, you can configure who can write on the whiteboard during your conference.

Note: Even if a conference is set to not allow participants to draw, the host can temporarily give presenting rights to participants as explained in [Giving presenting rights to a participant](#).

To allow everyone to draw on the whiteboard:

1. From the **Conference** menu, select **Conference Settings**. The **Conference Settings** window opens.
2. In the **Whiteboard** section, select **Allow all participants to draw on the whiteboard**.

To only allow the broadcast group to draw on the whiteboard:

1. From the **Conference** menu, select **Conference Settings**. The **Conference Settings** window opens.
2. In the **Whiteboard** section, select **Allow only participants in the broadcast group to draw on the whiteboard**.

To limit drawing to only the hosts and presenters:

1. From the **Conference** menu, select **Conference Settings**. The **Conference Settings** window opens.

2. In the **Whiteboard** section, *clear* both of the following two options: **Allow all participants to draw on the whiteboard**, or **Allow only participants in the broadcast group to draw on the whiteboard**.

Ending the Conference

You can end the conference and disconnect all participants who are still in the conference, without exiting the application.

To end the conference:

- Click **End Conference** in the **Conference** menu.

31. Using your account on other devices (hosts)

You might want to use your AT&T Connect account on a device other than your PC. AT&T Connect supports the following devices: Android®, iPhone®, iPad®, Blackberry® and Mac.

See:

[Activating your account on another device](#)

[Haven't installed the application yet?](#)

Activating your account on another device

To activate your account on a supported device:

1. Click the menu button on the Home page to open the **More options** menu.



2. Click **Activate Devices**. This sends an activation email to the email address that is defined in your AT&T Connect account, which you can open on any supported device.
3. Open the email on your target device and click the activation link. This automatically transfers the account configurations to your device.
4. Based on the configurations, log in to your conference room on your device.

Haven't installed the application yet?

If you haven't yet installed the AT&T Connect application on your device, you will be directed to the installation page suitable to your device.

To install the application:

1. Click the relevant download link to install the application.
2. After the application is installed, return to step 3 above (initiating the activation process using the activation email).

32. Exiting the conference (everyone)

To leave the conference:

- In the toolbar or in the **Conference** menu, click **Exit**.

Notes:

- As an Audio-via-Phone participant, disconnecting your computer from the conference does *not* disconnect the telephone. However upon disconnecting your computer, in the displayed message, select to hang up your telephone if you want to disconnect your telephone from the conference. This action disconnects your telephone from the conference server, regardless of whether or not you actually put your handset down.
- If you are a Phone-only participant (you are connected to the conference with your telephone and not the Participant Application), hang up your telephone.
- During a conference, you can check your connection status and select another server from the **Conference** menu.

33. Appendix A: Video settings

Video quality is set according to the ICS table and customer configuration in the CSM.

Functionality	Conference with bandwidth settings of 480 Kbps	Conference with bandwidth settings of 1500 Kbps
Number of videos in conference	2, 4, or 6 according to the Video Quality set for the conference. By default (dynamic quality) there are four QCIF-sized videos.	4 or 6 according to the Video Quality set for the conference. By default (dynamic quality) there are four CIF-sized videos.
Starting video	A participant can always start video transmission regardless of the number of active videos. The video will be displayed according to "rank" in the list of speakers.	A participant can always start video transmission regardless of the number of active videos. The video will be displayed according to "rank" in the list of speakers.
Displayed video resolution	Participants can resize the video panel inside the application or extract the panel from the application to full screen.	Participants can resize the video panel inside the application or extract the panel from the application to full screen.
Video quality	In the PC client only: -Dynamic (default setting) according to the permitted bandwidth -Enhanced (CIF) -Standard (QCIF)	In the PC client only: -Dynamic (default setting) according to the permitted bandwidth -Enhanced (CIF) -Standard (QCIF)
Bandwidth sent by client	-80/160/240 kbps in Dynamic video mode according to the participant's rank in the list of speakers -80 kbps in Small video mode -240 kbps in Large video mode	-250 kbps in Dynamic video mode according to the user's rank in the list of speakers -80 kbps in Small video mode -250 kbps in Large video mode
AT&T Telepresence Solution® (ATS) integration	You can view an ATS window in an AT&T Connect conference: -One AT&T Connect video allowed in addition to ATS video -AT&T Connect sends a CIF-sized video at 240K bps	You can view an ATS window in an AT&T Conference: -All videos in the conference will be switched to Large (CIF) to enable better quality -Support for up to six videos with ATS
Bandwidth control	Frozen according to the Follow the Speaker mechanism. The participant who stopped speaking most recently is frozen last.	Frozen according to the Follow the Speaker mechanism. The participant who stopped speaking most recently is frozen last.

34. Appendix B: Using your phone keypad

You can communicate in the conference using various characters on your phone keypad. The keys and their descriptions are displayed in the table below.

Phone keys

Key	Description	Who can use it?
*#	Get list of conference call commands	All
#	Exit list of conference call commands	All
*0	Request specialist assistance (toggle on/off)	All
*1	Dial out to add a participant	Host
*2	Begin/End recording conferences.	Host
*3	Change conference Entry/Exit announcement: +2: Adds Entry/Exit tones +3: Silences Entry/Exit tones	Host
*4	Lock/unlock conference (toggle on/off)	Host
*5	Count number of participants	All
*6	Mute/unmute line (toggle on/off)	All
*8	Continue current conference without host	Host
*71	Turn Broadcast mode on or off (toggle on/off)	Host
*74	Change host password (for current and future conferences)	Host
*75	Change Entry/Exit options (future conferences): +2: Adds Entry/Exit tones	Host
*76	Change starting conference without host (future conferences)	Host
*77	Change continuing conference without host (future conferences)	Host
*78	Mute all	Host
*70	Unmute all	Host

Note: If you are a “Phone-only” participant, the following limitations apply:

- You cannot receive presenting rights during a conference
- You cannot receive notes
- You cannot receive “remote control” over a shared application
- You cannot view the whiteboard
- You cannot participate in tests or polls

35. Appendix C: Accessible keyboard shortcuts

The AT&T Connect Participant Application is compliant with the Americans with Disabilities Act (ADA). For accessibility purposes, you can carry out commands in the Participant Application using the keyboard instead of the mouse. The application supports standard Windows keyboard navigation shortcuts as well as the unique keyboard shortcuts described below.

Keyboard Shortcuts for Participant Application

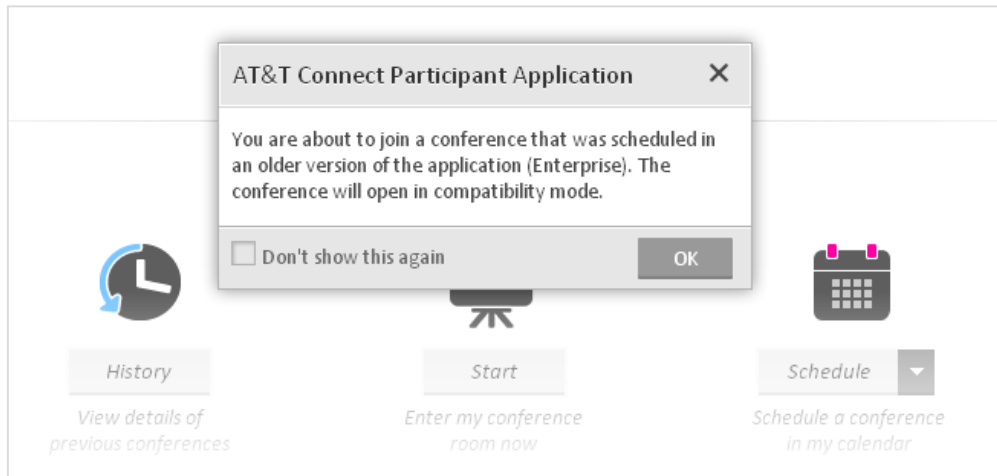
Key	Function
alt+0	Open connection status announcement
ctrl+f	Whiteboard: exit full-screen mode
ctrl+w	Whiteboard: exit fit-to-whiteboard mode
ctrl++ (ctrl+plus sign)	Whiteboard: zoom in
ctrl+- (ctrl+minus sign)	Whiteboard: zoom out
ctrl+s	Take a snapshot
ctrl+m	Toggle mute/un-mute
ctrl+n	Read all open announcements (for JAWS)
ctrl+shift+n	Close all open announcements
shift+F10	Open the menu when standing on participant (like right-click)

Keyboard Shortcuts for Participant Application Online Help

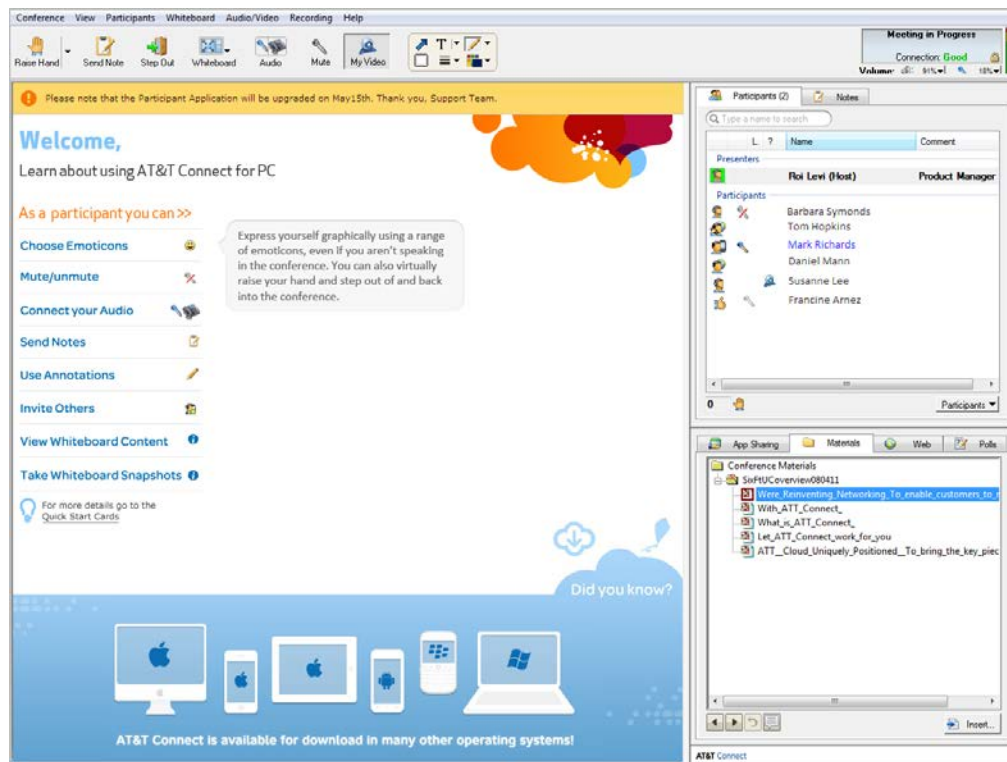
Key	Function
1	Display the TOC
3	Display the Search tab
4	Go to the previous page
5	Go to the next page
8	Print the current page (equivalent to clicking the Print button in the toolbar frame)

36. Appendix D: Compatibility mode

If you join a conference that was scheduled in a previous version of Connect (Enterprise edition), a message pops up informing you that Connect will open in compatibility mode.



Clicking **OK** launches the previous version, which has a different look.



You can download the *AT&T Connect® Participant Application for PC User Guide* for this version (v9.5.51) from the AT&T Connect website at:

<http://www.corp.att.com/attconnectsupport/downloads/>.