AT&T Connect®

Introducing the Web Participant

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Disclaimer

About this guide

This document describes the features and functionality of the AT&T Connect® Web Participant for PC, Mac® and Linux® users.

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1. Introduction

The AT&T Connect Web Participant® is a browser-based client application that enables users to access and participate in AT&T Connect conferences.

The Web Participant is a zero-footprint application that does not require you to install AT&T Connect software on your computer, and does not require the a third-party browser plug-in or a Java® Virtual Machine. The Web Participant enables participation in an AT&T Connect conference for users who may not be able (or permitted) to download and install the AT&T Connect Participant Application on their desktops.

The browser-based AT&T Connect Web Participant provides limited functionality for hosting and participating in web conferences. It adheres to AJAX platform restrictions, providing enhanced security on behalf of Web Participant users.

The Web Participant is easy to use and deploy and employs the distinct technological advantages that AJAX has to offer:

- Does not require plug-ins or client-side virtual machines.
- Does not require end users to have administrator rights on their computer.
- It is a compact application that can run in all major browser versions on all popular operating systems, including Windows®, Macintosh®, and Linux®.
- It is built using an open standard not owned by any single company, and is supported by a growing community of developers.

System requirements

For information on the system requirements to run the Web Participant, see *AT&T Connect End User System Requirements*.

2. Accessing the Web Participant

You must select whether you want to run a Windows-based or Web-based AT&T Connect session before entering a conference. If you want to use the same method each time, you can save the selection as your default selection.

Note: If you previously entered a conference running a Windows-based session and saved it as the default selection, the following message is displayed on the login page, and you must click the link shown to access the Web-based application:
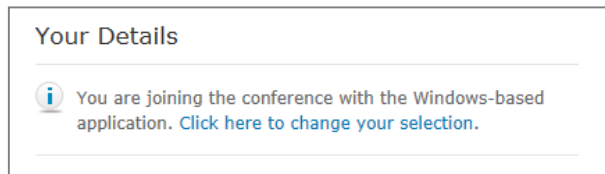
To Access the AT&T Connect Web Participant application:

1. Click the link in your email invitation to access the web conference login page. You are directed to the AT&T Connect main screen.
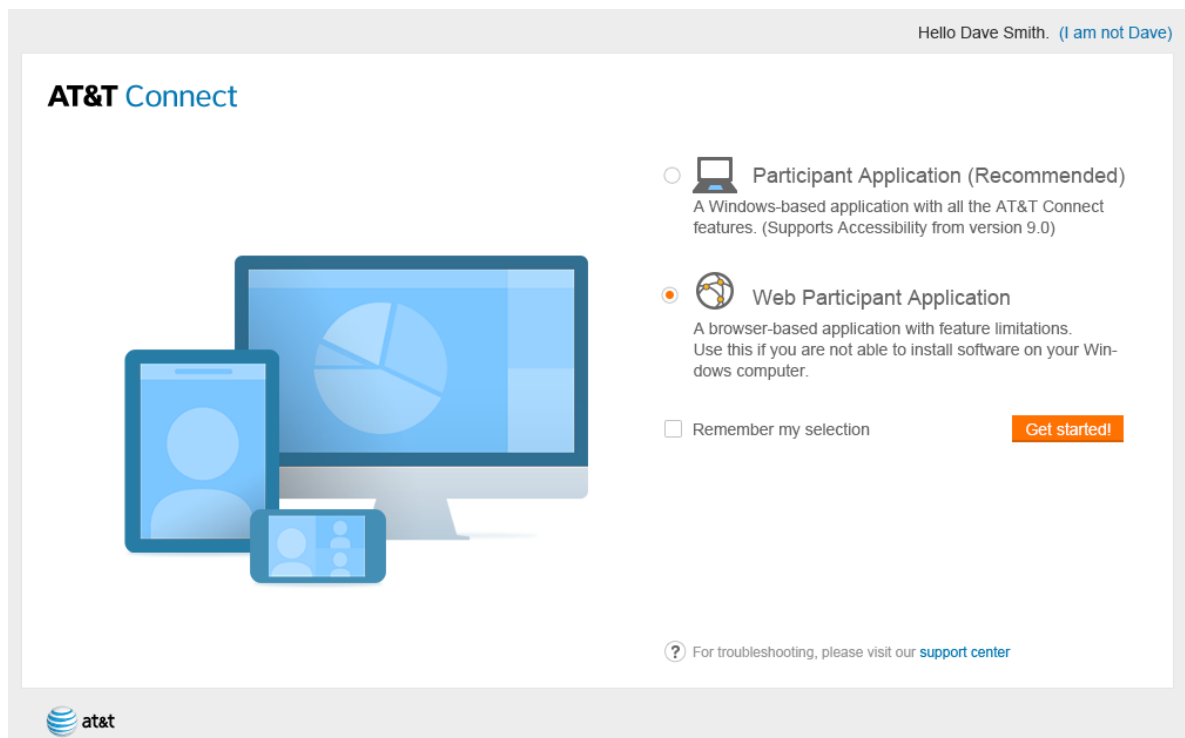
2. Select **Web-based** and click **Continue**.

    Note: If you previously entered a conference running a Windows-based session and saved it as the default selection, you will not see the option to choose Web-based. You must change the default before entering the conference. Click the message hyperlink 'Click here to change your selection' to access the Web-based option.

3. Select either **I am a participant** or **I am the host**, and enter your login information.

4.   (Optional) If you want to set Web-based application as your default selection, select the **Remember me** checkbox.
5. Click **Join**. The **Server Selection** screen is displayed.
6. In the **Server** field, select a server environment from the dropdown list, and click **Go**.

    The **Web Participant** window opens and you are able to participate in the conference.

3. Navigating the Web Participant GUI

The Web Participant window provides the features required to participate in a web conference.
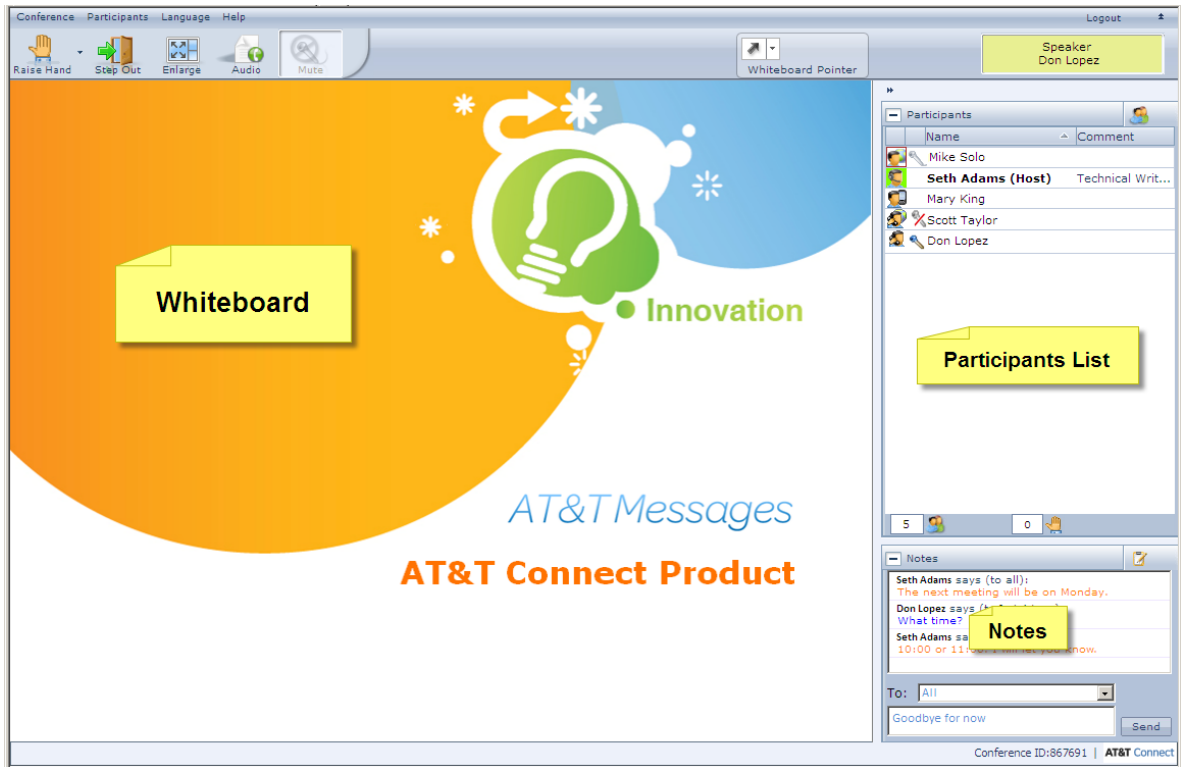
Menu Bar

Access the following menu options from the Main menu during a web conference:

- **Conference**: Access audio settings and manage conference settings.
- **Participants**: Invite other participants to join the conference, and manage participant access.
- **Language**: Select the language in which you want to display the menu and toolbar options. Choose from **Simplified Chinese**, **Traditional Chinese**, **English**, **French**, **German**, **Japanese**, or **Spanish**.
- **Help**: Access help options and version information.

Note: Some menu options are only available to hosts, co-hosts and presenters (see Presenter/Host/Co-host features).

Toolbar

The toolbar includes the following options:

Raise your hand, or use the arrow to express yourself using a range of emoticons.

Step out of the conference. Stepping out of the conference automatically mutes audio and disables emoticon expressions until you step back in.

Step back into the conference. Audio is automatically reconnected when you step back into the conference.

Enlarge the whiteboard area, and minimize the menu and toolbar options. Click Normal to revert to the regular view.

Access alternative audio access options, including Dial-In or Call Me At. Options vary according to your environment.

Mute or unmute your audio. This option is grayed out if your audio is not connected.
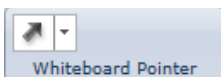
Use the whiteboard pointer tool for pointing at the whiteboard during a conference. Use the arrow to select a color for the pointer.

Show or hide the Toolbar.

Show or hide the Participant and Notes window.

Whiteboard

The whiteboard is displayed in the left pane of the Main window. Web Participant users can view all content that the host, co-host or presenter places on the whiteboard, including an application

sharing session, inserted or uploaded documents or materials (including Microsoft Office®
PowerPoint® presentations), whiteboard drawings and annotations, and the Web Tour ("co-
browsing"). Web participants can answer polls initiated by hosts/co-hosts/presenters, and can see
the results when they are shared with all participants.

PowerPoint presentations can be resized to fit the whiteboard when working with the IE browser.
When the user resizes the whiteboard, the PowerPoint presentation is fitted to the new
whiteboard size.

Participants pane

The **Participants** list is displayed in the right pane of the Main window. It lists the name and status
of each participant, and indicates the type of audio connection the participant is using. It also
shows the total number of participants, and indicates how many participants are raising their
hands when voting in a poll. Emoticons appear next to the participant's name, and enable
participants to express how they are feeling to the other participants during the conference.
Presenters, hosts and co-hosts can perform additional actions in the **Participants** list by using
items listed in the right-click menu for a selected participant.
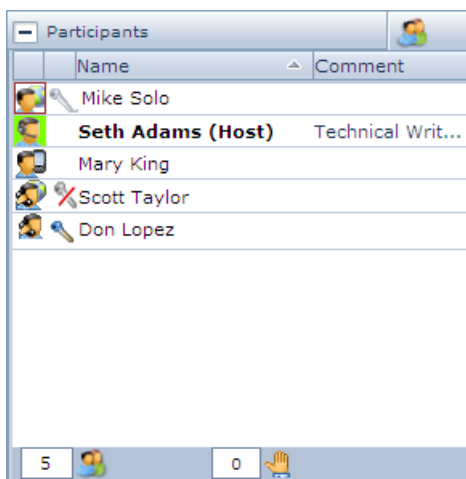
To sort the participants:

- Click a column header to sort the participants list accordingly. E.g., to sort by name, click the
  Name column header.

To show/hide the participants pane:

- Toggle between:

Hide **Participants** pane.

Show **Participants** pane.

Notes pane

The **Notes** pane is located below the **Participants** List by default. In the **Notes** pane, you can view, send and receive notes. A note can be sent to a single participant, or to all participants. All the note threads that you created or received during the conference are displayed in the **Notes** window, and the name of the recipient is displayed in parentheses at the top of each note.
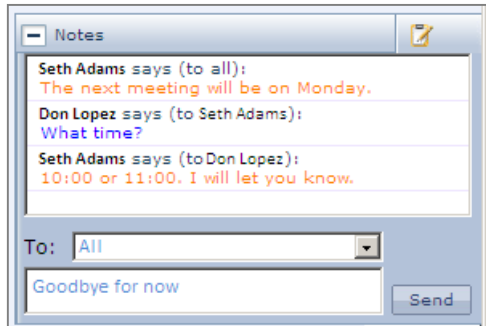
A Web participant can send notes to hosts or other participants as permitted by the notes-sending policy set by the conference initiator for all participants. Web participants can send and receive notes from other Web or mobile phone participants.

To show/hide the participants pane:

- Toggle between:

Hide **Participants** pane.

Show **Participants** pane.

Note: A Web Participant who sends a note to a user using a full Participant Application must send the note in English.

4. Connecting by telephone

When users enter a conference using the Web Participant, they may be presented with a dialog box to choose whether they would like to dial in to the conference or whether they want the system to call them.

Select one of the following options:

- **Call Me**: enter the phone number on which you want to be contacted. The system will call you using the phone number specified.
- **Dial in**: The Dial In screen is displayed. It shows instructions of how to dial in to the AT&T Connect system by telephone to receive the audio portion of the conference.

Note: If the **Call Me** option is not allowed for a particular conference, the **Dial-in Instruction** page is automatically displayed.

Dialing into the conference is a two-step process. First enter your access code, and then link your phone to your user account.

To Dial-in to the conference:

1. Enter the conference via the Web Participant. The **Telephone Connection Instructions** window opens when you login to the conference. It displays your default access number, conference access code, and a unique number to link your phone to your conference username.
2. Dial-in using the default access number, or click the **On-site number** dropdown list to select an alternative regional access number.
3. When prompted, enter the **access code**, followed by **#**.
4. To join the conference as the host press * otherwise press #. Initially, you appear in the participant list as an unknown Guest.
5. Enter the **Link Phone with User** code. Your phone is linked to the user name with which you entered the conference. An audio icon appears next to your name in the participants list.

   Note: It is not possible for other participants to identify you as the speaker in the **Participant** list unless you link your phone with your user account.

To access audio options during the conference, click the Audio button.

5. Web Participant features

The Web Participant enables real-time participation in live AT&T Connect conferences. It provides a subset of the tools available when using the PC Client, to enable you to access, host, and present a conference.

All web participants can use the following features:

- **Audio**: Dial into the conference, or use the Call Me option, if available. An access code is provided to enable you to join the conference when dialing in.
- **Whiteboard**: Web Participants can view all materials inserted and loaded onto the whiteboard by the host, co-host or presenter. PowerPoint slides that have been loaded onto the whiteboard are visible in all browsers, and can be automatically resized when using the IE browser only.
- **Participant List**: View participants, and sort the participant list alphabetically.
- **Emoticons**: Raise your hand, step out of the conference temporarily, and express yourself using a range of emoticons
- **Notes:** Send notes to other participants, and view their responses.
- **Adjust Screen Layout**. Use F11 to view the application in full screen mode.
- **Adjust Language Settings:** Select the language with which you want to navigate the Web Participant application menus.
- **Send Invitations**: Invite other participants to join the conference by email.

6. Presenter/Host/Co-host features

As a host/co-host/presenter, you can do the following:

- Use the whiteboard to display your screen, and use the pointer to direct the viewer to specific information displayed on the whiteboard.
- Mute or unmute participants
- Give or take presenting rights
- Rename
- Expel a participant
- Lock the conference
- Mute and lock a participant
- Dial out (if available)
- Set a security code
- Set a billing identifier
- Assign a co-host
- End the conference

You cannot do the following:

- Share an application or their screen
- Insert and upload materials
- Create polls
- Start a web tour
- Draw annotations on the whiteboard (can use the pointer)
- Reply to multiple choice questions in polls
- Start broadcast mode
- Control conference settings
- Take participants on a web tour

7. Performance

Using the recommended AT&T Connect system specifications as described in the *AT&T Connect System Requirements* document, we recommend a maximum of 200 concurrent Web Participants per server. These users can be distributed over a maximum of 65 concurrent conferences per server.

The server selection mechanism routes each participant to the server that responds most quickly to a join query which was initiated locally from the participant's browser. Typically this results in a relatively uniform geographic distribution of participants among the servers.