



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!

Contents

1. AT&T Connect Basics	9
The application.....	9
The users	9
Who does what?	9
Localization	10
Documentation	10
Downloading the application	10
Get a free trial account	11
2. Joining a conference.....	12
Join an unscheduled conference.....	12
Join a scheduled conference from your Outlook® calendar	12
Join an upcoming conference from the home page	12
Join in compatibility mode	12
Provide details.....	13
Joining a conference <i>during</i> another conference	14
Mandatory upgrade	14
3. Connecting audio and video	15
Connect your video	15
Connect your audio.....	15
Use the Call Me feature	15
Without stored numbers.....	15
With stored numbers.....	16
Dial in to the conference.....	16
Use voice over computer (VoIP)	16
Mute your microphone.....	16

4. Understanding the interface.....	18
Understanding the Participants panel	19
Device icons	19
Audio icons.....	19
Video icons.....	19
5. Whiteboard options	20
Adjust the whiteboard size	20
Zoom in and out.....	20
Pan the whiteboard.....	20
Take a snapshot of the whiteboard	20
Use the whiteboard tools.....	21
Write text on the whiteboard	21
Draw freehand and shapes on the whiteboard	21
Clear the entire whiteboard.....	22
Point to a section of the whiteboard	22
6. Video options.....	23
Transmit your video stream	23
Set your video options	23
7. Chatting with participants	25
Write and send a chat	25
Receive a chat	25
Detach the Chat pop-up.....	25
Send a chat to the host, co-host and presenter	25
8. Making announcements	27
Detach the Announcement pop-up	27
9. Writing meeting minutes.....	28
10.Using emoticons.....	29
11.Responding to polls.....	30
View response statistics.....	30
12.Recording a conference	32
Record the conference.....	32
Stop the recording	32

Play back the recording.....	32
Use the playback controls	32
Review the recording contents	33
Search for a file or text.....	33
Play back a server-side recording	33
13.Viewing your conference history	34
Access the History page anytime	34
Access the History page during a conference	34
What do you see in the History page?	35
View conference materials	35
Color-coding your conferences	35
Delete a conference (and removing its materials).....	36
Search for a conference	36
Play back a conference recording	37
Open the materials folder.....	37
Send meeting minutes and snapshots to participants.....	37
Invite participants to a follow-up meeting	37
Return to the home page/conference	37
14.Have a problem?	38
Submit a telephony ticket	38
Report an application problem	38
Send an email.....	39
15.Configuring application settings.....	40
Audio/Video tab.....	40
Set a default audio connection	40
Manage your Call me numbers	40
Configure automatic mute	41
Manage your audio and video devices	41
Personal Details tab	41
Sharing tab	41
Define output bandwidth control	41
Define image quality	42

Share transparent windows	42
Display the dashboard	42
Network tab	42
Define the connection protocol	42
Define proxy server settings	42
Define proxy bypass.....	43
Account tab	43
Manage your account settings.....	43
More Settings tab.....	44
16.Exiting the conference	45
17.Host capabilities.....	46
Activate your AT&T Connect account	46
Activate your account after downloading Connect	46
Select a different server (advanced users).....	47
Configure conference settings	47
What conference types are available?.....	47
Where do you set the conference type and options?	47
Automatically assign presenter role	48
Use broadcast mode	48
Start a conference in broadcast mode.....	49
Change to broadcast mode during a conference.....	49
Start a conference	49
Invite participants by email.....	49
Dial out to participants	50
Schedule a conference	50
Set the conference type when scheduling a conference.....	50
Set the default conference type	50
Invite to my conference room	51
Manage the conference	51
Edit the conference name.....	51
Continue the conference without you.....	51
Change the conference settings during a conference	51

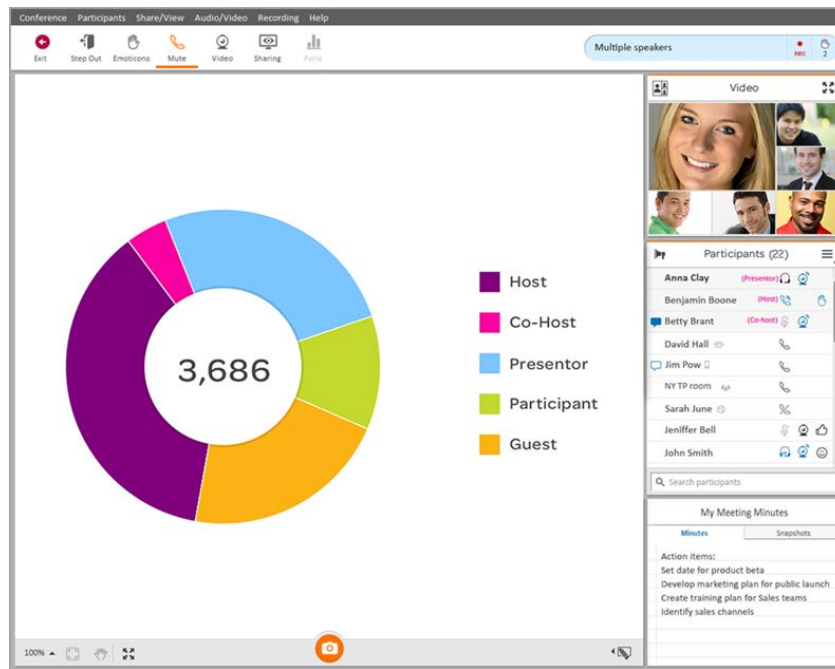
Lock the conference	52
Direct participants to a waiting room	52
Manage the participants	53
Rename a participant	53
Muting options	53
Mute a participant	53
Mute ALL participants:	53
Mute and lock a participant	54
Give presenting rights	54
Assign a co-host	54
Control an application “over the shoulder”	54
Remove a participant from a conference	54
Record on the server	54
Access conferences and recordings	55
What you see	55
What you do	56
Search for a conference	56
View the list of participants	56
Copy names and/or email addresses	56
Play back a recording	56
Send a recording	57
Copy a recording link to the clipboard	57
Delete a recording	57
Set video quality	57
Activate your account on other devices (hosts)	57
End the conference	58
18. Presenter capabilities	59
Sharing on the whiteboard	59
Share your screen	59
Share an application	60
Using the dashboard	61
Give a participant “remote control”	62

Conduct a web tour.....	62
Share a web media page	63
Insert files.....	65
Conduct polls.....	65
View previous polls	67
End the conference	68
19.Appendix A: Video settings.....	69
20.Appendix B: Using your phone keypad	70
21.Appendix C: Accessible keyboard shortcuts.....	71
22.Appendix D: Compatibility mode	72

1. AT&T Connect Basics

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 users

Participants, presenters and hosts work with the features of the Participant Application during an online conference. The maximum number of users in an AT&T Connect conference is based on contracted limits.

Who does what?

- **Presenter**—any participant with presenting rights and who currently has “control” of the conference. Presenters can load files onto the whiteboard, initiate application sharing, and perform web tours, polls, and surveys. Presenters can invite additional participants to a conference, expel participants, and lock a conference. Presenting rights can be 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 starts and schedules conferences and initially has the presenting rights. A host can give and take the presenting rights from a presenter at any time. A host defines the conference settings, which can be modified before or during a conference. 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. Co-hosts can mute/unmute other participants and rename a phone-only user. The title “Co-Host” appears next to the co-host’s name in the Participants List. There is no limit to the number of co-hosts in a conference.
- **Participant**—a person who takes part in an AT&T Connect conference. In a conference, participants can speak, transmit video, use the whiteboard, chat, make announcements, write meeting minutes, record the conference locally, and access materials from past conferences.

Localization

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

Documentation

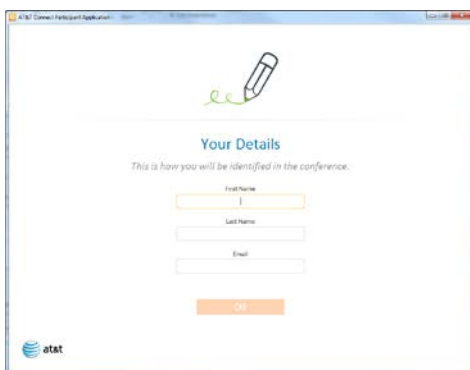
This User Guide is available in English only. The Quick Start Card is available in all the above languages. You can find AT&T Connect documentation and other resources at <http://www.corp.att.com/attconnectsupport/>.

Downloading the application

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

- The link in your email invitation.
- The AT&T Connect website at <http://www.corp.att.com/attconnectsupport/downloads/>.

When you open AT&T Connect for the first time after downloading, a screen opens for you to fill in your name and email address.



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, in the Start menu, or in your service tray. For information on activating your account, see [Activate your AT&T Connect account](#).

Get a free trial account

When opening AT&T Connect for the first time, you may get an offer for a free trial host account. If you register for the free trial, your account status will be displayed on a bar in the home screen. You can upgrade to a premium account by clicking on the bar. For more information, please visit: <https://trial.uc.att.com/>.

This free trial is available only to new AT&T Connect® customers located in the US. Some restrictions apply.

2. Joining a conference

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

Join an unscheduled conference

- Click on the link in your email invitation.

Join a scheduled conference from your Outlook® calendar

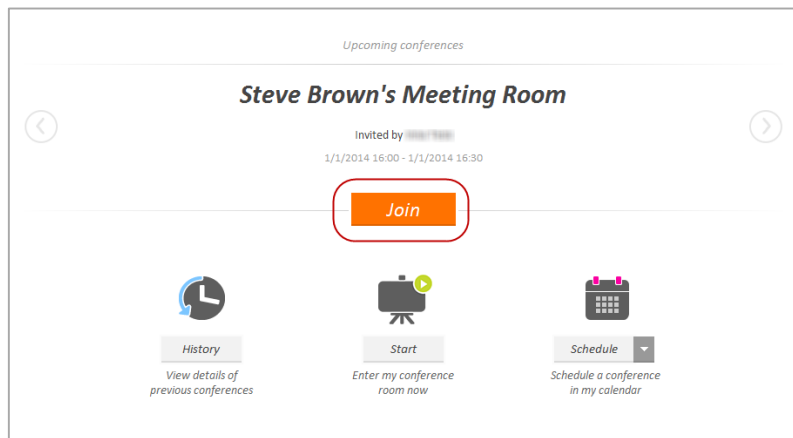
When you accept an invitation to a conference, it is inserted into your Outlook® calendar as a meeting.

- On the day of the conference, double-click the meeting in your calendar and click the link to the conference.
- Or, if you 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

AT&T Connect scans your calendar and displays information (conference name, host name, date, time) about upcoming conferences within the next three hours.

- Click the **Join** button in the home page. You may enter a virtual waiting room for a few moments before entering the conference.



Join in compatibility mode


If you join a conference that was scheduled in a previous version of AT&T 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](#).


Provide details

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.

AT&T Connect

Select the Participant Application

☒  **Windows-based (Recommended)**
A full-featured Windows-based application
(Accessibility supported from version 9.0)

☐  **Web-based**
A web-based application with fewer capabilities
(use if you cannot install the Participant Application)


☒ Remember my selection **Continue**

[? For troubleshooting, please visit our support center.](#)

1. Select **Windows-based** (full host and participant functionality—recommended) or **Web-based** (for devices that don't allow software downloads).
2. Select **Remember my selection** if you want to use this type of application for future conferences.
3. Click **Continue**. This opens a screen for providing your name and email address. If you haven't installed the application yet, you will be asked for permission to do so at this point.

AT&T Connect

Your Details

 You are joining the conference with the Windows-based application. [Click here to change your selection](#)

☒ I am a participant ☐ I am the host

First name:

Last name:

E-mail:

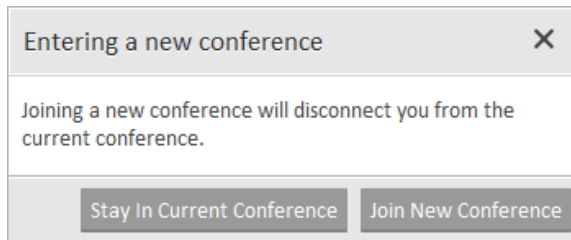
☐ Remember me [Forgot your password?](#) **Join**

[? For troubleshooting, please visit our support center.](#)

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

Joining a conference *during* another conference

If you are currently in a conference but have been invited to another one occurring at the same time, clicking the conference link opens a dialog box with your options.



- Choose one of the options: **Stay in Current Conference** or **Join New Conference**.

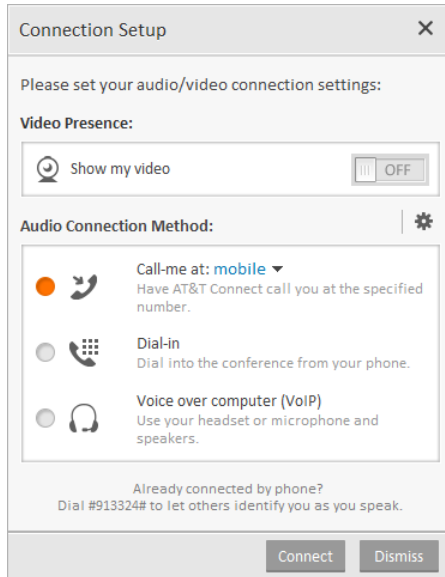
Mandatory upgrade

AT&T Connect always wants you to have the latest version of the Participant Application. Therefore, you may be notified that you need to upgrade your application when joining a conference. You either click **Accept & Upgrade** in the upgrade notification, or your system administrator will perform the upgrade for you. You also may be given a “grace period” for upgrading the application so you don’t have to do it immediately.

Note: Mandatory upgrade and the grace period depend on company policy.

3. Connecting audio and video

When you enter the 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.



The screenshot shows a 'Connection Setup' dialog box. At the top, it says 'Please set your audio/video connection settings:'. Under 'Video Presence', there is a 'Show my video' toggle switch currently set to 'OFF'. Below this is the 'Audio Connection Method' section, which has three radio button options: 'Call-me at: mobile' (selected), 'Dial-in', and 'Voice over computer (VoIP)'. The 'Call-me at: mobile' option includes a dropdown menu and a description: 'Have AT&T Connect call you at the specified number.' The 'Dial-in' option says 'Dial into the conference from your phone.' The 'Voice over computer (VoIP)' option says 'Use your headset or microphone and speakers.' At the bottom, there is a note: 'Already connected by phone? Dial #913324# to let others identify you as you speak.' and two buttons: 'Connect' and 'Dismiss'.

Connect your video

- Turn on **Show my video** under **Video Presence**. For information on video options, see [Video options](#).

Connect your audio

In the **Audio Connection Method** panel, choose from **Call me**, **Dial-in** or **Voice over computer**.

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

Use the Call Me feature

If your company has enabled the Call Me feature, you can have AT&T Connect call you when joining a conference. Use your stored numbers or a “one-time” number if no numbers are stored.

Without stored numbers

1. Under **Audio Connection Method**, select **Call me** and then click **Connect** to open the **Call Me** window.
2. Select the country code, enter your phone number and an optional label (such as “work” or “mobile”).
3. Optional: If you don’t want to use this number for future conferences, uncheck **Save this number for future conferences**.
4. Click **Call**.

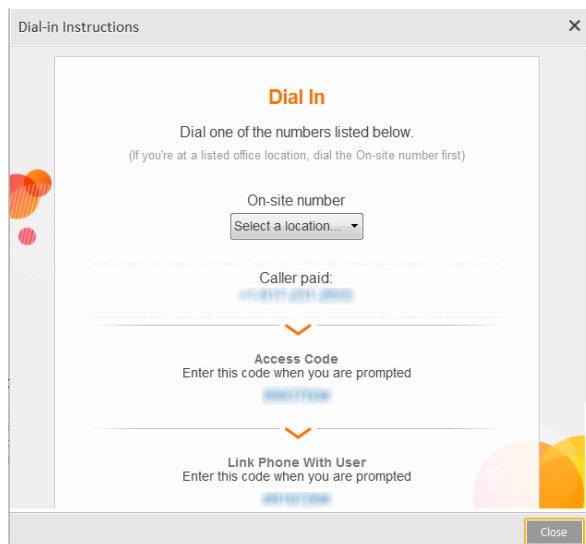
5. When you are called, continue according to the operator's instructions.

With stored numbers

1. Under **Audio connection method**, select **Call me** and select the phone number from the drop-down list.
2. To add a new phone number, click **New...** to open the **Call Me** window.
3. Select the country code, enter your phone number and an optional label (such as "work" or "mobile").
4. Optional: If you don't want to use this number for future conferences, uncheck **Save this number for future conferences**.
5. Click **Call**.
6. When you are called, continue according to the operator's instructions.

Dial in to the conference

1. In the **Audio connection method** section, click **Dial-in** to open the **Dial In** instructions window.



2. Dial the caller-paid number or the number according to your location.
3. Continue according to the operator's instructions.

Use voice over computer (VoIP)

- Plug in your headset or use your PC's microphone and speakers.

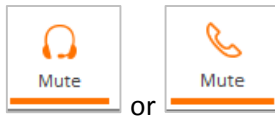
Note: You can change your audio connection during a conference. Just select **Connection Setup** in the **Audio/Video** menu to open the **Connection Setup** window. Use the same option to reconnect your audio if you are disconnected.

Mute your microphone

By default, your microphone is unmuted when you enter a conference. If you don't plan on speaking, we suggest muting your microphone.

- Click the **Mute** button in the toolbar (or **Mute** in the **Participants** menu). The **Mute** button changes to **Unmute** and a muted icon is displayed next to your name in the **Participants** list.

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



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

Note: If you want to make sure that you are always muted when joining a conference, you can configure this option in **Application Settings** (see [Configure automatic mute](#)). This setting applies to VoIP participants only.

4. Understanding the interface

Once your voice and video are connected, you enter the virtual conference room. Welcome!

The screenshot shows a virtual conference room interface. At the top is a menu bar with options: Conference, Participants, Share/View, Audio/Video, Recording, and Help. Below the menu bar is a toolbar with icons for Exit, Emoticons, Mute, Video, Sharing, and Polls. The main area displays a donut chart with the number 3,686 in the center. To the right of the chart is a legend for roles: Host (purple), Co-Host (pink), Presenter (blue), Participant (green), and Guest (orange). On the far right is a video panel showing six video streams. Below the video panel is a participants panel listing 22 participants with their names and roles. At the bottom right is a 'My Meeting Minutes' panel showing a list of action items. Callouts provide detailed information about each of these components.

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.

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.

My Meeting Minutes panel

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

Toolbar

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

Whiteboard





- Displays shared applications, inserted materials, web tours, poll results, and more.
- Take a snapshot of the whiteboard.
- After the conference, view it in the History panel.

Tip: Do you know someone who may want to attend the conference? Send an invitation by clicking **Invite Others by Email** in the **Conference** menu.









Understanding the Participants panel

The **Participants** panel lists the participants in the conference, their roles, chat indications, devices, audio connection, video status and emoticons.



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 in the order in which they raised their hands during the conference.

5. Whiteboard options

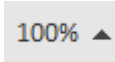
You have a number of options for working with content displayed on the whiteboard.

Adjust the whiteboard size

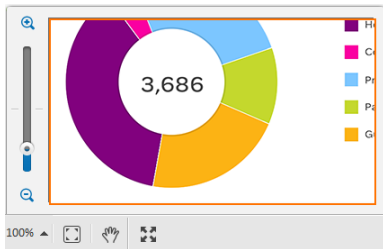


Click the Expand button in the lower left corner of the whiteboard for viewing in full-screen mode (and hiding the Participants, Minutes and Video panels).

Zoom in and out



Click the Zoom button in the lower left corner to open a small copy of the whiteboard with a slider. 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.



Click the Auto-fit button fit the content to the whiteboard area and lock the slider.

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.



Pan the whiteboard



Click the Pan button to pan the image on the whiteboard to view parts of it that you can't see. The mouse cursor changes to a pan icon (a small hand) in the whiteboard. Drag the pan icon in any direction and the image moves accordingly.

Note: Activating the Pan button temporarily disables the annotation tools.

Take a snapshot of the whiteboard



Click the camera button at the bottom of the whiteboard to take a snapshot of the whiteboard to be saved for future reference. The snapshot is automatically saved in the **Snapshots**

tab of the **My Meeting Minutes** panel. For more information, see [Viewing your conference history](#).

Use the whiteboard tools

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

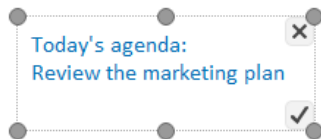


Notes:

- Using the tools depends on host permissions.
- You can't use annotations when sharing your desktop, applications, and videos.

Write text on the whiteboard

- Choose the color you want for the text.
- Click the Text button and then click its arrow and select the font size.
- Click where you want to write on the whiteboard to display a textbox.



- Type in your text, and then select the checkmark or press **Enter** to display the text. At this point, you can place the text box anywhere in the whiteboard before sending it. You can also 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 it.

Draw freehand and shapes on the whiteboard

- Click the Line button and choose the line thickness.
- In the toolbox, click the arrow next to the Drawing button (on the far right) to open the drawing tools.



- Use the buttons to draw freehand, straight lines and shapes.
- If you want, use the Color button to color your drawing.
- Use the Eraser button to erase any part of your drawing.

Clear the entire whiteboard

- Click the Clear Whiteboard button (on the far left) in the Annotations tool bar.

Point to a section of the whiteboard

1. Click the Arrow button in the Annotations tool bar.
2. Click where you want the arrow to appear. An arrow is displayed with your name next to it.

6. Video options

Once your video is connected, you can view up to six videos simultaneously in the **Video** panel, with the six most-recent speakers in view.

Transmit your video stream

If you want to transmit your video stream, click the Video button in the toolbar, to “register” your intention to transmit video. Click it again to “un-register” and you will no longer transmit video even as an active speaker. For information on enabling video, see [Connect your video](#).

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

Set your video options

To set up your video quality: host

The conference host or presenter can control the quality of each video stream (from the PC only). The video quality setting controls the bit rate of the video image for each participant. By default, Dynamic quality is selected so that the system chooses the best bit rate based on the “latest speaker” algorithm. The host can force Enhanced (Large) quality to improve the quality of each image, or Standard (Small) quality to compromise the video quality in order to display additional video panes.

- **Dynamic** (default)—each video window requires 61-203 Kbps, depending on the speaker order. The latest speakers transmit at a higher bit rate.
- **Enhanced**—each video window requires ~250 Kbps and all participants transmit high-quality video.
- **Standard**—each video window requires ~80 Kbps. All participants transmit lower-quality video and six videos are allowed in a conference, without requiring an increase in the AT&T Connect customer’s bandwidth.

To set up your video layout:

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

7. Chatting with participants

Chat with conference participants by sending and receiving notes.

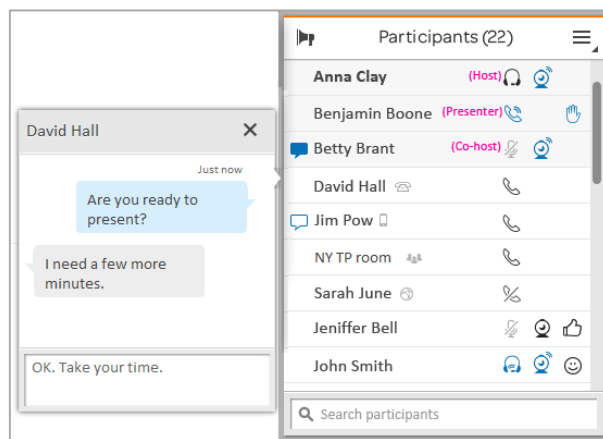
Note: Chatting depends on company policy, so this feature may not be available to you.

Write and send a chat

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 click **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. Write your chat 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.

Receive a chat

When someone sends you a chat, a message pops up and a chat button is displayed to the left of the sender's name in the **Participants** list.

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

Detach the Chat pop-up

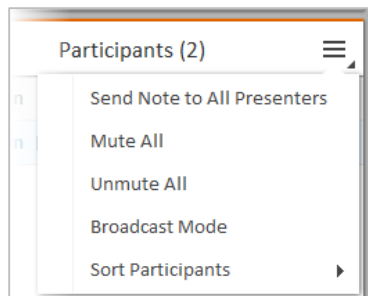
Detaching the chat from the **Participants** list lets you have multiple chats open simultaneously.

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

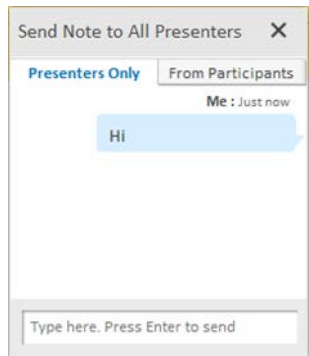
Send a chat to the host, co-host and presenter

If the **Participants** list isn't displayed in a conference, you can still send chats to the host, co-host and presenter.

1. Click the Actions button in the **Participants** panel and then click **Send Note to All Presenters**.



Type your chat and press **Enter** on the keyboard.




Note: Your text is displayed in the **Presenters Only** tab.

8. Making announcements

Connect lets you send a message to all the participants at once.

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

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.

Detach the Announcement pop-up

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

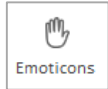
10. Using emoticons

Use Connect emoticons to express yourself, get the host's attention by raising your hand, notify participants that you are temporarily stepping out of the conference, and more.

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 in the pressed button, and an icon is displayed next to your name in the **Participants** list.



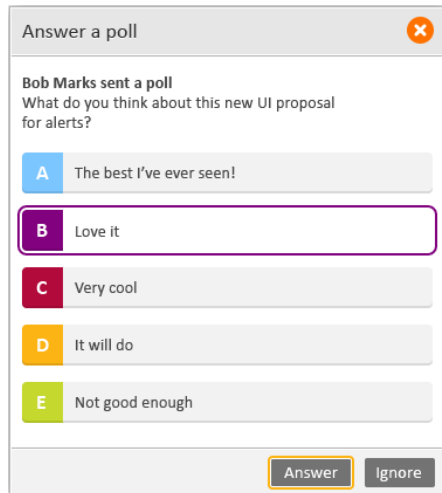
To remove an emoticon:

- 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.

11. 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**, **Yes/No** and **Multiple Choice**.

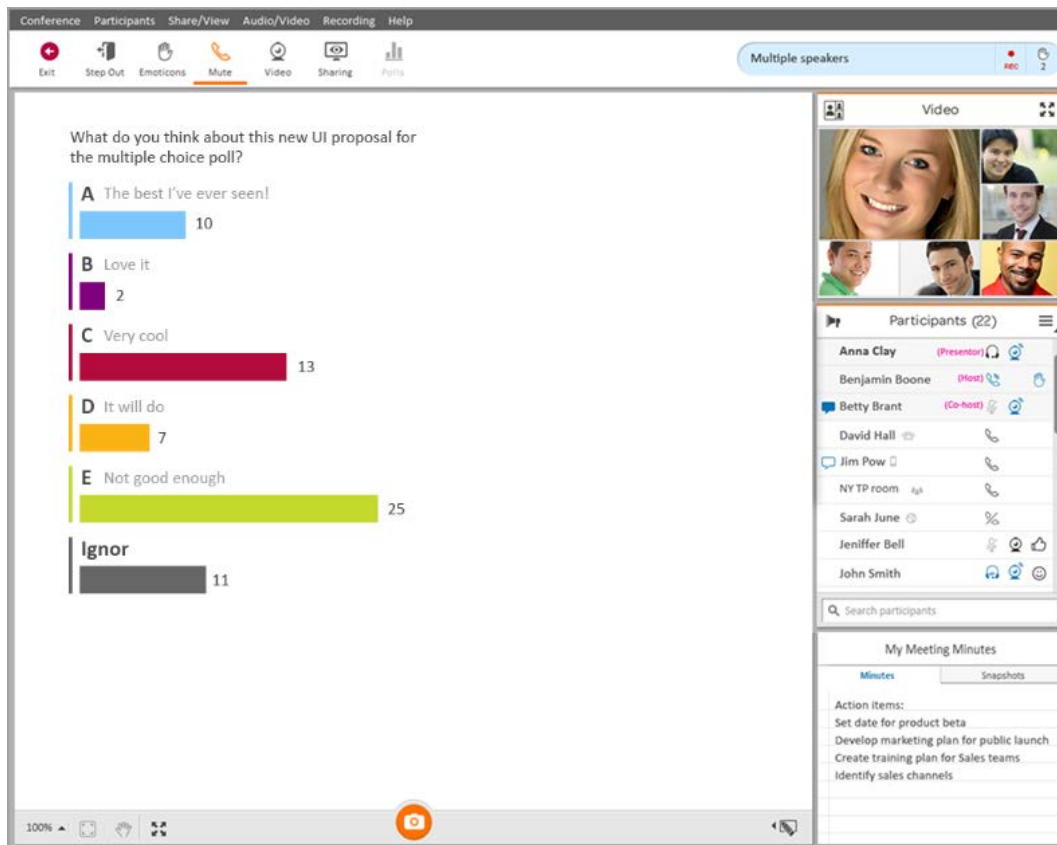
- Click your response in the relevant form. To abstain, click **Ignore**.



The screenshot shows a modal window titled "Answer a poll" with a close button (X) in the top right corner. The text inside reads: "Bob Marks sent a poll" followed by the question "What do you think about this new UI proposal for alerts?". Below the question are five radio button options, each with a colored square and a text label: 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". The "Love it" option (B) is selected, indicated by a purple border. At the bottom of the form are two buttons: "Answer" (highlighted with a yellow border) and "Ignore".

View 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 [Conduct polls](#).

12. Recording a conference

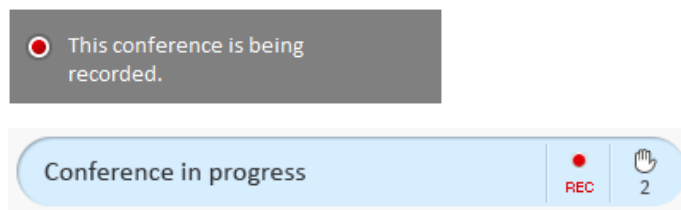
Record a live conference locally and then play back the recording when you are disconnected from the conference.

Note: Recording a conference depends on host permissions so this feature may not be available to you.

Record the conference

- From the **Recording** menu, click **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.



Stop the recording

- From the **Recording** menu, click **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.

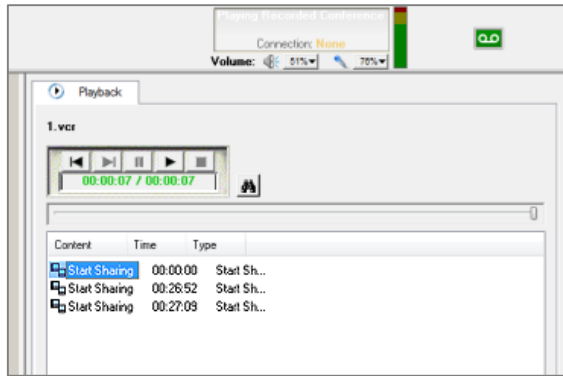
Play back the recording

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


- 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.

Use 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).




Review 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.

Search for a file or text

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

Play back a server-side recording

Hosts can record on the Connect server and then send an email to you and the other participants with a link to the recording. This is useful if you aren't allowed to record locally.

To play back a server-side recording:

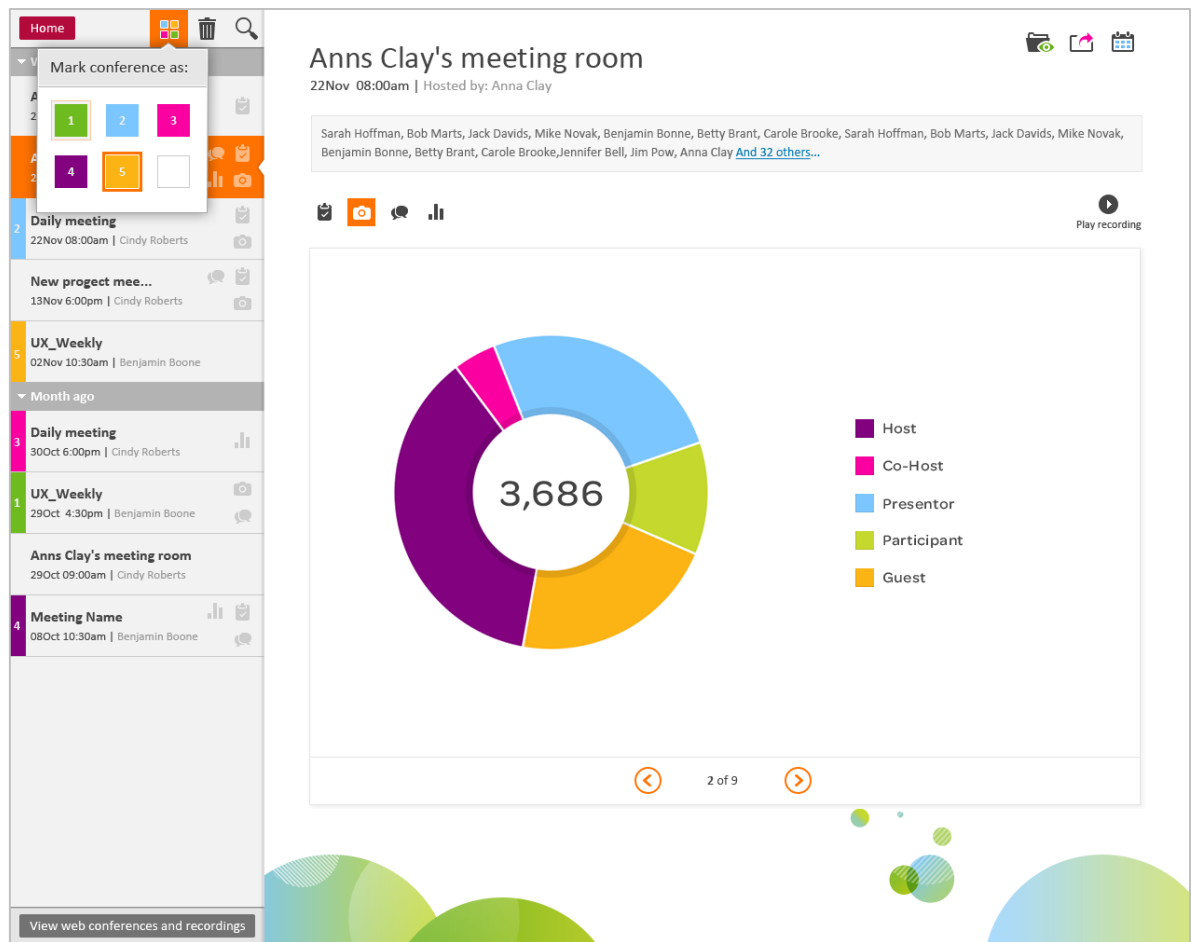
- Click the recording link in the email message to open the recording in your Connect application.
- Use the playback controls for manipulating the recording, as explained above.

13. Viewing your conference history

Access minutes, snapshots, chats, and poll results (hosts only) from past conferences in the History page.

Access the History page anytime

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



Note: When you exit a conference, the History page opens automatically with the materials from that conference.

Access the History page during a conference

- Click **View Home/History page** in the **Share/View** menu.
- Click the **History** button in the home page.

Note: When you're on the History page, your audio state remains the same as when you are in the conference (either muted or unmuted). Also, notifications (of chats, announcements, polls, local recordings and so on) will be displayed once you return to the conference.

Note: When you view the home page during a conference you can access the options in the home page menu.

What do you see in the History page?

In the left panel, your conferences are listed by name, date, and time. Icons indicating which materials were used are displayed in each conference cell. Selecting a conference displays the conference details and the participants. Buttons for accessing the conference materials are available under the participants' names.

View conference materials

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

1. Click the conference in the left panel to view its materials.
2. To view other types of material, click the relevant button.



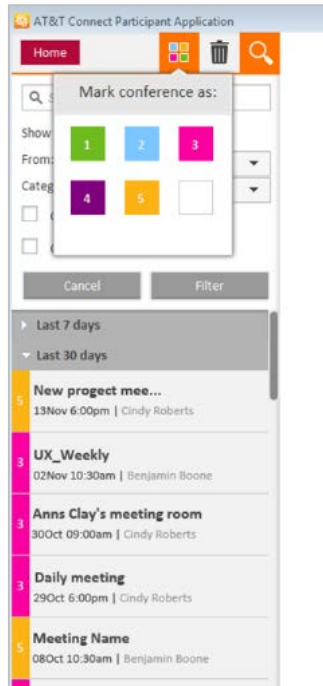
Color-coding your conferences

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.

1. Select the 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.

Delete a conference (and removing its materials)

1.  Select the conference in the list and click the Delete button.
2. When you are asked for confirmation, click **OK**.

Search for a conference

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


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, click 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.

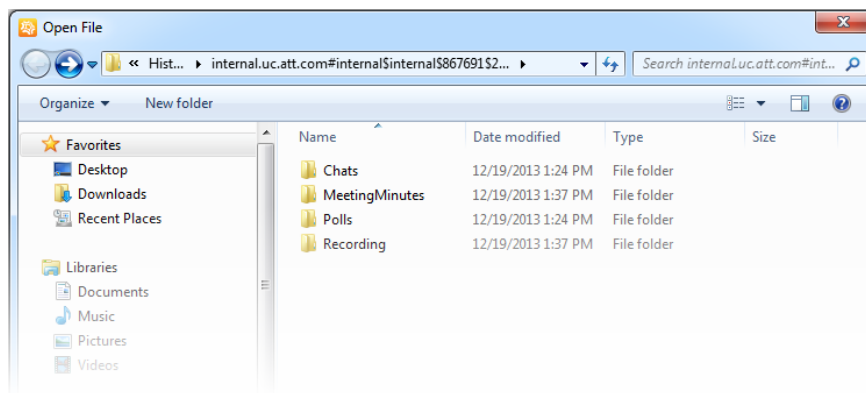
Play back a conference recording

- Select the conference and click the **Play recording** arrow (to the right of the conference material buttons). This opens a window with the playback controls. For more information, see [Recording a conference](#).

Open the materials folder


Retrieve the files of the conference materials (instead of just viewing them).

1.  Select the conference and click the Folders button in the upper-right corner. The **Chats**, **Meeting Minutes**, **Polls**, and **Recording** folders are displayed in your native file management window.




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


Send meeting minutes and snapshots to participants

1.  Select the conference and click the Send Email button in the upper-right corner. An email with the attached materials and participants' addresses opens in your Outlook® application.
2. If you want, add any text and then click **Send**.

Invite participants to a follow-up meeting

1. Select the conference with the required participants.
2.  Click the Calendar button in the upper-right corner. An email invitation with the participants' addresses is opened in your Outlook® application.
3. Fill in the subject, location, start and end times, and any text you want to add.
4. Click **Send**.

Return to the home page/conference

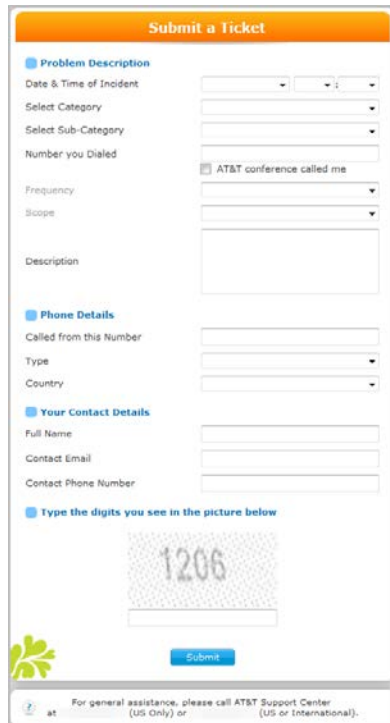
-  Click the Home button to return to the home page and then click the **Return to Conference** button to return to the conference.

14. Have a problem?

AT&T Support wants to hear from you with any connectivity and application problems you may be experiencing.

Submit a telephony ticket

1. Select **Submit an Audio Conferencing Trouble Ticket** in the **Help** menu to open the **Submit a Ticket** window.



The screenshot shows the 'Submit a Ticket' form with the following sections:

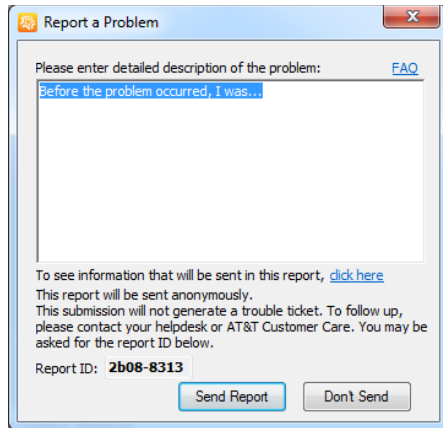
- Problem Description:** Includes dropdowns for 'Date & Time of Incident', 'Select Category', and 'Select Sub-Category'. It has a text field for 'Number you Dialed' and a checkbox for 'AT&T conference called me'. There are also dropdowns for 'Frequency' and 'Scope', and a large text area for 'Description'.
- Phone Details:** Includes text fields for 'Called from this Number', 'Type', and 'Country'.
- Your Contact Details:** Includes text fields for 'Full Name', 'Contact Email', and 'Contact Phone Number'.
- Security:** A section titled 'Type the digits you see in the picture below' showing a CAPTCHA image with the number '1206'.

At the bottom of the form is a blue 'Submit' button. Below the form, there is a footer with the AT&T logo and the text: '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 shortly.

Report an application problem

1. From the **Start** menu, click **Start/All Programs/AT&T Connect/Log Submission Utility**. Or, from the Participant Application, click **Report a Problem** in the **Help** menu. This opens the **Report a Problem** window.



2. Write a detailed description of the problem and click **Send Report**.


Send an email

The **Report ID** displayed at the bottom of the dialog is a random number that identifies your report. If you want to send an email to AT&T support after sending the report, just double-click on the ID.

15. Configuring application settings

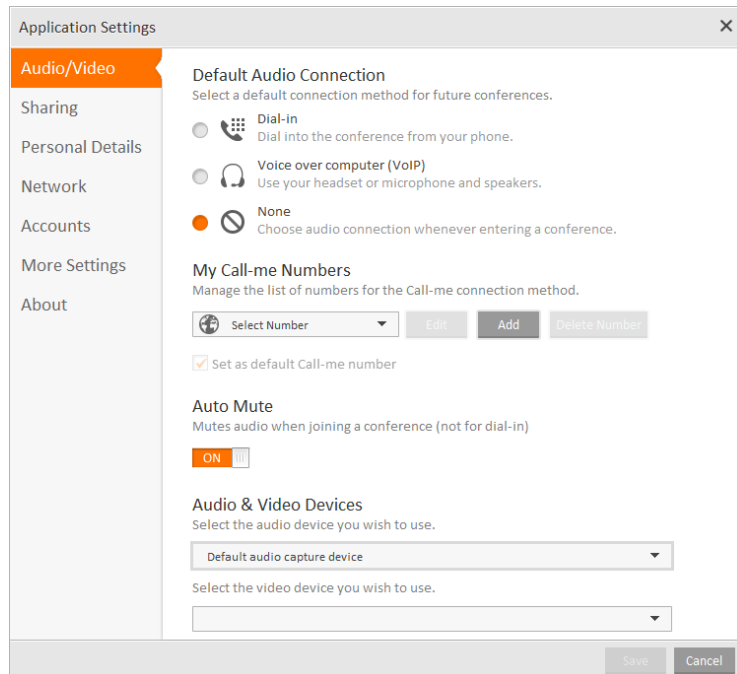
AT&T Connect provides advanced features for configuring your application. You can configure these settings before you enter a conference or during a conference.

To open the **Application Settings** window:

-  Click the home page menu button to open the **More options** menu and then click **Application Settings** to open the **Application Settings** window.

Or...

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



The screenshot shows the 'Application Settings' window with the 'Audio/Video' tab selected. The left sidebar contains links for 'Audio/Video', 'Sharing', 'Personal Details', 'Network', 'Accounts', 'More Settings', and 'About'. The main content area is divided into sections: 'Default Audio Connection' with three radio button options (Dial-in, Voice over computer (VoIP), and None), 'My Call-me Numbers' with a 'Select Number' dropdown and 'Add', 'Edit', and 'Delete Number' buttons, an 'Auto Mute' toggle switch set to 'ON', and 'Audio & Video Devices' with two dropdown menus for 'Default audio capture device' and 'Select the video device you wish to use.'. 'Save' and 'Cancel' buttons are at the bottom right.

Audio/Video tab

Set a default audio connection

When set, Connect will no longer ask you how you want to be connected when joining a conference.

1. Select a connection option under **Default Audio Connection**.
2. Click **Save**.

For information on audio connections, see [Connect your audio](#).

Manage your Call me numbers

3. Under **My Call me Numbers**, add a new number, select a number to edit, or delete a number.
4. Click **Save**.

Configure automatic mute

Make sure that you are always muted when joining a conference.

Note: This setting applies to VoIP participants only.

1. Turn on **Auto Mute**.
2. Click **Save**.

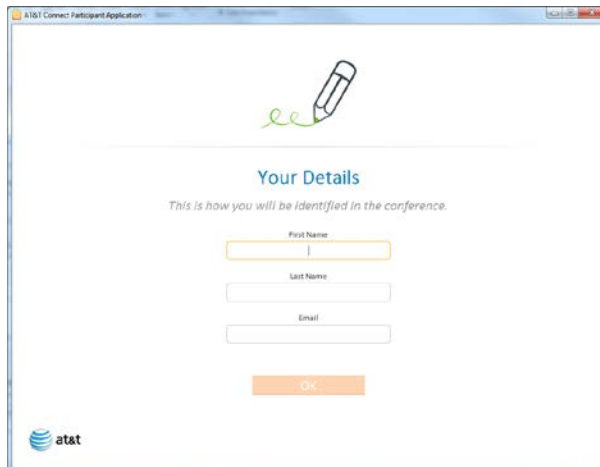
Note: This setting isn't relevant for the Dial-in option.

Manage your audio and video devices

1. Under **Audio & Video Devices**, select the devices you want to use.
2. Click **Save**.

Personal Details tab

This tab stores your name and email address that you provided in the **Your Details** window after you downloaded the application.



Sharing tab

Define output bandwidth control

Define the output bandwidth of your application sharing to suit the participants' connections.

1. Under **Output Bandwidth Control**, select one of the following:
 - **Normal**—when some participants are using a fast connection. This is the default selection.
 - **High**—when all participants are using a fast connection.
 - **Low**—when all participants have a slow connection.
 - **Customized**—manually enter the bandwidth you want to use. Default: 64 kbps.
2. Click **Save**.

Define image quality

Set the image quality used in application sharing to assist in determining bandwidth consumption.

1. Under **Image Quality**, define the following:
 - **Max. quality**—if there are no network connection issues, the image will be with maximum 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.
2. Click **Save**.

Share transparent windows

1. Turn on **Allow Sharing Transparent Windows** to allow sharing applications that use transparent windows.
2. Click **Save**.

Display the dashboard

1. Turn on **Display Dashboard** to display the application as a floating control panel over the shared application.
2. Click **Save**.

Network tab

Define the connection protocol

1. Under **Type of Connection**, select one of the following:
 - **TCP only**
 - **Tunneling**—selected by default. This option can be used if the **TCP only** option failed and your environment supports SSL.
2. Click **Save**.

Define proxy server settings

- Under Proxy Server Settings, 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.

Define proxy bypass

1. Turn on **Proxy Bypass** to bypass the proxy server for local addresses.
2. Click **Save**.

Account tab

Manage your account settings

AT&T Connect lets you have more than one account, each with a unique conference room and profile settings. Add or edit your accounts in this tab.

Note: You can also manage your accounts before or after a conference. In the home page, click **Account Management** in the menu.

1. To edit an existing account, select it from the list and click **Edit**. Or, to add an account, click **Add**. In both cases this opens **Add/Edit Account** window.

2. 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.
 - **Username**—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 username/password?** and follow the instructions.

3. Click **OK**.

To set a default account:

- Select the account from the **Set Active Account** drop down list and check **Set as default account**.

To delete an account:

1. Select the account in the **Set Active Account** drop down list and click **Delete**.
2. Click **Yes** when you are asked for confirmation.

More Settings tab

The settings in this tab are easy to understand, so just follow the instructions!

16. Exiting the conference

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

Notes:

- It is recommended *not* to exit the conference by clicking the Close button (X).
- If you use a phone connection for your audio, disconnecting your PC from the conference does *not* disconnect your phone. When disconnecting your PC, a message pops up for you to hang up your telephone. This action disconnects your telephone from the conference server, regardless of whether or not you actually put your handset down.

17. Host capabilities

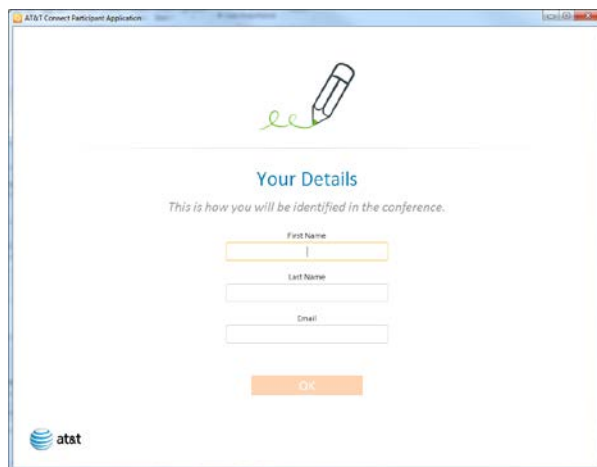
Activate your AT&T Connect account

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.

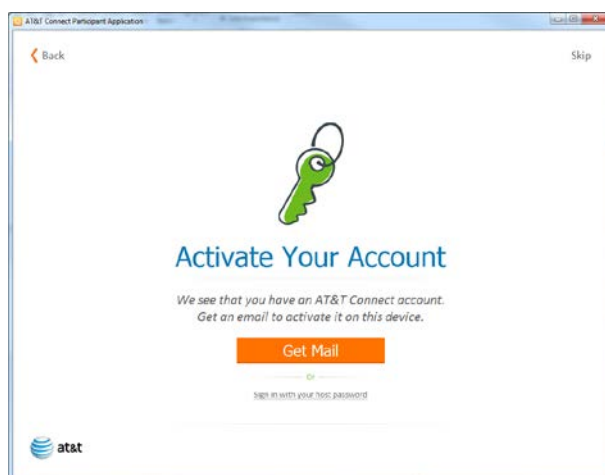
- To activate your account, click on the activation link in the registration email. AT&T Connect automatically imports your account information and opens the home page. For information on managing your account(s), see [Manage your account settings](#).

Activate your account after downloading Connect

When you open AT&T Connect for the first time after downloading, a screen opens for you to fill in your name and email address.

A screenshot of a web application window titled "AT&T Connect Participant Application". The main heading is "Your Details" with a subtext "This is how you will be identified in the conference." Below this are three input fields labeled "First Name", "Last Name", and "Email". At the bottom is an orange "OK" button. The AT&T logo is in the bottom left corner. There is a green pencil icon at the top center.

1. Fill in your details and click **OK**. The application recognizes that you have an AT&T Connect account and opens the **Activate Your Account** screen.

A screenshot of a web application window titled "AT&T Connect Participant Application". The main heading is "Activate Your Account" with a subtext "We see that you have an AT&T Connect account. Get an email to activate it on this device." Below this is an orange "Get Mail" button. There is a "Back" link in the top left and a "Skip" link in the top right. The AT&T logo is in the bottom left corner. There is a green key icon at the top center.

2. Click **Get Mail** to request your registration email with the activation link. Or, click the link to sign in with your host password.

Note: Your name and email address are stored in the **Personal Details** tab of **Activation Settings**.

Select a different server (advanced users)

1. In the **Conference** menu, click **Select Server...** to open the **Select Server** screen.
2. Select the server you want to use for the conference.

Configure conference settings


Before starting or scheduling a conference, you need to decide which type of conference you want to host and which options are allowed.

What conference types are available?

- 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 set the conference type and options?

You set them the **Conference Settings** window, which displays AT&T Connect features that can be defined on a default level.

1.  Click the home page menu button 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 in the **Preferred Conference Type** list (upper-right corner). This will be the default conference type associated with your account.
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**, then **OK** in the confirmation message and then **Close**.

Automatically assign presenter role

You can define whether you want the first participant who joins a conference to be the presenter. You define the setting per conference type.

Note: This feature depends on company policy and may not be available to you.

Defaults:


- iMeeting—first guest will be a presenter.
- eLearning and Webinar—first guest won't be a presenter.
- Once you (or your co-host) enter the conference, you can manually assign presenting rights to anyone participating in the web conference regardless of this setting.

Use 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.

Start a conference in broadcast mode

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

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**.

Change to broadcast mode during a conference

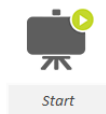
You can also briefly switch to broadcast mode in the middle of any conference. This enables you to enforce “quiet” when too many people are talking at once, and re-focus attention to the presenter.

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

1. In 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.

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**. And there you are, ready to start the conference.

Note: When starting a conference, you may be asked to define a security code for the conference (depending on your company 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. Typically, you add this code to the email invitations that you send to the participants.

Invite participants by email

1. Select **Invite Others by Email...** in the **Conference** menu. This opens an email invitation with the conference details.
2. Enter the email addresses of the invitees and a subject, and click **Send**.

Dial out to participants

If the Call Me feature is enabled for your host account, you can invite participants to a conference 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 another conference by choosing **Enter My Conference Room** in the **Conference** menu. This will disconnect the host from the current conference.

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.

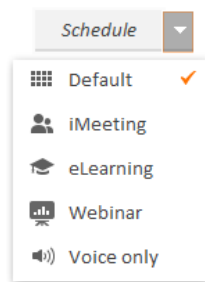
4. Click **Send**. The meeting is scheduled in your calendar and the invitations are sent.

Set the conference type when scheduling a conference

You probably chose a default conference type when you configured your conference settings in pre-conference mode (see [Configure conference settings](#)). However you can change your conference type temporarily (per conference) from the AT&T Connect application prior to scheduling a 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.

Set the default conference type

If you click **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.

Invite to my conference room

Use this option to invite participants to a current or future conference.

- In the **Conference** menu, click **Invite to My Conference Room....**

Manage the conference

Edit the conference name

1. Click **Edit Conference Name...** in the **Conference** menu to open the **Conference Name** dialog box.
2. Edit or type in the new conference name and click OK.

Continue the conference without you

Use this option if you need to leave a conference but still want it to continue.

- In the **Conference** menu, click **Continue without Host**.

Note: This option is dependent on company policy and may not be available in your application.

Change the conference settings during a conference

Even though you have already configured your default conference settings in pre-conference mode, you can change some of the settings in your current conference.

1. In the **Conference** menu, click **Conference Settings** to open the **Conference Settings** window.

Conference Settings

Whiteboard

- ☐ Allow all participants to draw on the whiteboard
- ☐ Allow only participants in the broadcast group to draw on the whiteboard

Video, Audio, Recording

- ☐ Allow participants to record locally
- ☒ Allow the use of video
- ☒ Allow voice over computer (VoIP)

Policy

- ☒ Allow notes among participants
- ☒ Allow participants to send notes to presenters
- ☒ Allow the use of emoticons
- ☒ Allow participants to insert materials (relevant for PC users only)
- ☒ Allow participants to view the Materials list (relevant for PC 9.5 users only)
- ☒ Allow participants to view the Participants list
- ☐ Play entry/exit tones

* Some settings may not be configurable due to company policy.

OK Cancel

2. Check or uncheck the settings you want to change and click **OK**.

Lock the conference

Lock a conference so no one else can join.

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

Direct participants to a waiting room

When a conference has started, you can lock it and direct latecomers to a waiting room. You can let them join later when it's convenient for you.

Another use of the waiting room is when 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.

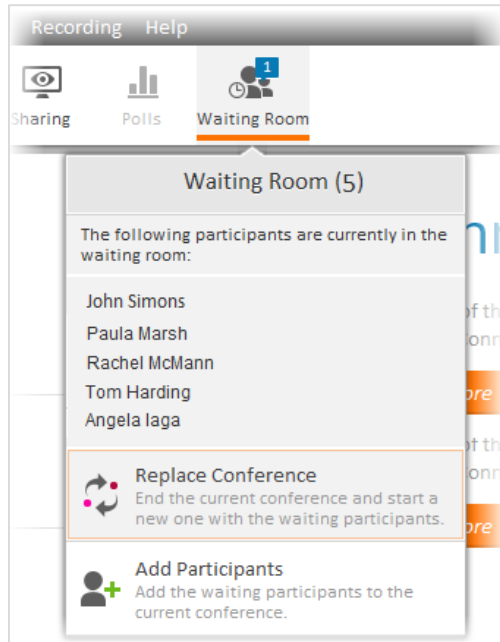
To direct participants to the waiting room:

1. Click **Lock Conference** in the **Conference** menu.
2. Click **Lock and Open Waiting Room**. The **Waiting Room** button is added to the toolbar and the participants are notified that they are in the waiting room.



To add all participants to the current conference:

1. Click the **Waiting Room** button to open the **Waiting Room** menu, with a list of the waiting participants.



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, with a list of the waiting participants.
2. Click **Replace Conference**.

Manage the participants

Rename a participant

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

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

Muting options

Mute a participant

- Right-click the name in the **Participants** list and click **Mute**.

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

Mute ALL participants:

- Click **Mute all** in the **Participants** menu.

Mute and lock a participant

This prevents the participant from reversing the setting.

- Right-click the name in the **Participants** list and click **Mute and Lock**.

Give presenting rights

As the host, you can temporarily assign presenting rights to a participant for allocating privileges such as sharing applications and writing on the whiteboard.

1. Right-click on the participant in the **Participants** list and click **Give presenting rights**.
2. To remove the presenting rights, right-click on the name and click **Take presenting rights**.

Assign a co-host

To help you host the conference, you can assign a participant hosting privileges, such as assigning presenting rights to other participants.

1. Right-click the name in the **Participants** list and click **Change role to>Co-host**.
2. To remove the co-host role, right-click on the name and click **Change role to>Participant**.

Control an application “over the shoulder”

View and control a participant’s application by looking “over the shoulder”. The application will be visible to all other participants in the conference.

1. Right-click on the name of the participant and click **Start Over the Shoulder to All** in the menu. The participant is notified and needs to give permission. Upon approval, the participant’s desktop is displayed with a list of his/her applications.
2. Select the application you want to share with the other participants.
3. To stop “Over the Shoulder”, right-click on the participant’s name and click **Stop Over the Shoulder to all**.

Remove a participant from a conference

- Right-click on the name in the **Participants** list and click **Expel**. Upon confirmation, the participant is removed from the conference.

Note: The conference room closes on the participant’s device and a message informs the participant that he/she has been expelled from the conference.

Record on the server

Recording a conference on the AT&T Connect server is useful if your participants don’t have permission to record locally on their devices. You can record **audio-only** and **audio and data** recordings and send the participants a link to the recording by email. For information on retrieving the recordings, see [Access conferences and recordings](#).

Note: This feature depends on company policy and may not be enabled in your account.

1. Click **Start Audio-only Recording on Server** or **Start Recording on Server** in the **Recording** menu.

2. Click again to stop recording.

Access conferences and recordings

You access conferences and recording in the **My Web Conferences and Recordings** window.

- Click the **View web conferences and recordings** button at the bottom-left of the History page.

My Web Conferences and Recordings

Web Conferences

Search

Conference name:

From date: To date:

☐ Recorded conferences only [Search](#)

Search Results (24)

Conference Name	Date & Time	Duration	Recording
Finance Status Meeting	11/24/2010 3:16 pm	33:01:38	Details
Marketing Status Meeting	11/23/2010 3:07 pm	42:42:53	Details
AT&T Connect--Weekly Meeting	11/21/2010 1:00 pm	36:48:12	Details
Team Meeting	11/18/2010 2:00 pm	45:34:33	

[First](#) [≤](#) [1](#) [2](#) [3](#)

Conference Details

General Participants **Recording**

Recording Duration (HH:MM:SS): 00:14:40

Size: 22.496KB

Send status: Not Sent

[Play](#) [Send](#) [Copy Recording Link to Clipboard](#) [Delete](#)

[Close](#)

Note: Only web conferences (and not telephone-only) conferences are displayed in the conference list.

What you see

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

- Search area for locating a conference.
- Scrollable table with the following:
 - Conference names.
 - Date and time the conferences started (when the first PC/mobile phone participant joined the conference).
 - Duration of the conferences (calculated from the time the first PC/mobile phone participant joined the conference).
 - A **Details** link in the **Recording** column if a recording is available for a conference.

Note: 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.


- **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 PC/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 conference recording, if it exists (recording duration, size, and send status). 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 deletion information.

What you do

Search for a conference

Search for a conference is located at the top of the **My Web Conferences and Recordings** window.

1. In the **Search** dialog box, enter the **Conference Name** or **From Date** and **To Date**.
2. Check **Recorded conferences only** if relevant.
3. Click the **Search** link.

Note: You can collapse the **Search** area by clicking the blue arrow in the top-left corner of the window. 

View the list of participants

1. Select the web conference with the participants you want to view. The conference details are displayed in the **General** tab.
2. Click the **Participants** tab to display the participant list.

Copy names and/or email addresses

Copy participants' names and/or addresses to your clipboard for pasting into email messages.

1. Check the participants in the list or all the names at once in the top checkbox.
2. Click **Copy Email Addresses to Clipboard**.

Play back a recording

1. Select the web conference you want to play back.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab.
3. Click the **Play** link in the **Recording** tab. The recording will be automatically downloaded and played in your Participant Application.

Send a recording

1. Select the web conference whose recording you want to send.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab.
3. Click the **Send** link in the **Recording** tab. An email 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 PC/mobile-phone participants.
4. Optionally, add recipients or remove recipients, and add additional text in the email body.
5. Click **Send**.

Participants who receive this email play back the recording by clicking the **Recording** link in the email.

Copy a recording link to the clipboard

1. Select the web conference whose recording link you want to copy.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab.
3. Click the **Copy Recording Link to Clipboard** link. You can now paste the recording into an email or any other application.

Delete a recording

1. Select the web conference whose recording you want to delete.
2. Click the **Details** link in the **Recording** column, or click the **Recording** tab.
3. Click the **Delete** link and then **Yes** to confirm.


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*.

Set video quality

1. In the **Audio/Video** menu, click **Conference 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](#).

Activate your account on other devices (hosts)

AT&T Connect supports the following devices in addition to your PC: Android®, iPhone®, iPad®, Blackberry®, Mac® and Windows Phone®.

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.
3. Open the email on any supported device and click the activation link. This automatically transfers the account configurations to your device.
4. Log in to your conference room on your device.

Haven't installed the application yet?

You will be directed to the installation page suitable to your device.

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

End the conference

End the conference and disconnect all participants without exiting the application.

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

Note: A presenter can end a conference when the host is absent.

18. Presenter capabilities

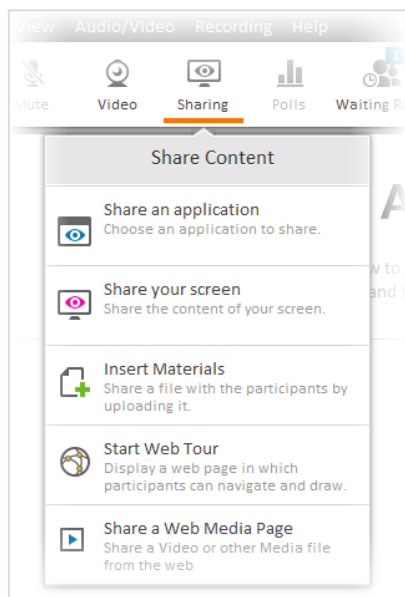
Sharing on the whiteboard

Share your screen or applications with the conference participants.

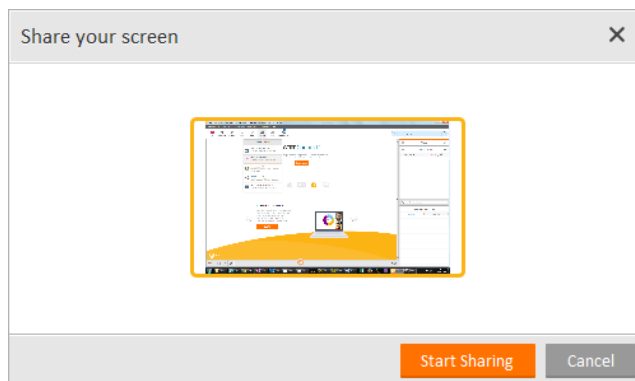
Note: The **Sharing** button in the toolbar is available only to the presenter who currently has the presenting rights.

Share your screen

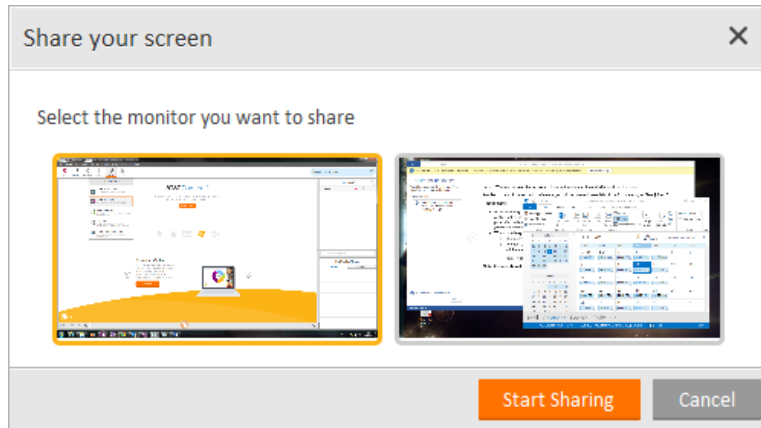
1. Click **Share your screen** in the **Share/View** menu. Or, click the **Sharing** button in the toolbar and then select **Share your screen**.



2. Click **Start Sharing** in the **Share your screen** dialog box.

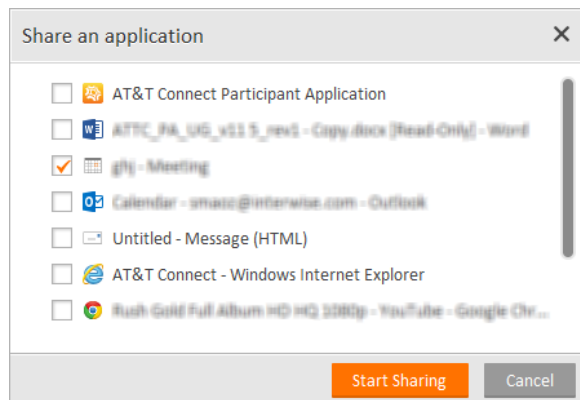


3. If you are using more than one monitor, select the monitor you want to share and then click **Start Sharing**.

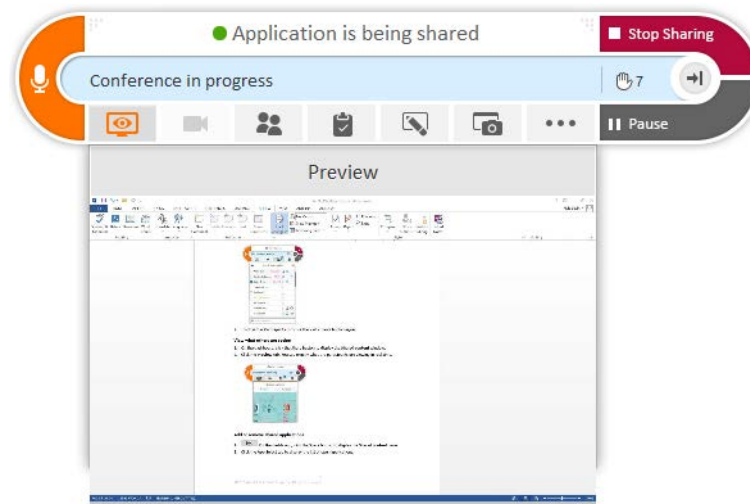


Share an application

1. Click **Share Application...** in the **Share/View** menu. Or, click the **Sharing** button in the toolbar and then select **Share an application**.
2. Check the application(s) you want to share in the **Select an application** dialog box, and then click **Start Sharing**.



The Connect application changes into a floating control panel (dashboard) with a preview of the application you are sharing.

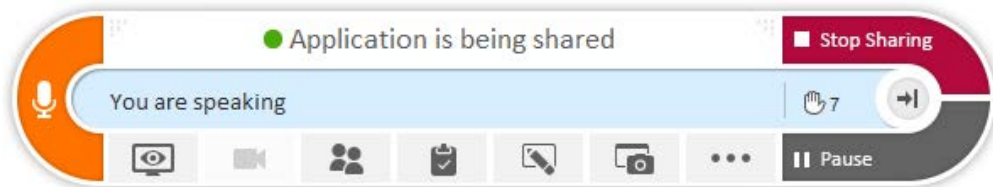


Notes:






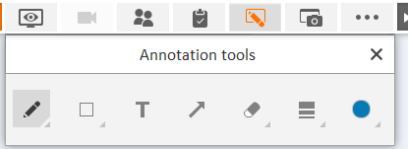




- Content that was shared on the whiteboard *before* you started application sharing is automatically saved as a snapshot in your **My Meeting Minutes**. This is so the content can easily be shared again after the application sharing has ended.
- When using more than one monitor, you can drag the shared application to any of your monitors. Make sure the application you share is on the monitor which has the focus.


Using the dashboard

The dashboard buttons let you continue managing the participants while sharing an application.



Dashboard Buttons

Button	Function
	Opens the Preview panel with the content you are sharing. You see exactly what the participants are viewing in real time.
	Displays the video panel.
	Displays the Participants panel.
	Displays the My Meeting Minutes panel for adding and editing minutes.
	Opens the annotation tools for presenters to use in any of the panels. 
	Takes a snapshot of the shared content and saves it in the My Meeting Minutes panel.
	Opens the Actions menu with many host options.
	Collapses the dashboard to the minimum. Click the double-headed arrow to maximize. 

Button	Function
	Mutes/unmutes your microphone.

Note: If you don't want to show dashboard during application sharing, click **Application Settings** in the **Conference** menu. Then click **Sharing** and turn off **Display Dashboard**.

Give a participant “remote control”

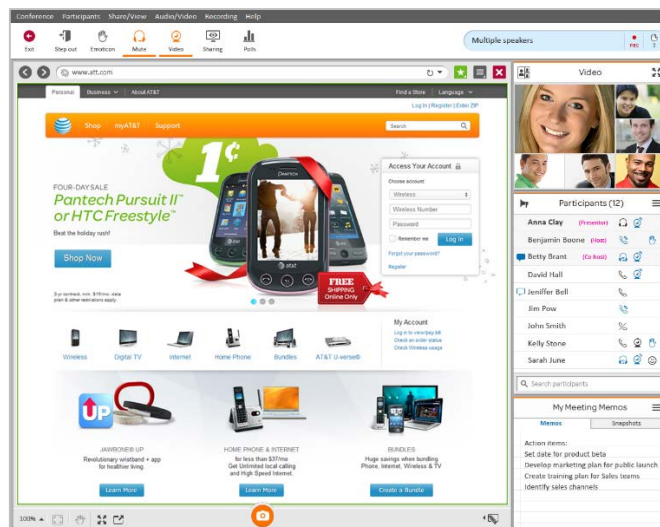
While you are sharing an application, you can let a participant take control of the content that is being shared on the whiteboard.


1. Right-click on the name of the participant and then click **Allow Remote Control** on the menu. The participant is notified that you agree to a remote control session and needs to confirm.
2. To stop remote control, right-click on the participant and click **Stop remote Control**.

Conduct a web tour

Present a website and let participants access and explore it on their own devices. As in regular web page viewers, you can click links, navigate back and forward, refresh your web page, and see your current web tour's browsing history. You can also use the annotation tools.


1. From the **Share/View** menu, click **Start web tour**. An address bar appears above the whiteboard.
2. Enter the web address to load the web page to the whiteboard.



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. 

Note: To return the focus to your presentation, perform an action on your display, such as clicking a link or using the annotation tools. Everyone's display automatically returns to your view.

To manage your bookmarks:

1.  Click the **Bookmarks** button and then click **Add**.
The address is added to the list. At first, the address is added in an editable textbox to let you 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 on the name and click **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 on the name and click **Delete**. The name is removed from the list.

To stop the web tour:

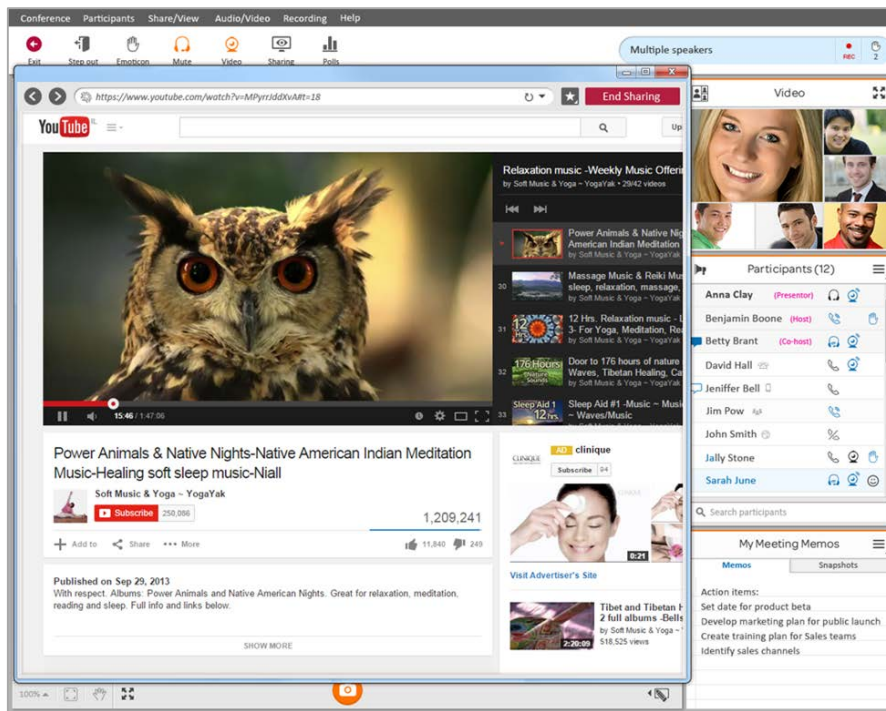
1. Click **Stop web tour** in the **Sharing** menu.
2. To clear the web tour from the whiteboard, click the Clear Whiteboard button from the Annotation tools.

Share a web media page

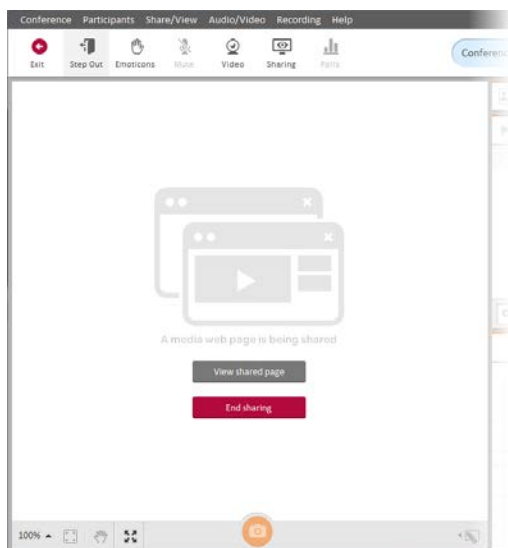
You can share a web page with media content, such as video.

1. Click the **Sharing** button on the toolbar and then click **Share a Web Media Page** in the **Share Content** menu. Or click **Share a Web Media Page** in the **Share/View** menu. This opens a new media window on top of the application.
2. Add the URL or select one from your favorites and click the **Start Sharing** button.

Participants see the video in a new window. Depending on the website, participants may need to click the Play button so make sure you mention this. Participants can follow the links in the window but annotations tools are disabled.



While sharing the web media page, a notification is displayed on your whiteboard with buttons for viewing the shared page (if it is temporarily hidden) and for ending the sharing.



To end sharing, do one of the following:

- Click the **X** in your sharing window.
- Click the **End Sharing** button on your whiteboard.

Insert files

Upload the following file formats for display on the whiteboard: .jpg, .jpeg, .png, .gif, .bmp, .ppt, .pptx, .pps, .ppsx, .pot, .potx, .doc, .docx, .docm, .dot, .dotx, and .dotm.


Note: You can use the whiteboard's annotation tools with these files but you can't edit them. To edit a file as you present, use the [feature](#).

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) to display.





Note: As you move 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, click the Preview button on the left side of the panel.
2. Click the slide you want to display. You see a green indication behind its number. 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.

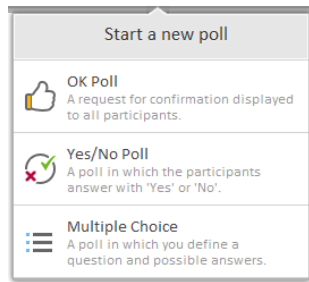
Conduct polls

Conduct polls to receive instant feedback from your participants. Choose from:

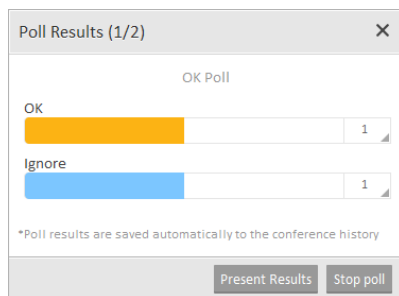
- **OK Poll**—participants click **OK**, or abstain by clicking **Ignore**
- **Yes/No Poll**—participants click **Yes** or **No**, or abstain by clicking **Ignore**.
- **Multiple Choice**—participants answer a question by selecting one of the displayed choices or abstain by clicking **Ignore**.

To send an OK or Yes/No Poll:

1. Ask your question and in the **Sharing** menu, click **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 responds, the results are displayed to you in the **Poll Results** window.



Note: If a participant closes the window without responding, 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 (with the number of the participants who voted for that option) in the right side of each result bar.

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 participants to see the updated results.

5. To end the poll, click **Stop Poll**. Poll information will automatically be saved in the History page.

To send a Multiple Choice poll:

1. From the **Share/View** menu, click **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 the title, question, and up to 5 answers.
 4. (Optional) In the **Correct answer** dropdown box, click 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.
 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.

View previous polls

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

To view a poll from a previous conference:

1. Click **History** in the home page to display a list of your previous conferences.
2.  Click a conference displaying a Polls icon. This displays saved materials from the selected conference to the right of the conference list.
3.  Click the Polls button for the list of polls for the conference you selected.
4. Click on a poll to display the results.

End the conference

You can end a conference only if the host is absent.

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

19. Appendix A: Video settings

Video quality is set according to the ICS table and customer configuration in the CSM. This table provides examples of video settings for conferences with bandwidth settings of 500 and 1500 Kbps.

For more information, see *AT&T Connect Video conferencing functional and architectural overview*.

Functionality	Conference with bandwidth settings of 500 Kbps	Conference with bandwidth settings of 1500 Kbps
Number of videos in conference*	Up to 4 or 6 according to the video quality set for the conference. By default (Dynamic) there are 4 QCIF-sized videos.	Up to 4 or 6 according to the video quality set for the conference. By default (Dynamic) there are 6 QCIF-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 the order of the speakers.	
Displayed video resolution	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)	
Bandwidth sent by client	-Dynamic video mode: 80, 100, 150, 200, 250, 300, 350, 450 or 500 (values vary according to a participant's order in the list of speakers) -Standard video mode: 80 kbps -Enhanced video mode: 250 kbps	-Dynamic video mode: 200, 250, 300, 350, 400, or 500 (values vary according to a participant's order in the list of speakers) -Standard video mode: 80 kbps -Enhanced video mode: 250 kbps
Low bandwidth control	Frozen according to the Follow the Speaker mechanism. The participant who stopped speaking most recently is frozen last.	

*There is a correlation between the video quality (Dynamic, Standard, or Enhanced) and the number of video streams (e.g., 4 or 6).

20. Appendix B: Using your phone keypad

Communicate in the conference using various characters on your phone keypad.

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 (for audio-only, server-side recordings).	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 +3: Silences 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 can't receive presenting rights during a conference.
- You can't receive notes.
- You can't receive "remote control" over a shared application.
- You can't view the whiteboard.
- You can't participate in tests or polls.

21. Appendix C: Accessible keyboard shortcuts

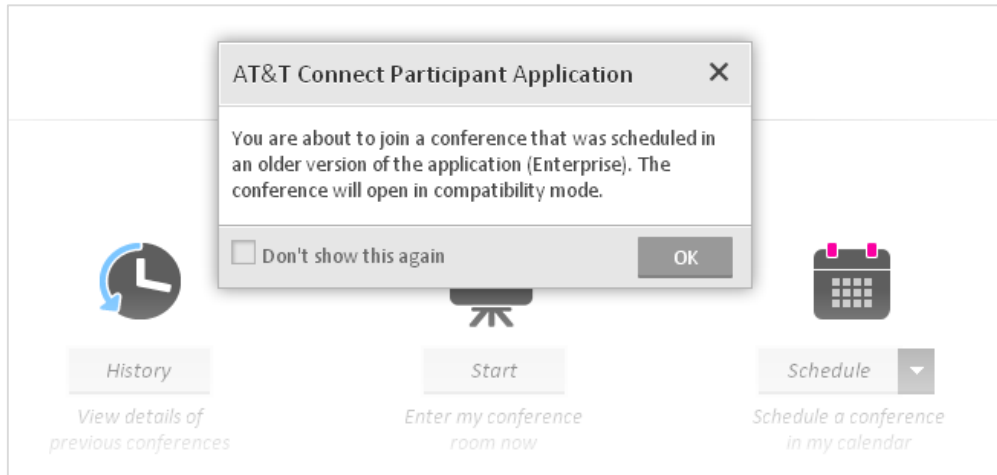
The AT&T Connect Participant Application is compliant with the Americans with Disabilities Act (ADA). For accessibility purposes, you can carry out commands in the Participant Application using the keyboard instead of the mouse. The application supports standard Windows keyboard navigation shortcuts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

Keyboard Shortcuts for Participant Application

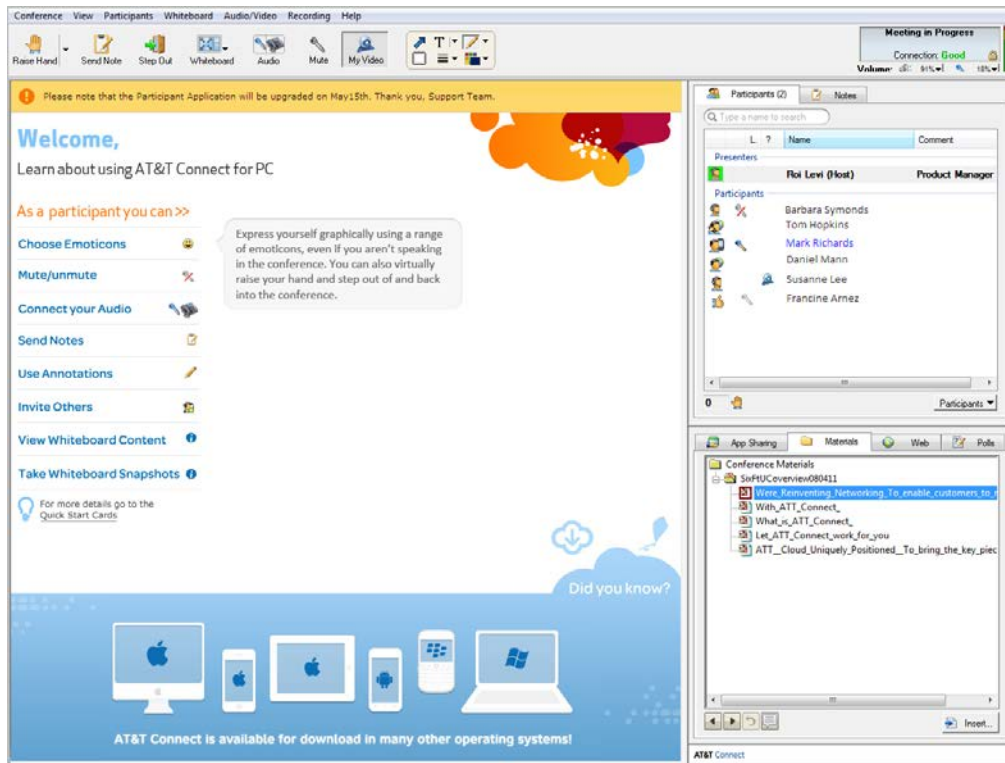
Key	Function
alt+0	Open connection status announcement
ctrl+f	Whiteboard: enter/exit full-screen mode
ctrl+w	Whiteboard: enter/exit fit-to-whiteboard mode
ctrl++ (ctrl+plus sign)	Whiteboard: zoom in
ctrl+- (ctrl+minus sign)	Whiteboard: zoom out
ctrl+s	Take a snapshot
ctrl+m	Toggle mute/un-mute
ctrl+n	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)

22. 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/docs/eng/v95/ATT_Connect_WinPA_UG.pdf.