



**AT&T Connect®**

# **Participant Application for Mac® User Guide**



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# 1 AT&T Connect basics

Welcome to the AT&T Connect Participant Application for Mac®. AT&T Connect provides tools for visual presentation, remote collaboration and voice conferencing. This virtual meeting space lets you easily share voice, data and video while using existing Internet and telephone resources.

The AT&T Connect Participant Application for Mac is designed according to Apple guidelines, for a sleek and intuitive user experience.

## Related topics

["The users" below](#)

["Localization" on the next page](#)

["Documentation" on the next page](#)

["Download the application" on the next page](#)

## 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 Mac is available in English (default language), Japanese, Simplified Chinese, Traditional Chinese, French, German and Spanish. The choice of language is based on the local configuration which you set in your Mac device. This means that you don’t have to set the language in the application itself since it automatically conforms to the Mac setting.

## Documentation

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

## Download 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.

Or...

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

Clicking the link automatically downloads the latest version of the application. The AT&T Connect icon appears in the Mac User Applications folder and usually on the dock. The icon is displayed on the launch pad in Lion® and subsequent operating systems.





## 2 Join a conference

You're invited to an AT&T Connect conference and you have a number of ways to join.

### Related topics

["Join an unscheduled conference" below](#)

["Join a conference from the source list \(quick join\)" below](#)

["Join from your Favorites list" below](#)

["Join from your calendar" on the next page](#)

### Join an unscheduled conference

- Click on the link in your email invitation.

### Join a conference from the source list (quick join)

AT&T Connect scans your Mac calendar and retrieves upcoming conferences that are scheduled in the next 24 hours.

1. In the Source List window, select the conference you wish to join under **UPCOMING CONFERENCES**.
2. Click **Enter Meeting**.

### Join from your Favorites list

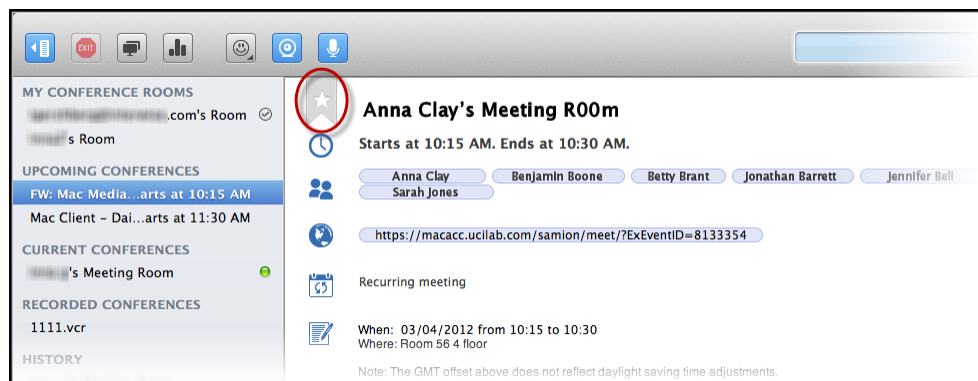
First, you need to know how to add a conference to the list.

#### When participating in a conference:

- Click **Add to Favorites** from the **Conference** menu. The conference room remains in the participant's Favorites list until you remove it (by clicking **Remove From Favorites**).

#### When not in a conference:

- Select the conference in the **UPCOMING CONFERENCES** or **HISTORY** lists in the Source List window and click on the gray banner (with a star in the middle) in upper-left corner of the detailed view.

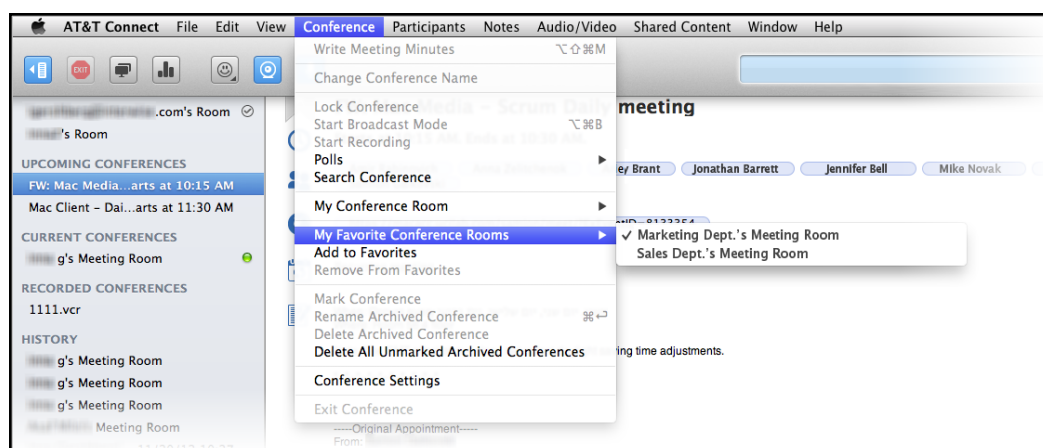


The banner changes to orange when this conference is tagged as a favorite.



To join a conference from your Favorites list:

1. Click **My Favorite Conference Rooms** from the **Conferences** menu.
2. Select the conference you want to join.



## Join from your calendar

When you accept an invitation to a conference, it is inserted into your iCal® calendar as a meeting. On the day of the conference, double-click the meeting in your calendar and click the link to the conference.



## 3 Connect audio and video

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

### Related topics

["Connect your video" below](#)

["Connect your audio" on the next page](#)

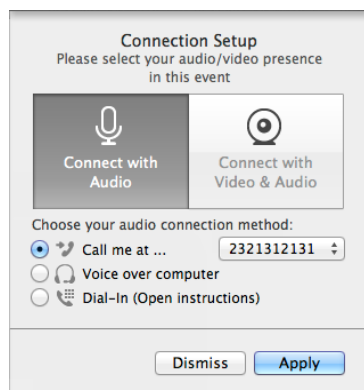
["Choose your default audio connection" on page 15](#)

["Mute your microphone" on page 15](#)

["Reconnect audio and video" on page 16](#)

### Connect your video

- Click **Connect with Video & Audio**. You'll see a preview of yourself as it will be displayed to the other participants.



The image shows a 'Connection Setup' dialog box with the title 'Connection Setup' and the subtitle 'Please select your audio/video presence in this event'. It contains two main buttons: 'Connect with Audio' (with a microphone icon) and 'Connect with Video & Audio' (with a video camera icon). Below these buttons, there is a section titled 'Choose your audio connection method:' with three radio button options: 'Call me at ...' (selected), 'Voice over computer', and 'Dial-In (Open instructions)'. The 'Call me at ...' option has a text field containing the number '2321312131'. At the bottom of the dialog are two buttons: 'Dismiss' and 'Apply'.



## Connect your audio

1. Click **Connect with Audio** or **Connect with Video & Audio**.
2. Choose from **Call me at**, **Dial-in** or **Voice over computer**.

### Related topics

["Use the Call Me feature" below](#)

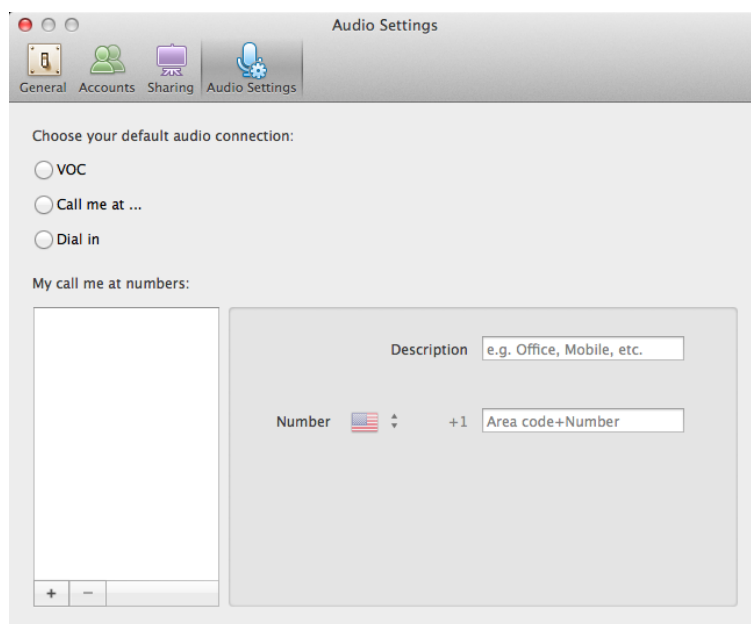
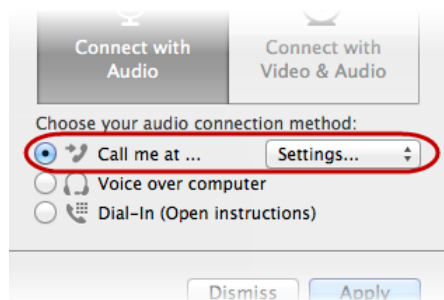
["Use voice-over-computer \(VoIP\)" on page 15](#)

["Dial in to the conference" on page 15](#)

## Use the Call Me feature

If your company has enabled the Call Me feature, you can be asked to be called when joining a conference. To do so, you first need to set up your phone numbers in the Audio Settings tab of the Preferences action sheet.

1. Select the **Call me at ...** radio button in the **Connection Setup** action sheet.
2. Click on the **Settings** button to open the **Audio Settings** action sheet.



3. Click on the plus button (+) in the lower-left corner of the numbers list (which will be empty the first time you add a number).
4. Type in a descriptive label (optional).
5. Click on the flag button and select your country from the list for adding the area code.
6. Type in the phone number (must be at least eight digits).
7. Repeat steps 3-6 for as many numbers as you wish.
8. Close the **Audio Settings** action sheet. The first number you set replaces **Settings ...** in the **Connection Settings** action sheet.

#### To use the Call Me feature:

1. Select the **Call me at...** option and chose the phone number from the drop-down list. (Your phone numbers were set in **AT&T Connect/Preferences/Audio Settings**.)
2. Click **Apply**.
3. When called, continue according to the operator's instructions.

**Note:** The Call Me feature automatically remembers the last 10 numbers dialed.



## Use voice-over-computer (VoIP)

1. Select **Voice over computer** to use a microphone and speakers, or a headset.
2. Click **Apply**.

## Dial in to the conference

1. Select **Dial In (Open Instructions)** and click **Apply** to open the **Dial In** instructions window.

2. Follow the instructions in the window to dial into the conference.

## Choose your default audio connection

Choose your default audio connection in the top area of the Audio Settings action sheet. This setting affects the current conference and the next time you enter the conference room.

1. Click **AT&T Connect** on the main menu, and then click **Preferences/Audio Settings**.
2. Select the **VOC**, **Call me at...**, or **Dial in** radio button.

**Note:** Once selected, you cannot deselect your choice for the current conference.

## Mute your microphone

- Click the Mute button on the toolbar, or select **Mute** in the **Audio** menu. Or use the **Command + Shift + M** shortcut.

**Note:** If you want to mute your microphone automatically when joining a conference, click the **AT&T Connect** menu and then click **Preferences>General>Auto mute upon joining**.



## Reconnect audio and video

If your audio and video were disconnected during a conference, it's easy to reconnect. (You can also use this option if you joined a conference without setting audio and video.)

- To open the **Connection Setup** action sheet, click **Choose Media Device** from the **Audio/Video** menu on the top menu bar.





## 4 Understand the interface

Once you are connected to the conference, you enter the virtual conference room. Welcome!



### Related topics

"Toolbar buttons" below

"Participants panel" on the next page

"Video panel" on page 19









"My Meeting Minutes panel" on page 19

"Whiteboard panel" on page 19

### Toolbar buttons

Note that active buttons are blue and disabled buttons are grey.



Button	Description
	Shows or hides the Source List.
	For participants, lets you leave the conference. For hosts, opens an action sheet where you can specify whether to end or leave the conference.
	Enables presenters to share their desktop application with all conference participants. See <a href="#">"Share your desktop applications" on page 48.</a>
	Creates a poll (presenter).
	Selects an emoticon that is displayed to other participants. See <a href="#">"Use emoticons" on page 29.</a>
	Turns your video on or off. See <a href="#">"Use video" on page 23.</a>
	Mutes or unmutes your microphone and displays audio status.
	Shows or hides the Video, Participants and Meeting Minutes panels. This can also be done from the View menu.



## Participants panel

The **Participants** panel lists the participants in the conference, their roles, chat indications, devices, audio connection, video status and emoticons. The names of the participants are in black and sorted alphabetically. The names of hosts, co-hosts and presenters are shown at the top of the list in pink. Columns in the panel can be sorted in ascending or descending order by clicking the column header. You can search for a participant in the box at the bottom of the list.








### Related topics

["Participants panel icons" below](#)

### Participants panel icons

Icon	Description
	Indicates that the participant is speaking.
	Indicates that the participant has an audio device but is not speaking.



Icon	Description
	Indicates that the participant is muted.
	Indicates that the participant is muted and locked.
	Indicates that the participant's audio is not available.
	Indicates that the participant is connected by phone only.
	Indicates that the participant's video is on.
	Indicates that the participant's video is off.
	Example of emoticon.

## Video panel

- For information on the **Video** panel, see ["Use video" on page 23](#).

## My Meeting Minutes panel

The **My Meeting Minutes** panel is for writing meeting minutes or personal memos during a conference. In this panel you can also view the snapshots which were taken in the conference.

### Related topics

["Write meeting minutes" on page 28](#)

["Save whiteboard content" on page 23](#).

## Whiteboard panel

During a conference, you can view content that the presenter placed on the whiteboard. Content can include inserted materials, shared applications, web tours, poll results, and more.

### Related topics

["Whiteboard buttons" on page 21](#)

["View content on the whiteboard" on page 21](#)



## 5 Participate in a conference

Now you're ready to participate in an AT&T Connect conference and use all the great conferencing features.

### Related topics

["Invite others during a conference" below](#)

["View content on the whiteboard" on the next page](#)

["Use video" on page 23](#)

["Send a note" on page 25](#)

["Write meeting minutes" on page 28](#)

["Use emoticons" on page 29](#)

["Participate in a poll" on page 30](#)

["Play back a recording" on page 31](#)

["Access past conferences \(source list\)" on page 32](#)

["Report a problem" on page 34](#)

["Submit a telephony ticket" on page 35](#)

["Set general preferences" on page 36](#)

["Leave the conference" on page 36](#)

### Invite others during a conference

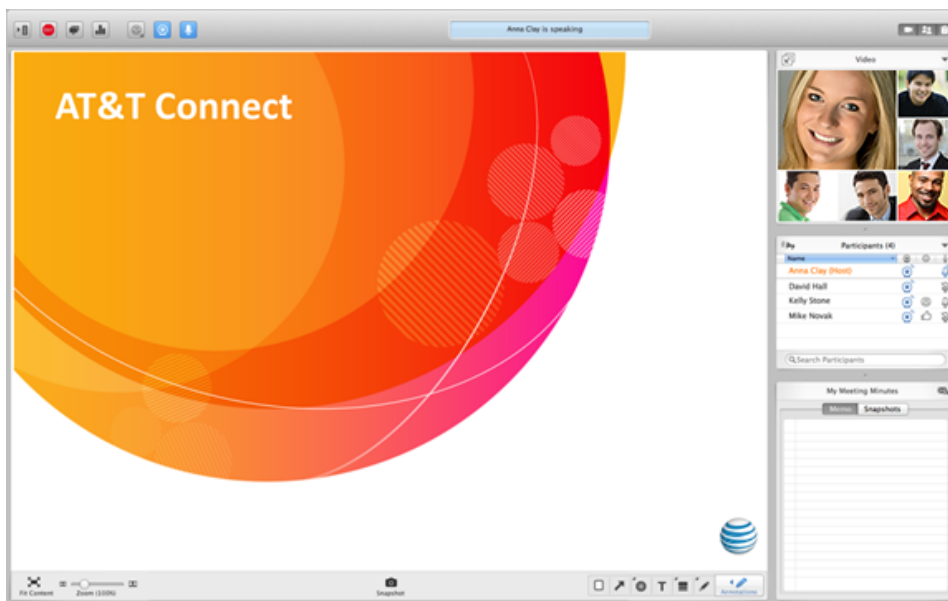
Do you have a colleague who might be interested in the conference? As a participant, you can send an invitation on your own.

1. In the **Participants** panel, click the **Participants** button and then click **Invite others by mail**. Or, in the **Participants** menu, click **Invite Others by Mail**. This opens an email invitation in your default email application.
2. Add the email addresses and click **Send**.



## View content on the whiteboard

View content that the presenter placed on the whiteboard, including inserted materials, shared applications, web tours, and poll results. As with all the panels, while viewing the whiteboard you can still control your audio, choose emoticons, write notes and minutes, and view the **Participants** panel.



### Related topics


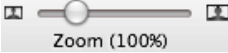
["Whiteboard buttons" below](#)

["Whiteboard annotation tools" on the next page](#)

["Save whiteboard content" on page 23](#)

## Whiteboard buttons

Buttons on the bottom left of the whiteboard let you control the display and take snapshots of the content.

Button	Description
	Displays the content on the whiteboard at the optimal size so that it is all visible on the whiteboard using its maximum size while keeping the original ratio.
 Zoom (100%)	Shrinks or enlarges the content display on the whiteboard. The zoom range

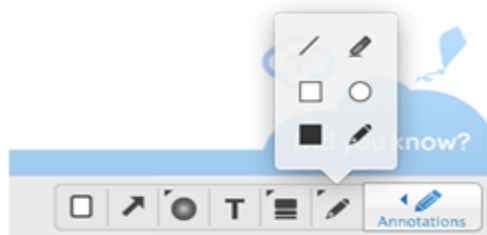


Button	Description
	is from 25% to 400% of the original size.

## Whiteboard annotation tools

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

1. Click the **Annotations** button at the bottom-right of the whiteboard to open the annotation toolbox.

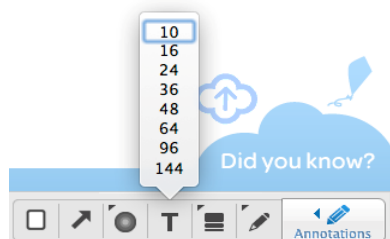


2. Choose a tool and express yourself! You can:
  - Draw shapes lines and free forms
  - Add colors
  - Use the pointer, which displays your name with the pointer to the other participants.
  - Erase your drawings
  - Clear the whiteboard (for presenters only)

## Using the text tool

You have tools for defining the text annotation area, choosing the font, size and color, and using the built-in spelling checker. Before sharing your text with the other participants, you are asked for approval.

1. Click the Text button (it looks like the letter “T”), which opens the popover for choosing the font size.



2. Select the desired font size. This opens the text box.



3. Type or paste your text. The text box automatically adjusts to its content. You can:
  - Manually expand the text box and move it around the whiteboard (by clicking and dragging).
  - Select the text and change its color, using the Mac color palette (click the button with the ball icon).
4. When you are satisfied with the text, click the blue check button to display the text on the participants' whiteboards.

## Save whiteboard content

- To take a snapshot of whiteboard content and annotations, click the camera button in the bottom center of the whiteboard.



Snapshots are displayed in the **Snapshots** tab of the **My Meeting Minutes** panel. You can view multiple snapshots as a slide show using the Forward and Back arrows. Snapshots are also saved in the Source List under **HISTORY**.

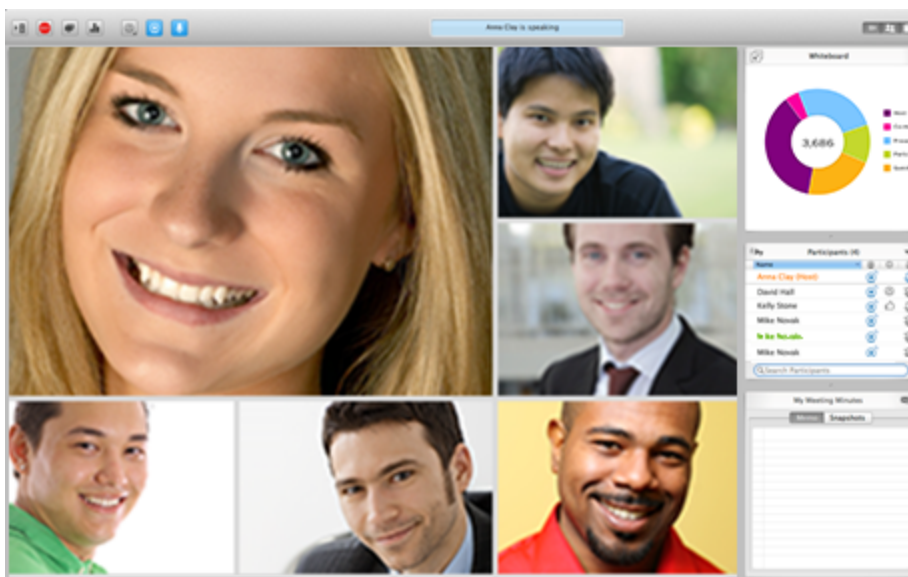
## Relate topics

["Access past conferences \(source list\)" on page 32](#)

## Use video

You can simultaneously view up to six videos in the Video panel, with the six most-recent speakers in view. The current speaker is displayed in a larger frame than the other streamed participants.

Clicking the Video button “registers” your intention to transmit video. Clicking the button again “un-registers” you and you will no longer transmit video even as an active speaker.



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

#### To enable video:

1. When joining the conference, click **Connect with Video & Audio** in the **Choose Media Device** action sheet. This opens a preview of how the participant's video will be broadcast.
2. Click **Apply** to open the video panel in the upper-right corner of the window, with up to five additional video screens of other conference participants. These screens are labeled with the participants' names.

#### Related topics

["View only the speaker" below](#)

["View video on the whiteboard" on the next page](#)

["Extract and dock the video panel" on the next page](#)

["Maximize the video panel \(detached mode\)" on the next page](#)

["Stop video transmission" on the next page](#)

#### View only the speaker

- Click **Follow the Speaker** in the **Video** panel menu, or click **Follow the Speaker** in the **Audio/Video** menu.





## View video on the whiteboard

1. Click the “Swap” button in the upper left corner of the **Video** panel.



2. To return to the default-view, click the “Swap” button in the upper left corner of the reduced whiteboard panel.

## Extract and dock the video panel

- To extract, select **Extract Video Panel** from the **View** menu and drag the detached window to the desired location. (**Extract Video Panel** toggles to **Dock Video Panel**.)
- To dock, select **Dock Video Panel** from the **View** menu, or click the red button in the floating window toolbar.

## Maximize the video panel (detached mode)

- Click the green button in the **Video** toolbar. Click again to minimize.

## Stop video transmission

1. Click the arrow in the upper-right of the **Video** panel to open the menu.
2. Click **Stop Sending my Video**.

## Send a note

You can send three types of chat-like notes during a conference: private notes, public notes (announcements), and notes to the presenters’ group.

**Note:** Sending notes is dependent on company policy.

### Related topics

["Send a private note" on the next page](#)

["Detach a note" on the next page](#)

["Send an announcement" on the next page](#)

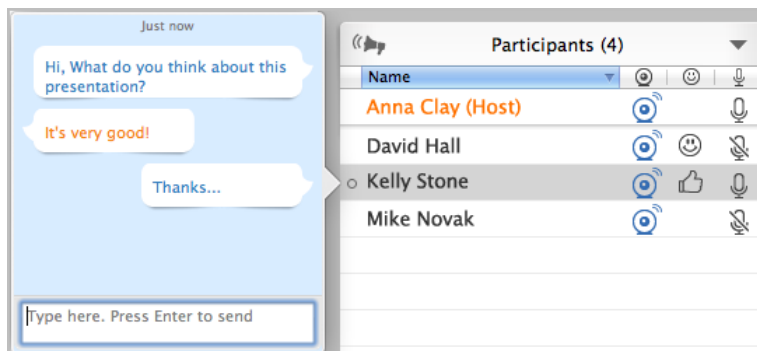
["Send a note to the presenter's group" on page 27](#)

["Configure note settings" on page 28](#)



## Send a private note

1. Double-click on the participant's name in the **Participants** list to open the note popover with the cursor in text box.



2. Write your note in the text box and press **Enter** on the keyboard.

The receiver hears an audio signal and the sender's name and the first line of the note is displayed in the blue status display in the toolbar. A blue dot appears to the left of the sender's name in the Participants list. Double-clicking the blue dot opens the popover with the new note. The blue dot changes into an empty dot outlined in gray which indicates that there is an open conversation with the participant but no new note has been received.

## Detach a note

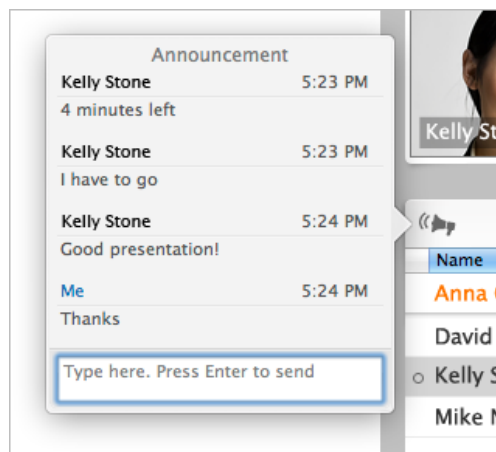
You can detach a note to open multiple chats simultaneously.

- Select and drag the note to any location on the whiteboard.

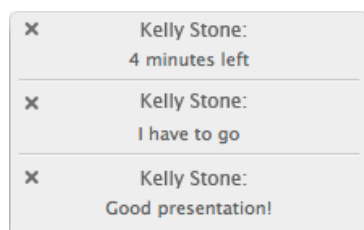
## Send an announcement

Send notes to all the participants (if company policy allows).

1. Click on the Announcement button in the upper left corner of the **Participants** list to open the announcement action sheet.



2. Write your announcement in the text box and press **Enter** on the keyboard. The received announcement is displayed with the sender's name. Additional announcements are added to the popover as they arrive.



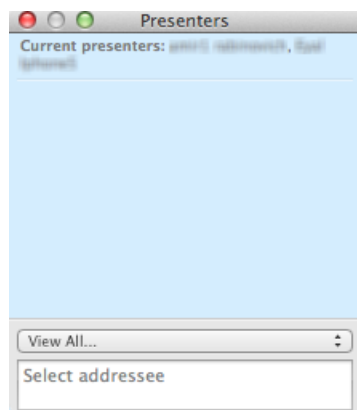
### Reply to an announcement

- Click the announcement to open the popover. If the popover is closed, click on the Announcement button to open the popover with all the announcements listed in chronological order.

### Send a note to the presenter's group

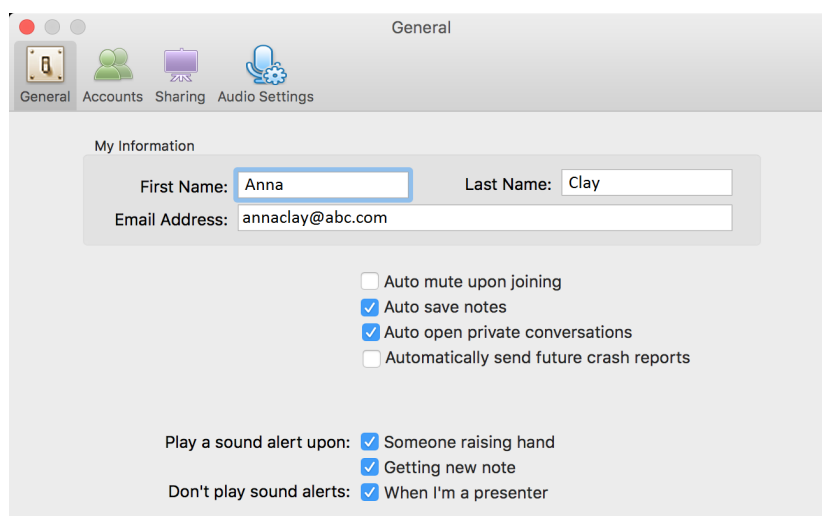
Send a note to the members of the presenter's group, which includes the presenter, the host and the co-hosts. Each member of the group can send you a private reply.

1. Right-click anywhere in the **Participants** list and select **Send Note to Presenter**. Or, click on the arrow in the **Participants** list to open the action menu and select **Send Note to Presenter**. Or, select **Send Note to Presenter** in the **Notes** menu on the main menu.
2. Type in your note and press **Enter**.



## Configure note settings

1. Click **AT&T Connect**, then **Preferences...**, and then **General**.



2. Check or uncheck the following options:
  - **Auto save notes** for automatically saving all the conference notes in the conference's history when exiting a conference..
  - **Auto open private conversation** for automatically opening the note in a floating panel.
  - **Play a sound alert upon: Getting new note**

## Write meeting minutes

Click in the **Memo** tab of the **My Meeting Minutes** panel and start typing. Or, click **Write Meeting Minutes** in the **Conference** menu on the main menu bar. Your minutes and snapshots are saved in the Source List under **HISTORY**.



## Related topics

"Send meeting minutes and snapshots" below

"Access past conferences (source list)" on page 32

## Send meeting minutes and snapshots

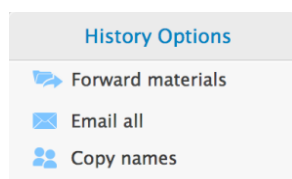
Send meeting minutes and snapshots as attachments by email during a conference or from past conferences.

1. Click the Forward button in the upper-right corner of the panel to open an empty email message with the attached minutes.
2. Type in the address(es) and optional message, and then click **Send**.



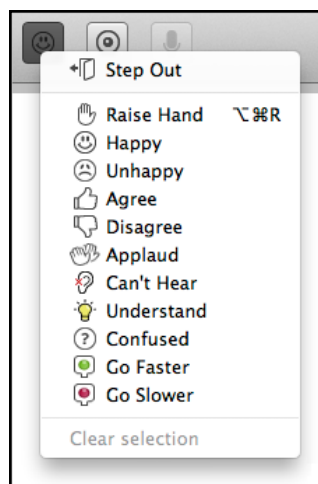
## Send from the Source List

1. Select the conference whose materials you want to send under HISTORY.
2. Click **Forward Materials** from the **History Options** menu.



## Use emoticons

Express yourself in the conference with emoticons. Raise your hand to notify the presenter that you want to speak, or indicate that you have temporarily stepped out of the conference.





1. Click the Emoticon button in the toolbar, or select **Set My Emoticon** in the **Participants** menu.
2. Choose the emoticon that suits your state of mind and click it. The **Emoticon** button changes to the state you chose and the participants see the emoticon next to your name in the **Participants** list.
3. To clear the emoticon, click the **Emoticon** button again, or select **Clear Emoticon** in the **Participants** menu.

## Participate in a poll

Your presenter may want you and all the other participants to voice your opinion about an issue in a poll. There are two types of polls: those with a **Yes** or **No** response and those with an **OK** response.

When the presenter asks the polling question, one of the following action sheets are displayed on your Mac:



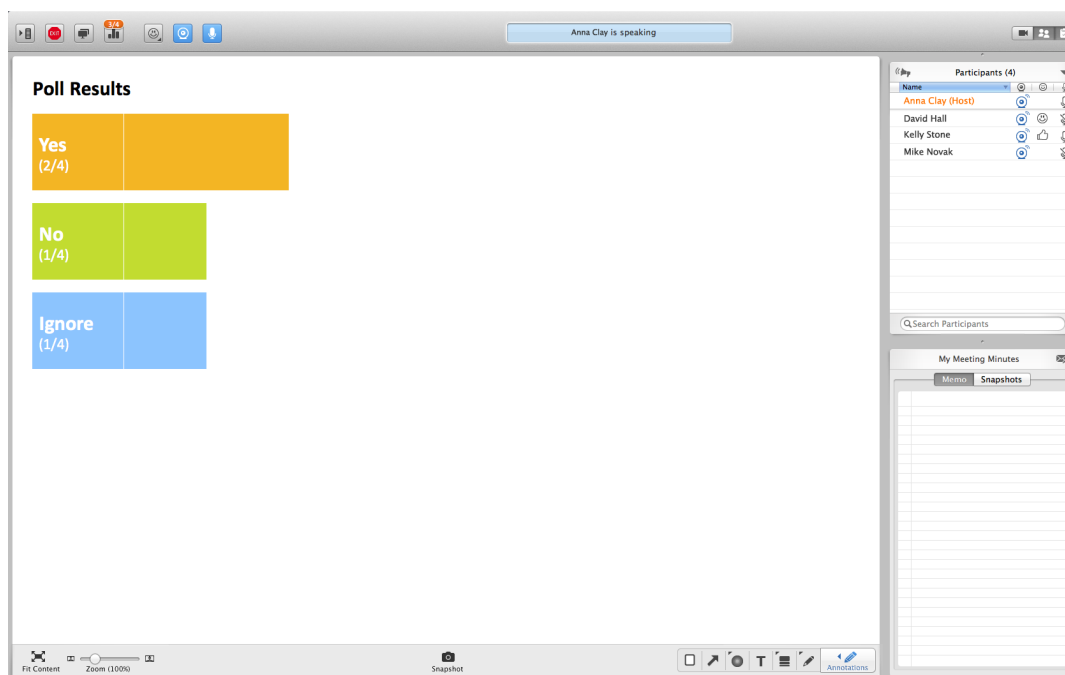
- Click your response, depending on the type of question the presenter asked.

### Related topics

["View the results" below](#)

## View the results

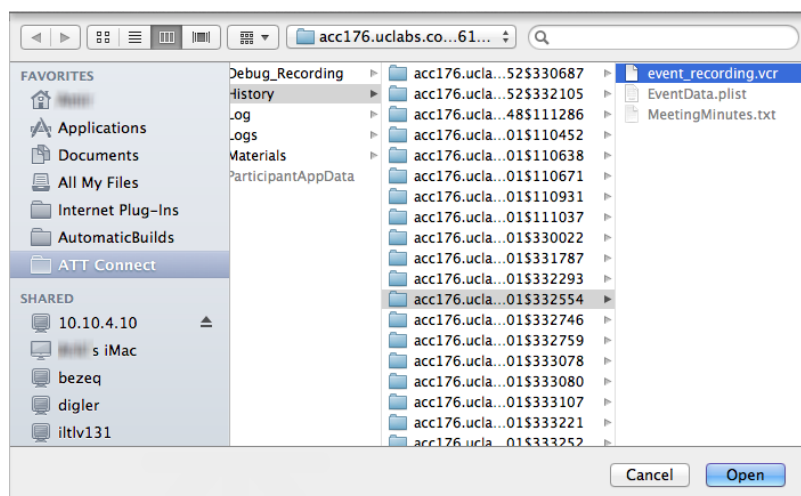
If the presenter chooses to share the current results of the poll, a graph is displayed on your whiteboard based on the presenter's graph. Each answer is displayed with a ratio of the number of participants who selected that option out of the total number of participants, and a graphic representation of that number.



## Play back a recording

You can play back VCR recordings of the conference on your Mac.

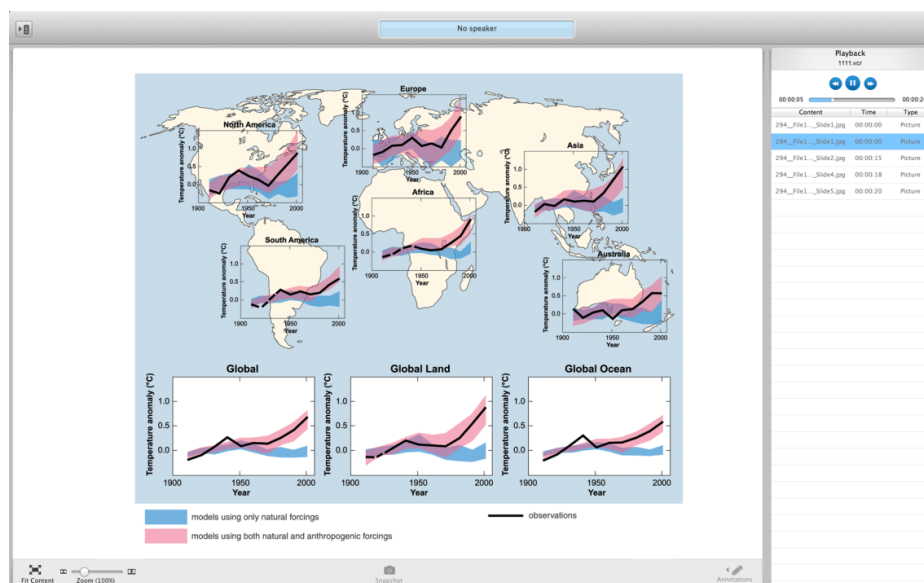
1. Click **Open Recorded Conferences** in the **File** menu to open the Mac finder and select the desired recording, or double-click on any VCR file located on your Mac.



This opens the Source List window with the recording in the **Playback** panel, and name of the recording is displayed under **RECORDED CONFERENCES**.



2. Click on the Play button (which toggles to Pause) to start the playback, displaying the recorded content on the whiteboard. Or, select the **File** menu/**Playback/Play**. The slide bar shows the playback progress.



The recording is divided into segments which can be played separately.

3. Click on the segments or on the Previous and Next buttons to jump to the various segments.

**Note:** In addition to playing the recording from the **Playback** menu, you can also save a copy of the recording, replay the recording from the beginning (**Rewind**) and jump forward to the recording segments (**Forward**).

## Access past conferences (source list)

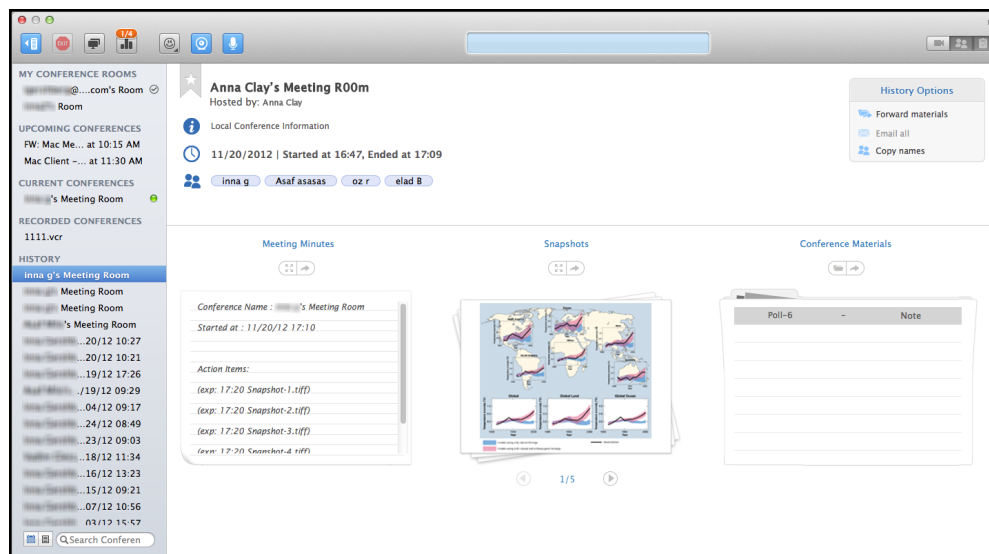
Access information about past conferences in the Source List, including the list of participants, meeting minutes, snapshots, recordings, and other meeting materials.

1. If the Source List is hidden, click the Source List button to open the Source List window.



2. Select a past conference from the left panel under **HISTORY** to view the information.





The top of the Source List displays the conference's date and start/end times. The names of the participants are also displayed. In the top-right corner is the **History Options** menu with the following options:

- **Forward materials** for sending all the conference materials as email attachments.
- **Email all** (available only to hosts) for sending an email message to all the participants in the conference.
- **Copy names** for copying all the participants' names for pasting into any document for follow-up purposes.
- The lower part of the window contains the **Meeting Minutes**, **Snapshots** and **Conference Materials** panels. The **Meeting Minutes**, **Snapshots** and **Conference Materials** panels provide you with the details of the conference that you selected in the **HISTORY** list.

## Related topics

["View meeting minutes" below](#)

["View snapshots" on the next page](#)

["View conference materials" on the next page](#)

## View meeting minutes

1. Scroll down the **Meeting Minutes** panel to view the minutes, including reference to the corresponding snapshots.
2. To open the snapshot file in the Preview application, click the Preview button above the panel.





3. To send the file as an email attachment, click the Send button above the panel.



## View snapshots

- Click the Forward and Back arrows to view the snapshots in a slide show.

## View conference materials

View poll results, notes, recordings and more.

- Click on the item and then click on the File button to open the folder (**Poll**, **Recordings**, **Notes**, etc.) containing desired file.



## Related topics

["View meeting minutes" on the previous page](#)

## Report a problem

AT&T Support wants to hear from you with any problem you may be experiencing with the Connect application.

1. Select **Submit Logs** in the **Help** menu to open the **Report a Problem** dialog box.

Report a Problem

Please enter detailed description of the problem.

Report ID: 6B07-9D2B

Legal notice

Cancel Send

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



The **Report ID** is a random number that identifies your report. If you want to send an email to AT&T Support after sending the report, make sure to include the Report ID.

## Submit a telephony ticket

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

**Note:** This feature depends on company policy and may not appear in your application.

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

2. Enter the required information and click **Submit**. The AT&T Support Center will contact you to resolve the problem.



## Set general preferences

1. Click **Preferences...** on the **AT&T Connect** menu to open the **AT&T Connect Preferences** window.
2. Click **General** to open the **General** tab.

General

General Accounts Sharing Audio Settings

My Information

First Name: Anna Last Name: Clay

Email Address: annaclay@abc.com

☐ Auto mute upon joining

☒ Auto save notes

☒ Auto open private conversations

☐ Automatically send future crash reports

Play a sound alert upon: ☒ Someone raising hand

☒ Getting new note

Don't play sound alerts: ☒ When I'm a presenter

3. Type in the name you wish to appear in the **Participants** list.
4. Type in your email address. The host uses this address when sending email from the Source List. It does not appear in the **Participants** list.
5. Check (or leave unchecked) your preferences for:
  - Automatically muting your microphone when joining a conference
  - Automatically saving all the conference notes in the conference's history when exiting a conference
  - Automatically opening a note (conversation) in a floating panel
  - Automatically sending crash reports without being prompted
  - Playing sound alerts

## Leave the conference

- Click the **Exit** button on the toolbar or select **Exit Conference** from the **Conference** menu.



## 6 Host capabilities

As the host, you have many options for configuring, creating and managing your conferences.

### Related topics

["Activate your account from the registration email" below](#)

["Activate your account after downloading Connect" below](#)

["Configure conference settings" on the next page](#)

["Use Broadcast mode" on page 41](#)

["Start a conference" on page 41](#)

["Invite participants" on page 41](#)

["Schedule a conference" on page 42](#)

["Manage the participants" on page 44](#)

["Manage the conference" on page 46](#)

### Activate your AT&T Connect account

Before hosting a conference, you first need to activate your AT&T Connect account. Once activated AT&T Connect is launched with the preferences you set for your account.

### Related topics

["Activate your account from the registration email" below](#)

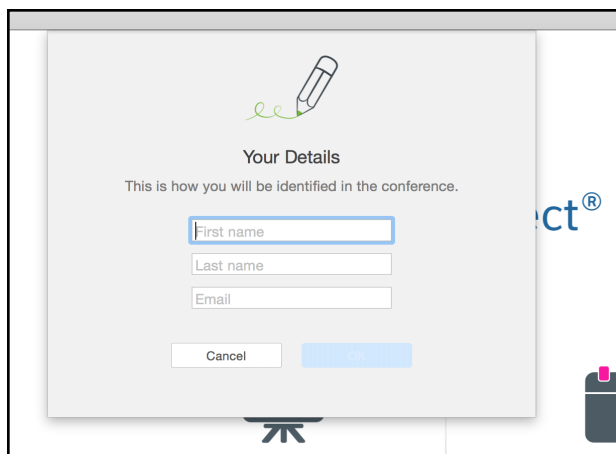
["Activate your account after downloading Connect" below](#)

### Activate your account from the registration email

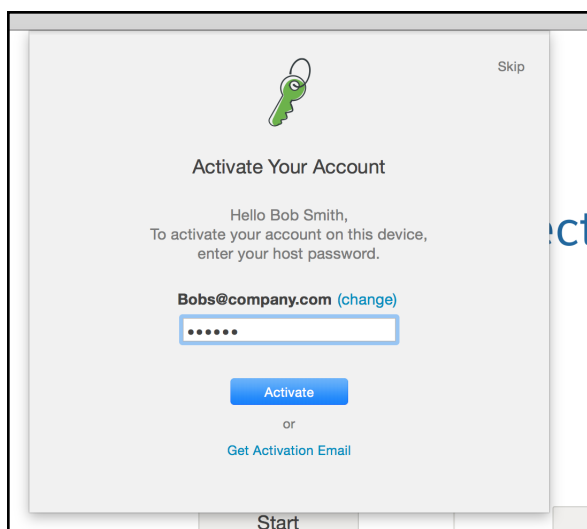
- Click on the activation link in the registration email you received when you registered with AT&T Connect.

### 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.



- 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. Then fill in your host password and click **Activate** or click **Get Activation Email** to request your registration email with the activation link.



## Configure conference settings

AT&T Connect is launched with the preferences you set for your account. However, you can change these preferences at any time. The following conference settings 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.

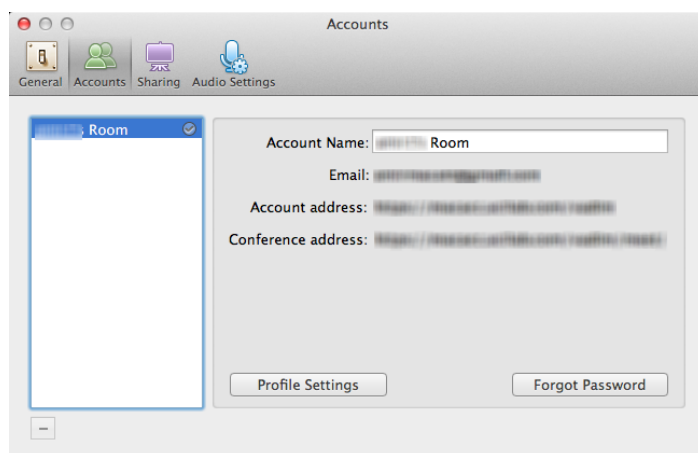
## Related topics

["Change your default conference settings" below](#)

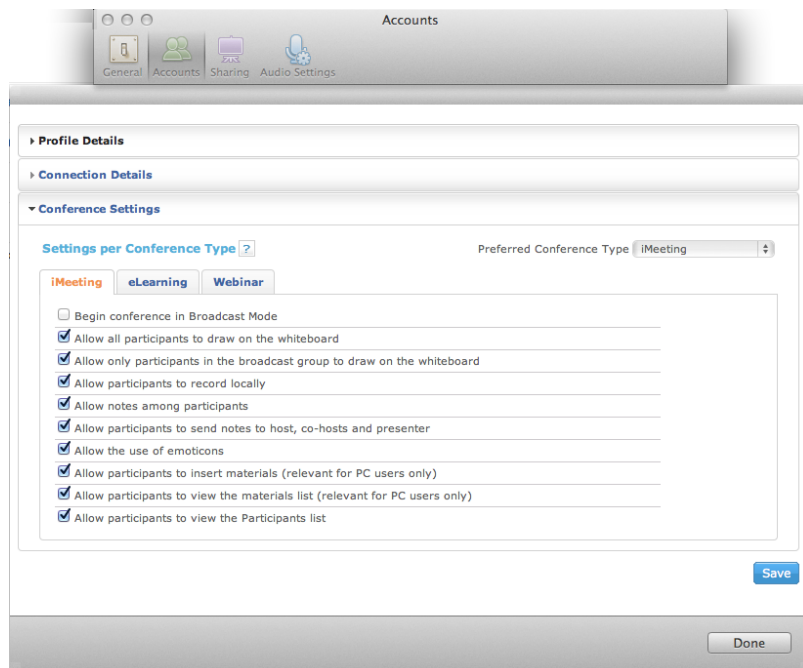
["Change conference settings for a single conference" on the next page](#)

## Change your default conference settings

1. In the **AT&T Connect** menu, click **Preferences...** and then click **Accounts**. The **Accounts** tab automatically displays your account details for the current conference.



2. Click **Profile Settings** and then click **Conference Settings** to open the **Conference Settings** tab.

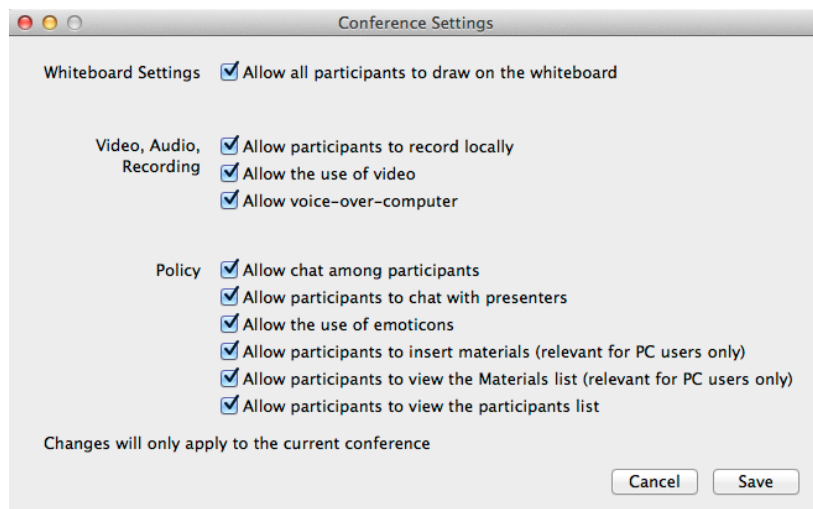


3. Select your **Preferred Conference Type** from the drop-down list at the top-right of the tab.
4. Click the features and behaviors you want to enable for this conference type.

## Change conference settings for a single conference

You may want to change the features and behaviors of the current conference you are hosting.

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







2. Click the settings you want for the current conference.
3. Click **Save**.

## Use Broadcast mode

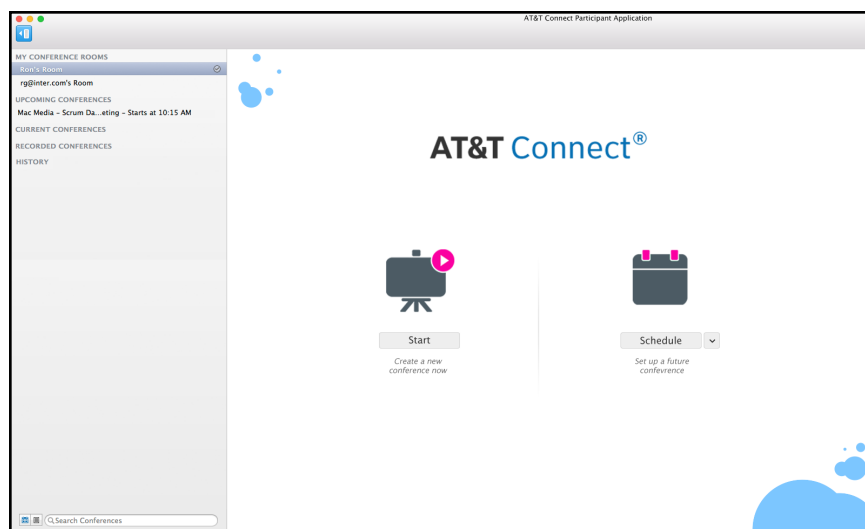
Broadcast mode permits only specific users to speak. Typically this mode is used for lecture-type presentations or for an “expert forum”. In this mode, the focus is on the presenter and the materials being shared with the group. All participants are in the muted and locked state except for the presenter,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

1. Click **Broadcast mode** in the **Conference** menu.
2. To exit, click **End Broadcast mode**.

**Tip:** A presenter can unmute and unlock participants while in Broadcast mode.

## Start a conference

- Click the **Start Conference** button in the meeting room screen to enter your conference room.



**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

Once you enter your conference room, it’s time to invite the participants.



## Related topics

["Invite by copying the conference address" below](#)

["Invite participants by phone" below](#)

["Dial out to participants" below](#)

## Invite by copying the conference address


- Click **My Conference Room** to open the menu and then click **Copy My Conference Room's address**. This copies the conference link and dial-in instructions to the clipboard and lets you paste it into an email or instant messaging window.

## Invite participants by phone

If the Call Me feature is enabled for your host account, you can invite participants to a conference by phone.

1. Click the Participants button and then click **Invite others by phone**. Or click **Invite Others by Phone** in the **Participants** menu.

Name:

Country:  +1

2. Type the name of the person you want to invite, select the country, and type in the number.
3. Click **Call Now**.

## Dial out to participants

If company policy allows, you can dial out to a participant who is connected to the conference data, but not to audio.

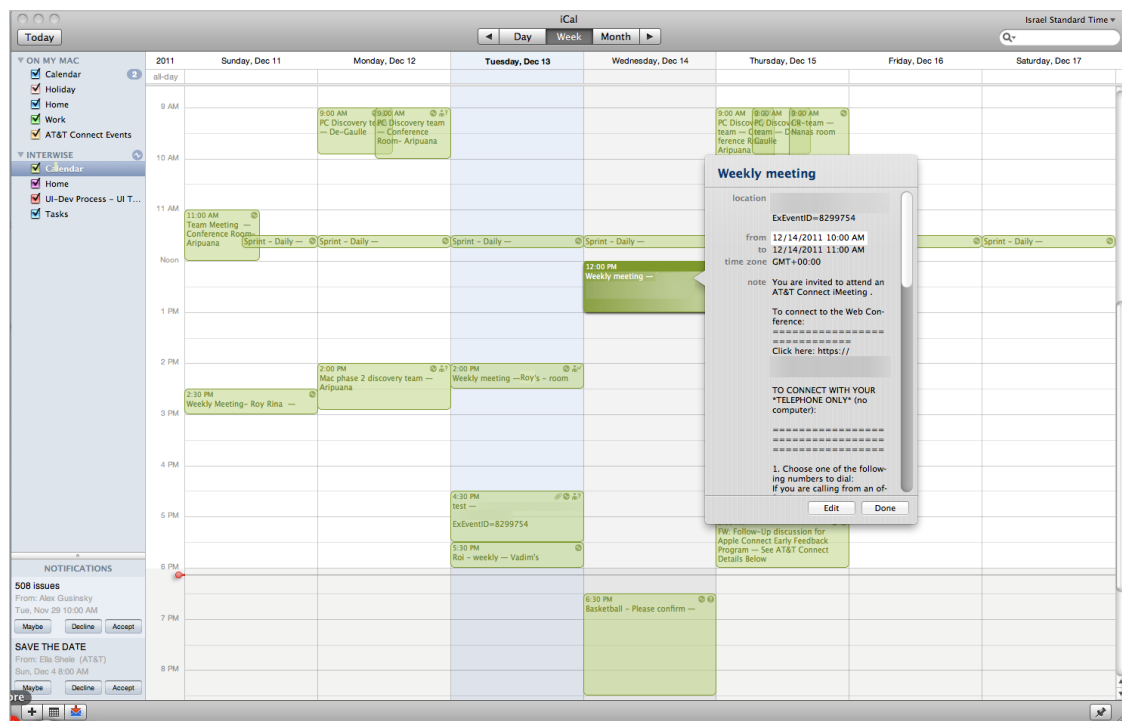
1. Right-click the participant and click **Dial out to Participant** from the menu.
2. Select the country and then type in the number (the participant's name has been automatically filled in).
3. Click **Call Now**. The called party hears an automated voice greeting welcoming him/her to the conference.

## Schedule a conference

You can schedule a future conference using the Microsoft Outlook 2011 or iCal applications.



1. In iCal, click the **Schedule** button in the meeting room screen to open your default scheduling application window. A calendar event is automatically opened whose start time is within one-half hour of the current time. By default, this conference is scheduled for one hour. The conference also contains a link for entering the conference.



2. Click the **Add Invitees...** link and type in the names of those you wish to invite, or add them from your local address book.
3. (Optional) Add attachments to the invitation.
4. Click **Send**.

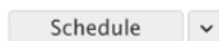
## Related topics

"Change the conference type" below

## Change the conference type

When scheduling a conference, you can change your default conference type.

1. In the meeting room screen, click the arrow next to the **Schedule** button to open the drop-down list.



2. Select the new conference type.



## Related topics

["Configure conference settings" on page 38](#)

## Manage the participants

You manage the participants in your conference using the options Connect provides for hosts.

## Related topics

["Assign a co-host" below](#)

["Give presenting rights" below](#)

["Clear emoticons" on the next page](#)

["Expel a participant" on the next page](#)

["Muting options" on the next page](#)

## Assign a co-host

To help you host the conference, you can assign co-host status to a participant. Co-hosts have the same privileges as the host and can perform many of the same actions. Co-hosts can:

- Determine which options to give to participants.
- Send notes to all participants at once (when this option is not available in the conference for regular participants).
- Reply to notes that were sent to presenters.
- Activate Broadcast mode.
- View the **Participants** list when this option is not available in the conference for regular participants.
- Give and take presenting rights if the host leaves the conference.

### To assign a co-host:

1. Select the participant in the **Participants** list, and in the **Participants** menu click **Change Role to/Co-Host**. Or, right-click the participant in the **Participants** list and click Co-Host on the menu.
2. To remove the Co-Host role, click **Change Role to/Participant**, or right-click the participant and click **Participant** on the menu.

## Give presenting rights

Do one of the following:

- In the **Participants** list, right-click the participant and click **Give Presenting Rights/Take Presenting Rights**.



Or...

- In the **Participants** menu, click **Give Presenting Rights/Take Presenting Rights**.

## Clear emoticons

- Click **Clear All Participants Emoticons** on the **Participants** menu.

## Expel a participant

Do one of the following:

- In the **Participants** list, right-click on the participant and then click **Expel**.

Or...

- Click on the participant in the **Participants** list, and click **Expel** from the **Participants** menu.

Or...

- Click **Expel** from **Participants** main menu.

**Note:** An expelled participant can't re-enter a conference.

## Muting options

### Mute/unmute a participant

Do one of the following:

- In the **Participants** list, right-click the participant whose microphone you want to mute and click **Mute/Unmute**.

Or...

- Select the participant in the **Participants** list and in the **Participants** menu, click **Mute Participant/Unmute Participant**.

**Note:** Participants can unmute their microphones after being muted by the host.

### Mute and lock a participant

When a host mutes and locks a participant's microphone, the participant can't unmute.

- Select the participant in the **Participants** list, and in the **Participants** menu click **Mute and Lock/Unmute and Unlock**.

### Mute/un-muting all

Do one of the following:



- Click **Mute All/Unmute All** in the **Participants** menu in the **Participants** list.

Or...

- Click **Mute All/Unmute All** in the **Participants** menu.

**Note:** Participants can unmute their microphones after being muted by the host.

## Manage the conference

You manage your conference using the options Connect provides for hosts.

### Related topics

["Change the conference name" below](#)

["Lock the conference" below](#)

["Record on the server" below](#)

["Set sharing preferences" on the next page](#)

["End or leave the conference" on the next page](#)

## Change the conference name

You can specify a new name for the conference. The new name replaces the old one in the title bar of the conference window and in the Source List under **HISTORY**.

- Click **Change Conference Name** in the **Conference** menu to open the **Change Conference Name** action sheet.

## Lock the conference

When you lock the conference, new participants can't join even if they were invited.

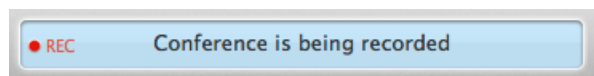
1. Click **Lock/Unlock Conference** in the **Conference** menu.
2. Type in the new name and click **Continue**.

## Record on the server

You can record your conference on the application server. Recordings are automatically placed in the conference's history at the conclusion of the conference, under Recorded Conferences.

**Note:** Downloading the recording from the server to the conference's history may take some time.

1. Click **Start Recording** in the **Conference** menu. You are notified in the status display that the conference is being recorded.



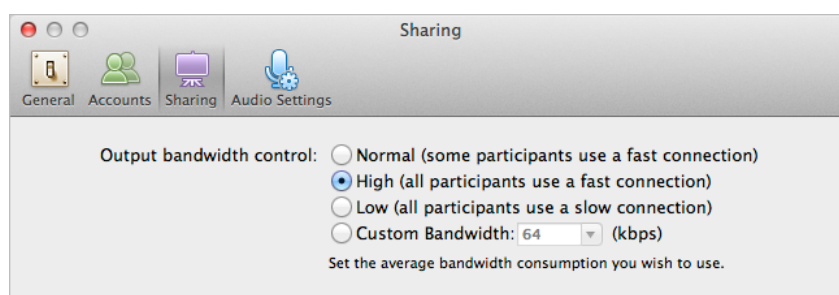
2. To end the recording, click **Stop Recording** in the **Conference** menu.

### Related topics

["Access past conferences \(source list\)" on page 32](#)

## Set sharing preferences

In the **Sharing** tab you can specify the bandwidth consumption you want to use for application sharing.



1. Click **Preferences...** on the **AT&T Connect** menu to open the **AT&T Connect Preferences** window.
2. Click **Sharing** to open the **Sharing** tab.
3. Click one of the following: **Normal**, **High**, **Low** and **Custom Bandwidth**. If you selected **Custom Bandwidth**, set the bandwidth in kbps.

### Related topics

["Share your desktop applications" on page 48](#)

## End or leave the conference

You can either leave the conference while keeping it alive for the participants (maybe you've assigned the role of co-host or presenter to a participant). Or, you can end the conference and disconnect all conference participants.

1. Click the **Exit** button on the toolbar, or select **Exit Conference** in the **Conference** menu. A message is displayed asking you if you wish to leave or end the conference.
2. Click **End Conference** or **Leave Conference**. A confirmation window is displayed, reflecting the option you selected. If you chose to end the conference, the participants are notified.



## 7 Presenter capabilities

Connect provides you with many options for presenting materials, as well as conducting polls and web tours.

### Related topics

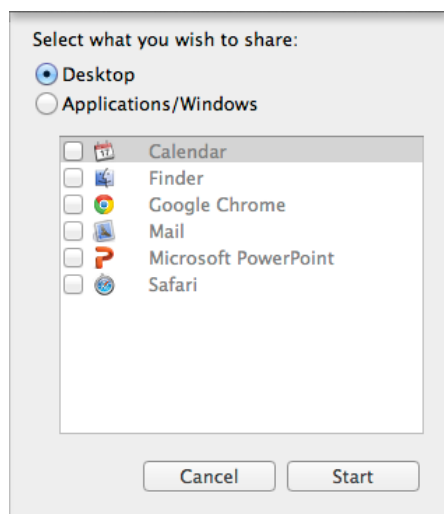
["Share your desktop applications" below](#)

["Create polls" on page 50](#)

["Conduct a web tour" on page 54](#)

### Share your desktop applications

1. Click the **Share** button or select **Start Sharing** from the **Shared Content** menu to open the Share action sheet.

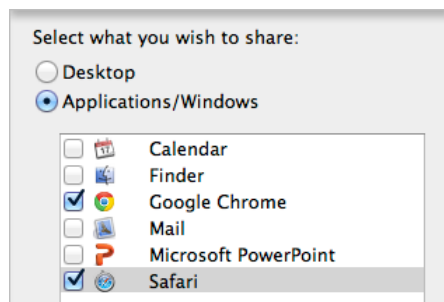


2. To share your desktop with others, select **Desktop**.

**Important!** If you're in full-screen mode and switch to a new or different space during the shared session, all the participants will see the new space as well.

3. Or, to share applications, select **Applications/Windows** and then check the ones you want to share. The desktop background and all other applications and popovers will be dimmed.





4. Click **Start**. This puts you in Dashboard mode, where the application shrinks to a small dashboard with the shared content and buttons for various sharing options. A monitor opens automatically for 10 seconds to let you see what the participants are viewing.



## Related topics







["Use the dashboard" below](#)

## Use the dashboard

The dashboard buttons are described below. You are probably familiar with some of these buttons from other parts of the application.

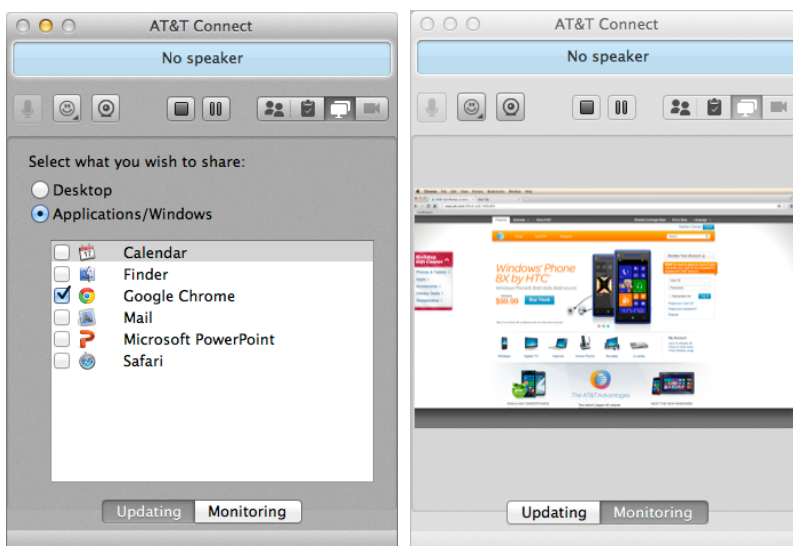




Button	Description
	Stops sharing with participants and returns to the standard application layout.
	Pause/Play button that lets you perform actions on your Mac that are undetected by participants.
	Displays the <b>Participants</b> panel.
	Displays the <b>Meeting Minutes</b> panel.
	Displays the <b>Video</b> panel.
	Expands the dashboard and opens it in <b>Monitoring</b> mode to show what is currently being shared with participants. Clicking the <b>Updating</b> button lets you modify what is currently being shared with participants.

## Expanded dashboard

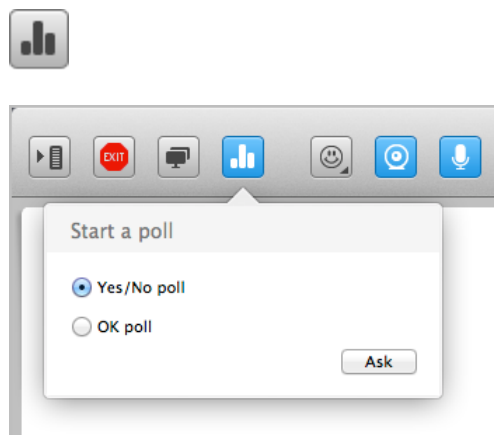
Illustrated below is the expanded dashboard in **Monitoring** and **Updating** modes.



## Create polls

You can create two types of polls: **Yes/No** and **OK**.

1. Click the Poll button in the toolbar or select **Show Poll** from the **View** menu to open the **Start a Poll** popover.



2. Select the type of poll you want to send and click **Ask**. This displays the appropriate **Respond to Poll** action sheet to the participants.
3. Ask your question and then ask the participants to vote.

### Related topics

["View the poll results" below](#)

["Hide the popover" on the next page](#)

["Detach the popover" on page 53](#)

["Save the poll" on page 53](#)

["Publish the poll" on page 53](#)

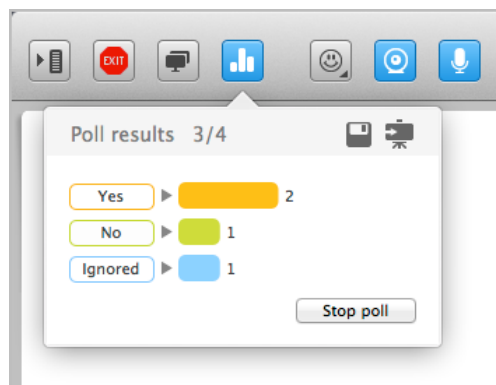
["Stop the poll" on page 54](#)

["Access the poll later" on page 54](#)

["Participate in a poll" on page 30](#)

### View the poll results

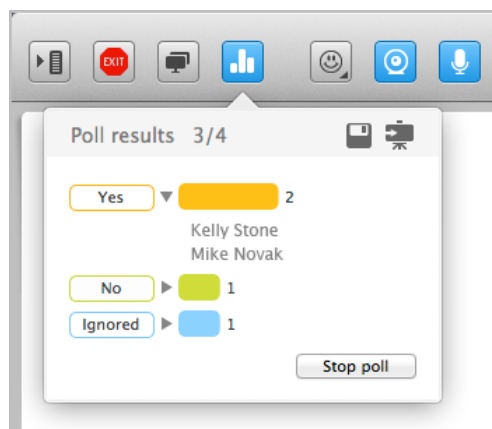
After you create the poll, your **Start a poll** popover transforms into a **Poll results** popover and displays the polling results online, in the form of a graph. The header displays the ratio of participants who voted **Yes** or **No** from the total number of participants in the conference. The body of the **Poll results** popover displays the choices, the number of participants who selected each answer, and a graphic view of that number out of the total number of participants.



## Who voted what?

You can also see how each participant voted in the expanded **Poll results** popover.

- Click the arrow next to each answer to open the list of participants who selected that answer.



## Hide the popover

During a polling session, you can close the **Poll results** popover (maybe to view the entire whiteboard).

- To hide the popover, click the active (blue) Poll button or select **Hide Poll** from the **View** menu.

A badge appears above the Poll button with the ratio of the number of participants who voted **Yes** or **No** from the total number of participants in the conference. This badge indicates that the poll is still running.





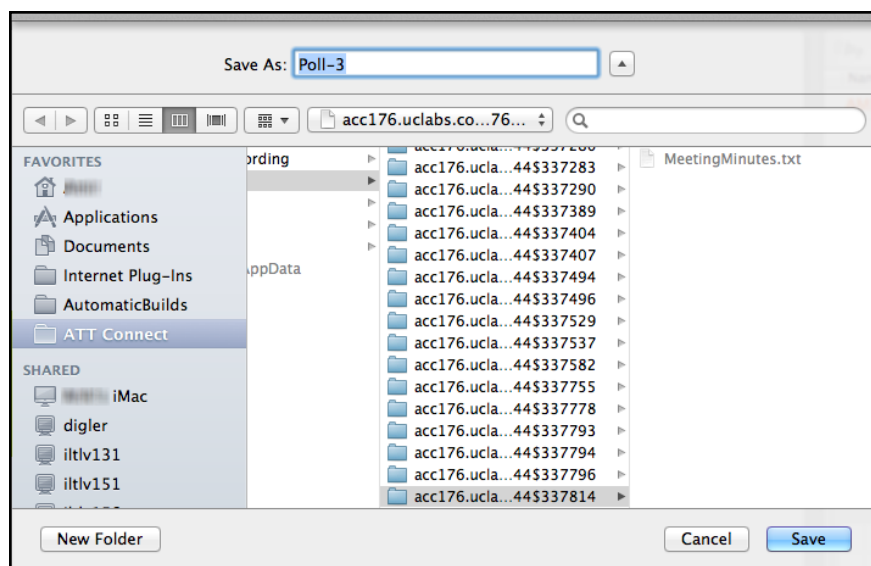
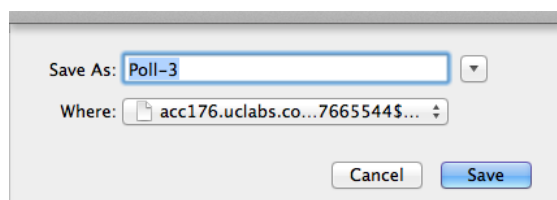
## Detach the popover

You can extract the polling popover to an external, floating panel and place it anywhere in the window. You can then dock the popover (click the red button), and maximize or minimize it (click the green or yellow button, respectively).

## Save the poll

You can save the results of the poll locally as an RTF file.

1. Click the Save button in the popover's toolbar. This opens the **Save As** action sheet with a browser for selecting where you want to save the poll.



2. Select the location and click **Save**.

## Publish the poll

During the polling session, you can share the results of the poll on the participants' whiteboards. If the results change, the whiteboards will be updated.

- Click the Publish button in the popover's toolbar.





## Relate topics

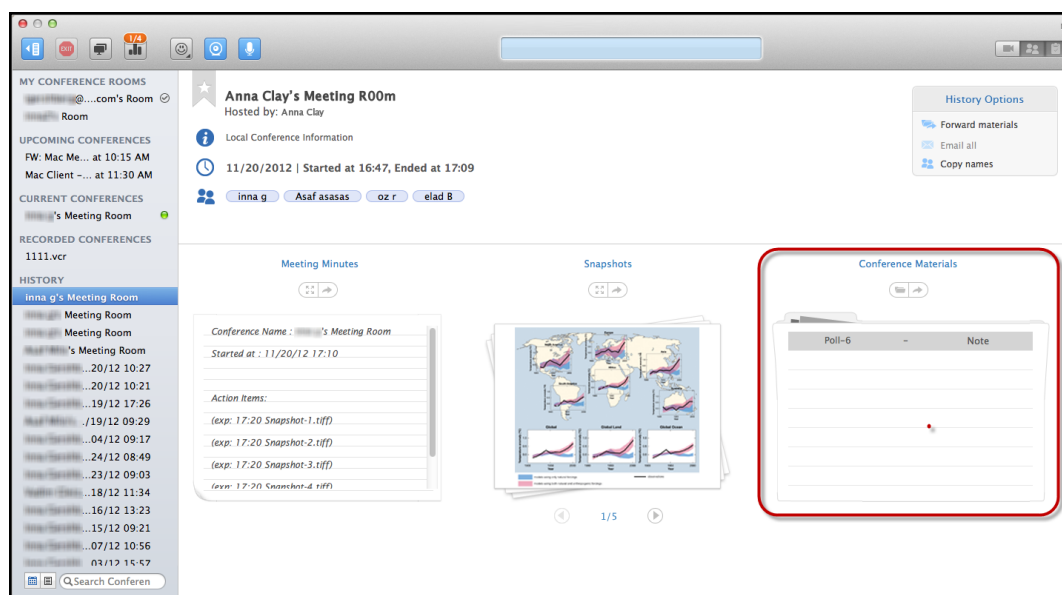
"View the results" on page 30

## Stop the poll

- Click **Stop poll** to close the action sheet and remove the data.

## Access the poll later

- Once the conference has ended, click on the conference under **HISTORY** in the Source List window and locate the poll in the **Conference Materials** panel.

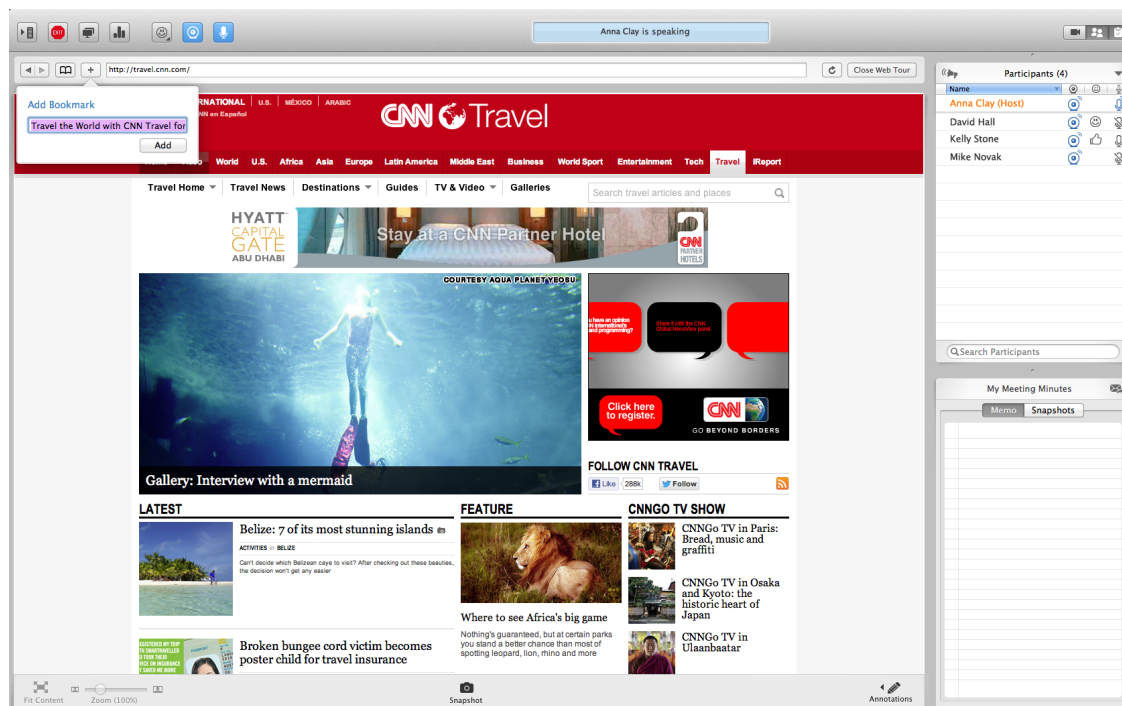


## Conduct a web tour

Take the participants to websites or HTML pages.

- Click on **Web Tour** then **Start Web Tour** on the **Shared Content** menu to display the browser at the top of the whiteboard.

**Note:** The web browser is displayed only to presenters. Participants see content only.



2. Enter the URL address and click **Enter**.
3. To navigate in the browser, click on the Back and Forward arrow buttons.
4. To refresh the browser, click the Refresh button.
5. To use choose a favorite site, click the Bookmark button to open the list of bookmarks and select it.
6. To end the web tour, click the **Stop Web Tour** button on the toolbar or the **Close Web Tour** button in the browser.

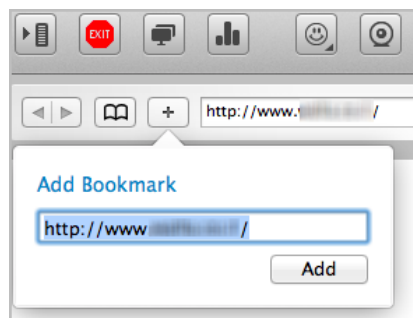
## Related topics

"Add rename or delete bookmarks" below

## Add rename or delete bookmarks

Add bookmarks for easy access to your favorite websites.

1. Click the Add button (to the right of the Bookmark button) at the web site you want to bookmark to open the **Add Bookmark** popover with the URL address.



2. Click **Add**.

#### **To rename the bookmark:**

1. Right-click the bookmark and click **Edit Name** to open the popover.
2. Edit the name and press **Enter** on the keyboard.

#### **To delete the bookmark:**

1. Right-click the bookmark and click **Delete**.
2. Press **Enter** on the keyboard.