



**AT&T Connect<sup>®</sup>**

# **Participant Application for Windows<sup>®</sup> User Guide**



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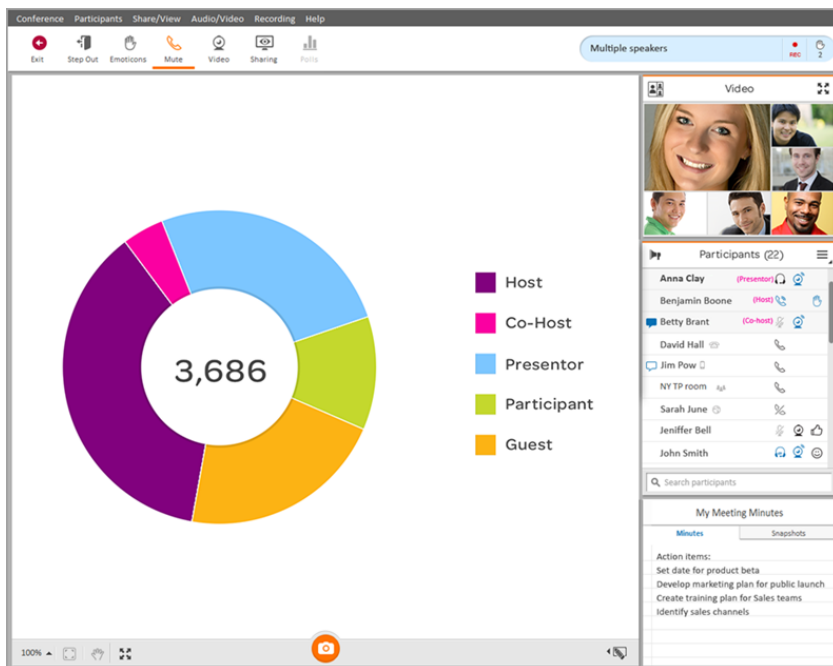
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# 1 AT&T Connect Basics

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.



## Related topics

["The users" on the next page](#)

["Localization" on page 12](#)

["Documentation" on page 12](#)

["Download the application" below](#)

## 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.



- 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.

The screenshot shows a window titled "AT&T Connect Participant Application". Inside, there is a green pencil icon writing on a line. Below it, the heading "Your Details" is followed by the text "This is how you will be identified in the conference." There are three input fields labeled "First Name", "Last Name", and "Email". At the bottom of the form is an orange "OK" button. The AT&T logo is in the bottom left corner of the window.

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.



## Related topics

["Activate your AT&T Connect account" on page 54](#)

## The users

Hosts, co-hosts, presenters and participants use 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?

- **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.



- **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.
- **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/>.



## 2 Joining a conference

You're invited to an AT&T Connect conference. Joining the conference depends on the type of conference and how the conference was scheduled.

### Related topics

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

["Join a scheduled conference from your Outlook® calendar" below](#)

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

["Join in compatibility mode" on the next page](#)

["Provide details" on the next page](#)

["Join a second conference" on page 15](#)

["Mandatory upgrade" on page 16](#)

### Join an unscheduled conference

- Click on the link in your email invitation.

### Join a scheduled conference from your Outlook® calendar

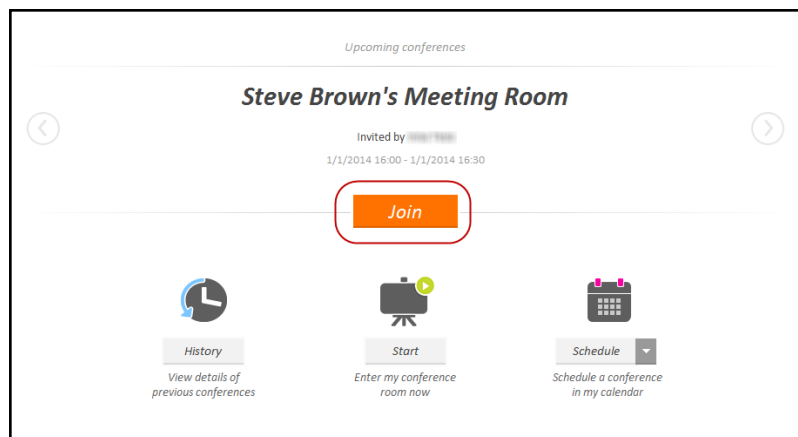
When you accept an invitation to a conference, it is inserted into your Outlook® calendar as a meeting.

- 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

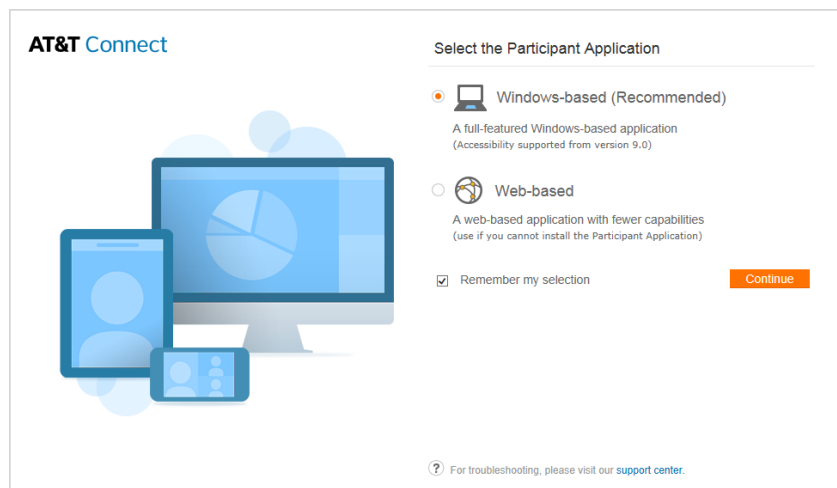
If you join a conference that was scheduled in a previous version of AT&T Connect (Enterprise edition), the conference will open in compatibility mode and the application will have a different look. No problem! You can still attend the conference and enjoy the Connect experience.

### Related topics

["Appendix D: Compatibility mode" on page 88](#)

## 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.



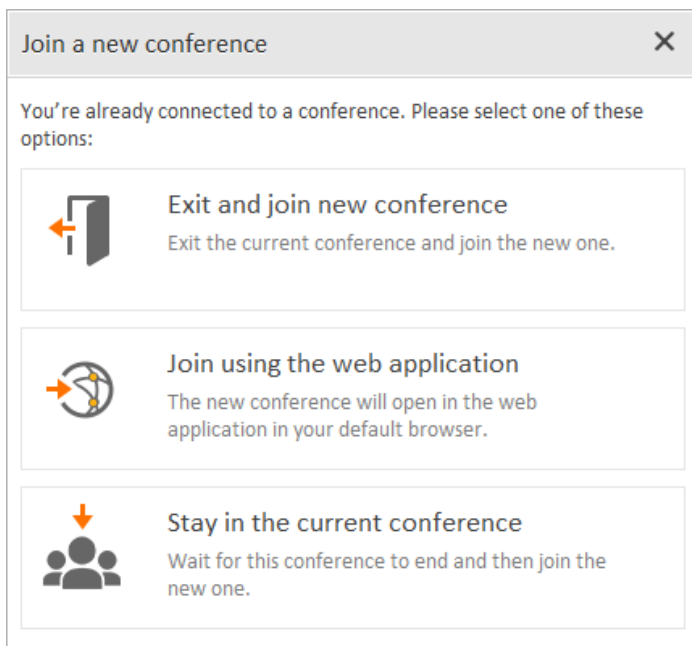


1. Select **Windows-based** (full host and participant functionality—recommended) or **Web-based** (for devices that don't allow software downloads).
2. Select **Remember my selection** if you want to use this type of application for future conferences.
3. Click **Continue**. This opens a screen for 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.

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.

## Join a second conference

If you are currently in a conference and have another one scheduled at the same time, clicking the link to the new conference opens a dialog box with your options. You can exit the current conference and join the new one, remain in the current conference and join the new conference using the AT&T Connect web application, or remain in the current conference until it ends.



- Choose either **Exit and join new conference**, **Join using the web application**, or **Stay in the current 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.

Connection Setup

Please set your audio/video connection settings:

**Video Presence:**

Show my video OFF

**Audio Connection Method:**

Call-me at: **mobile** ▼  
Have AT&T Connect call you at the specified number.

Dial-in  
Dial into the conference from your phone.

Voice over computer (VoIP)  
Use your headset or microphone and speakers.

Already connected by phone?  
Dial #913324# to let others identify you as you speak.

Connect Dismiss

### Related topics

["Connect your video" below](#)

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

["Use the Call Me feature" on the next page](#)

["Dial in to the conference" on page 19](#)

["Use voice over computer \(VoIP\)" on page 19](#)

["Mute your microphone" on page 19](#)

### Connect your video

- Turn on **Show my video** under **Video Presence**.

### Related topics

["Video options" on page 27](#)



## 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.

### Related topics

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

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

["Use voice over computer \(VoIP\)" on the next page](#)

## 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, un-check **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.

**Note:** If you didn't set a default Call Me number, the last saved number that you used will be selected automatically. This number is displayed at the top of the Call Me drop-down list.



## Dial in to the conference

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

Dial-in Instructions

**Dial In**

Dial one of the numbers listed below.  
(If you're at a listed office location, dial the On-site number first)

On-site number  
Select a location...

Caller paid:  
1-800-435-2800

Access Code  
Enter this code when you are prompted  
12345678

Open in browser Close

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

**Note:** If the Dial-In Instructions page doesn't display properly, click the **Open in browser** button to open the page in your default browser.

## 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

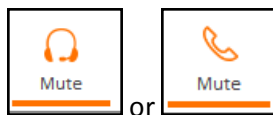
By default, your microphone is unmuted when you enter a conference. If you don't plan on speaking, we suggest muting your microphone.

- 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.

**Notes:**



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

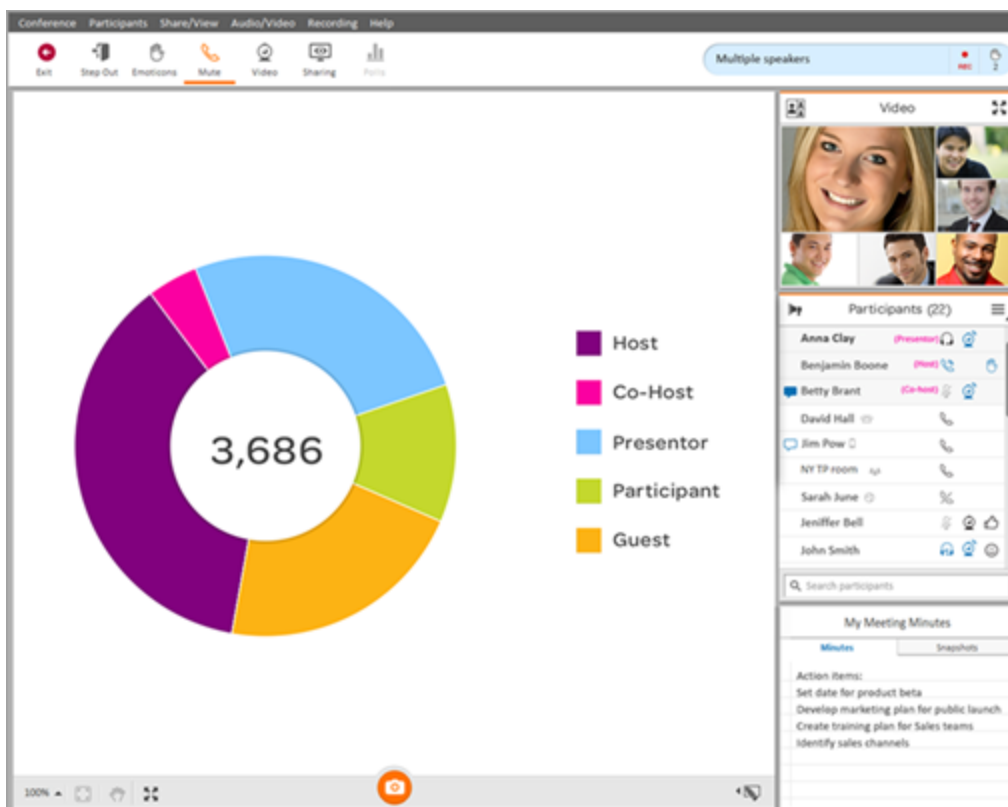


- The host/presenter may mute and lock your microphone, after which you will not be able to unmute and speak.
- If you want to make sure that you are always muted when joining a conference, you can configure this option in **Application Settings**. This setting applies to VoIP participants only.



## 4 View the interface

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



**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.

### Related topics

["The Participants panel" on the next page](#)

["Notifications" below](#)

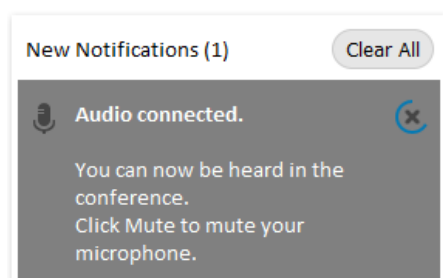
## Notifications

The Notifications section informs you of various events that occur during a conference, such as receiving a private note (chat) from a participant or one from a presenter. You also get notified of public announcements, recordings, system messages, participants raising their hands, and more.



A counter at the top of the Notifications tells you how many new notifications have arrived. The new notification is added to the bottom of the panel, so you may need to clear some notifications to view the newer ones. Some notifications disappear after a few seconds but most will stay unless you click on the **X**. An exception is when the notification disappears when a participant opens a private note.

- Click **Clear All** to delete all the notifications.



## 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.



Phone Icon	VoIP Icon	Description
		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 displaying and working with content on the whiteboard.

### Related topics

["Adjust the whiteboard size" below](#)

["Zoom in and out" below](#)

["Pan the whiteboard" on the next page](#)

["Take a snapshot of the whiteboard" on the next page](#)

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

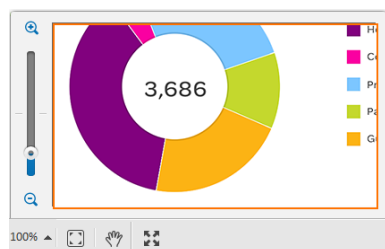
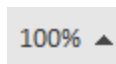
### Adjust the whiteboard size

- 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.



### Related topics

["Access your conference history" on page 39](#)

## Use the whiteboard annotation tools

You can use the annotation tools on the whiteboard, on inserted files, and on web pages. You can also use them when a presenter is using the tools on a shared application or screen.

**Note:** Using the tools depends on host permissions.

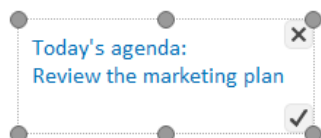
- Click on the Annotations Toolbar button at the bottom-right of the whiteboard to open the annotation tools. The currently selected tool is displayed in orange.





## Write text

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



4. 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 check mark or press **Enter**. While you're writing in the textbox, no one can see it.

## Draw freehand and shapes

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



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

## Clear the 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.

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

### Set your video layout

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



### Set 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 Chat with participants

Chat with conference participants by sending and receiving notes.

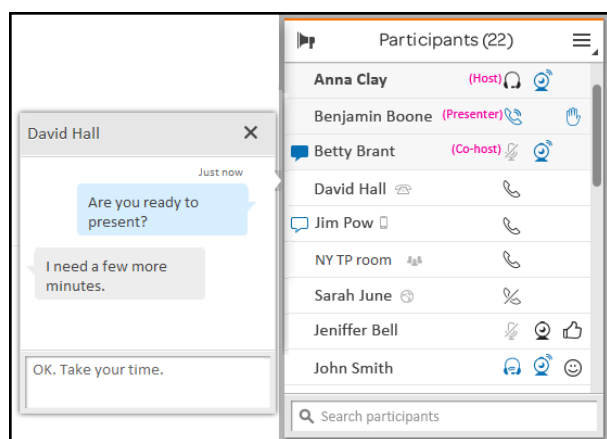
**Note:** Sending notes depends on company policy, so this feature may not be available to you.

### Write and send a note

1. In the **Participants** list, click the name of the participant you want to send a note to, or right-click on the participant's name and click **Send Private Note**.

This opens the note popup that points to the receiving participant's name. If you previously chatted with this participant, it's displayed in the popup.

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



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

### Receive a note

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

- Click the note or the sender's name in the **Participants** list.

### Detach the note popup

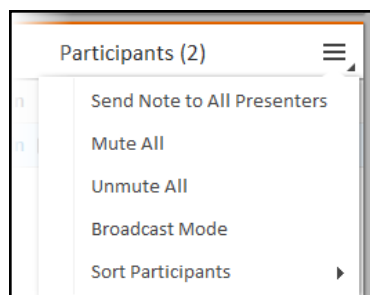
Detaching the note popup from the **Participants** list lets you have multiple notes open simultaneously.



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

## Send a note to the host, co-host and presenter

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



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



## 8 Make public announcements

The application 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 time stamp of when you sent it.

### Detach the Announcement panel

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

### Respond to an announcement

- Click on the announcement, type in your text and press **Enter** on the keyboard.



## 9 Write meeting minutes

Write meeting minutes during a conference which you can retrieve in the History panel.

1. Click in the **Minutes** tab in the **My Meeting Minutes** panel.

[illegible]

2. Type in your text. You can edit the text anytime during the conference.

**Note:** You retrieve your meeting minutes in the History panel, on the device you used to create them.

## Related topics

"Access your conference history" on page 39





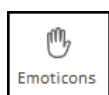
## 10 Use emoticons

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.

### 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.



### 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 Respond 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**.

Answer a poll

Bob Marks sent a poll  
What do you think about this new UI proposal for alerts?

☐ A The best I've ever seen!

☒ B Love it

☐ C Very cool

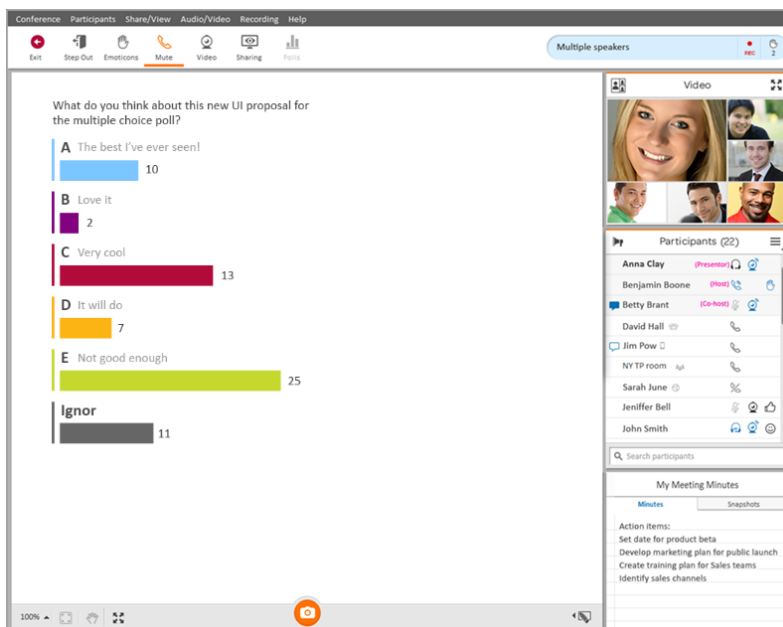
☐ D It will do

☐ E Not good enough

Answer 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.



## Related topics

["Conduct polls" on page 78](#)



## 12 Record a conference

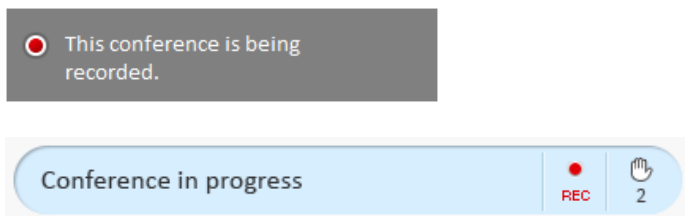
Record a live conference locally and then play back the recording when you are disconnected from the conference.

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

### Start recording

- 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 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.

#### Related topics

["Access your conference history" on page 39](#)

["Play back a recording " on page 68](#)

### Play back a recording

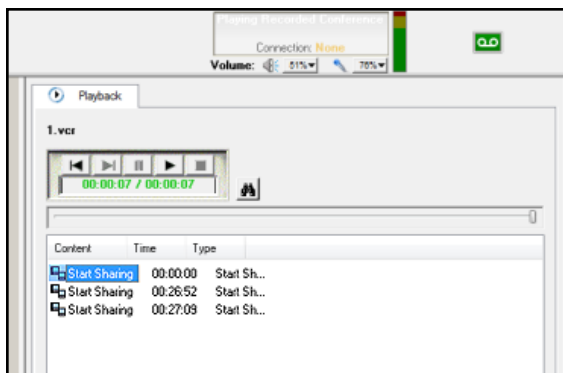
You access your local recordings in the History panel.

- 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 recorded content

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

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



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



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

## 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.

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

### Related topics

["Access your conference history" on the next page](#)



## 13 Access your conference history

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

### Access from the home page

- 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 during a conference

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

#### Notes:

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

#### Related topics

["What do you see in the History page?" on the next page](#)

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

["Color-code your conferences" on page 41](#)

["Delete a conference \(and removing its materials\)" on page 41](#)

["Search for a conference" on page 42](#)

["Play back a conference recording" on page 42](#)

["Open the materials folder" on page 42](#)

["Send meeting minutes and snapshots to participants" on page 43](#)

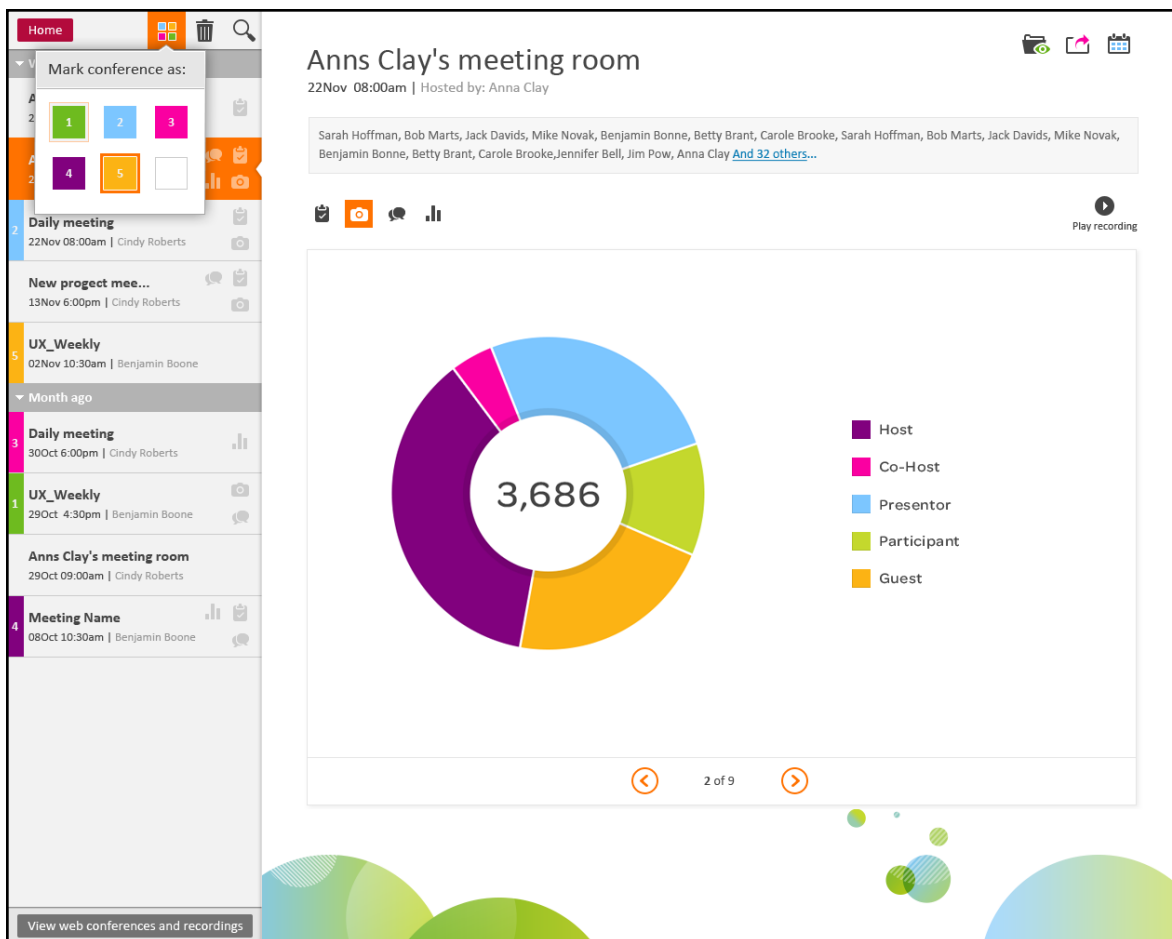
["Invite participants to a follow-up meeting" on page 43](#)

["Return to the home page/conference" on page 43](#)



## 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

You can 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.





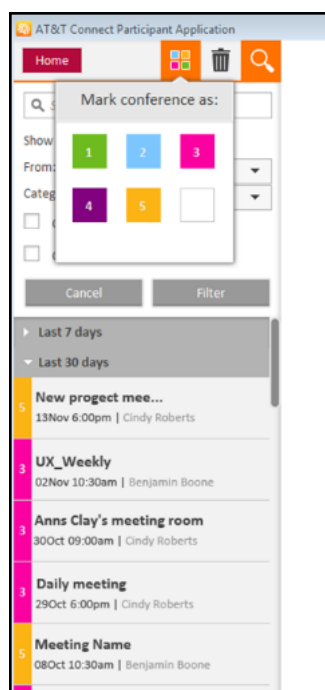
## Color-code your conferences

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.



Search by keyword

Show Conferences:

From: All

Category: All

☐ Only conferences with materials

☐ Only conferences I hosted

Cancel Filter

2. Type a keyword in the search text box.
3. Narrow the search by selecting a time interval and a color code.
4. If you want, 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.

### Related topic

["Record a conference" on page 36](#)

## Open the materials folder

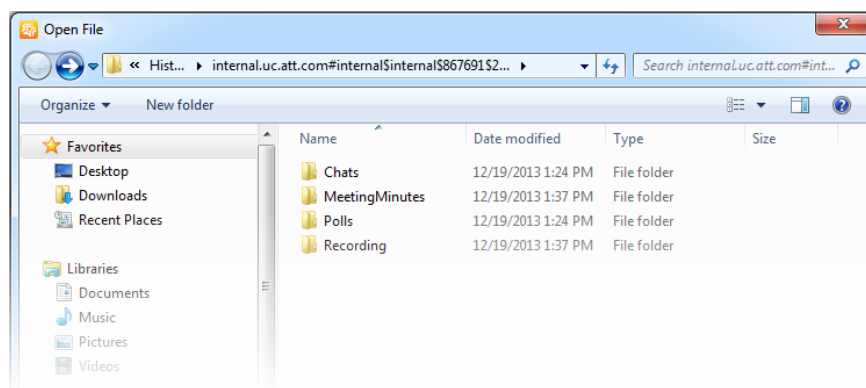
Retrieve the files of the conference materials (instead of just viewing them).

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

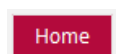
1. Select the conference with the required participants.
2. Click the Calendar button in the upper-right corner. An email invitation with the participants' addresses is opened in your Outlook® application.



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.

### Related topics

["Submit a telephony ticket" below](#)

["Report an application problem" below](#)

### Submit a telephony ticket

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**. 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.

Report a Problem

Please enter detailed description of the problem: [FAQ](#)

Before the problem occurred, I was...

To see information that will be sent in this report, [click here](#).

This report will be sent anonymously.  
This submission will not generate a trouble ticket. To follow up,  
please contact your helpdesk or AT&T Customer Care. You may be  
asked for the report ID below.

Report ID: **2b08-8313**

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

**Note:** The **Report ID** displayed at the bottom of the dialog is a random number that identifies your report.



## 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.

- 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 a menu with options: 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, with 'None' selected); 'My Call-me Numbers' with a 'Select Number' dropdown, 'Edit', 'Add', and 'Delete Number' buttons, and a checked 'Set as default Call-me number' checkbox; 'Auto Mute' with a 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'. At the bottom right are 'Save' and 'Cancel' buttons.

### Related topics

["Audio/Video tab" on the next page](#)

["Personal Details tab" on the next page](#)

["Network tab" on page 49](#)

["Sharing tab" on page 48](#)

["Account tab" on page 50](#)

["More Settings tab" on page 51](#)



## 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**.

#### Related topic

["Connect your audio" on page 18](#)

### Manage your Call Me numbers

1. Under **My Call Me Numbers**, add a new number, select a number to edit, or delete a number.
2. Click **Save**.
3. If you want to set a number as the default for future conferences, check **Save this number for future conferences**.

**Note:** If you didn't set a default Call Me number, the last saved number that you used will be selected automatically. This number is displayed at the top of the Call Me drop-down list.

### 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.



AT&T Connect Participant Application

*This is how you will be identified in the conference.*

First Name

Last Name

Email

OK

at&t

## 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

The application 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.

### Edit existing account

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

Add/Edit Account

Please define the new account details using the information from the Registration Confirmation email.

Address:

Display name:

Username:

Password:

[Forgot user name/password?](#)

OK Cancel

2. Enter or change the following fields:
  - **Address**—the URL or IP address of the AT&T 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**.

### Set as default account

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



## 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

### Set a sound alert

- Select the events for which you want to get a sound alert. Choose from:
  - **Incoming note or announcement**
  - **When a participant has joined/exited a conference (only for VoIP)**
  - **When you enter a conference**
  - **When participants raise their hands (heard only by host, co-host and presenter)**

### Save conversations

- Turn on this feature to save all conversations automatically when you exit a conference.

### View the whiteboard in full screen

- Turn on this feature to display the whiteboard content in full-screen during application sharing.

### Display name with arrow

- Turn this feature on to display a participant's name with the whiteboard arrow.

**Note:** This is a local setting, meaning that other participants will see the participant's name near the arrow unless they turn off this setting.

### Set the application language

- Select the language used in the application. Choose from:
  - **English**
  - **Simplified Chinese**
  - **Traditional Chinese**
  - **French**
  - **German**
  - **Japanese**
  - **Spanish**

## Accessibility

- Check **Prevent notifications from closing automatically** for accessibility purposes.





## 16 Exit 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 and co-host capabilities

As the host and co-host, you have numerous options to manage the conference and the participants.

["Activate your AT&T Connect account" below](#)

["Select a different server \(advanced users\)" on page 56](#)

["Configure conference settings" on page 56](#)

["Use broadcast mode" on page 58](#)

["Use broadcast mode" on page 58](#)

["Start a conference" on page 59](#)

["Schedule a conference" on page 60](#)

["Invite to my conference room " on page 61](#)

["Continue the conference without you" on page 61](#)

["Change the conference settings during a conference" on page 61](#)

["Lock the conference" on page 62](#)

["Give presenting rights" on page 64](#)

["Assign a co-host" on page 64](#)

["Control an application "over the shoulder"" on page 64](#)

["Record on the server" on page 65](#)

["Access conference recordings" on page 65](#)

["Activate your account on other devices \(hosts\)" on page 69](#)

["End the conference" on page 69](#)

### 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.



## 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.

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.

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. The following 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.

### Related topics

["Set the conference type and options" below](#)

## Set the conference type and options

You set the conference type and options in the **Conference Settings** page, 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**.

**Note:** If the **Conference Settings** page doesn't display properly, click the **Open in browser** button to open the page in your default browser.

### 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.

### Related topics

["Start a conference in broadcast mode" below](#)

["Change to broadcast mode during a conference" below](#)

## 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

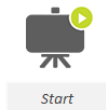
You can also briefly switch to broadcast mode in the middle of any conference. This enables you to enforce “quiet” when too many people are talking at once, and re-focus attention to the presenter.

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.

### Related topics

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

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

## 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 user with a host account 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 the **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.

### Related topics

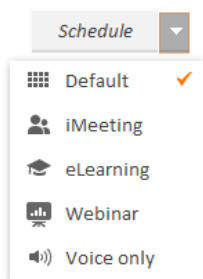
["Set the conference type when scheduling a conference" below](#)

["Set the default conference type " below](#)

## 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. However you can change your conference type temporarily (per conference) from the AT&T Connect application prior to scheduling a conference.

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.

### Related topics

["Configure conference settings" on page 56](#)

## 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....**

## 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.

## Waiting room options

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.

### Related topics

["Place participants in the waiting room" below](#)

["Add participants to the current conference" below](#)

["End current conference and start one with the waiting participants" on the next page](#)

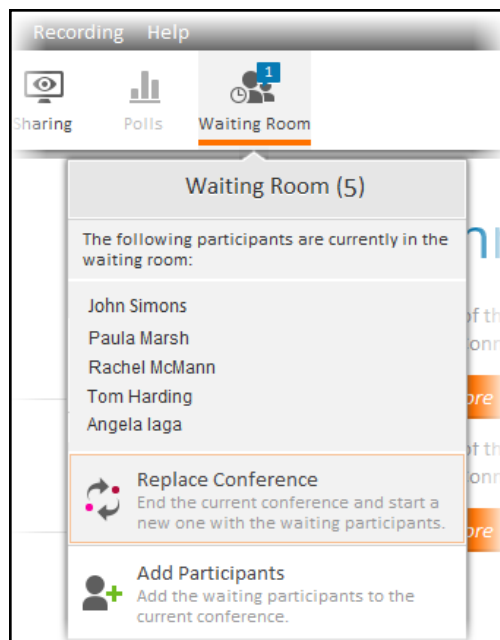
## Place participants in the waiting room

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.



## Add 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**.

## End current conference and start 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**.

## Muting options

As the host you can override the mute state of your participants.

### 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.

**Note:** Participants who join a conference after it has started will be muted. Participants using VoIP will not be muted.



## Unmute all participants

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

**Note:** Participants who join a conference after it has started will not be muted, including VoIP users.

## 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

You can appoint a co-host to share the host privileges and help you manage your conference.

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 or audio and data recordings. Then you can send the participants a link to the recording by email.

**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.

### Related topics

["Access conference recordings" below](#)

## Access conference recordings

You access recorded conferences in the **My Web Conferences and Recordings** page.

- 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: 

November

3

2015

 To date: 

December

3

2015

☐ Recorded conferences only [Search](#)

Search Results (7)

Conference Name	Date & Time	Duration	Recording
Finance Status Meeting	12/03/2015 11:54 am	02:31:47	<a href="#">Details</a>
Marketing Status Meeting	11/23/2015 3:07 pm	42:42:53	<a href="#">Details</a>
AT&T Connect--Weekly Meeting	11/21/2015 1:00 pm	36:48:12	<a href="#">Details</a>
Team Meeting	11/18/2015 2:00 pm	45:34:33	

1

Conference Details

General

Participants

Recording

Conference name: Finance Status Meeting

Date and Time: 12/03/2015 11:54 am

Duration (HH:MM:SS): 02:31:47

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.

### Related topics

["View the participants" below](#)

["Copy names and/or email addresses" below](#)

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

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

["Copy a recording link to the clipboard" on the next page](#)

["Delete a recording" on the next page](#)

## View the 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 your video quality

The conference host 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.

## 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 from ninety seconds after the host has left the conference.



## 18 Presenter capabilities

As the presenter, you have options for sharing materials on the whiteboard, conducting web tours, conducting polls, and ending the conference.

### Related topics

"Share your screen" below

"Share an application" on the next page

"Conduct a web tour " on page 74

"Share a web media page" on page 76

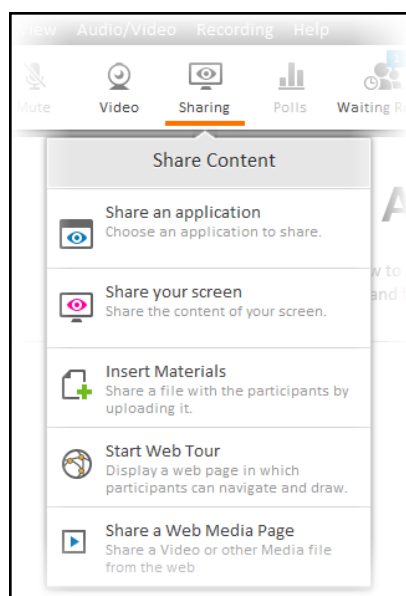
"Insert files" on page 77

"Conduct polls" on page 78

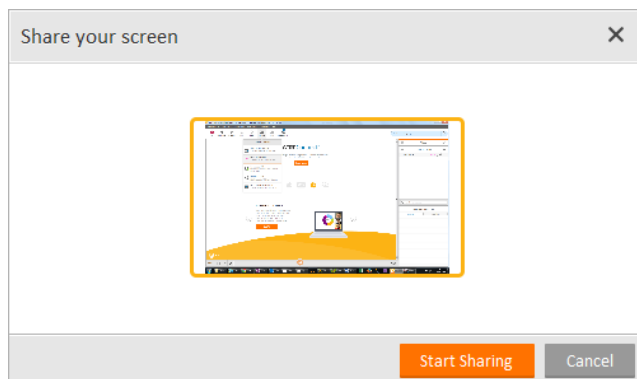
"End the conference" on page 82

### Share your screen

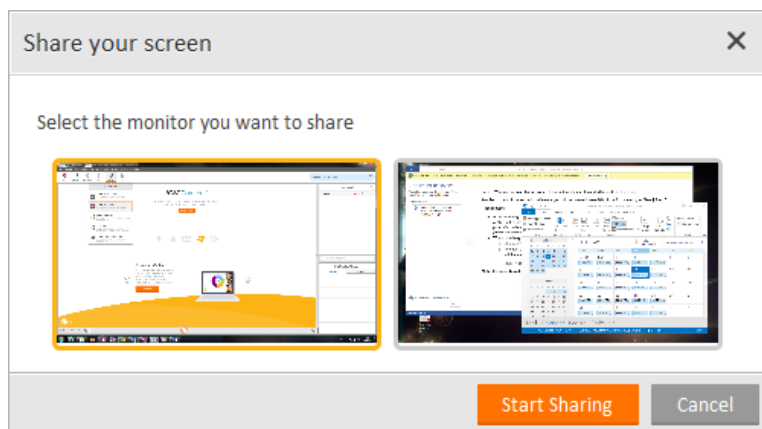
1. Click **Share your screen** in the **Share/View** menu. Or, click the **Sharing** button in the toolbar and then select **Share your screen**.



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

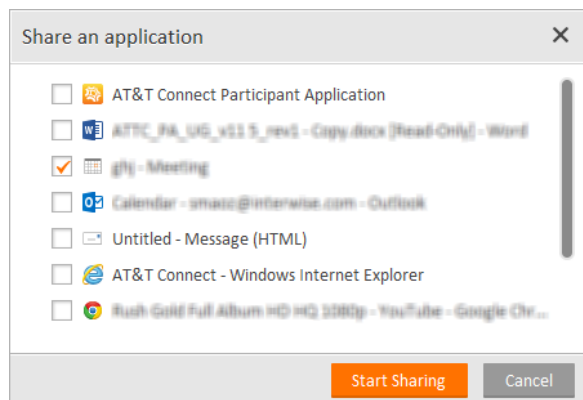


3. If you are using more than one monitor, select the monitor you want to share and then click **Start Sharing**.

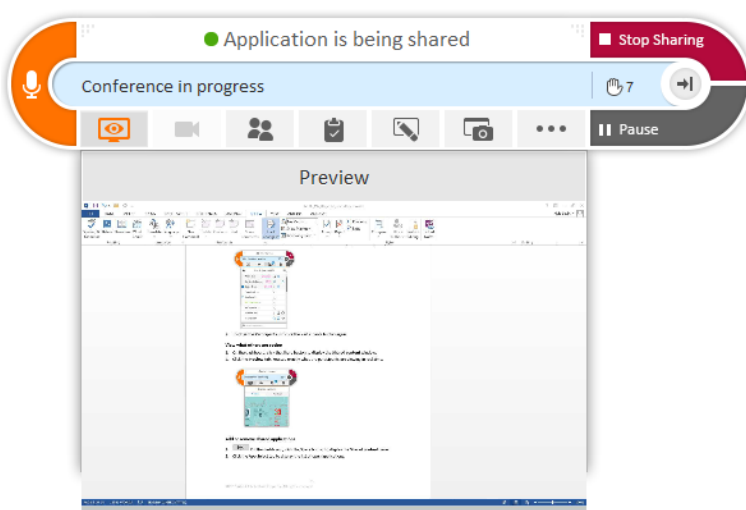


## Share an application

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.
- To use the annotation tools, make sure the application that you are sharing is displayed on the screen with the dashboard.

#### Related topics

["Use the dashboard" on the next page](#)

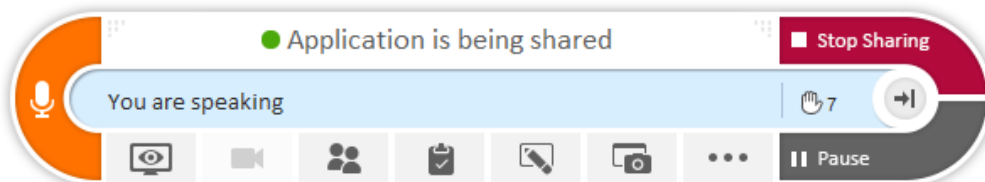
["Give a participant "remote control"" on page 74](#)





## Use 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.
	Opens the video panel in a detached window (if video is currently being transmitted).
	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 <b>My Meeting Minutes panel</b> .
	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”

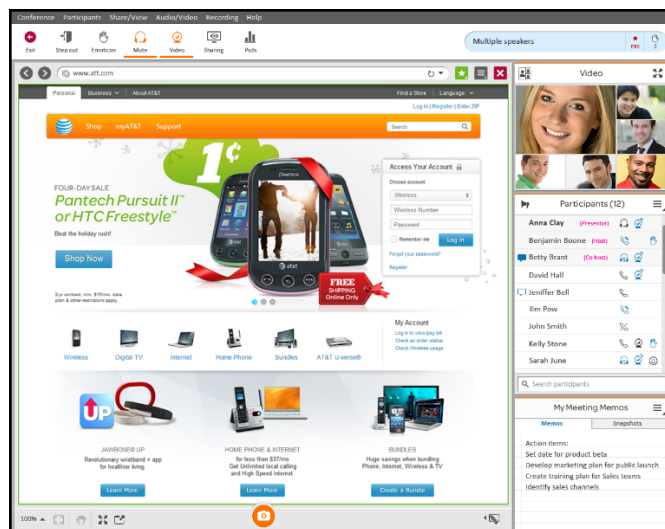
While you are sharing an application, you can let a participant take control of the content that is being shared on the whiteboard.

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.

## 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.

## Related topics

"Manage web tour bookmarks" below

## Manage web tour 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.



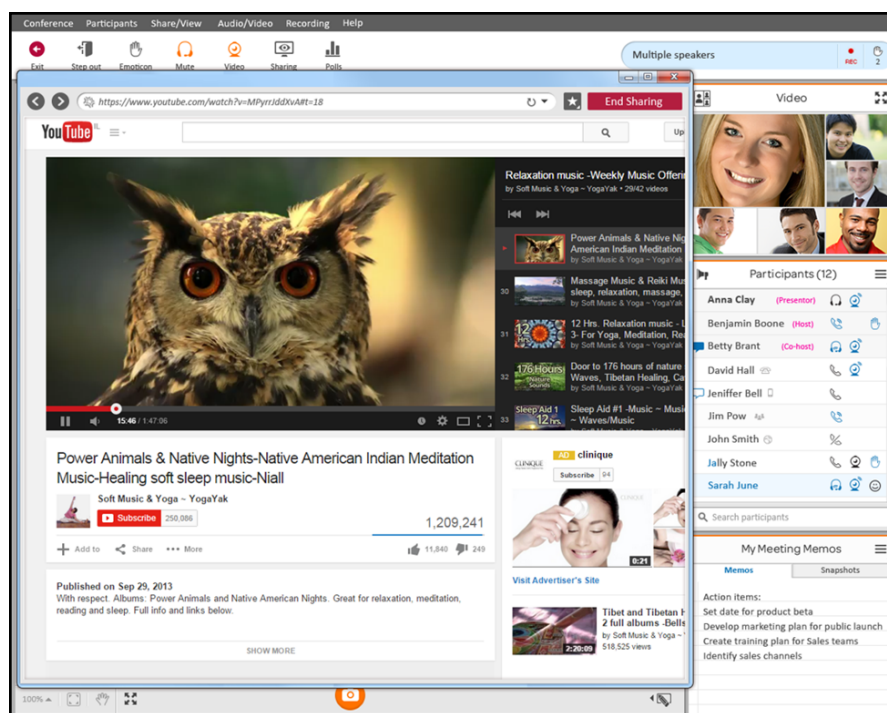
3. To delete a page from your favorites, right-click on the name and click **Delete**. The name is removed from the list.

## 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 the annotations tools will be disabled.



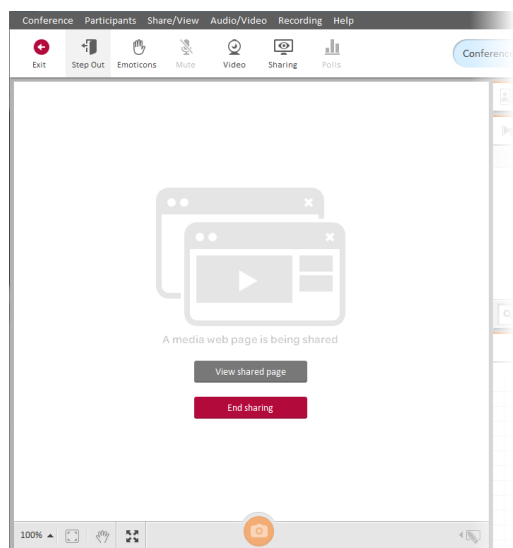
While sharing the web media page, a notification is displayed on your whiteboard with buttons for viewing the shared page (if it is temporarily hidden) and for ending the sharing.

## End sharing

Do one of the following:



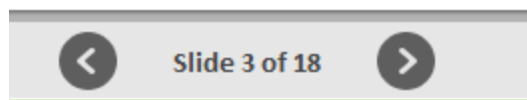
- Click the **X** in your sharing window.
- Click the **End Sharing** button on your whiteboard.



## Insert files

You can 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, .dotm and .pdf.

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**.
3. Use the arrows in the navigation bar to turn the pages.



**Note:** As you move from page to page, the participants see the changes on their whiteboards.

## Preview and insert pages/slides

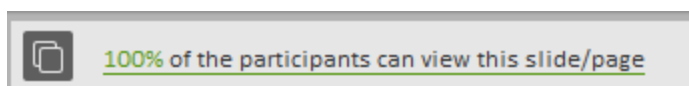
1. To display previews of pages or slides, click the Preview button on the left side of the navigation panel.



The thumbnail panel displays previews of your pages/slides.



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.

**Note:** When giving presenting rights to another participant, the thumbnail panel with the slide previews will be displayed to the new presenter.

## 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**.

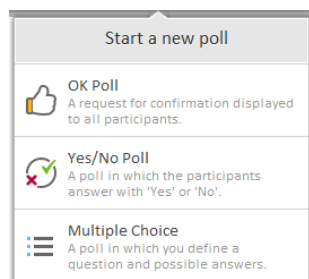
### Related topics

["Send an OK or Yes/No Poll" below](#)

["Send a Multiple Choice poll" on the next page](#)

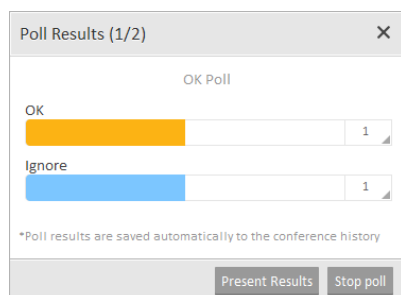
## Send an OK or Yes/No Poll

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.

## 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.

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.

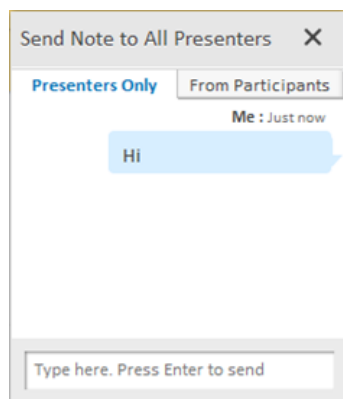
### Related topics

["Access your conference history" on page 39](#)

## Chat options

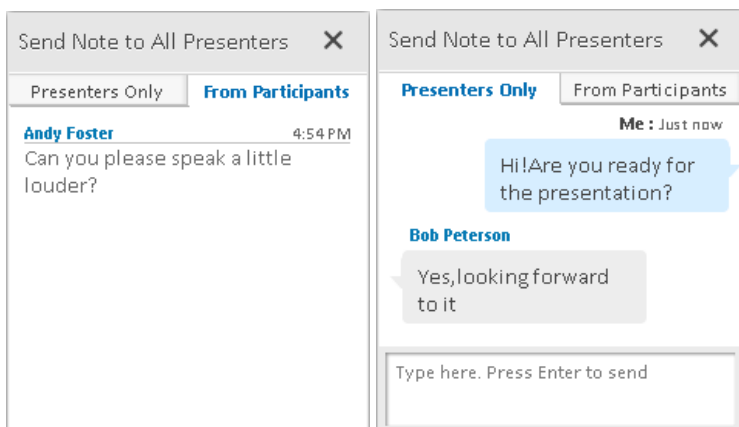
### Send notes to presenters only

- Click **Send Note to All Presenters** in the **Participants** menu.  
Your note will be displayed in the **Presenters Only** tab of the Note panel.



### Answer notes directly

When participants, presenters or co-hosts send you a note or make an announcement, their name becomes an active blue link.



- Click on the sender's name to open a private note panel and type your reply.

### Related topics

["Chat with participants" on page 29](#)

## 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 from ninety seconds after the host has left the conference.



## 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.

Key	Description	User
*#	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

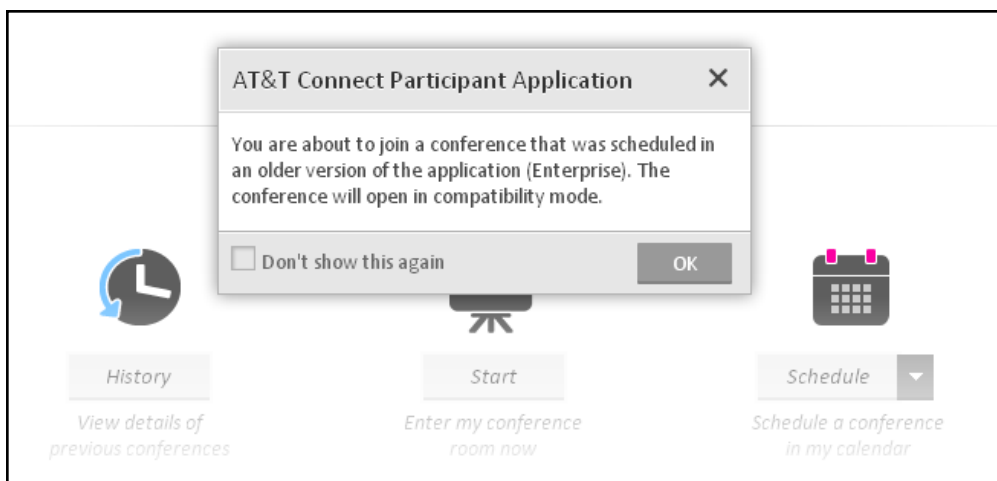
The AT&T Connect Participant Application is compliant with the Americans with Disabilities Act (ADA). For accessibility purposes, you can carry out commands in the Participant Application using the keyboard instead of the mouse. The application supports standard Windows keyboard navigation shortcuts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

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

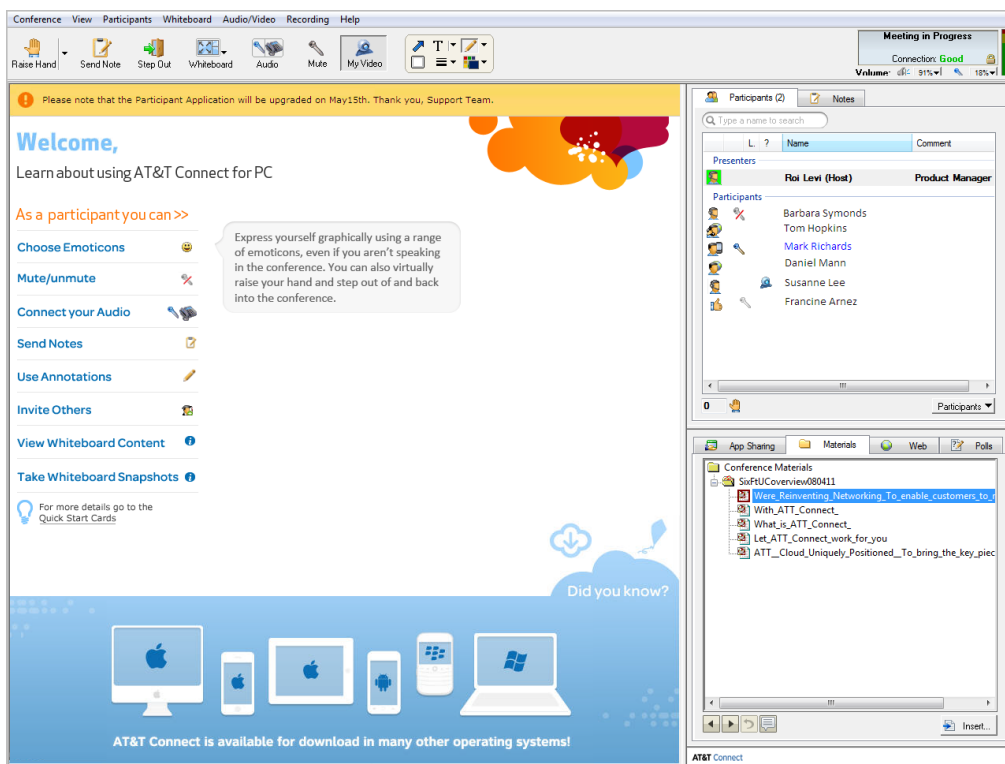


## 22 Appendix D: Compatibility mode

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](http://www.corp.att.com/attconnectsupport/docs/eng/v95/ATT_Connect_WinPA_UG.pdf).