AT&T Connect®

Participant Application for PC User Guide

v9.5

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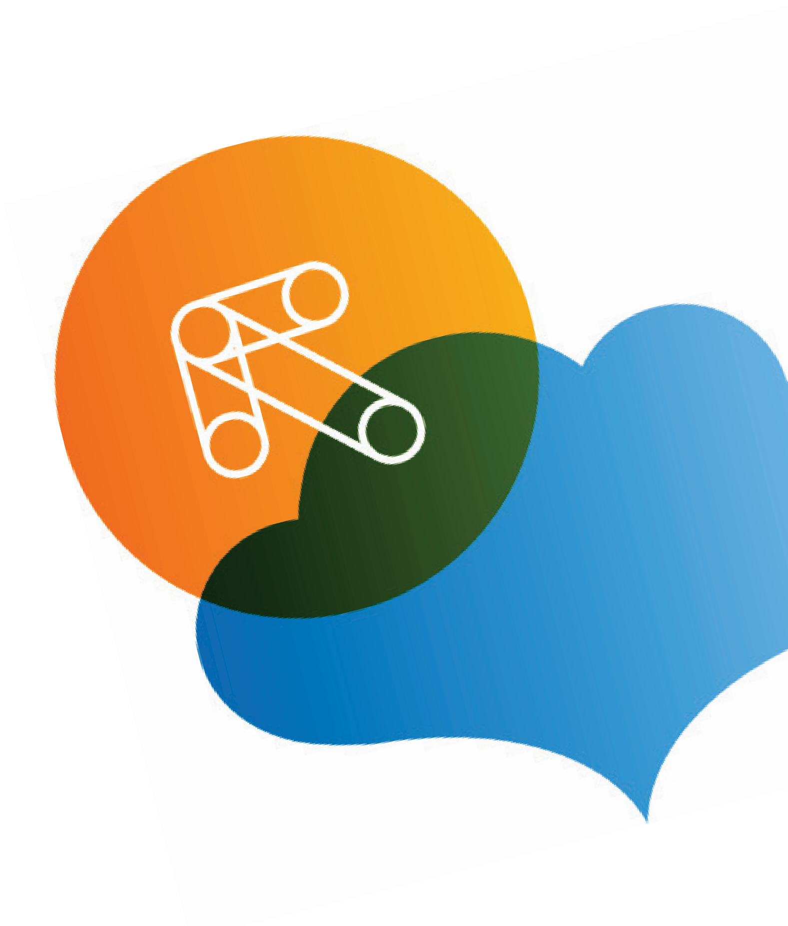

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Disclaimer

About This Guide

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

Contents

List of Figures

List of Tables

1. INTRODUCTION

The Application

The AT&T Connect® Participant Application for PC is a full-featured virtual conference space that lets you easily communicate using voice and data through the internet. The Participant Application window is automatically displayed upon connecting to an AT&T Connect conference. A host uses both the whiteboard and verbal conversation as the two main tools for communicating with participants during a conference.

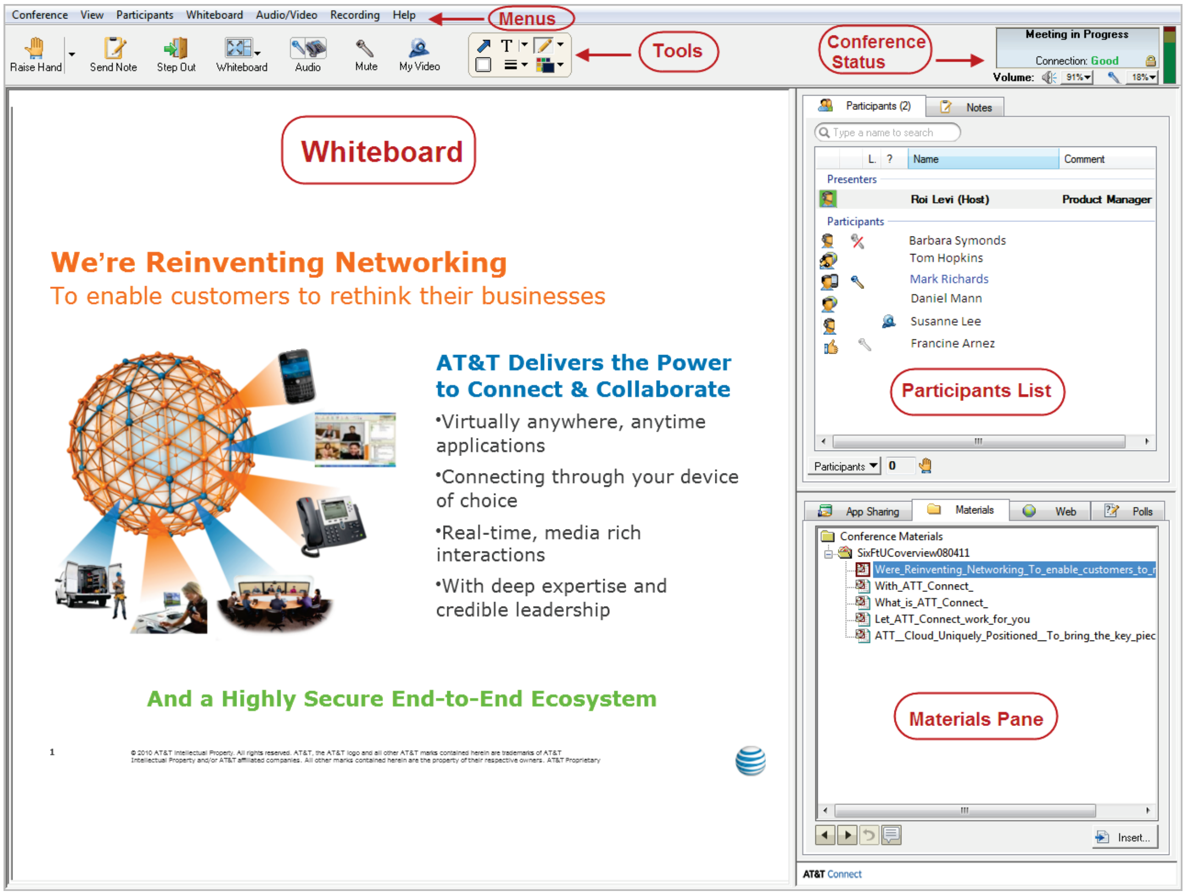


Figure 1–Participant Application

Note: The AT&T Connect Participant Application is fully accessible according to Section 508 of the US Rehabilitation Act. For more information, see *Appendix B* and *Appendix C*.

The Users

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

Participant

Any person who takes part in an AT&T Connect conference is a participant. Participants can speak in a conference, insert files to the Conference Material tab, write on the whiteboard, and do much more, as described in the following sections of this User Guide.

Presenter

A presenter is any participant with presenting rights and who currently has “control” of the conference. Presenters can perform such actions as loading files onto the whiteboard, switching the conference speaking mode, initiating application sharing, performing Web tours, polls and surveys. In addition, presenters can invite additional participants to the conference, expel participants from the conference, lock the conference, and do much more, as described in the Host/Presenter sections of this User Guide.

Presentation rights are often passed among participants as each one presents materials to the group. The “Presenter” title appears next to the presenter’s name in the Participants List.

Host

A host is the person who initiates the conference, defines the initial conference materials in the Materials tab and initially has the presenting rights. The host can give and take the presenting rights from a presenter at any time. The “Host” title appears next to the host’s name in the Participants List. A host can also assign co-host status to a participant.

Co-Host

A host can promote a participant to co-host. Co-hosts have the same privileges as the host and typically help the host to conduct the conference. A co-host can give and take presenting rights if the host leaves the conference. The “Co-Host” title appears next to the co-host’s name in the Participants List.

Note: The first participant to enter a conference and who connecting with their computer PC is automatically assigned presenting rights (phone-only participants can be the first to enter a conference but will not receive presenting rights). If the host then joins the conference, the host can take the presenting rights from the relevant participant.

Types of Conferences

When scheduling a conference, a host chooses the type of conference in the **myAt&t** application. For more information, see *AT&T Connect® myT&T User Guide*.

A conference can be one of the following:

- **iMeeting—**(default) allows multiple participants to take a pro-active role in the conference. All participants typically have similar conference rights and privileges. An iMeeting has one host, one presenter, and can have multiple co-hosts.
- **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.
- **Webinar—**a moderated conference in which the Participants list is hidden and sending notes among participants is usually prohibited.

Hosts/presenters can control conference settings when scheduling a conference, or during the conference itself by clicking **Conference** > **Conference Settings**. For more information, see Changing Conference Settings.

Speaking Modes

AT&T Connect conferences can be set so that participants converse in one of two speaking modes:

- **Voice Activated mode—**enables conference participants to start speaking simultaneously at any point during the conference. This mode provides a more natural discussion mode, giving the impression of an "open floor" environment that is typically found in conventional telephoned-based conference calls.
- **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. For more information, see Enabling Broadcast Mode.

Number of Participants

All types of AT&T Connect conferences are limited to 250 participants.

2. INSTALLING THE APPLICATION

System Requirements

Participants and host/presenters should ensure that their computers meet the basic minimal requirements before they install the Participant Application. For information on the system requirements, please see *AT&T Connect® System Requirements for End Users*.

Installing the Participant Application

You can install the Participant Application from your email invitation to the conference or from a CD.

Installing from the Web

You may receive an email invitation to an AT&T Connect conference before you have installed the Participant Application.

When you click the links in the email invitation, AT&T Connect prompts you to install the Participant Application. During installation, you may receive security prompts from Microsoft Internet Explorer® – accept these prompts to download and run the Participant installer. This automated conference entry depends on your organization's IT policy, and may not be available in your organization.

Installing from a CD

The Participant Application is also available on CD. Simply insert the AT&T Connect CD and the user interface automatically comes up. Choose **Install Applications/Participant Application**.

To install from a CD:

1. Close other Windows applications on the machine.
2. Double-click the ATT_Connect_Participant.msi file of the installation package. Accept the software license terms to begin installation. A progress bar tracks the installation process.

3. When installation is complete, click **Finish** to exit the setup. The Participant Application is now ready for use.

3. JOINING A CONFERENCE

Joining as a Participant

You access a conference via an email invitation sent to you by the host. You can also access the conference via an Outlook® calendar entry or Lotus Notes® calendar entry (if installed). For more information, see the *AT&T Conferencing® Add-in for Microsoft Outlook® 2007/2010 User Guide* and the *AT&T Connect® Lotus Notes® Add-in User Guide*.

To listen and speak in the conference you can use your microphone and speakers or headset (voice over computer) or connect with your telephone. As a participant, you can also connect to the conference with *only* your telephone.

To join the conference:

1. Click the link to the conference in your email invitation.

You are invited to attend an AT&T Connect iMeeting .

To connect to the Web Conference:
==============================
Click here: https://acc176.uclabs.com/attphase1/meet/?ExEventID=[redacted]

To prepare in advance for the conference (for all devices): https://acc176.uclabs.com/attphase1/Prepare/.

To view supported Operating Systems and devices: http://www.uc.att.com/support/SupportedDevices.html

TO CONNECT WITH YOUR *TELEPHONE ONLY* (no computer):
===
1. Choose one of the following numbers to dial:
If you are calling from an office location with on-site number(s) (listed below), try this number first. If you do not have on-site access, or you are not a member of the host's company/organization, use one of the other numbers shown.
 * On-site number(s):
 Or, click to view additional on-site numbers:
 https://acc176.uclabs.com/attphase1/default.asp?Target=DialInInformation&ExternalEventID=[redacted]&eventServiceClass=0
 * Toll-Free Number (in USA): 888-888-2913.
 * Caller-Paid number: 732-368-2913
 * Blackberry (Toll-Free Number): 888-888-2913x9767617#
2. When prompted, enter the Meeting Access Code: [redacted]

Powered by AT&T Connect.

Figure 2–Link in Email Invitation

–or–

In the relevant calendar section, double-click on the appointment and in the displayed appointment window, click on the conference link.

If this is the first time you are connecting to a conference, a window opens for selecting the type of Participant Application you wish to use (Windows-based or Web-based).

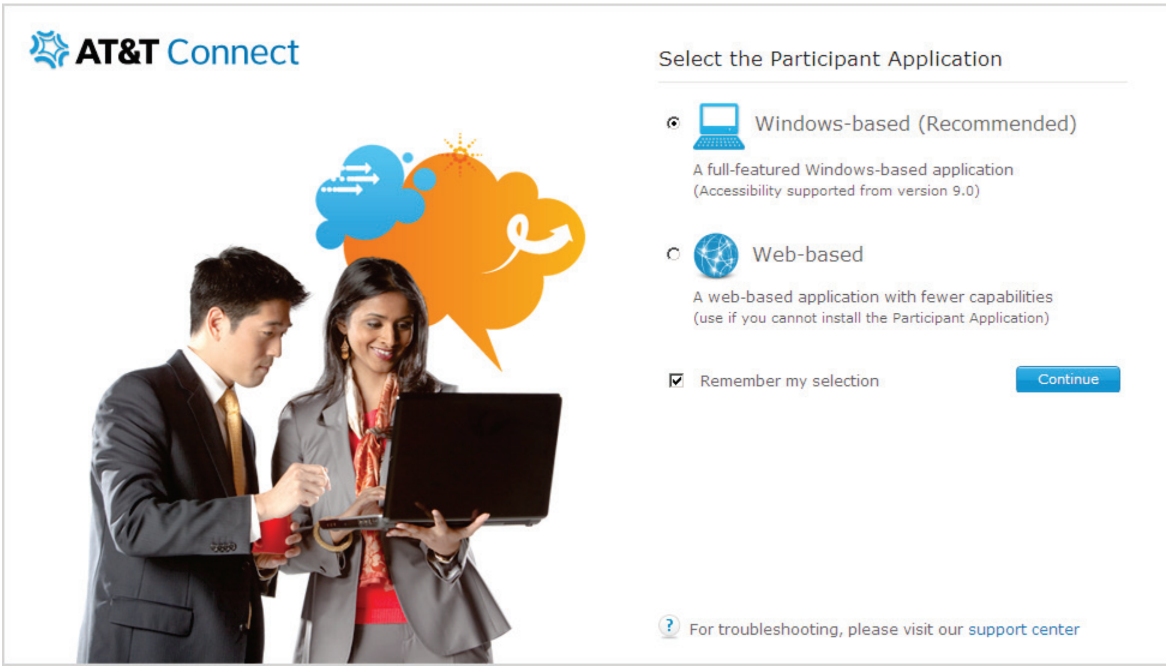


Figure 3–Select the Participant Application Window

2. Select **Windows-based** or **Web-based**, and check Remember me if you wish to use this type of application for future conferences. For more information on the Web-based application, see Using the Web Participant in an AT&T Connect® Web Conference Quick Start Card.
3. Click **Continue**. This opens a window for providing your name and email address. If you have not yet installed the application, you will be asked for permission to do so at this point.

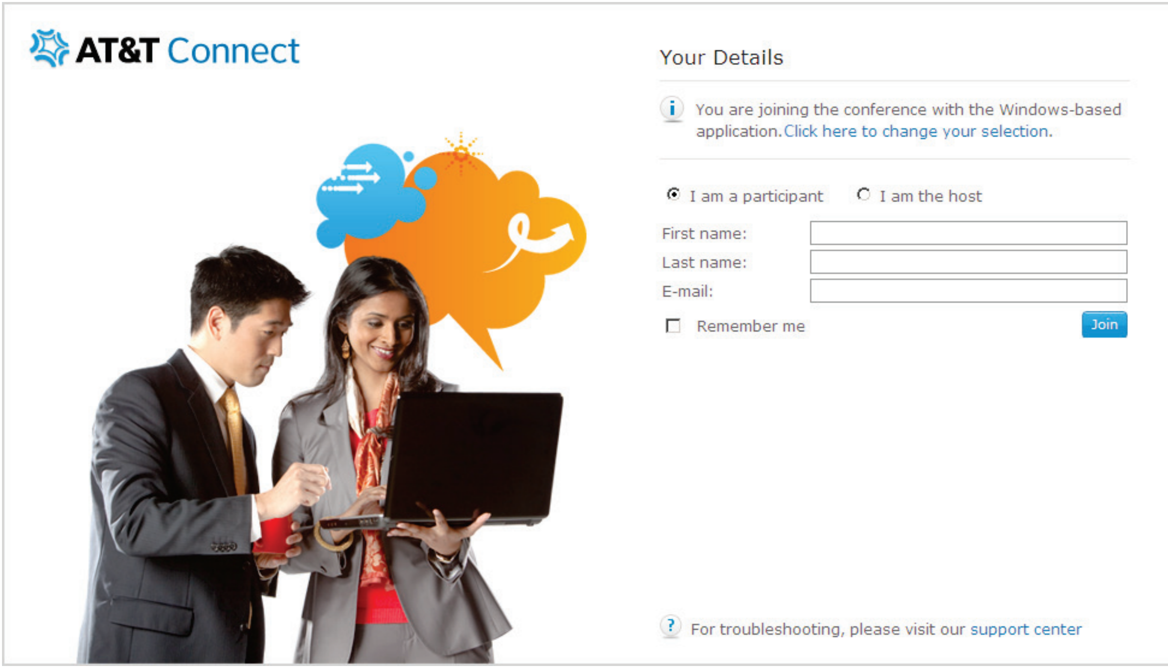


Figure 4–Your Details Window for Participants

4. Enter your name and email address and check **Remember me** if you want your details to be automatically filled in the next time you open the Participant Application.
5. Click **Join**. After a few moments in the "waiting room," the Participant Application opens for the conference to begin.

   Note: As the Participant Application opens, a **Thank You** window appears and immediately moves to the background. If you unintentionally close the application, clicking the **Click to re-enter the conference** link in the **Thank You** window reconnects you to the conference.

Joining as the Host

When connecting to a conference as the host, you need to enter your username and password.

1. In the **Your Details** window, select **I am the host**. The fields are changed for entering the host's details.

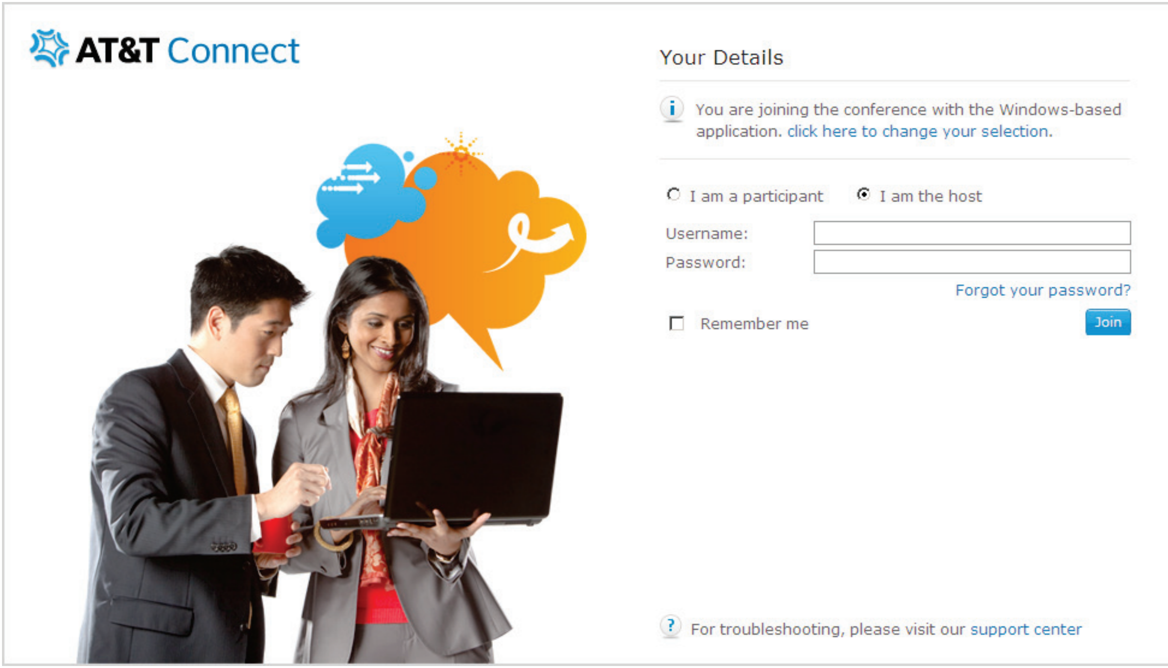


Figure 5–Your Details for Hosts

2. Enter your details and check **Remember me** if you want your username and password to be automatically filled in the next time you open the link to your conference room.
3. Click **Join**. After a few moments in the "waiting room", the Participant Application opens for the conference to begin.

Connecting Your Audio

The first time you enter a conference, the **Choose Audio Device** window is displayed for you to choose how you wish to connect your audio (**Call Me**, **Dial in** or **Voice-over-Computer**).

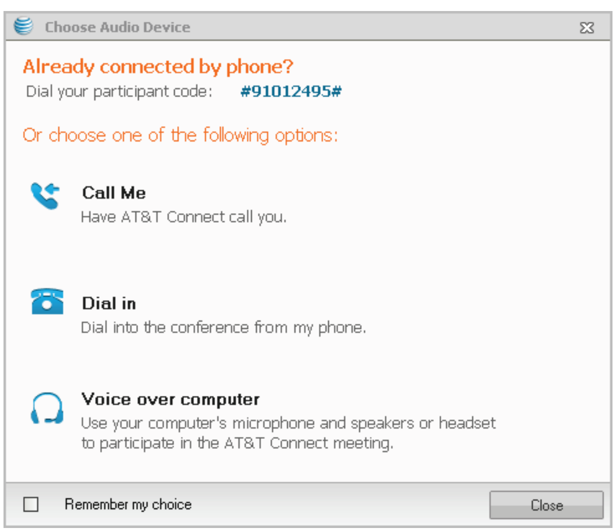


Figure 6–Choose Audio Device Window

Notes:

- Check **Remember my choice** if you wish the option you select to be used for future conferences. You can select a different option during a conference, as described in Changing your Audio Device during a Conference, and you can set a preferred default audio device for future conferences, as described in Defining a Preferred Audio Device. If you do not check **Remember my choice,** the **Choose Audio Device** window will be displayed in future conferences.
- If a conference does not allow the use of a headset or a microphone and speakers (voice over computer), the **Choose Audio Device** window is not displayed and you enter the conference without being prompted to select an audio device.

Using the Call Me Option

If company policy allows, you can request that the AT&T Connect TeleConference Service call you.

1. Click **Call Me** in the **Choose Audio Device** window to open the **Call Me** window.

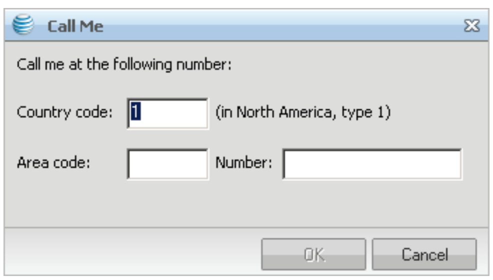


Figure 7–Call Me Window

2. Enter your country code, area code and phone number and click **OK**. AT&T calls your number and prompts you to join the conference

Notes:

- You can also access the **Call Me** option from within a conference (for example, if you need to reconnect your audio):
    - In the **Participants** list, right-click your name and choose **Call Me…**.
    - In the **Audio/Video** menu, click **Call Me…**.
    - In the toolbar, click the **Audio** button.
    - In the **Telephone Connection Instructions** window, click the **Call Me** button.
- The **Call Me** feature may not be enabled outside North America.

Dialing in to the Conference

Dial in to the conference according to the Dial In instructions.

1. In the **Choose Audio Device** window, click **Dial in** to open the **Telephone Connection Instructions** window.

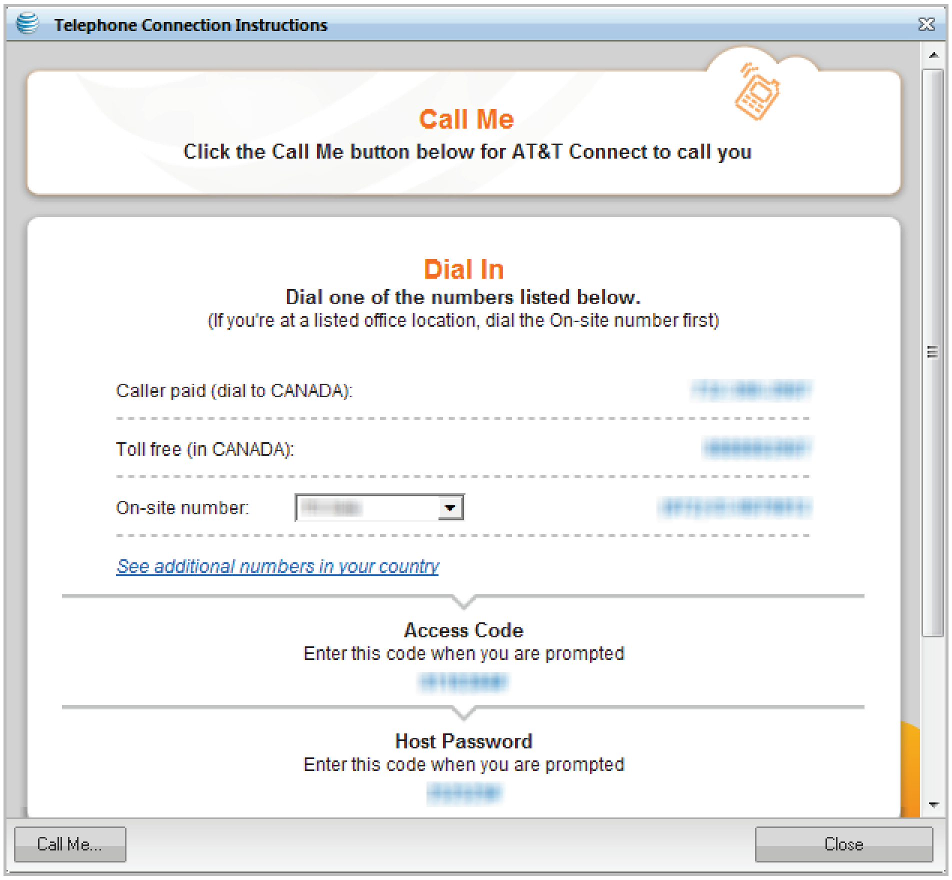


Figure 8–Telephone Connection Window (Host)

2. Dial the relevant number shown (according to your location).
3. When prompted, use your telephone keypad to enter the access code and then follow the operator's instructions

Note: You can also access the dialing instructions from within a conference (for example, if you need to reconnect your audio) by clicking **Telephone Connection Instructions** the **Audio/Video** menu.

Using a Headset (Voice-over-Computer)

Click the headset icon if you wish to use a headset or the microphone and speakers attached to your computer (voice-over-computer).

Already Connected by Phone?

If you are already connected to the conference by phone, dial the participant code displayed in the **Choose Audio Device** or **Telephone Connection Instructions** windows. Doing so will display your name in the **Participants** list.

4. Viewing the Participant Application

What Do You See in the Participant Application?

Welcome to the conference! This section describes the user interface of the Participant Application.

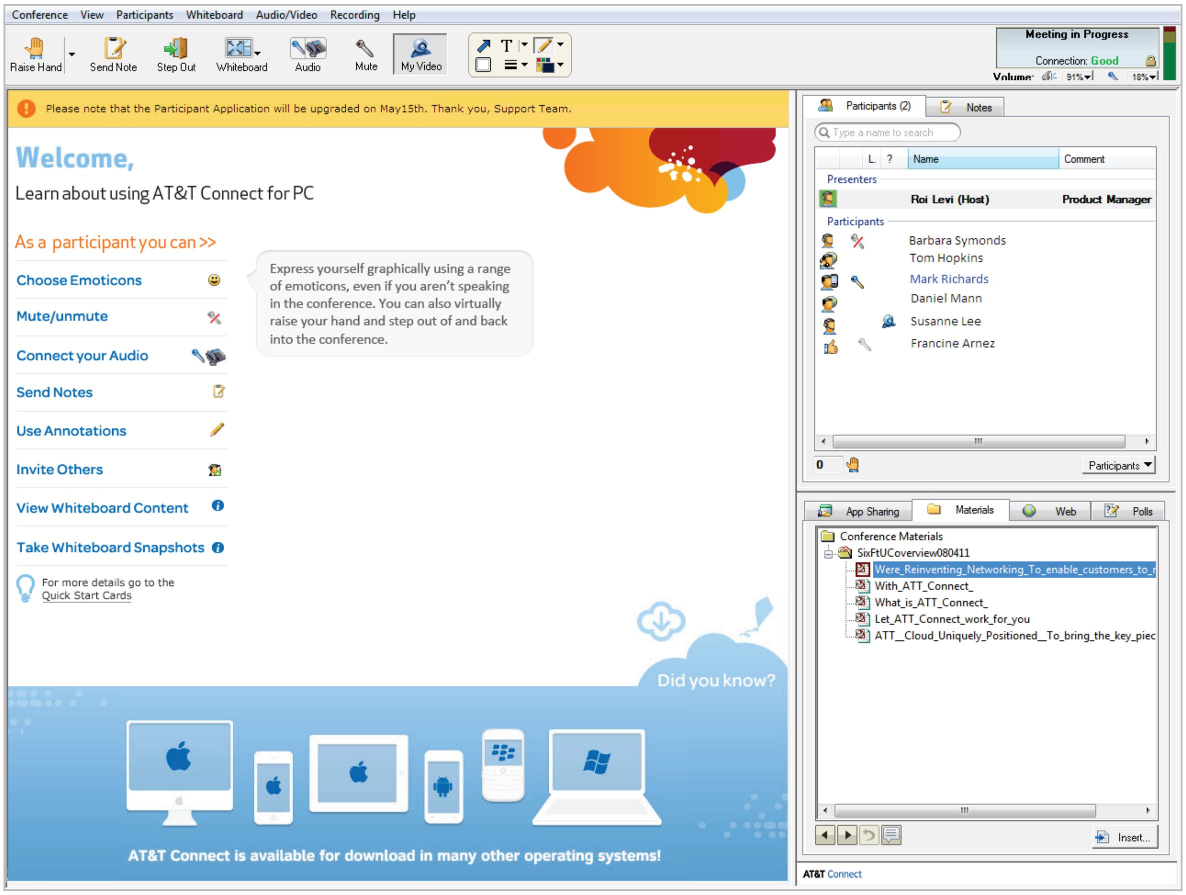


Figure 9–Participant Application User Interface

Participant Window Components

The Participant Application window consists of a single full screen window that is divided into resizable sections. Upon launching, the window appears in its "maximized" mode—it takes all of the available screen resolution, regardless of the resolution settings (for example, 800x600 or 1024x768).

The **Participant** window includes the following components:

- **Title bar:** Indicates the conference name (for both live and recorded conferences) and the Meeting Room ID.
- **Whiteboard:** Lets participants view the contents of materials loaded by the presenter during a conference, including Word, PowerPoint and Web sites. The split bar enables resizing the whiteboard as required. Alternatively, the **Whiteboard** button expands the whiteboard by removing the Participants list and the title and menu bars of the application window. For more information, see Viewing the Whiteboard.
- **Participants list:** Displays the list of participants in the conference (including each participant's live status). Participants can communicate with other participants during most conferences and view who is speaking.

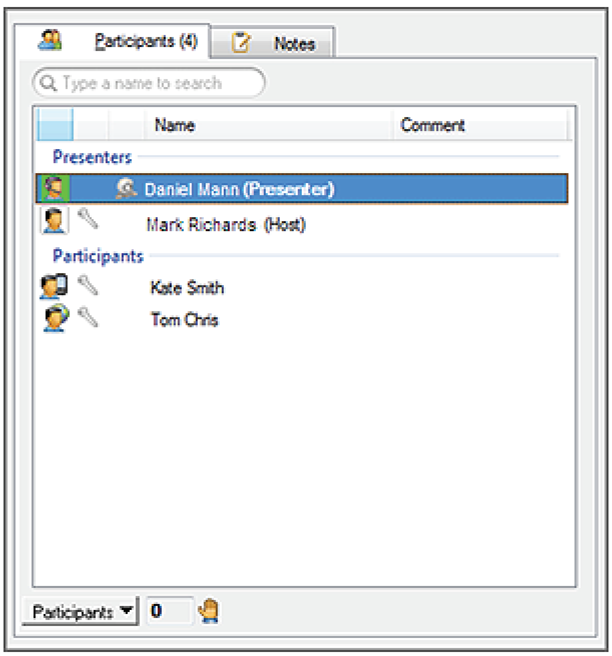


Figure 10–Participants List

The participant counter is displayed in the **Participants** tab, above the Participants list. A role is displayed next to each user, i.e., Mark Richards (Host). Hosts, presenters and co-hosts are displayed as a group at the top of the list (under the **Presenters** heading), and the participant group is displayed underneath. The Participant's list is sortable according to the following columns: Emoticons, Name, Audio, Load, and Response. Each group (**Presenters** and **Participants**) are sorted separately. In addition, a search field allows searching for participants as you type.

- **Toolbar:** Provides quick access to the following Participant Application features:
  - Request permission to speak (you can also express your emotions with alternative emoticons, as described in Inserting Files.
  - Send notes
  - Temporarily "step out" of the conference.
  - Change the whiteboard mode (for example, enlarge).

  For more information, see Toolbar Buttons.

- **Notes tab:** Displays the notes passed to you by others. You can also send notes. For more information, see Using Notes.
- **Materials pane:** Includes four tabs (**Materials**, **App Sharing**, **Web** and **Polls**), via which you can work with Conference Materials, start and end Application Sharing and Web Tours, and initiate Yes/No and OK polls.
- **Status panel:** Provides an ongoing display of the current status of the conference audio and connection. For more information, see Status Messages in the Status Panel.

  Note: You can open a full status report by clicking **Conference Status** from the **Conference** menu

- **Sound settings:** These settings can be adjusted as required (only when audio is via your computer).
- **Conference Materials Status indicator:** Displays the status of Conference Materials with one of the following values:
  - Downloading…
  - Preparing…
  - Ready to Use
  - Error
- **Getting Started Page:** Displays general information about the application to the participant. For more information, see Getting Started Page.

Getting Started Page

When you join a conference, the Participant Application window opens with a Getting Started page displayed on the whiteboard. The Getting Started page provides tips and tricks for using the Participant Application. Under the tips is a link to the AT&T Connect Quick Start Cards with simple instructions for using the basic features of the application.

To display the tips:

- Click on the item to open the tip.

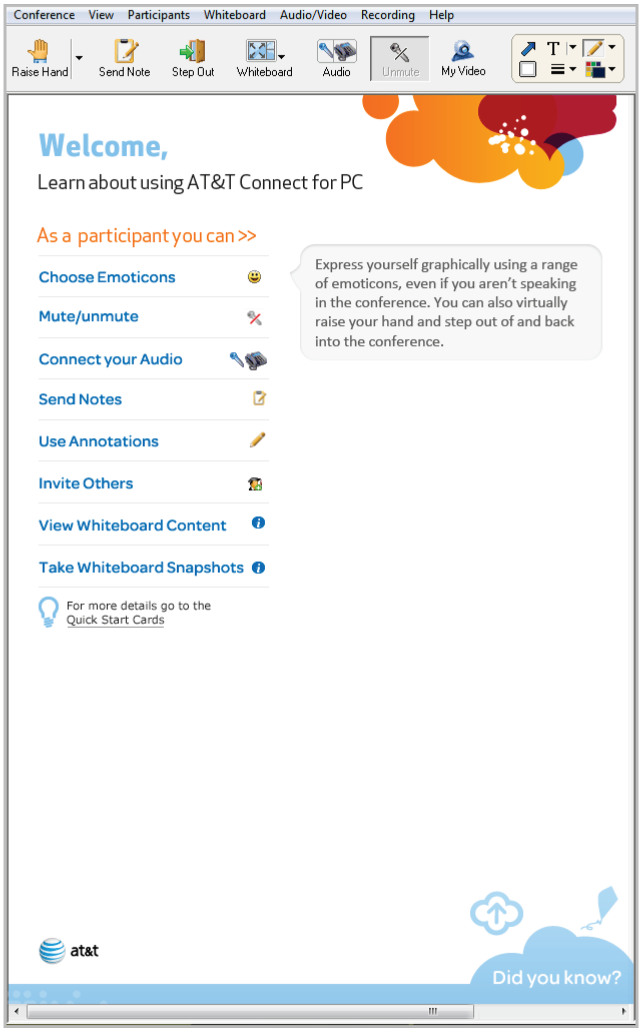


Figure 11–Getting Started Page

"Did You Know?" Banner

At the bottom of the Getting Started Page is the **Did you know?** banner. Clicking the banner displays all the operating systems that support AT&T Connect. Clicking each icon opens a webpage with information on running AT&T Connect on the selecting operating system.

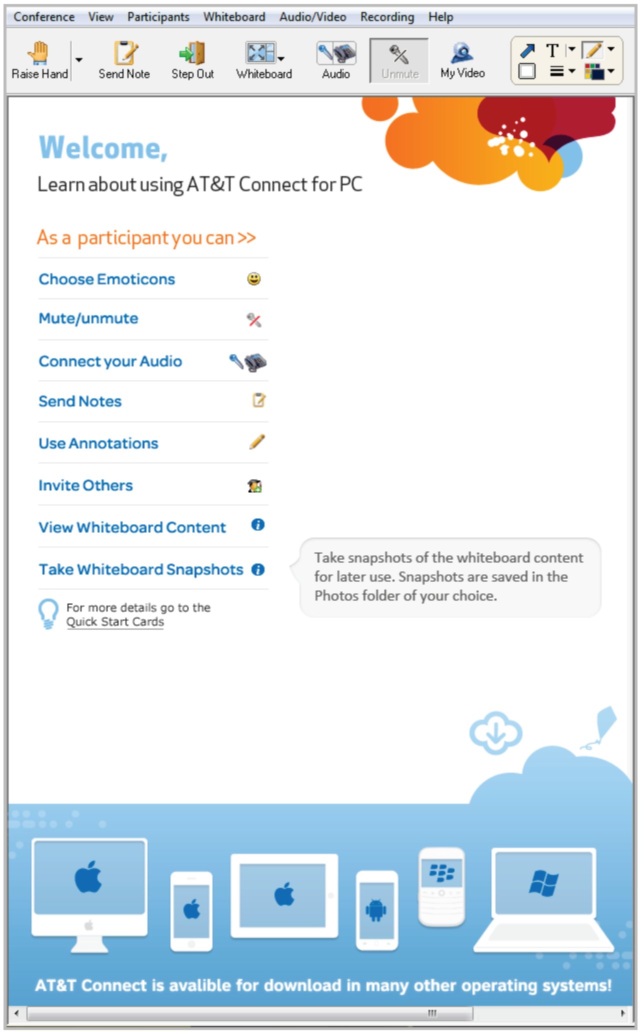


Figure 12–Getting Started Page with Open Banner

Upgrade Notification Area

When Customer Care wishes to inform participants of upcoming application upgrades, the Getting Started page displays a yellow bar at the top of the whiteboard with the relevant text.

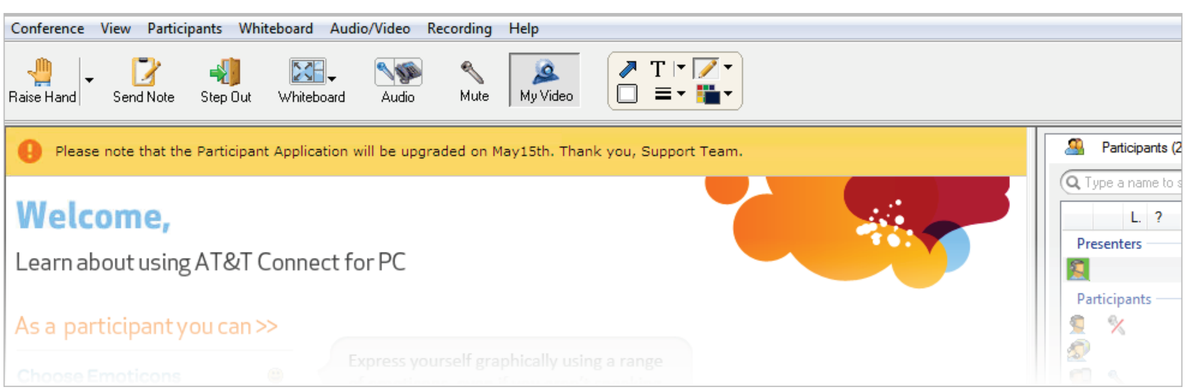


Figure 13–Upgrade Information

Notes:

- You can access the Getting Started page any time during the conference by Select **Getting Started** from the **Help** menu in the menu bar.
- You will not see the Getting Started page when you join the conference if a participant has already activated the whiteboard (for example, if a participant is using the drawing tools).

Understanding Icons and Status Messages

This section describes the Participant Application icons and status messages.

Toolbar Buttons

A convenient set of buttons enables you to initiate most operations directly from the Participant Application toolbar.

Indicates to your presenter that you want to ask a question or make a comment. **Note:** This icon is the default emoticon and will change according to the emoticon selected. See Using Emoticons for a description of all available emoticons.

Sends a note to other conference attendees, either to ask a question or make a comment.

Enables you to inform the presenter that you are temporarily "stepping out" of the conference. This button toggles to **Step In** which you click when you wish to re-enter the conference.

Enables you to view the whiteboard in full-screen mode, with or without the toolbar. Also enables you to view the actual size of a shared application or to fit the shared application to the whiteboard.

Displays the **Choose Audio Device** window, from which you can select the audio device you want to use during the conference.

Mutes your microphone. This button toggles to **Unmute** which you click when you wish to start speaking again.

During conferences, if video is allowed, enables users with a webcam to start transmitting their video at any time. If all the video windows are “busy” by other users, a relevant message is prompted to the user.

Participants List Icons

The icons in the **Participants** list give you information about the conference participants. The icons are displayed in columns, which include the participant’s status, audio status, video status, application sharing status, and response to polls. The icons are described below.

Status Icons

Status icons indicate how the participant is connected to the conference. These icons can also be emoticons that the participant has chosen to emphasize a certain feeling or state.

The participant is connected to the conference with his/her computer.

The participant is using a phone to listen and speak in the conference while using his/her computer to view content on the whiteboard.

The participant is connected with a phone only and will not be able to see any of the contents displayed on the whiteboard.

The participant is using the Web Participant Application.

The participant is using the Web Participant Application and a phone.

The participant is using a mobile application.

The participant is connected with Voice-over-Computer (VOC).

The participant is connected and is requesting to speak.

The participant is happy.

The participant is unhappy.

The participant agrees.

The participant disagrees.

The participant understands.

The participant is confused.

The participant requests to go faster.

The participant requests to go slower.

The participant is applauding.

The participant cannot hear.

Note: When you or another participant steps out of the conference, the icon is colored grey.

Figure 14– Grayed Participant icon

Note: When you, or another participant, use emoticons, your icon in the **Participants** list will be replaced by the selected emoticon. For more information on emoticons, see Using Emoticons.

Audio Icons

Audio icons show a participant's audio status. Only the host and presenter can see if a participant is muted, or muted and locked. For more information, see Muting and Locking Participants.

Audio is not available.

Audio is available.

The participant is speaking.

The participant is muted.

The participant is muted and locked.

Video Icons

Video icons show whether or not a participant's video is on or off.

Video is on.

Video is off.

Icons Displayed to the Presenter

In addition to the icons that are displayed for participants, hosts and presenters can see icons for polling results, application sharing and the mute status of a participant.

Polling Icons

A letter or number displayed to the left and above the participant icon indicates participants' answers to the presenter's latest questions or polling requests (a blank space means no response has yet been received). Each new question that the presenter sends blanks out this space.

Y

The answer to the poll is **Yes**.

N

The answer to the poll is **No**.

OK

The answer to the poll is **OK**.

X

The participant abstained from the poll.

<number>

The answer to the poll is <number>.

For more information, see Initiating Questions, Polls and Surveys.

Sharing Icons

A graphic symbol displayed near the participant icon indicates the status of the last item the presenter loaded onto the whiteboard. This space will be blank after the Participant Application successfully loads the item. These icons are described below.

Materials are being downloaded.

The materials downloaded successfully.

The downloading of materials failed.

The participant has remote control.

For more information, see [Viewing a Shared Application].

Status Messages in the Status Panel

The Status Panel is located to the right of the tools in the toolbar.

Figure 15–Status Panel

It provides messages that describe the status of your connection, conversations and recordings.

Table 1–Status Panel Messages

Message	Description
Multiple Speakers	More than one user is speaking.
Meeting in Progress	Indicates that the conference in progress. This message is displayed during the conference if nobody is speaking.
You Are Speaking	Indicates who the speaker is (you or the other participants). The name of the speaker with “On the Air” is displayed.
Playing Recorded Conference	The participant is playing back a recorded session.
Stepped Out	The participant has temporarily stepped out of the conference.

Note: When connecting to a conference, no status message is displayed and **Connecting to Conference** is flashed in the Status Panel. When disconnected, no status message is displayed: the disconnected mode is indicated by “darkening” the Status Panel and displaying **Connection: None**.

5. Using Audio Options

Speaking in a Conference

As a regular participant in a Voice Activated conference (without presenting rights), simply start speaking. The **Participants** list and Status Panel indicate that you are currently speaking.

Note: Echo and background noises are reduced to a minimum, while any pauses in your conversation are reflected in the **Participants** list and status panel.

Manually Muting/Unmuting Your Microphone

You may find it convenient to work with your microphone muted and then unmute your microphone whenever you wish to speak. This will ensure that the other participants only hear what you want them to hear.

To mute your microphone:

From the **Participants** menu, click **Mute.**

–or–

Click the **Mute** button in the toolbar.

Figure 16–Mute Button

The **Mute** button toggles to **Unmute**.

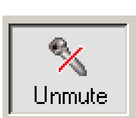


Figure 17–Unmute Button

In the **Participants** list, when you are muted a muted microphone icon is displayed next to your name. This icon is displayed only to you and the presenter.

Figure 18–Muted Microphone Icon

To unmute your microphone:

Click **Unmute** from the **Participants** menu or the **Unmute** button.

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

Automatically Muting your Microphone

All users can define whether their microphone is muted when they enter the conference. These settings are defined in the **Audio** tab of the **Application Options** window, as described below, and can be defined prior to or during the conference itself.

To mute your microphone:

1. From the **Conference** menu, select **Application Options**. In the displayed **Application Options** window, click the **Audio** tab.
2. In the **Automatic Muting** section, select:
   "When I first enter a Voice Activated iMeeting" if you want your microphone automatically muted when joining a voice activated conference. This option is especially useful in preventing other participants from hearing comments or noise not intended for transmission.
3. Click **OK** to apply the settings you selected.

Tip: You can also define whether or not the **CTRL** key is used to activate your microphone; in the Microphone section of the Audio tab, select the **Use the CTRL** key to activate my microphone checkbox if you want to use the **CTRL** key.

If you do not want to use the **CTRL** key (for example, you may want to copy and paste via the keyboard, **CTRL+C** or **CTRL+V**, during the conference), make sure that this checkbox is not selected. As a result, when you want to speak you must click the **Muted** button.

Adjusting Your Microphone and Speaker/Headset

During a conference, you can adjust the microphone and speaker/headset settings by moving the slide bars up and down as required. The settings you define are actually the settings of your Windows audio mixer (usually accessed from the speaker icon in the Windows System tray). These settings remain the same for any other subsequent conferences. The microphone settings are adjusted dynamically during the conference.

Tip: During a live conference, a volume level to the right of the Status Panel indicates the loudness level of your microphone.

Note: If you are currently using your telephone for your conference audio, **Audio via Telephone** is displayed instead of the volume controls; you cannot modify the microphone and speaker/headset sound levels.

To adjust your speaker and/or headphones settings:

1. Directly below the Status Panel, click the speaker's volume button to open the slider.

Figure 19–Speaker Volume Button

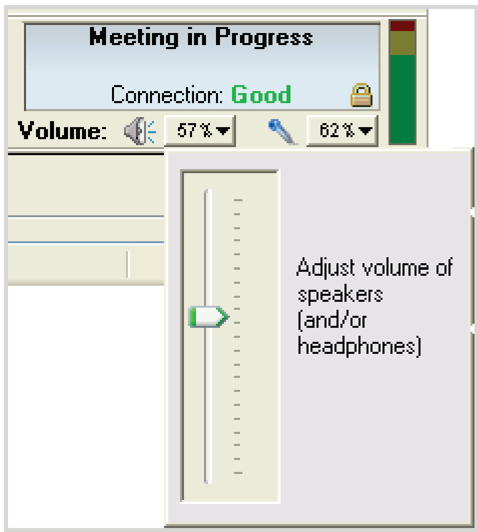


Figure 20–Adjusting Speaker and Headphone Settings

–or–

From the **Audio/Video** menu, select **Adjust Speaker Volume** to open the slider.

2. Adjust the slider to the desired volume. Adjusting the slider simultaneously adjusts the volume-level percentage displayed on the volume-adjust button.

To adjust your microphone settings:

1. Directly below the Status Panel, click the microphone's volume button to open the slider.

Figure 21–Microphone Volume Button

–or–

From the **Audio/Video** menu, select **Adjust Microphone Volume** to open the slider.

2. Adjust the slider to the desired volume. Adjusting the slider simultaneously adjusts the volume-level percentage displayed on the volume-adjust button.

Automatic Gain Control: The Participant Application automatically monitors your audio signals and those of other participants, and adjusts the volume levels during a conference. Even if you manually set your microphone volume level, it may change during the conference.

Defining a Preferred Audio Device

Typically, you can determine which type of audio device (voice-over-computer device or telephone) you wish to regularly use in future conferences.

Note: This preference setting is only used during the initial entry process to a conference and can be changed at any time. If, however, you change this setting during a conference, it will only take effect when connecting to a future conference.

To define a preferred audio device:

1. From the main menu, select **Conference** and then **Application Options** to open the **Application Options** window.
2. Select the **Audio** tab.
3. In the **Preferred Audio Device** section, select from one of these options:
    - **Microphone and speakers, or headset, attached to my computer—**ensures that you listen and speak during conferences with your voice-over-computer device.
    - **Telephone—**ensures that you listen and speak during conferences with your telephone. Select the way you wish to connect your telephone, with the **Dial In** or **Call Me** options.
    - **No preference–ask me each time I enter a Conference—**the default setting and ensures that the **Choose Audio Device** window is displayed each time you connect to a conference.
4. Click **OK**.

Note: The audio setting for the conference may not allow you to define your own preference.

Changing your Audio Device during a Conference

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

To switch your audio device:

1. Select **Choose Audio Device…** from the **Audio/Video** menu or click the **Audio** button from the toolbar. These actions open the **Choose Audio Device** window.
2. Choose **Call Me**, **Dial in** or **Voice over computer**.
3. Check **Remember my choice** if you wish to use the device the next time you participate in a conference.
4. Click **Close.**

For more information on the audio options, see Connecting Your Audio.

Note: Depending on the conference's audio setting, and/or your preferred audio device setting, the audio device may be automatically determined when you connect to the conference (and therefore *cannot* be changed).

Using your Telephone in a Conference

You can communicate in the conference using various key characters on your phone keypad. The keys and their descriptions are displayed in Table 2.

Table 2–Keys for Use in a Conference

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

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

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

Reconnecting your Audio

If your audio is disconnected while you are still connected to the conference, a message is displayed. Click **OK** and then select the device for reconnecting your audio (in the **Choose Audio Device** window). For more information, see Connecting Your Audio.

6. VIEWING THE WHITEBOARD

Viewing Whiteboard Content

The whiteboard occupies two-thirds of the window width by default, which you can resize using the split bar.

You can display the whiteboard in full-screen mode, with or without the toolbar, as described below.

To expand the Whiteboard to full screen-mode without the toolbar:

1. Click the **Whiteboard** button in the **Participant** window toolbar >**Full-Screen without Toolbar**.

   Figure 22–Whiteboard Button

   —or—

   From the **View** menu, click **Enlarge Whiteboard>Without Toolbar**.

   The whiteboard is enlarged and the **Participants** list, title bar, toolbar, and menu bar are removed.

2. To return the **Participants** window to its default mode, click **Exit Full-Screen** (the lower right corner) or press the **Esc** button on your keyboard.

To expand the Whiteboard to full screen mode with the toolbar displayed:

1. In the **Participant** window toolbar, click the **Whiteboard** button **>Full-Screen with Toolbar**.

   –or–

   From the **View** menu, click **Enlarge Whiteboard>With Toolbar**.

   The whiteboard is enlarged and the **Participants** list, title bar and menu bar are removed.

2. Press the **Esc** button on your keyboard or select **Exit Full-Screen** from the **Whiteboard** menu to return the **Participant** window to its default mode with the **Participants** list displayed.

Figure 23–Exit Full-screen View

Viewing a Shared Application

Typically, when a presenter loads an application on the whiteboard, participants see it immediately. If the presenter allows, participants can interact with the shared application, one at a time.

When the presenter initiates application sharing, participants are notified with a message on the toolbar.

Figure 24–Application Sharing in Progress

When the presenter gives a participant temporary control over keyboard and mouse interaction with the application, the participant is notified in the “application sharing” message.

Figure 25–Application Sharing with Participant in Control

Note: For information on how a presenter shares an application, see **Error! Reference source not found.**.

Adjusting the Size of a Shared Application

You can view the shared application in its actual size (default view), or fit the application to the size of the whiteboard.

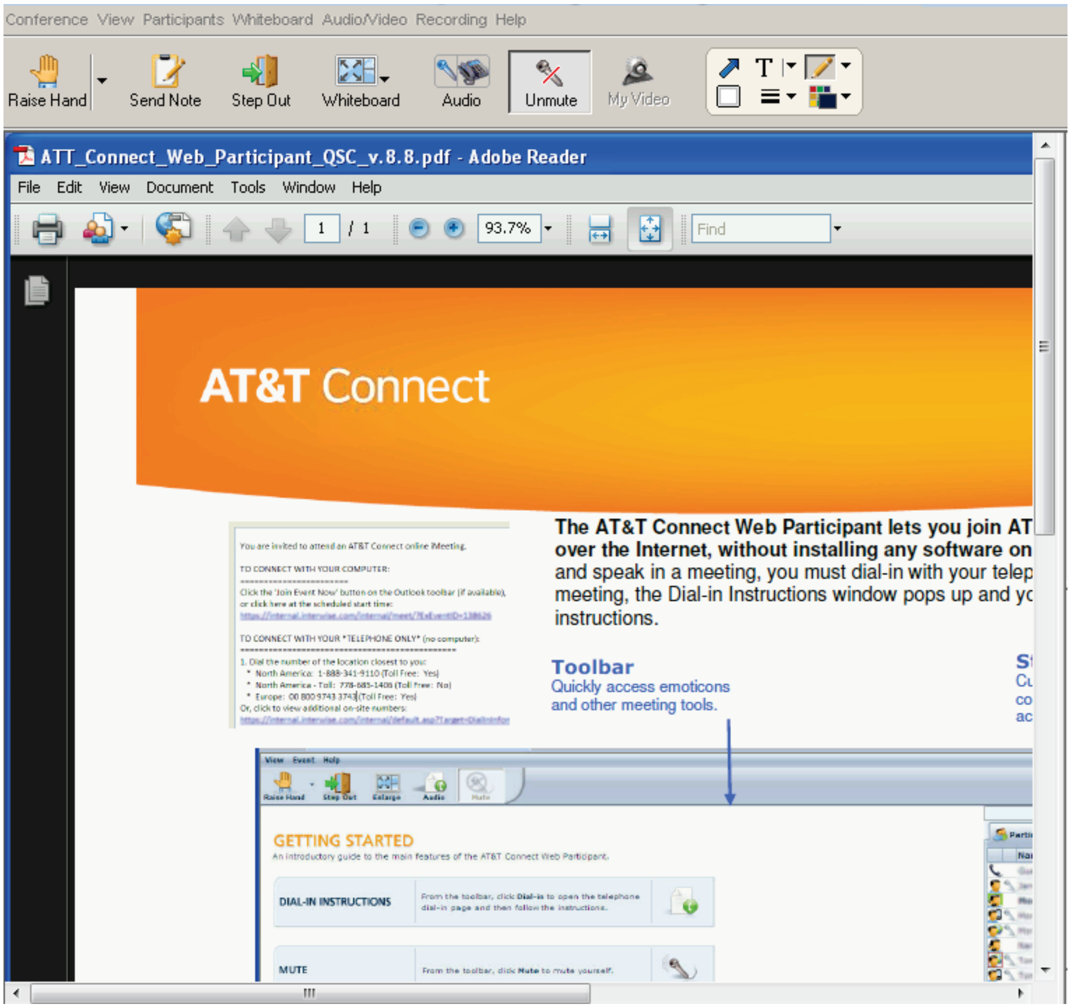


Figure 26–Actual Size of Shared Application (Default)

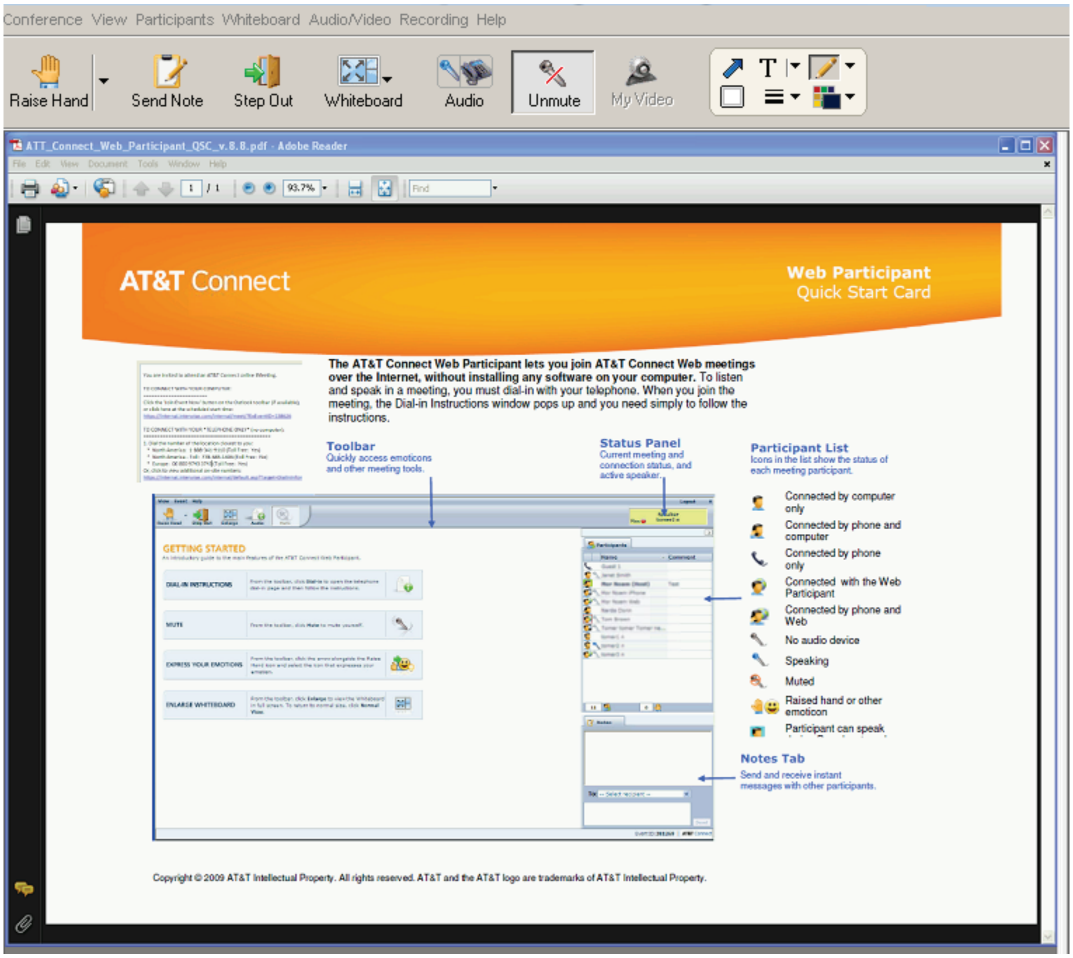


Figure 27–Shared Application Fit to the Whiteboard

To fit the shared application to the whiteboard:

1. From the **View** menu, select **Adjust Shared Application Display>Fit to Whiteboard**.
2. Select **Actual Size** to return the application to its default size.

Sharing your Desktop "Over the Shoulder"

You may wish to share your desktop with the presenter for working together on your desktop application. The other participants will be able to see your desktop as well.

To request an "over the shoulder" session:

- Send a note to the presenter, or raise your hand with a request to initiate the sharing of your application.

Note: For details on what the presenter needs to do for viewing a participant's desktop "over the shoulder", see Sharing an Application "Over the Shoulder".

Using Whiteboard Tools

All users have access to the whiteboard drawing tools, unless the host/presenter disabled whiteboard access (in **Conference Settings**). The drawing tools appear in the Drawing toolbox on the toolbar and in the **Whiteboard** menu.

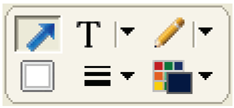
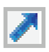
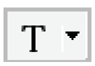


Figure 28–Drawing Toolbox

The tools are described below.



Enables you to display a pointer on the whiteboard. You can modify the color of the pointer. Any other conference attendees will also see at what you are pointing.

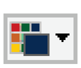


Enables you to type text on the whiteboard. You can define the font, size and color of the text.

Enables you to select the type of shape to draw on the whiteboard, or to erase your drawing.

Enables you to clear the current contents of the whiteboard (for presenters only).

Enables you to define the thickness of the lines drawn when using the line or shape whiteboard tool.



Enables you to define the color used when using any of the above-mentioned tools.

Note: The other conference attendees can view whatever operations you are performing on the whiteboard. You can also save the whiteboard contents and use a "snapshot" of the contents as Conference Materials. For more information, see Saving Whiteboard Content.

Pointing at your Display

You can identify points on your display to others. Any other conference attendees will also see at what you are pointing.

To point at your display:

1. To select the pointer for use on the whiteboard, click the pointer in the Drawing toolbox.

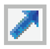
   

   Figure 29–Pointer Button

   –or–

   Click the **Whiteboard** menu**>Annotation Tools>Pointer**.

   You can also select a color for the pointer by clicking the arrow to the right of the color tool in the Drawing toolbox or clicking the **Whiteboard** menu**>Color**, and selecting the relevant color.

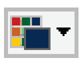
   

   Figure 30– Color Palette Button

2. Move the cursor to the required location on the whiteboard, and then click the left mouse button. The pointer is displayed to the other participants/hosts. If you want to move the pointer to a different location, repeat this action or double-click on the pointer. The pointer remains where you double-clicked it and you can now point elsewhere.
3. Select another tool, such as the text tool, to remove the pointer from the whiteboard.

   Tip: By default, the names of participants using the pointer are also displayed next to the pointer. To remove participant names, select Conference>Application Options and in the Other tab clear the Show participant name next to whiteboard pointer checkbox.

Writing on the Whiteboard

You can write text on the whiteboard in a variety of fonts, sizes and colors.

To write text on the whiteboard:

1. In the Drawing toolbox, click the Text button.

   Figure 31–Text Button

   –or–

   Click the **Whiteboard** menu>**Annotation Tools**>**Text**.

   Move the cursor to the position where you want to start typing in text.

2. To select a font, size and font type for the text, in the Drawing toolbox, click Text button and then click the Font button.

   Figure 32–Font Button

–or–

Click the **Whiteboard** menu>**Font…**

You can also select a color for the font by clicking color palette button in the Drawing toolbox or clicking the **Whiteboard** menu**>Color**, and selecting the relevant color.

3. Look at the **Sample** pane to verify that this is the text you want.
4. Type in the text which is displayed on the whiteboard.

Note: You **must** press **Enter** or click a new position on the screen to display the text to all participants.

Drawing Lines and Shapes on the Whiteboard

You can draw shapes on the whiteboard in many colors. The following shapes are available from the Drawing toolbox and the **Whiteboard** menu:

Figure 33–Shape Buttons

The thickness of the shape you are drawing can vary from 1 to 32 pixels.

To draw shapes on the whiteboard from the Drawing toolbox:

1. In the Drawing toolbox, select a thickness by clicking the Line button, and color by clicking the color palette.

   —or—

   From the **Whiteboard** menu, select **Line Width** and select the desired thickness. Then Select **Whiteboard>Color** and select the desired color from the color palette.

2. Click the pencil button (this is the default—it changes according to your selection) to display the palette of available shapes and click the required shape button.

Figure 34– Freehand Drawing Button

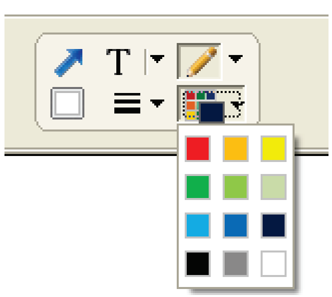


Figure 35–Color Palette

–or–

Select **Whiteboard>Annotation Tools** to display the palette of available shapes and click the required shape button.

The cursor turns into a cross with a shape icon below it.

3. Move the cursor to the position where you want to start drawing. Click the mouse, keep it pressed while you are drawing, and release it when you are finished.
4. To draw an identical shape, move the cursor to a new position and double-click.

   Tip: Hold down the **Shift** key to draw perfect squares and circles instead of rectangles and ellipses.

Saving Whiteboard Content

You can save the content of the whiteboard at any time during the conference. The contents are saved in .JPG format and, subsequently, can be used as part of any future Conference Materials.

To save the whiteboard contents:

1. From the Participant Application **Whiteboard** menu, click **Save Whiteboard Content…**. The **Save As window** is displayed.
2. Define a name for the file (or leave as snapshot1) and click **Save**. The file is located by default in the Snapshots folder (under the AT&T Connect data folder).

7. USING NOTES

From the Participant Application you can send a note to conference attendees, either to ask a question or make a comment.

Sending a Note

This section describes several ways to send a note to other conference attendees.

Note: The **Notes** tab is displayed to both hosts and participants during any conference. Participants can reply to private notes sent to them but cannot reply to a public note.

Tip: The **Notes** tab can be resized as required, by dragging the split bars to the left and below the tab.

To send a note:

1. From the toolbar, click the note icon.

   Figure 36–Note Icon

   –or–

   In the **Participants** list, right-click the row of the relevant participant and in the displayed popup menu, select **Send Private Note.**

   –or–

   When the participant to whom you want to send the note is selected in the **Participants** list, from the **Participants** menu click **Actions on +** *participant's name***>Send Private Note.**

2. In the displayed **New Note** window, select the relevant attendee from the **Send Note to** dropdown list. Note that if you right-clicked on the attendee or used the option from the **Participants** menu (as described in Step 1), this attendee is by default selected. You can also select **All** to send a public note to all attendees.
3. Type your message and click **Send**. The window automatically closes.

To send a note via the Notes tab (Chat Style):

1. From the **Notes** tab, select the relevant attendee from the **To** dropdown list. Select **All** to send a public note to all attendees).

   Note: The **Notes** tab is displayed slightly differently for presenters and participants.

2. Type your message and click **Send**. If you defined your display style as **Chat**, the note is immediately displayed in the **Notes transcript** box. (The display style can be **Chat**, **Popup** or **Inbox**. For more information, see Defining Note Settings.)

   Tip: When working in the **Chat** style, you can force line breaks by pressing **Ctrl + Enter** on your keyboard.

Receiving a Note

Any time during the conference you can receive notes from others in the conference. Depending on the display style you have chosen (as described in Defining Note Settings), the display of incoming notes will be different. This section describes receiving notes in the **Chat, Popup** and **Inbox** styles.

Regardless of the style, when receiving a new note the icon on the **Notes** tab flashes for 5 seconds (if defined accordingly, see the Defining Note Settings section for further information). In addition, a **Notes Unread** message is displayed, according to the number of notes you have yet to read. Unread messages are also displayed in bold text in the **Chat** or **Inbox** display styles (the sender's name is initially in bold, but after clicking the note the bold is removed).

Note: You can reply to all notes with the exception of public notes.

To receive notes in the Chat style:

When working in the **Chat** display style, all notes you send and receive are stored in the **Notes transcript** box and conform to the following color legend: orange for public notes sent to all attendees and blue for private notes sent to/received from participants.

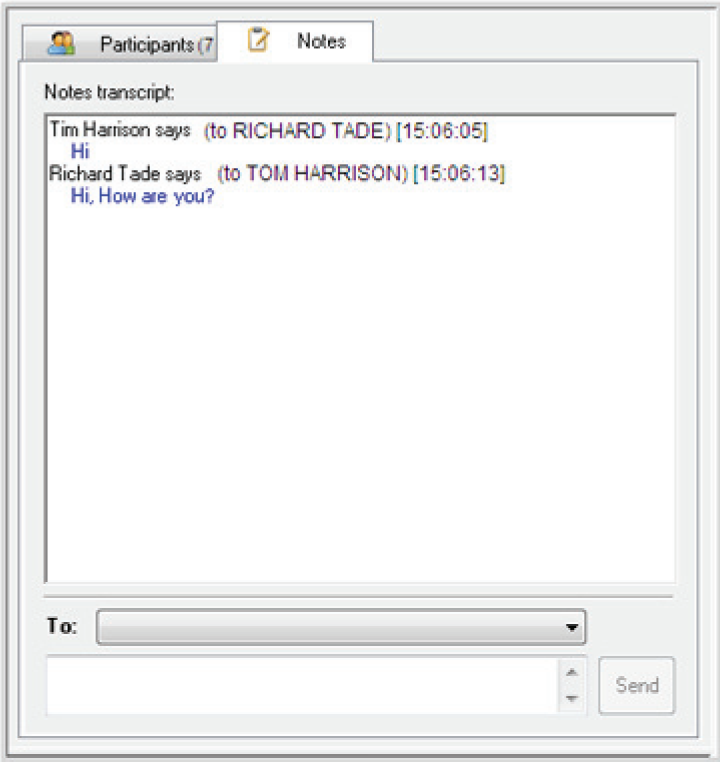


Figure 37–Chat Notes

To send a reply to a private note, right-click on the note in the **Notes transcript** box and in the displayed popup menu, select **Reply to Sender**, or type **Shift+R**. Type your message and click **Send**.

To receive notes as a Popup:

You can receive a note that is displayed in a popup window.

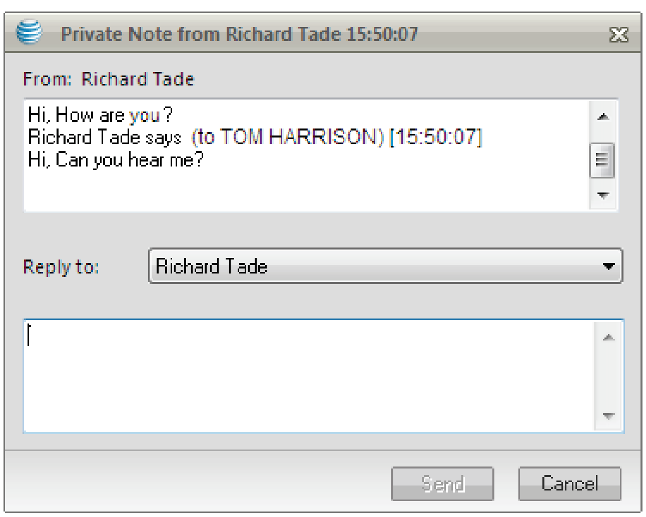


Figure 38–Popup Notes

To send a reply, type your message in the **My Reply** box and click **Send**.

To receive notes in the Inbox style:

If you are working with the **Inbox** display style, when you receive a note it is displayed in a similar way to that of an inbox in an email program, such as Outlook.

Notes are listed in the upper pane according to the order in which they were received and display the sender's name, type of note, and time received. By clicking a note, a preview of the note is displayed in the lower pane. To see the entire conversation, double-click the note.

To send a reply, double-click the relevant note to display a popup window in which you can type a message, right-click the note and in the displayed popup menu, click **Reply to Sender**, or type **Shift+R**. Then, type in your message in the displayed popup window. You can also send a note to the host, presenter and co-hosts by selecting **Host, Presenter, Co-Hosts** in the **To** drop-down menu.

Figure 39–Replying to a Note

If the note is a public note sent by the presenter, you cannot reply to it.

Removing Notes

When working in the **Inbox** styles, a note can be removed by right-clicking it and selecting **Remove This Note** from the displayed popup menu.

The same popup menu also enables you to remove all notes, or to remove only those notes that have already been marked as read.

Saving Notes

You can save all notes sent and received by you during the conference, as long as they were sent or received in the **Chat** display style. The notes are saved in .RTF format and can be saved in any location.

To save notes:

1. From the **Conference** menu, click **Save Notes**. This option is only enabled if you are working with the **Chat** display style.
2. In the displayed dialog box, choose a location and then click **Save**. By default, the file is called Chat.rtf.

Defining Note Settings

This section describes the various settings you can apply to notes, including the note display style. Note that as the presenter, or presenter in a conference, you can prevent participants from sending notes, as described in Disabling Notes.

To define note settings:

1. From the main menu, select **Conference>Application Options**. The **Notes** tab is displayed.
2. In the **Display Notes Tab** section, select one of the following:
   - **Inbox style:** This displays incoming notes in a similar way to the inbox in an email program. Once selected, you can also define whether or not to delete a note after it has been read by selecting the **Automatically remove Note from list after it is opened** checkbox.
   - **Chat style:** This displays incoming notes, and your replies, in a chat format, similar to that experienced with any Instant Messenger program. Once selected, you can also define the text size of the chat session.

   Note that when either of the above options is selected, you can also define whether or not to display incoming notes in popup windows if the **Notes** tab is not currently in view (for example, when working in Enlarged mode), as described in the next step.
3. In the **Display Popup Notes** section, select from one of the following:
   - **Always:** This displays incoming notes in popup windows, regardless of the style you selected in Step 2.
   - **If Notes tab isn't currently selected or visible:** This displays popup notes if the **Notes** tab is not currently selected or visible.
   - **Never:** Popup notes are never displayed.
4. In the **Alert When New Note is Received** section, select any of the following alerts:
   - **Play a sound Always/Except if I am currently speaking/Never**
   - **Notes background turns light red**
   - **Flash 'message light' on Notes tab**
5. Click **OK**.

   Note: For screen reader users, it is recommended to use the Inbox style (select **Inbox** style in the **Display Notes Tab** section) *not* to display Popup notes (select **Never** in the **Display Popup Notes** section).

Disabling Notes

As the host or presenter in a conference, you can choose to disable the sending of notes between participants only, as well as disable the ability to send notes to the host.

To disable notes:

1. From the **Conference** menu, click **Conference Settings**. The **Conference Settings** window is displayed.
2. In the **Policy** section, select any of the following options:
   - **Allow notes among participants**—lets participants send notes to each other
   - **Allow notes to presenter**—lets participants send notes to the presenter

   The other options listed in this window are described elsewhere in this Guide.
3. Click **OK**.

8. Inserting Files

All conference participants (except for Phone-only participants, Web Participants, and users with a mobile phone) can insert files into the Conference Materials. All inserted files can be viewed in each participant's **Materials** tab. Each file is validated and then converted, compressed and sent to the conference server and to all the participants in the conference.

An online indication of the status of the inserted file is displayed, including whether all participants successfully received the file. The file can then be loaded, as long as you have Presenting rights.

During the insert process, you remain connected to the conference with full functionality: incoming and outgoing sound, video, and application sharing should not be affected.

Note: The file name cannot contain the following characters:

~ ` ! @ # $ % ^ & * ( ) + = \ |] [" : ; ' ? / < > . ,

Inserting a File

The following procedure describes how to insert files into the Conference Materials.

To insert a file during the conference:

1. In the **Materials** tab, click **Insert…**

   –or–

   From the **Whiteboard** menu, click **Insert Materials**.

   –or–

   Drag and drop the relevant file from your computer to the **Materials** tab. Then proceed to Step 3.

2. In the displayed **Open** window, browse to the relevant file and then click **Open**. Note that the size limit of the files to be inserted is defined by the Communications Center System Manager. The default is 10MB.

   Note: Only one file can be inserted at a time.

3. Depending on the file type, the file is validated and then converted to a format suitable for presentation on the whiteboard (see File Types for a list of file types and their compatibility with the insert process).

   Note: The conversion process is automatically performed (if the user has not defined settings otherwise, as described in the Inserting PowerPoint Files section), depending on the file type (see File Types). The file is converted to an image for presentation on the whiteboard.

To convert a file, the relevant application associated with this file must be installed on your computer. During the conversion, the associated application may be activated and may even require some user input.

If the file you are inserting contains a number of pages, each page is converted to a separated item (and named Page_1, Page_2, and so on). For large documents this may take a few seconds. When the conversion is completed successfully, the file's pages are added to the Conference Materials and located immediately below the relevant file name in the **Materials** tab.

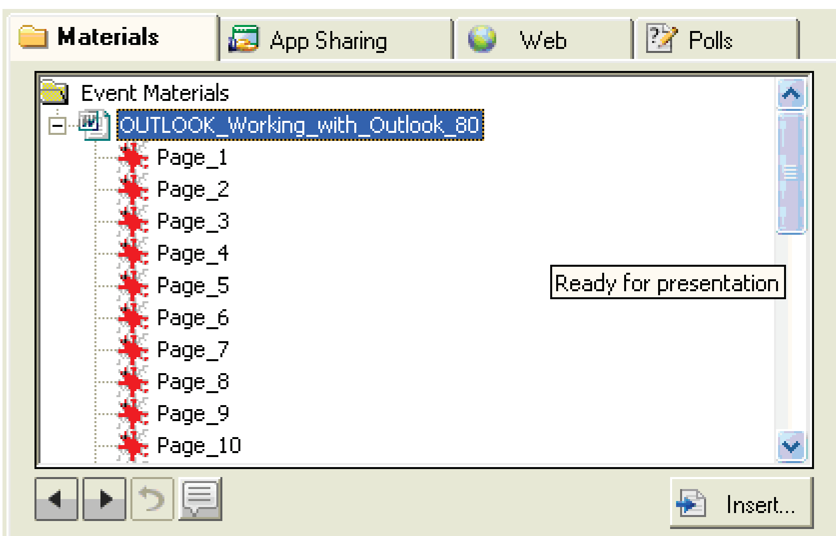


Figure 40–Inserted File with Multiple Pages

Note: A tooltip is displayed for each file, and its pages, indicating if the file is ready for presentation on the whiteboard. Any file still being uploaded to the server is indicated with an "Uploading" tooltip. For more information on these status tooltips, see Viewing the Status of a File.

The files are then sent to the conference server and distributed to all the users currently connected to the conference. Whenever a user connects to the conference, the inserted files are sent to the user.

Viewing File Properties

To view a file's properties (the status of the inserted file), right-click on an item or folder in the **Materials** tab and in the displayed popup menu, click **Properties**.

Note: Indication is also given when a file is still in the process of being sent, or if there were server problems that prevented the delivery of the file. In this case, you will be prompted to "Resend" the file. Alternatively, click **More Info** for further guidance.

Resending Files

To resend a file, right-click an item or folder in the **Materials** tab and in the displayed popup menu, click **Resend.** The sending process starts (compressing and sending) and the selected file is delivered to users that are currently connected to the conference and who did not receive the selected file.

Note: This option is only enabled for files you originally inserted and that have already been uploaded to the server.

Deleting Files

To delete a file:

Right-click an item or folder in the **Materials** tab and in the displayed popup menu, click **Delete**.

–or–

Select the file and press the **Delete** key.

Notes:

- You can select multiple files for deletion.
- This option is only enabled for files you originally inserted and that have already been uploaded to the server.

Viewing the Status of a File

The status of an inserted file and its pages is displayed dynamically in the file/page tooltip. This tooltip is only displayed to the user who inserted the file. The following table details the various status tooltips. Note that there are differences between single page files and multi-page files.

Table 3–File Status

Status	Tooltip for Multi-page File	Tooltip for Page/Single Page File/Unconverted File	Comments
Sending to Server	'Uploading'	'Uploading'	When sending process is initiated (compression and sending to server).
Failed	'Failed: *x* out of *y* pages are ready for presentation'	'Failed'	When sending process fails (compression and sending to server), –or– When application is disconnected during sending to server.
Completed	'Ready for presentation'	'Ready for presentation'	When distributing process is completed. All connected users received the inserted file (with or without errors).
Unknown	'Unknown'	None	User that inserted the file was disconnected and reconnected.

File Types

The following table lists the majority of file types that are regularly included in Conference Materials and their compatibility with the insert process.

Table 4–File Types

File Type	File Extension	Allow Online Insert	Convert by Default
Image	BMP, JPG, JPEG, EMF, WMF, GIF	Yes	No
Sound	WAV, RMI, MID	Yes	No
	MP3	External file only	No
Movie	AVI	Yes	No
	MPEG, MPG, WMV, MOV	External file only	No
Link	HTM, HTML	Yes	No
PowerPoint	PPT, PPTX, PPS, POT, PTX, POTX	Yes	Yes
Other	SWF (Flash files)	External file only	No
	DOC, DOCX. DOT, DOTX, RTF, PDF	Yes	Yes
	XLS, XLT, XLC	No	No
	ASP	No	No
	All other file types	No	No
Recording	VCR, VCS, VCM, VCQ	Not permitted	N/A

Note: The range of file types supported by the insert process can be modified by your Communications Center administrator.

Inserting PowerPoint Files

When inserting PowerPoint presentations, they are converted to DHTML, and also include static image support for Web Participants.

Inserting PowerPoint files as DHTML enables the following features:

- The PowerPoint presentation is automatically resized to fit the whiteboard.
- Presentations can be displayed in non-English languages.
- Animation is supported

Notes:

- PowerPoint 2000, XP, 2003, 2007 and 2010 are fully supported, including animated presentations.
- Some types of animation effects are not recommended for use because they either will not animate at all or the effect may not behave as expected: for example, effects that scale text

or objects in only one direction (for instance vertical, but not horizontal), such as Stretch, Swivel, Compress, Grow/Shrink, Spin, or Glide OR effects that rotate text, such as Flip, Spinner, Swish, Teeter, and Wave OR effects applied to charts (these effects will play as if they were applied to the chart as a whole and no parts will be animated) OR 'dim after' effects (these effects will not work for images (or video); if a Dim after effect is applied to an object the fill colors will dim but the outline color will not dim.

To set how you want to insert PowerPoint files during the conference:

1. From the Participant Application **Conference** menu, click **Application Options**. In the displayed **Application Options** window, click the **Materials** tab.
2. In the **Insert Documents during live Conference** area, select the **Send only images of the document's pages, to view on the Whiteboard** checkbox to enable the PowerPoint® insert options.
3. Select from one of the following:
    - **Dynamic images with static images (recommended):** Inserts the PowerPoint file "as is" in DHTML format and adds a converted JPEG file for each slide. Select this option if you believe that some of the participants will be accessing the conference with the Web Participant Application or mobile application.
    - **Dynamic images:** Inserts the PowerPoint file "as is" in DHTML format. Select this option if you know that all participants accessing the conference have the latest Participant Application version installed and are not using the Web Participant or mobile application.
    - **Static images:** Inserts only JPEG files (converted from the PowerPoint slides into JPEG images). Select this option if you know that all participants will be accessing the conference with the Web Participant Application or mobile application.
4. Click **OK**. PowerPoint files will subsequently be inserted according to the setting you implemented.

Setting Inserted Files to be Opened Externally to the Whiteboard

By default, files inserted by conference participants are automatically converted. This ensures their display on the whiteboard as images and not using their source application externally to the whiteboard.

However, you can change this default setting to ensure that inserted files are not converted and instead opened externally to the whiteboard. This enables you to send files to all users that can be viewed and saved on their computers. To set inserted files to be opened externally to the whiteboard:

1. From the Participant Application **Conference** menu, click **Application Options** and then click the **Materials** tab.
2. In the **Insert Documents during live Conference** area, select the first option (**Send the actual document itself and view it in a separate window…**) and click **OK**.

9. USING EMOTICONS

When communicating during an AT&T Connect conference, you can express yourself graphically using a range of emoticons. These emoticons are also displayed to the other conference attendees; each emoticon selected is displayed alongside your name in the **Participants** list.

Note: Hosts can disable emoticons, together with requests to speak (from the **Conference** menu, click **Conference Settings** and then select the relevant options in the **Policy** section).

To select an emoticon:

1. From the **Participants** menu, click **Choose Emoticon.**
2. Select the relevant emoticon. The selected button and appears “pressed” on the toolbar. This emoticon also replaces your icon in the **Participants** list.

   –or–

   Click the arrow to the right of the **Raise Hand** button in the toolbar. (This button is displayed by default though it is replaced by any emoticon selected.)

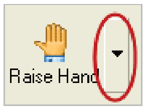
   

   Figure 41–Raise Hand Button

   In either case, a dropdown palette of emoticons is displayed.

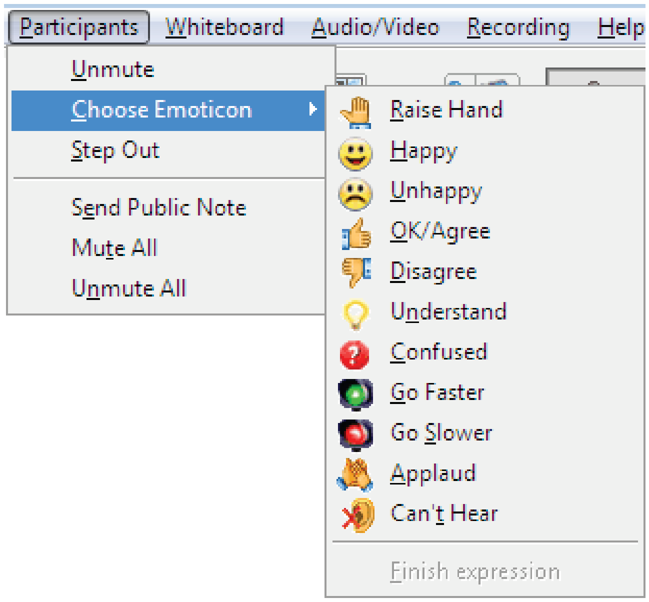


Figure 42–Emoticons

To cancel an emoticon:

1. From the toolbar, click the selected emoticon. The button is replaced by the **Raise Hand** button, and your icon in the **Participants** list returns to its normal mode.

   –or–

   From the toolbar, click the arrow to the right of the emoticon you selected.

   –or–

   Choose **Emoticon** from the **Participants** menu. The dropdown palette of emoticons is displayed.

2. Select **Finish + <name of emoticon>** at the bottom of the palette. This option is dynamic according to the emoticon selected and is not represented by an icon. For example, if you currently have the **Applaud** emoticon selected, the option will be displayed as **Finish Applaud.**

   The **Raise Hand** button is displayed again, and your icon in the **Participants** list returns to its normal mode.

   Note: Stepping out of the conference or receiving speaking/presenting rights will cancel any selected emoticon. In addition, the presenter can clear selected emoticons at any time.

Stepping out of a Conference

If you need to temporarily step out of the conference, for example, to answer an important telephone call, you can indicate to others that you are temporarily unavailable.

To step out of the meeting:

1. From the **Participants** menu, click **Step Out.**

   –or–

   From the toolbar, click the **Step Out** button.

   Figure 43–Step Out Button

   Your icon in the **Participants** list is grayed out and the button toggles to **Step In**.

   Figure 44–Stepped-Out Participant Icon

2. To rejoin the conference, click the **Step In** button.

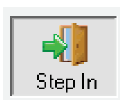
   

   Figure 45–Step In Button

   Your icon returns to its normal mode, and the attendees are informed that you have rejoined the conference.

   Figure 46–Stepped-in Participant Icon

   Note: Stepping out of the conference will automatically cancel any emoticons you may have selected and also mute your microphone/telephone.

10. Using Video

AT&T Connect provides multi-point control video conferencing capabilities. Video is automatically activated once the host has the privilege of using video in the conferences. Participants with a webcam can start transmitting video any time during a conference.

Notes:

- If you are using the Web Participant application or a mobile application, you **cannot** transmit or view the video of other participants.
- If you are recording the conference either locally or on the server, the recording **does not** include video. For more information on recording conferences, see Working with Recordings.

Video Layout

Video is displayed in **All-Same-Size** layout, in which participants view live-stream video of up to four participants in video windows of the same size: **Small** (176w x 144h) or **Large** (352w x 288h). This layout is useful in interactive conferences, when most participants are expected to share information. Participants can display the video stream in various views, as described in Changing the Video Pane View.

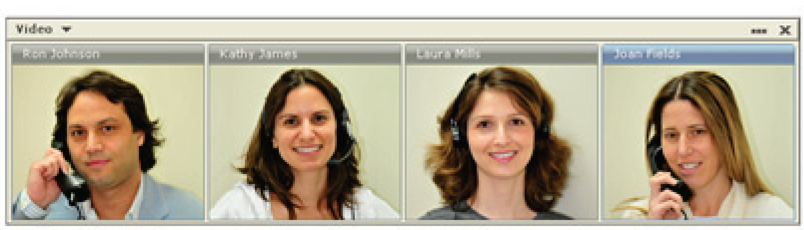


Figure 47–All-Same-Size Layout

For Hosts and Presenters

The conference host can configure if, and how the participants view video during the conference.

Enabling or Disabling Video

If the video feature was disabled for a conference, hosts can override this decision and enable video from within the conference, or vice versa.

To enable or disable video:

1. Click **Conference Settings** from the **Conference** menu to open the **Conference Settings** window.
2. Check or uncheck **Allow participants to use video**.
3. Click **OK.**

Setting the Window Size

If allowed by the administrator, hosts and presenters can set the size of the video windows as:

- **Small:** 176w x 144h
- **Large** 352w x 288h (CIF)

Notes:

- Because of its large bandwidth consumption, the **Large** layout is not available to all users by default, but only to organizations that enhanced their service to accommodate this layout.
- If sharing data and video, it is recommended to select the small windows.

To set the resolution of the Video window:

1. In the menu bar, click on **Audio/Video** to open the **Audio/Video** menu.

   –or–

   Click on the arrow in the **Video** window to open the **Video** menu.

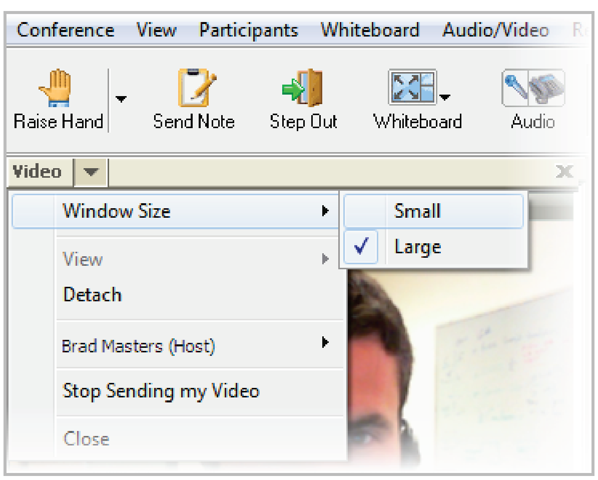


Figure 48–Video Menu

2. Select **Window Size** and then select **Small** or **Large**.

Participating in the Video Conference

The following section explains everything participants need to know about participating in a video conference.

Testing your Webcam

Once your webcam is connected to your PC, you need to prepare for video conferencing by testing your webcam. Make sure your webcam is closed before you perform the following steps.

Note: If you have more than one webcam connected to your computer, you can first choose the webcam you wish to use and then proceed to test it.

To test your webcam:

1. Select **Test my Webcam…** from the **Audio/Video** menu to open the **Application Options** window.
2. In the **Application Options** window, click the **Video** tab.
3. Choose the video capture device you want to use from the drop-down menu (in case you have more than one).
4. Press **Webcam Settings…** to open the **Camera Settings** dialog box for defining your webcam settings, such as brightness, contrast and saturation.
5. An example of a source dialog box is displayed below (the settings window is different for each webcam).

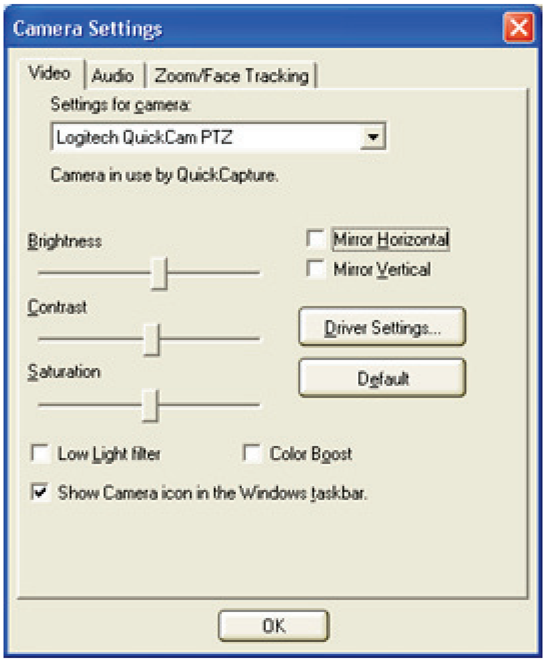


Figure 49–Camera Settings Window

6. After defining your settings, click **OK** to return to the **Application Options** dialog box.
7. Press the **Test my Webcam** button to check your video transmission.

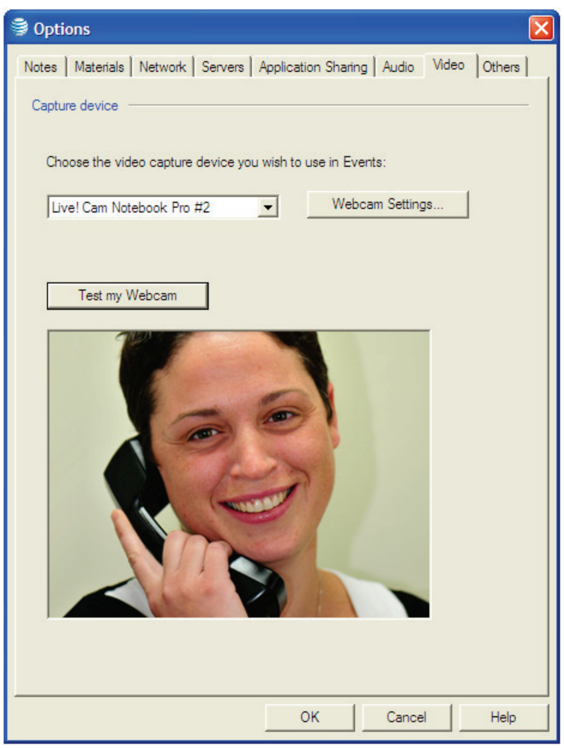


Figure 50–Test My Webcam Window

8. Click **OK** and you are ready to start your video conference.

Notification in Participants List

When you connect to a video conference, you see a webcam icon next to your name in the **Participants** list. You can also see other users who have a webcam connected. The webcam icon is enabled when users are transmitting video, and appears disabled when there is no video transmission.

Figure 51–Enabled Webcam Icon

Figure 52–Disabled Webcam Icon

Starting or Stopping Video Transmission

If you have a webcam, you can start transmitting video using the tool menu or toolbar option.

To start transmitting video:

- Click the **My Video** button on the toolbar.

  Figure 53–My Video Button

  –or–

  Select **Start Sending My Video** from the **Audio/Video** menu.

  Your video window opens and starts transmitting video.

To stop transmitting video:

- Release the **My Video** button on the toolbar.

  –or–

  Select **Stop Sending My Video** from the **Audio/Video** menu.

  –or–

  Select **Stop Sending My Video** from the **Video** menu on the video pane.

  –or–

  Click the **Close** button (**X**) in the top-right of the video panel or in the bottom of the video window, or select **Close** from the **Video** menu to close the window and stop transmission.

  –or–

  Uncheck **Video** from the **View** menu.

Stopping Video Transmission (Hosts or Presenters)

A host or presenter can stop the video transmission of a specific participant at any time during a conference.

To stop video transmission of a participant:

- Click the **Close** button (**X**) in the upper-right corner of the video you want to close.

  –or–

  From the **Video** menu, click the participant whose video you want to close and from the menu, click **Stop Video**.

Changing the Video Pane Position

For your convenience, you can attach (dock) the video pane in three locations in your window—top, left or bottom. You can then drag the video pane to different locations in your window.

To dock the video pane manually:

- Drag the video pane to the left, top or bottom of the window.

  The video pane attaches to the desired position.

  –or–

  Double-click the pane’s caption.

  The video pane attaches to the last docking position or to the left side (default).

To dock the video pane via the Video menu:

1. Select **Attach** from the **Video** menu.
2. Select **Left, Top** or **Bottom** from the side menu.

   The video pane docks to the desired position.

   To float the video pane manually:

   Double-click the **Video** pane title bar and drag the **Video** pane to the desired location.

   –or–

   Hover your mouse over the Video pane until your cursor changes its shape and then drag the Video pane to the desired location.

   –or–

   From the **Video** menu select **Move** and then use the keyboard arrow keys to move the video menu to the desired location.

To float (detach) the video pane via the Video menu:

1. If the video pane is docked, select **Detach** from the **Video** menu.

2. Drag the video pane to any location you wish.

Note: Selecting the **Attach** menu changes the video pane mode from floating to docked, and selecting the **Detach** menu, changes the pane mode from docked to floating.

Changing the Video Pane View

When using the **All-Same-Size** layout and in **Floating** mode, you can change the video pane view from **Horizontal** to **Vertical** to **Grid**.

Figure 54–Grid View

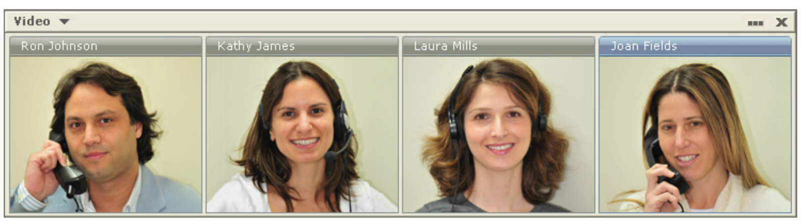


Figure 55–Horizontal View

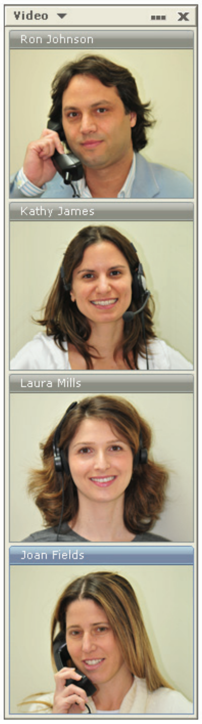


Figure 56–Vertical View

To change the video pane view:

1. Select **View…** from the **Video** menu.
2. Select **Horizontal**, **Vertical** or **Grid** from the side menu and the video pane is displayed in the desired view.

   –or–

   Click the "Switch view" buttons in the top-right of the video panel (to the left of the (**X**) button) and choose from the options below.

   Switches from **Horizontal** to **Vertical**

   Switch from **Vertical** to **Grid**

   Switches from **Grid** to **Horizontal**

Viewing "Full Window"

You can choose to view a specific participant in full window.

To view in full window:

- Hover your mouse over the lower-left part of the video window to see the action buttons and press the button with the arrow pointing up to view the full window.

  Figure 57– Full Window Button

  –or–

  From the **Video** menu, click the participant's name and then click **View Full Screen** from the menu.

To view the window in the original size:

- Hover your mouse over the lower-left part of the video window to see the action buttons, and press the button with the arrow pointing down.

  Figure 58–Original Size Button

  –or–

  Press the **Esc** key.

Pausing and Resuming Video Transmission

You can temporarily stop video transmission and go into paused mode. Then, whenever you choose, you can resume the transmission.

Note: If you "step out" of the conference, your video also goes in the paused mode. For more information about stepping out of a conference, see Stepping out of a Conference.

To pause video transmission:

Hover your mouse over the video window to see the buttons at the bottom of the window and press the pause button. Your window goes into Paused mode.

Figure 59–Pause Button

–or–

From the **Video** menu, click your name and then click **Pause Video** from the menu.

Figure 60–Video Window Buttons

Figure 61–Paused Mode

To resume video transmission after pausing:

Press the button with the arrow pointing to the right to resume transmission.

Figure 62–Resume Transmission Button

–or–

From the **Video** menu, click your name and then click **Resume Video** from the menu.

11. Inviting Others to Join the Conference

During a conference, you can invite others to participate in the conference. The invitation is sent by email.

Note: This item is displayed only if your company allows this feature.

To invite new Participants:

1. Select **Invite Others by Email…** from the **Conference** menu.

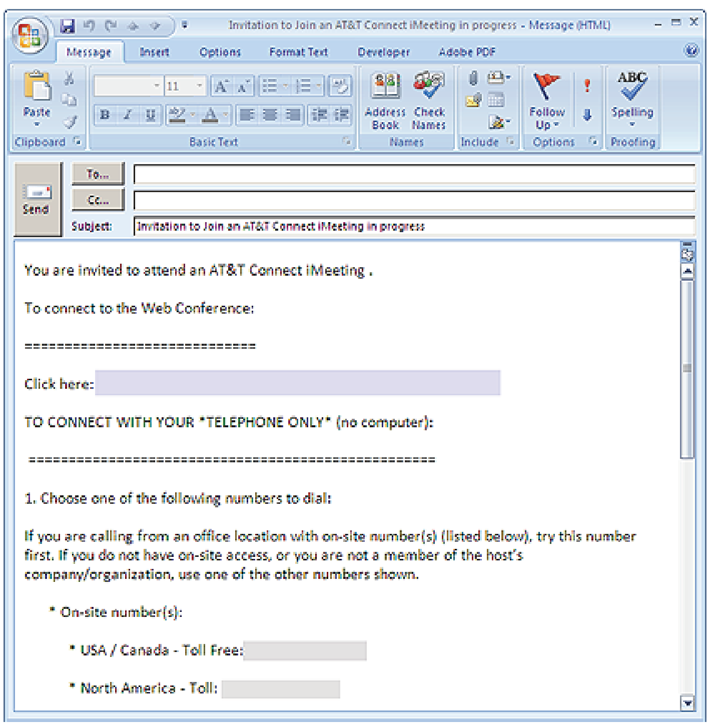


Figure 63–Invite Others by Email

This opens an invitation to the conference with instruction on how to connect.

2. Type the name(s) of the person(s) you want to invite in the **To** box, click **Send.**

3. If you are the host/presenter, you can invite other participants by phone. Select **Invite Others by Phone…** from the **Conference** menu to open a dialog box for entering the details of the persons you want to invite.

12. Working with Recordings

This section describes how to work with the Participant Application recording feature for recording conferences locally on your desktop and playing back recorded conferences.

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”.

Recording a Conference Locally

You can record a live conference on your desktop while you are connected to the conference (even if you are using a telephone) and play back the recording when you are disconnected.

Note: The **Recording** menu commands are disabled if the conference host prohibited local recording when the conference was created. The server-side recording may also be unavailable if it was not enabled in the host account.

This section describes how to make and save a recording of a live conference.

To make a recording:

1. From the **Recording** menu, select **Start/Resume Audio and Web recording on Desktop**.
2. When the conference begins recording, all users get a notification message. This is relevant for local recordings and on servers.

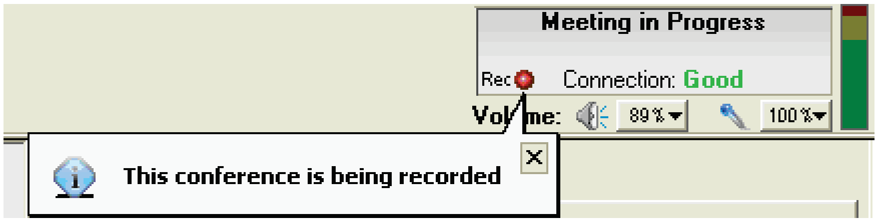


Figure 64–Recording Notification

3. For users with phones, if a conference is being recorded, when users connect to the conference via phone, they hear the following message, “This conference is being recorded.” Otherwise they hear nothing.

To stop a recording:

From the **Recording** menu, select **Stop/Pause Audio and Web recording on Desktop**. When the last recording in a conference stops, all users get notification that the recording has stopped.

To save the recording:

1. From the **Recording** menu, select **Save Local Recording…**
2. In the displayed **Save As** window, choose a name and location for the recording session file (*.vcr) and click **Save**.

Playing back a Local Recording

To play back a recording saved on your computer:

1. Open the Participant Application and select **Playback Conference Recording….** from the **Conference** menu.
2. Browse to the relevant file (in either .vcr or .vcm format) and click **Open**. Playback of the recording begins.

Participant Window during Playback

The Participant Application has a number of different features during the offline playback of a recording, as shown below.

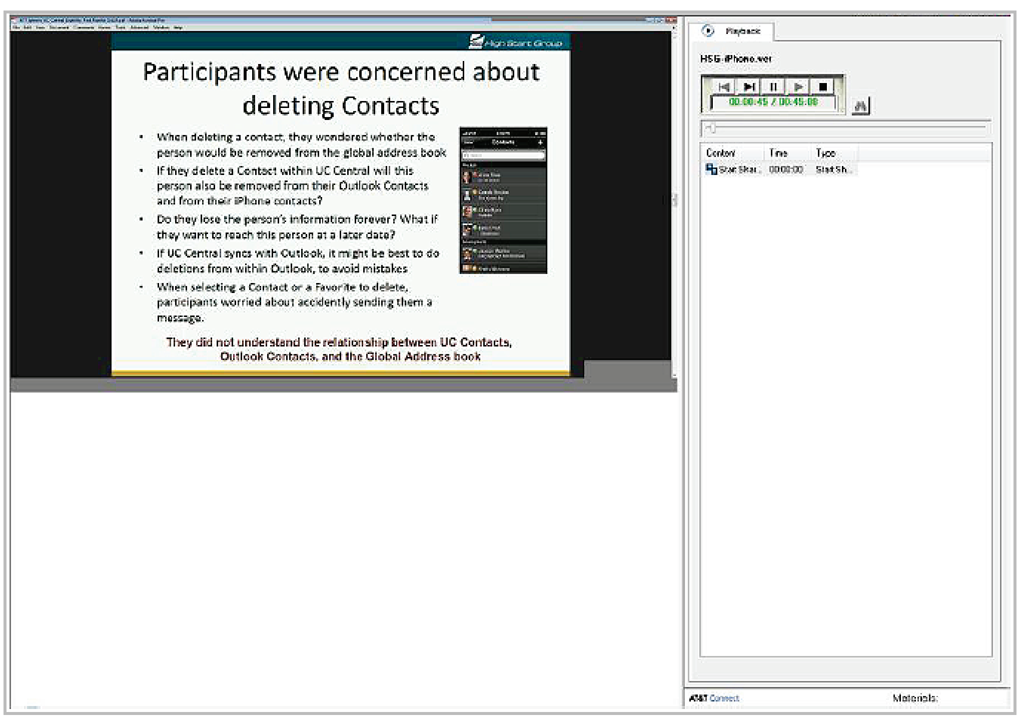


Figure 65–Participant Window during Playback

The Status Panel indicates playback of a recorded conference. The right-hand pane contains the Playback tab, which contains playback controls and a contents list for the recorded conference.

Tip: To display the **Participants** list, go to the **View** menu and select **Participants** list.

Note: When first playing back the recording, **Playing Recorded Conference** is displayed in the Status Panel. When someone is speaking during the recording, **Listening** is displayed. In addition, the name of the person speaking is displayed. The conference name is displayed in the application title bar if included in the recording.

Playback Controls

The Playback controls replace the regular toolbar during playback of a recording (although the full-screen icons remain).

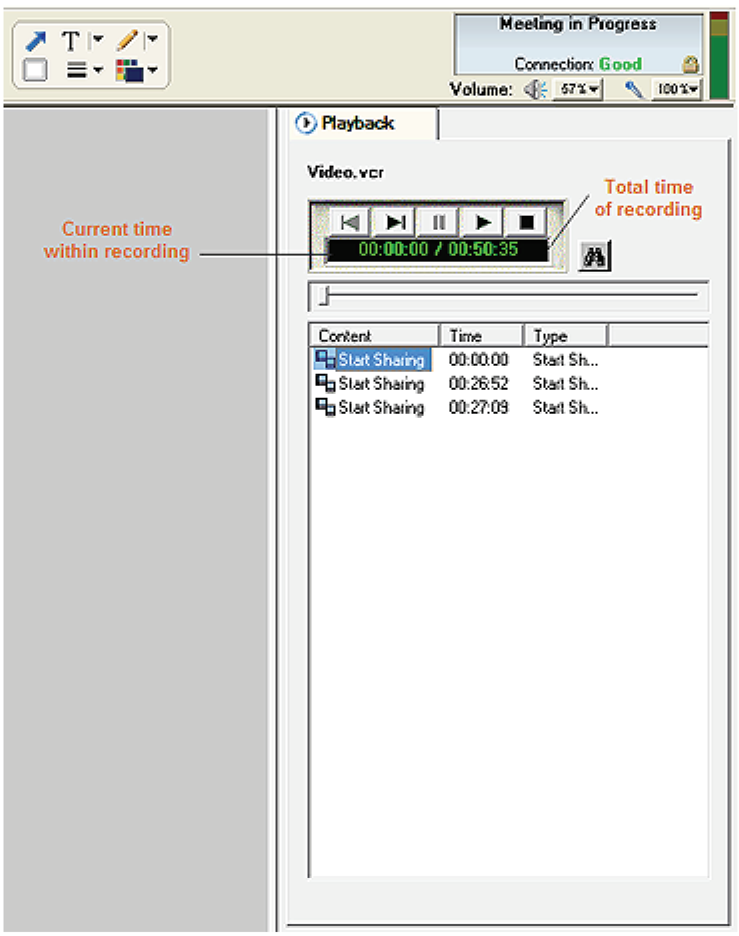


Figure 66–Playback Controls

The following control buttons let you control the recording:

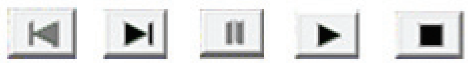


Figure 67–Playback Control Buttons

Note: 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.

Tip: The slider located below the playback controls can also be used for navigation (though you must stop or pause first).

Closing the Recording

Click the **Close** button (**X**) in the upper-right corner of the Participant window, or from the **Conference** menu select **Exit** to close the recording.

Reviewing the Recording Contents

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

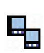


Figure 68–Appliction Sharing Icon

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

Note: 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. However, tests and surveys will not be displayed when the recording is played back.

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

To search the recording:

1. In the **Playback** tab, click **Search Recording**.
2. Enter the relevant file name or text and click **Find Next**. The first file that meets your search criteria is automatically loaded.

13. RESPONDING TO POLLS

As a conference participant, you may be prompted with any number of verbal questions that will require you to give a **Yes/No** or **OK** response, select an answer, or write free text. This section describes the various ways participants can respond to questions, polls and surveys initiated by the presenter.

Responding to Verbal Questions

When your presenter asks a question, you will be prompted for an answer and can respond by clicking a button either for **OK** or **Yes/No** in the displayed **Respond to Poll** window. Each participant's response is registered in the presenter's application.

Upon completion of the question(s), the presenter can also choose to share the response statistics of all participants on the whiteboard (see Viewing Response Statistics).

Note: Users using a smartphone or the Web Participant will not be able to receive the free-text question and thus cannot answer.

Answering Non-Verbal Questions

Your presenter can send a non-verbal question via the whiteboard during a conference. There are three types of non-verbal questions that the presenter can use:

- Yes/No
- Multiple-choice
- Free text

Upon completion of the question(s), the presenter can also choose to share the response statistics of all participants on the whiteboard (see Viewing Response Statistics).

Answering Yes/No Questions

You can answer Yes/No questions that your presenter sends you during a conference.

To answer a Yes/No question:

In the **Choose Answer** area of the **Question** window, select either the **Yes** or **No**.

Tip: You can refuse to answer the question by clicking the **x** button.

Answering Multiple-Choice Questions

You can answer multiple-choice questions your presenter sends you during a conference

To answer a multiple- choice question:

1. Select one of the answers (ranging from a minimum of 2 to a maximum of 5) displayed for the question. Use the arrows to scroll lengthy questions or answers.

   Note: Users using a smartphone or the Web Participant will not be able to receive the question and thus cannot answer.

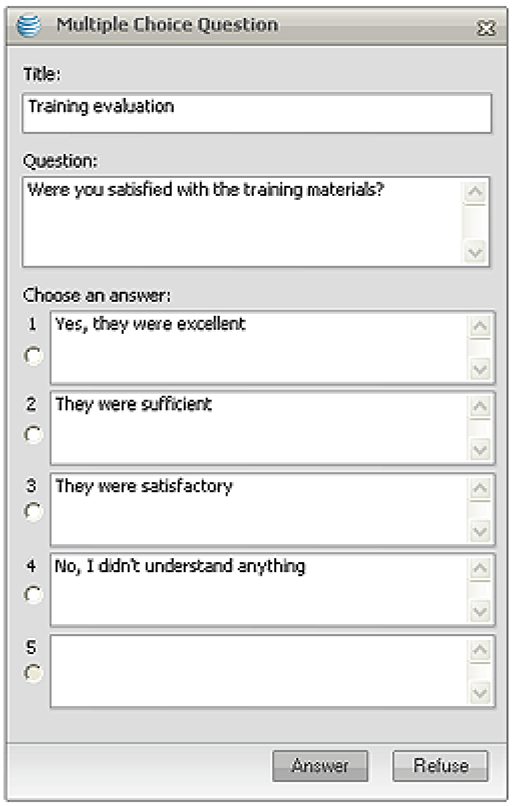
   

   Figure 70–Multiple Choice Question Window

2. Click **Answer** to send your answer to the presenter.

Tip: You can refuse to answer the question by clicking **Refuse**.

Answering Free Text Questions

You can answer free text questions that your presenter sent you during a conference.

To answer a free text question:

1. In the **Enter Answer** text box of the **Question** window, type in your answer to the question.

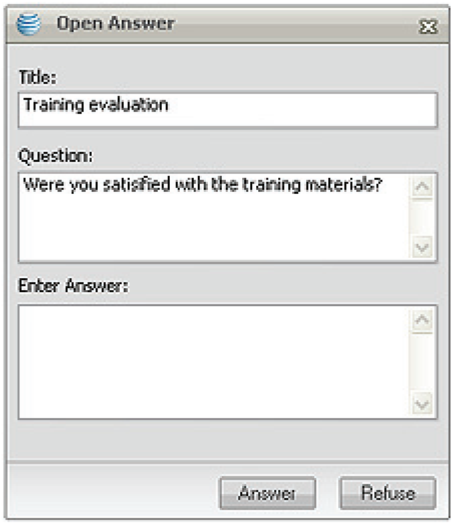


Figure 71–Open Answer Window

2. Click **Answer** to send your answer to the presenter.

Tip: You can refuse to answer the question by clicking **Refuse**.

Note: Users using a smartphone or the Web Participant will not be able to receive the question and thus cannot answer.

Viewing Response Statistics

Upon completion of the questions, polls or surveys, the presenter can choose to share the response statistics with the participants on the whiteboard. For more information, see Sharing Response Statistics.

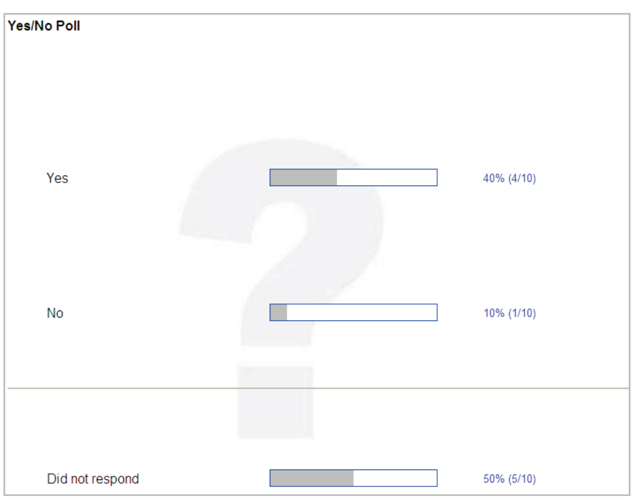


Figure 72–Participant Responses as Seen by the Presenter

14. RECONNECTING

If you are disconnected from the conference or from the Participant Application—don't worry because in most cases, you can reconnect.

Reconnecting to the Conference

If you need to manually disconnect from the conference, you can reconnect as long as you have not closed the application.

To reconnect to the conference:

1. From the **Conference** menu in the Participant Application window, select **Reconnect**.
2. Select one of the following options from the displayed sub-menu (these options are only available if you did not close the application):
    - **Same Server as Before—**automatically reconnects you to the conference using the server with which you last connected.
    - **Automatically Select Best Server Available—**automatically selects the server that is closest to you.
    - **Manually Select Server—**displays the **Manual Server Selection** window. To select a server on the list, double-click the server or click the server and then click **OK**.

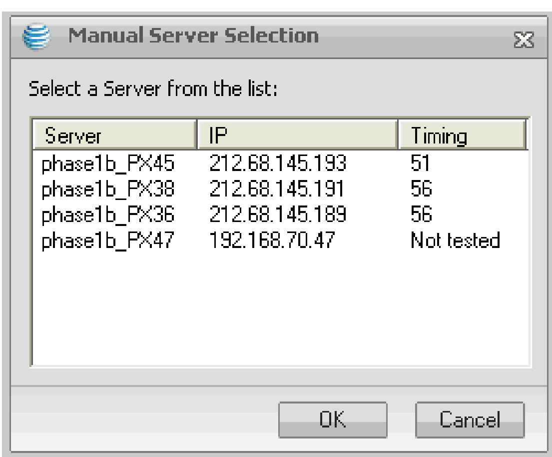


Figure 73–Manual Server Selection Window

Note: You can also reconnect by simply dialing in, according to the Dial-in instructions.

Reconnecting to the Participant Application

If you close the Participant Application (or are disconnected) and your phone is still connected, a message is displayed. Try reconnecting to the conference by following the steps in Joining a Conference. Alternatively, use the keypad characters on your phone (as described in Using your Telephone in a Conference) to communicate in the conference with your phone only.

15. Reporting a Problem

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

Submitting a Telephony Ticket

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

To submit a ticket:

1. Select **Submit a Telephony Ticket** from the **Help** menu.

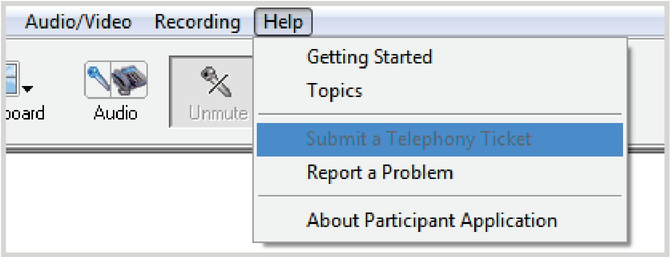


Figure 74– Option for Submitting a Telephony Ticket

This opens the **Submit a Ticket** window in the whiteboard area of the Participant Application.

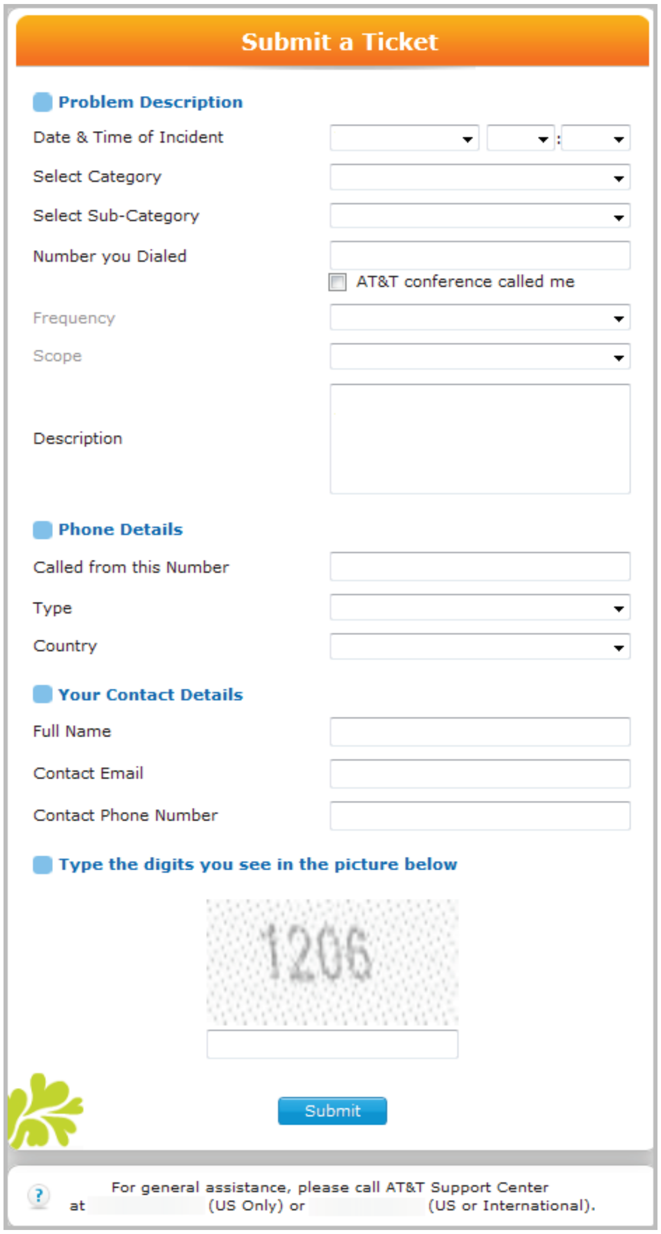


Figure 75–Submit a Ticket Window

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

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

Reporting an Application Problem

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

Automatic Activation

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

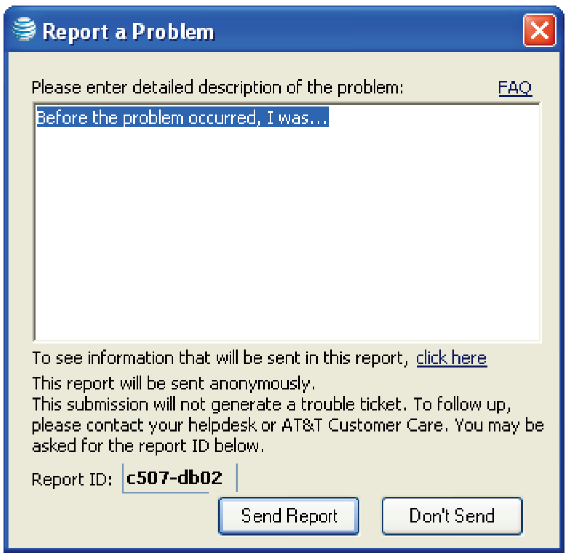


Figure 76–Report a Problem Window

Manual Activation

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

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

Sending a Report

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

Report ID

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

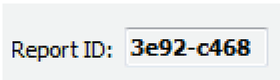


Figure 77-Report ID

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

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

When the Send Operation Fails

If the automated log submission failed, the LSU automatically copies a file to your desktop and issues the following email:

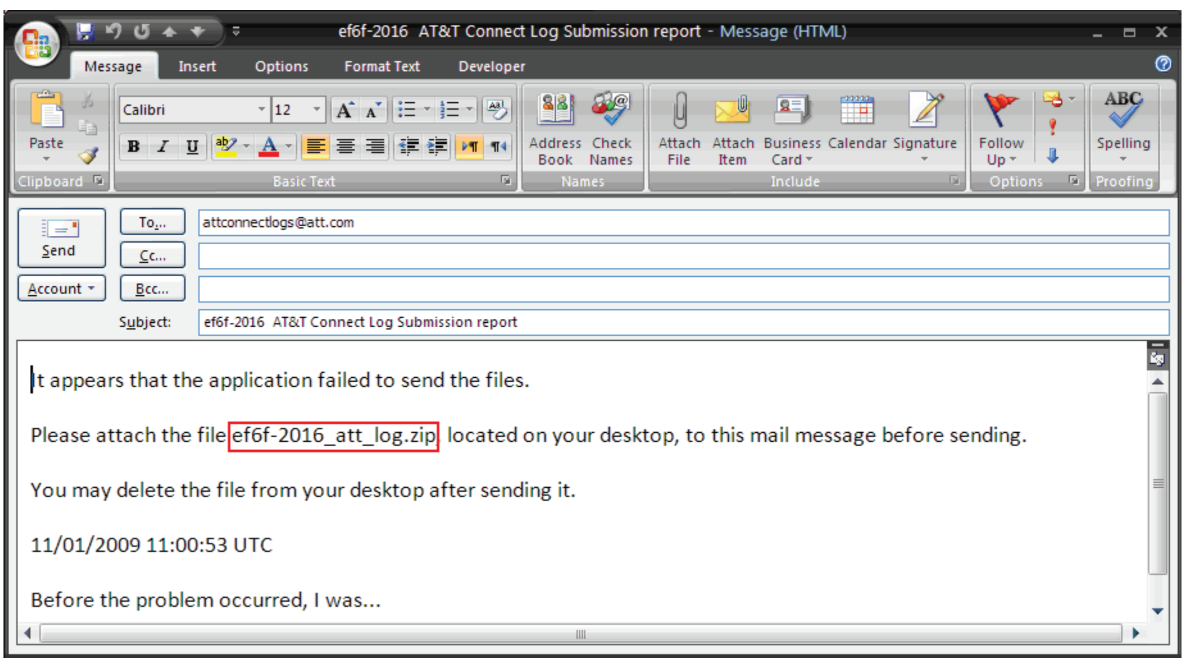


Figure 78–Email of Log Submission Failure

Do the following:

1. Attach the file located on your desktop to the email message.

Note: The LSU displays the name of the file that you need to attach in the message body.

2. Click **Send**.
3. After sending the mail with the attachment, you can delete the file from your desktop.

Reviewing the Collected Data (Optional)

To review the collected data before sending:

1. In the main dialog box, click **Click here to view related information from the log file** to display the following dialog:

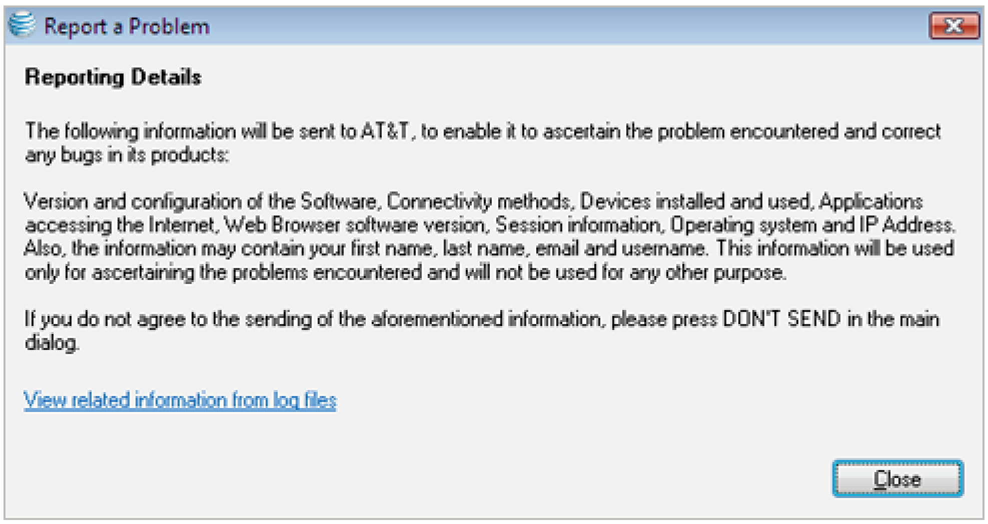


Figure 79–Window for Reviewing Data

2. Click **View related information from log files**.
3. Review the files

Note: Windows Explorer will be opened automatically upon completion.

16. Leaving the Conference

From the **Conference** menu, select **Exit**. You are first disconnected from the conference and then the application is closed

–or–

Click the Close icon in the top right corner of the Participant Application.

Note: As an Audio-via-Phone participant, disconnecting your computer from the conference does NOT disconnect the telephone. However, in the displayed message upon disconnecting your computer, select to hang up your telephone if you want to disconnect your telephone from the meeting (this action disconnects your telephone from the conference server, regardless of whether or not you actually put your handset down).

–or–

If you are a Phone-only participant (you are connected to the conference with your telephone and *not* the Participant Application), hang up your telephone.

17. ADVANCED PARTICIPANT FEATURES

This section describes additional AT&T Connect options not included in previous sections.

The **Application Options** window, accessed from the **Conference** menu in the Participant Application menu bar, includes a wide range of options that enable you to modify how you work with the Participant Application.

This section describes the more advanced of these options; to ensure compatibility with your organization's network settings, and maximize the performance of the Participant Application.

Note: The values for non-connection type parameters updated only take effect the next time the Participant Application is run. If the Participant Application is already running, you need to close it and run it again.

To access the Application Options window:

From the **Conference** menu, select **Options**. The **Application Options** window is displayed.

Note: As this section only details a number of more advanced options, not all **Application Options** tabs are described here. Refer to other sections to view all tabs and options.

Defining the User Interface Language

You can specify the user interface language in the **Others** tab. The direction of text in the application is defined by the language selected from the **Language** dropdown list

Defining Connection Protocol and Proxy Settings

The **Network** tab contains the following Connection Protocol options and Proxy Server settings.

Connection Protocol

Select one of the following:

- **UDP + TCP**—no tunneling. Participant Application uses UDP and TCP.

- **TCP Only**—TCP only.
- Tunneling—selected by default. Enhanced tunneling option that can also be used if the "TCP Only" option failed and your environment supports SSL.

Proxy Server Settings

Select one of the following:

- **No proxy server**—users exit the firewall without going through a Web proxy server.
- **Use proxy settings of Web browser**—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**—enable the Address and Port fields. Enter the IP address and port number for the Web proxy server. You can obtain these parameters from your system administrator.

Defining Server Settings

The **Servers** tab contains options in setting up Intelligent Server Selection (ISS) for the Participant Application.

Intelligent Server Selection

Select one of the following scan types:

- **Full**—scan all servers to find the BEST performer
- **Fast**—scan until a GOOD server is found
- **Full**—scan, first time only

Display Scan Results

Select either a **Basic** or **Detailed** display of server data.

Erase Prior Scan History

Clicking the **Erase Prior Scan History** button erases the data from previous scan operations.

Defining Audio/Sound Settings

This section describes how to define your audio and sound settings for live conferences, for conferences which allow using audio-over-computer.

Define Sound Settings via Audio Setup Wizard

You can define suitable sound settings for your microphone and speakers or headset (voice over computer) during a conference. These settings are not relevant if you intend to enter a conference with your microphone and speakers or headset.

To change your sound settings:

1. From the **Audio/Video** menu, select **Audio Setup Wizard…**. You are automatically disconnected from the conference (if connected) and the Audio Setup Wizard is displayed.

Figure 80–Audio Setup Wizard Step 1

Note: Before continuing with the wizard, close all other programs that play or record sound. You should also ensure that your speakers and microphone (or headset) are plugged in and switched on.

2. Click **Next**. In the displayed window, click the arrow button and set your volume level by adjusting the slider in the **Speaker Volume** area.

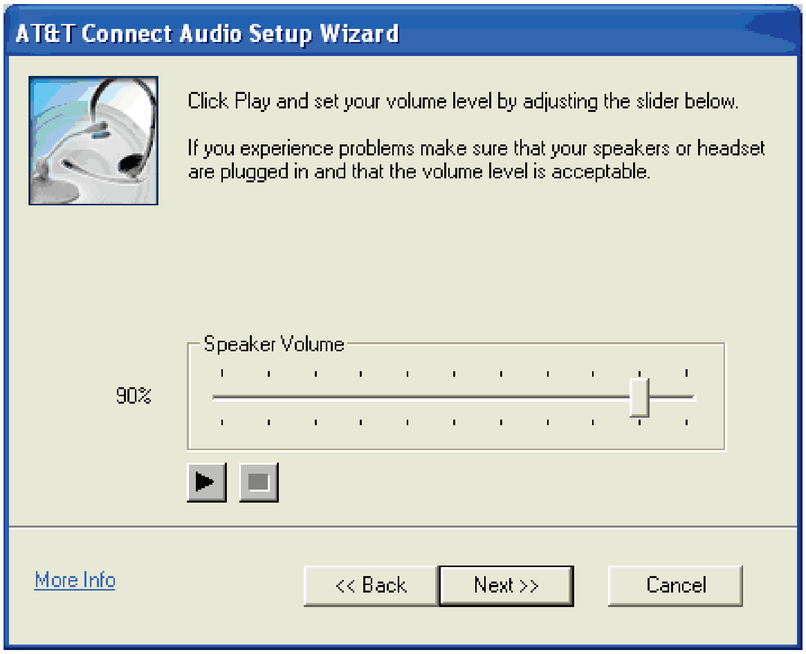


Figure 81–Audio Setup Wizard Step 2

3. Click **Next**. You can record a test message, up to 15 seconds long, to check how you sound to others.

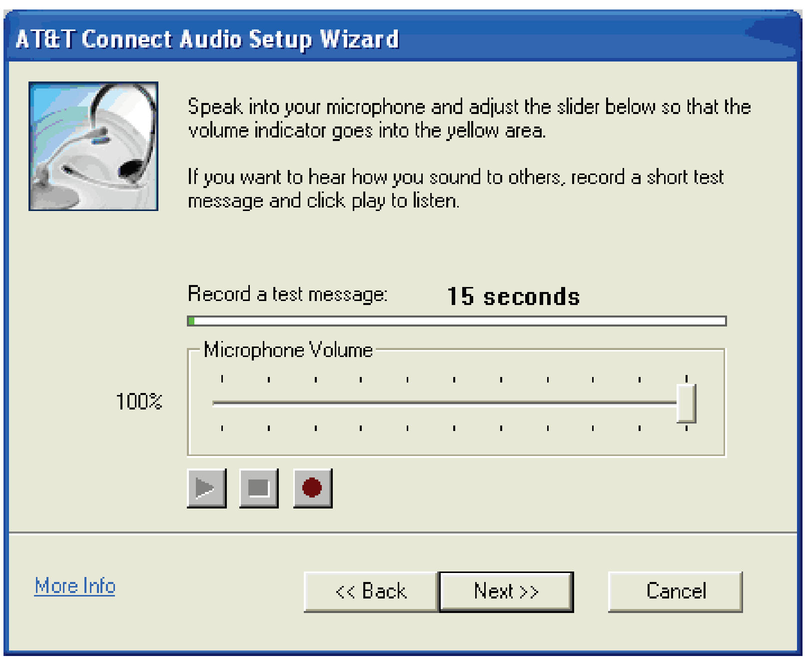


Figure 82–Audio Setup Wizard Step 3

Tip: If you feel that the input level from your microphone is too low, check the **Mic boost** option. This option is not displayed if your sound card does not support it.

4. Click **Next**. You have successfully completed the wizard.

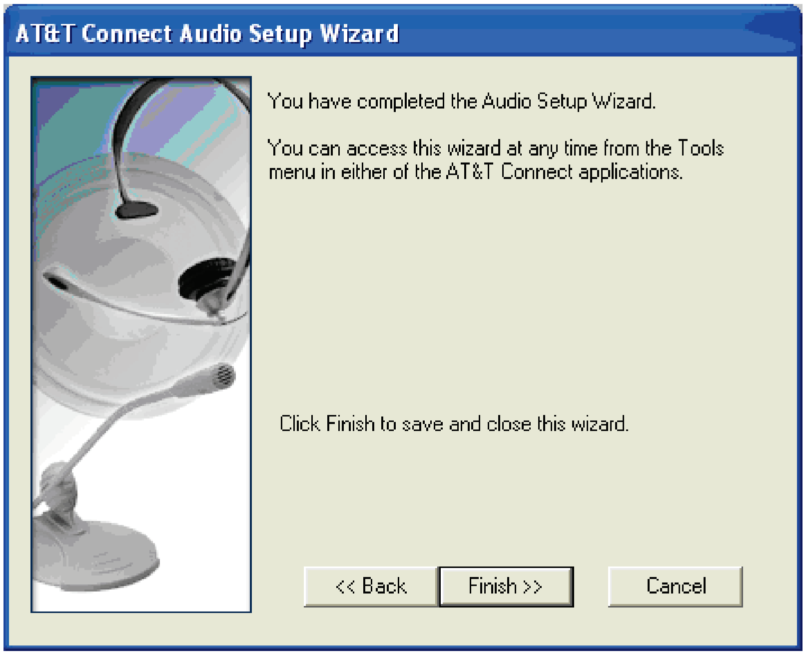


Figure 83–Audio Setup Wizard Step 4

5. Click **Finish** to save the settings you defined during the previous steps. You are automatically reconnected to the conference you were in before you ran the Audio Setup Wizard.

   Note: You can access this wizard at any time during a conference (unless you are using a telephone).

18. HOST, CO-HOST AND PRESENTER FEATURES

This section describes additional AT&T Connect features for hosts, co-hosts and presenters only. The features deal with managing the conference, managing the participants and sharing on the whiteboard.

Managing the Conference

The following section describes host features for managing a conference, such as enabling Broadcast mode and recording a conference on the server.

Enabling Broadcast Mode

When in Broadcast mode, all participants are muted and locked except for the presenter, host and co-host. This layout is recommended for training and instructional meetings where there is one primary speaker at a time with limited interaction from the other participants.

To enable Broadcast mode:

- Click the Start **Broadcast** or **Stop Broadcast** button in the **Participants** menu.

  –or–

  From the main menu, select **Broadcast Mode** from the **Audio/Video** menu.

- To selectively unmute an individual participant while in Broadcast mode, right-click the participant's name in the **Participants** list and select **Unmute and Unlock**.
- To selectively remove participants from the "broadcast group", select **Mute and Lock**. These actions are also available from **Participants** menu>**Actions on + participant's name**.

Broadcast Mode and Video

If you wish to enable video in **Broadcast Mode,** the host or presenter broadcasts a single video stream to all other participants in the conference. For more information on video, see Using Video.

Figure 84–Video in Broadcast Mode

Playing Entry and Exit Tones

Entry and exit tones can be played for all users when a participant using a voice device enters and leaves a conference. When a participant joins the conference One beep is heard, and two beeps are heard when the participant leaves.

If the host gets permission from the System Administrator to use entry and exit tones, the host can set this option before or during the conference.

To set entry and exit tones before the conference:

Dial in to your conference and change the future settings.

To set entry and exit tones during the conference:

1. Click **Conference Settings** from the **Conference** menu to open the **Conference Settings** dialog box.
2. Check the **Play entry/exit tones** checkbox in the **Policy** section of the dialog box.

   Note: When connecting with a PC without an audio device, a tone is not heard. Changing this setting from the **Conference Settings** window is saved only for the current session.

Starting without Host

If the System Administration allows, the host can determine whether or not a conference can start without him/her.

To allow the conference to start without the Host:

Dial in to your conference and change the future setting.

Continuing without Host

Typically, conference calls end automatically when the host disconnects. However, if the System Administration allows, the host can determine whether or not the conference will continue after his/her departure, and until the last participant disconnects. The host can set this option before or during the conference.

To configure the conference to continue without the Host before the conference begins:

Dial in to your conference and change the future settings.

To configure the conference to continue without the host during the conference (is used only for the current conference):

Check the **Continue Without Host** checkbox from the **Conference** menu.

Inviting by Phone and Dialing Out

The presenter can have AT&T Connect dial a number to establish an audio stream for the conference. For example:

- To invite someone to participate in the conference using their phone.
- To establish an audio link for an existing participant that joined using their computer, but not their phone.

  Use the Invite by Phone and Dial Out options to initiate a phone link to the conference.

  Note: Invite by Phone and Dial Out to participant may not be enabled in all systems. Check with your system administrator.

To use Invite by Phone and Dial Out to start a participant audio stream:

1. Do one of the following:
   - To invite a new participant, in the **Participants** main menu, select **Conference> Invite Others by Phone**.

     –or–

     Press the **Participant's** button in the bottom of the **Participants** tab and select **Invite Others by Phone**.
   - For an existing participant, right-click a participant in the **Participants** list who does not have an audio stream and choose **Dial Out to Participant**. The **Dial Out** window appears.

     –or–

     From the **Participants** menu, select **Actions on + participant's name>Dial Out to Participant.**
2. Enter the phone number to dial, and click **OK**. AT&T Connect calls the number and prompts the speaker to join the conference. If the user accepts, their audio is automatically linked to the selected participant.

Using a Billing Identifier (Optional)

When joining a conference as a host, your account may have been set up with a billing identifier (ID). This optional billing ID lets you track conference call expenses for projects or clients. If your account was configured to prompt for a billing identifier, you are prompted to provide the billing ID when you join the conference, either by phone or PC. By phone, you enter the billing ID via touchtone characters followed by a pound sign (#), and by PC via the **Billing Identifier** dialog box displayed below.

Figure 85–Billing Identifier Window

The billing identifier can be up to 20 alpha-numeric characters and a valid character set includes all characters with the exception of the following:

- Pipe (|)
- Right and left square bracket ([ ])
- Right and left squiggly bracket ({ })
- Circumflex aka caret (^)
- Tab
- **Ctrl** characters

Using a Security Code

An optional code lets the host secure his/her conferences. If the host account is set up with a security code, the host will be prompted to provide the security code to join the conference. The host can provide the security code from a phone or PC.

All participants connected with the PC will be prompted to enter the security code. Participants using a previous version of the Participant Application (v.8.5) will be asked to upgrade their application.

Figure 86–Meeting Security Code Window

Recording a Conference on the Server

There are two types of server-side recordings: audio-only recordings, and audio and Web recordings. A host/presenter can start, stop, pause and resume the recordings on the server from the Participant Application. The host can then access the recordings and send them to users for easy playback. For more information on viewing the list of recordings and sending them to users, see the "AT&T Connect™ myAT&T User Guide".

Note: These recordings are available if enabled on the host account.

To start/resume and stop/pause a server-side audio and Web recording:

1. Select **Start/Resume Audio and Web recording on server** from the **Recording** menu.
2. To stop/pause a recording, select Stop/Pause Audio and Web Recording on Server from the Recording menu.

To start/resume and stop/pause server-side audio recording:

1. Select **Start/Resume Audio-only Recording on Server** from the **Recording** menu.
2. To stop recording, select Stop/Pause Audio-only Recording on Server from the Recording menu.

Changing the Conference Name

Since hosts can send participants a link to recorded conferences from the myAT&T application, it is recommended to customize the conference name for tracking purposes. (By default, all reservationless conferences have the same name: host's first name+last name+meetingroom number.) The host can change the conference name from the **Conference** menu, or the host will be prompted when starting an audio and Web server-side recording (if the conference name was not already changed).

To change the conference name from the Conference menu:

1. Select **Edit Conference Name…** from the **Conference** menu.
2. Enter the new conference name in the **Conference Name** dialog box and press **OK**.

To change the conference name when starting a recording:

1. If you have not changed the conference name, select **Start/Resume audio and Web recording on server** from the **Recording** menu. A message is displayed asking if you want to change the name.
2. Press **Yes**, enter the new name in the **Conference Name** dialog box and press **OK.**

Playing back Audio and Web Server-side Recordings

Hosts play back audio and Web server-side recordings from their myAT&T application. For more information, see the "AT&T Connect® myAT&T User Guide".

Changing Conference Settings

Hosts/presenters can control conference settings during the three types of conferences: iMeetings, eLearning conferences and Webinars.

To change conference settings:

1. Click **Conference** from the **Conference** menu.

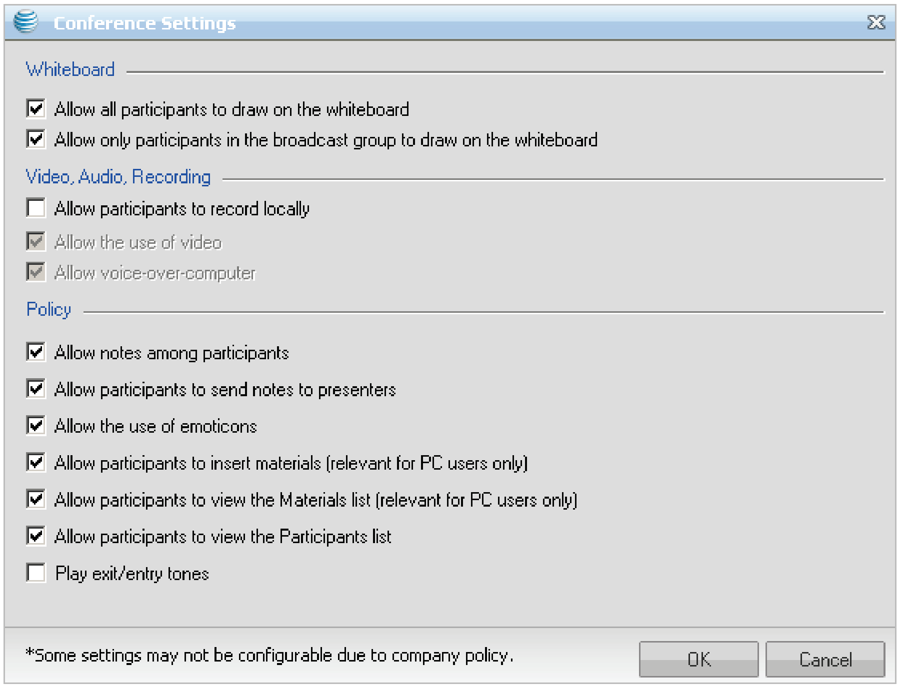


Figure 87–Conference Settings Window

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

Ending a Conference

The host or presenter can decide at anytime to end the conference.

To end the conference:

Select **End Meeting** from the **Conference** menu. The conference is terminated immediately and all users are disconnected.

Managing the Participants

The following section describes host features for managing participants in a conference, such as muting all participants and giving and taking presenting rights.

Muting and Unmuting All Participants

The host or presenter can mute and unmute all participants any time during a conference. This feature is relevant for conferences in **Voice Activated** mode (not **Broadcast** mode).

To mute and unmute all Participants:

1. Click the arrow in the **Participants**' menu to open the drop-down list.
2. Click **Mute All** or **Unmute All** in the **Participants** menu.

   –or–

   Use DTMF signaling: *78 for Mute All and *70 for Unmute All.

   –or–

   From the Participants menu, click Actions on All>Mute All or UnMute All.

   The mute icon appears next to the names of the muted participants.

   Figure 88–Mute Icon

Muting and Locking Participants

The host or presenter can mute and lock the microphone of a selected participant. This participant will not be able to speak until the host unlocks his or her microphone.

To mute and lock participants:

1. Right-click the name of the participant whose microphone you want to mute and lock.
2. Select **Mute and Lock** from the list of actions.

   –or–

   From the **Participants** menu, select **Actions on + participant's name/Mute or Unmute**.

Linking Unbound Participants

"Unbound" participants are participants who attempted to enter the conference as an audio-via-phone user and have somehow entered the conference as a phone-only user *and* a PC-only user, and are subsequently displayed twice in the **Participants** list. In this case, the presenter can link their computers with their phon. This action can be performed without any user involvement.

To link unbound participants:

1. In the **Participants** list*,* right-click on the relevant participant and click **Link User's Phone with Computer** in the popup menu.

   –or–

From the **Participants** menu select **Actions on + participant's name**>**Link User's Phone with Computer.**

2. In the displayed window, enter the name of the user you want to link the selected participant with. The list is sorted automatically according to what you enter. For example, if you enter only "g" the list automatically scrolls down to those participants whose names begin with "g".
3. Select the participant and click **Link**. In the displayed confirmation message, click **Link Computer and Phone Now**. The participant is now displayed only once in the **Participants** list.

Note: To help PC users who have not yet bound their phone with the Participant Application, the application displays the "late linking" tooltip if audio was not connected after 90 seconds.

Giving/Taking Presenting Rights

Presenting rights may be passed from one participant to another so that participants can take a more active role in the conference.

To give presenting rights:

Right-click on the participant's name in the **Participants** list and select **Give Presenting Rights**.

Or you can:

1. Click on the participant's name in the **Participants** list and then click on the **Participants** menu.
2. Select **Actions on <participant's name>** and then click on **Give Presenting Rights**. "Presenter" is added to the name of the participant who was given the presenter rights.

To take presenting rights:

Right-click on the participant's name in the **Participants** list and select **Take Presenting Rights**.

Or you can:

1. Click on the participant's name in the **Participants** list and then click on the **Participants** menu.
2. Click on **Take Presenting Rights**.

   Or you can:

1. Click on the participant's name in the **Participants** list and then click on the **Participants** drop-down menu in the **Participants** list.
2. Click on **Take Presenting Rights**.

Renaming a Participant

As the user with presenting rights, you can rename any participant that has joined the conference as a “Guest” Phone-user (relevant to “on the fly” users that could not be correctly identified as the Telephone User ID they entered is not recognized by the Communications Center).

To rename a Participant:

1. Ask the participant to identify himself/herself (alternatively, you may be able to recognize the participant’s voice).
2. In the **Participants** list*,* right-click on the relevant participant and click **Rename Participant** in the popup menu.
3. In the displayed **Edit Participant Name** window, enter a first and last name for the participant.

   –or–

   From the **Participants** menu select **Actions on + participant’s name>Rename Participant.**
4. Click **OK**. The entered name is now displayed to all participants.
5. Repeat as required (for example, if you made an error in Step 3).

Note: The user’s updated name is also included in the conference attendance report.

Expelling a Participant

As the user with presenting rights, you can expel any other participant, including unknown users who have accessed a confidential conference or those who are behaving in a disruptive manner. Any expelled participant cannot re-enter the same conference.

Note: The conference host *cannot be expelled*. Moreover, the conference host can expel a participant without the presenting rights.

To expel a Participant:

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

   –or–

   From the **Participants** menu>**Actions on + participant’s name**>**Expel**

   The expelled participant cannot reconnect to the conference by computer (if the participant uses the same email address) regardless of whether the conference is locked or not.
2. To prevent other participants not already in the conference from trying to enter the conference, select the **Lock Conference** checkbox (or from the **Conference** menu, select **Lock Conference**) in the displayed warning message.

3. Click **Yes** to confirm the selected participant expulsion. The user is disconnected and a message is displayed informing them of their expulsion from the conference. The user's expulsion will not prevent their access to other conferences.

Note: The conference can also be locked by selecting **Lock Conference** from the **Conference** menu.

Changing a Participant's Role

Hosts can change the role of participants in a conference, i.e., promote a participant to co-host and demote co-host to participant. A co-host can change the role of a participant to co-host only when the host is no longer in the conference, regardless of whether or not the co-host has presenting rights.

To change the role:

1. Right-click on the participant's name in the **Participants** list.

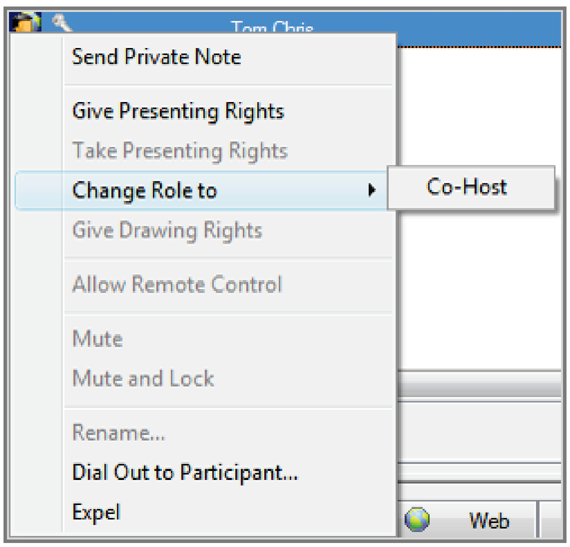


Figure 89–Change Role of Participant

2. Click **Change Role to** and then click the participant's new role.

Clearing Icons

You can also clear emoticons, poll responses, load indicators and highlighting on participants (found after searching) from the display.

To clear:

1. From the **View** menu, click **Clear**.

   —or—

   Click the **Participants** button to open the **Clear** menu.

Figure 90–Participants Button

2. Do one of the following:
   - Select **All** to remove all emoticons, responses, load indicators and highlighting from all participants.
   - Select **Emoticons** to remove emoticons from all participants.
   - Select **Responses** to remove responses from all participants.
   - Select **Load Indicators** to remove load indicators from all participants.

Managing Participants in the Hands Raised List

Participants who have raised their hand to catch the host/presenter's attention are automatically placed in a list. This list is accessible to the host/presenter upon clicking the arrow displayed automatically alongside the **Hands Raised** icon, as shown below.

Figure 91–Number of Raised Hands

From this list, the host/presenter can decide with which participant to perform a variety of actions, such as start a conversation or give remote control over an application.

The participants are listed in the order in which they raised their hand. This can be especially useful in large conferences when the presenter is unsure of the order in which participants raised their hands.

Note: Participants attempting to gain the presenter's attention by clicking repeatedly on the **Hands Raised** toolbar button will automatically be removed from the list when they lower their hand, then added to the end of the list when raising their hand again.

Sharing on the Whiteboard

The following section explains everything you need to know about sharing materials on the whiteboard.

Loading a File to the Whiteboard

As a presenter, you can load the items displayed in the **Materials** tab to the whiteboard. For information on inserting files into the **Conference Materials** folder in the **Materials** tab, see Inserting Files.

To load a file:

Right-click on the file in the **Materials** tab and click **Load**, or double-click on the file. The file is immediately displayed to all participants.

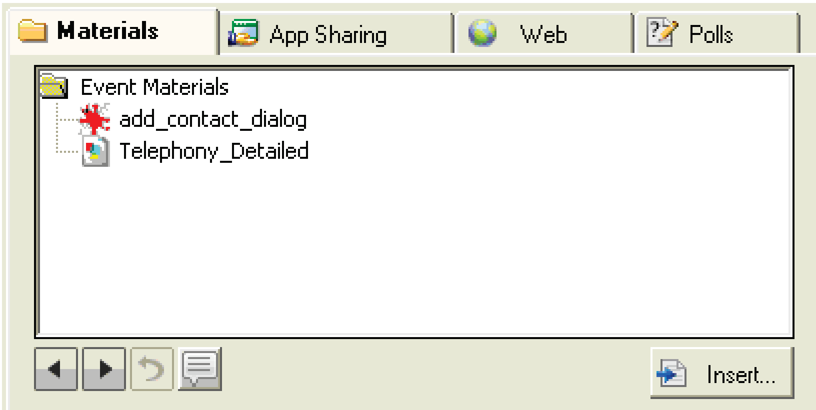


Figure 92–Materials Tab

Navigating and Loading a File

You can also go through the materials in the order of the items by using the navigation buttons the lower left hand corner of the **Materials** tab. Each time you reach a different item using the navigation buttons, the item is displayed on the whiteboard.

Figure 93–Navagation Buttons

There is also a button for going back to the previously-loaded item, and for adding an annotation to the materials.

To navigate materials without loading an item:

Use the up and down arrows on your keyboard.

Notes:

- To define how you wish to load files (via a single or double click): In the menu bar, click on **Conference**> **Application Options**>**Materials** tab>**Double click**/**Single** click.
- To set if you wish video files to automatically be played upon being loaded: In the menu bar, click on **Conference**> **Application Options**>**Materials** tab and then check **Play video file immediately on load**.

Clearing the Whiteboard

Hosts/presenters can clear the whiteboard’s contents at any time.

To clear the whiteboard:

In the Drawing toolbox, click the **Clear** button to erase the whiteboard.

Figure 94–Clear Button

–or–

From the Whiteboard menu, click **Clear Whiteboard**.

Sharing an Application

You can share any available Windows application installed on your computer. The participants will see the application on their whiteboards. While you work on the application, the participants can follow what you are doing on their own computers.

In addition, you can transfer sharing to allow a single participant to work with the application, and at any time you can take back full control.

To start application sharing:

1. From the lower right pane in the Participant Application window, click the **App Sharing** tab.
2. From the displayed list of applications currently running on your computer, select the one you want to share and click **Start Sharing.**

   –or–

   From the displayed list of applications, double-click the relevant application.

The application is simultaneously loaded on the screens of all the participants in the conference and you can start working with it. Participants are informed that you are sharing an application with the following message displayed on the toolbar:

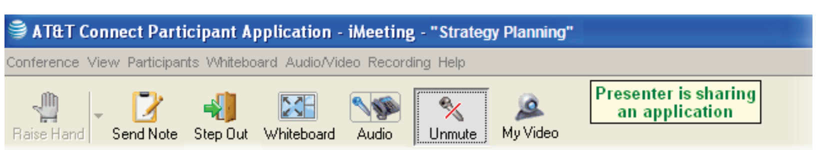


Figure 95–Application Sharing by Presenter

Any content previously displayed on your whiteboard is replaced by a message reminding you that an application is being shared. In addition, the Application Sharing Dashboard is displayed in the top right corner of the shared application.

Figure 96–Application Sharing Dashboard

The Application Sharing Dashboard enables you to perform a variety of actions without the need to return to the Participant Application window. For example, if a participant raises their hand, you can ask if he/she has a question. Alternatively, you can select a participant to remotely control the shared application.

See [Working with the Application Sharing Dashboard] for more information.

Tip: You can select multiple applications to share at any one time. Only the currently active (in the foreground) application has the Application Sharing Dashboard displayed.

Notes:

- An application must be running on your computer before it can be shared.
- Ensure that the shared application is in the foreground and not behind another application window.
- Stop the application sharing whenever you do not need to work with it. Start again when needed.
- All windows that have the same process as the shared application will be shared.

To end application sharing:

1. From the Application Sharing Dashboard, click **To AT&T Connect**. The Participant window is displayed.
2. In the **Application (App) Sharing** tab, select the application and click **End Sharing**.

   –or–

   Load a file from the **Materials** tab.

   –or–

   Load a URL in the **Web** tab.

   –or–

   Use the hot key defined to end application sharing, as described in the Define a Shortcut Key to End Sharing section.

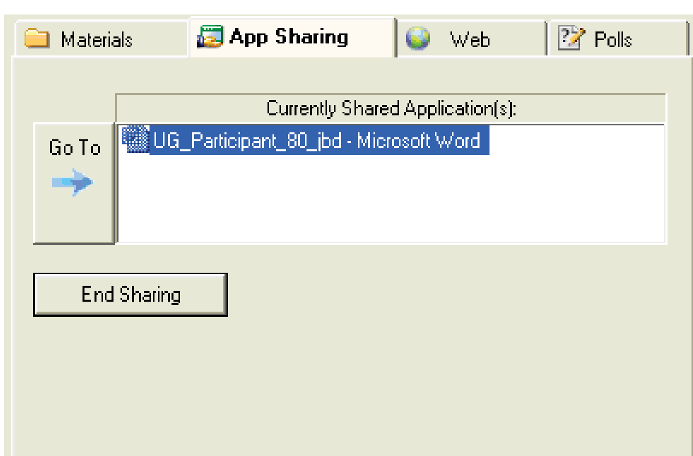


Figure 97–End Application Sharing

Note: If you attempt to give another user presenting rights this will also stop application sharing. You will be prompted to confirm this is what you want to do.

Working with the Application Sharing Dashboard

When sharing an application, the shared application window will usually display in front of the Participant Application window. The Application Sharing Dashboard enables you to manage the ongoing conference session, while simultaneously working on the shared application. Only the ‘sharer’ can view the Dashboard.

Note: The Dashboard is displayed on the title bar of the shared application and cannot be moved (though it can be ‘minimized’). If the Desktop is being shared, the Dashboard is located in the top right corner.

The following information/features are available via the Dashboard:

- Minimize button
- Mute button
- Grant remote control
- Indication of your volume level when speaking
- The number of participants who have raised a hand to ask a question,
- The number of notes
- One-click option to return to the Participant Application window

Minimizing the Dashboard

The minimize button (with two arrows pointing to the right) toggles the display of the dashboard. This is especially useful when you want to temporarily hide the dashboard if it is obscuring content in the shared application window.

Figure 98–Minimize Button

To redisplay the dashboard, click the maximize button (with two arrows pointing to the left).

Figure 99–Maximize Button

Speaking while Sharing an Application

Click the **Mute** button on the dashboard to start speaking. This button has the same functionality as **Mute** on the main toolbar, enabling you to use the microphone.

Reviewing Participant Feedback

The middle section of the Dashboard is split into three sections, each of which indicates different feedback from the participants:

- The icon with a number and a hand indicates the number of participants who have currently raised their hands. Click (or right-click) the icon to display a list of participants who raised their hands.

  Figure 100–Number of Participants Raising Hands

- Select a participant and then select Allow>End Remote Control. If there are a number of participants, they will be listed in the order they raised their hands (the first participant to raise their hand is listed first). Note that this option is not available in Voice Activated conferences.

- The icon with a number and a pencil indicates the number of notes sent in by participants.

  Figure 101–Number of Notes

Note: Each time additional participants raise their hands, the feedback section of the Dashboard flashes for three seconds. To stop the flashing, click the Dashboard.

Granting Remote Control to a Participant

To grant remote control of the application:

Click (or right-click) the face icon, select the relevant participant from the displayed list and then select **Allow Remote Control**.

Note: Phone-only users do not appear in the list of participants.

The selected participant has a mouse icon displayed (to the presenter only) alongside their name in the **Participants** list.

Figure 102–Remote Control Icon

The selected participant is informed that he/she has control of the shared application and a message is displayed on the toolbar (other participants will see the name of the person in control).

Figure 103–Participant Control

To cancel remote control:

Cancel the remote control of the application via the **Participants** list; right-click the participant and select **End Remote Control** from the popup menu.

Displaying the Participant Application Window

The **To AT&T Connect** button with the blue arrow displays the Participant Application window.

Figure 104–Display Participant Application Button

The application sharing session remains active, but the application sharing engine ceases to transmit any screen updates from the shared application, meaning participants will see a ‘frozen’ image of the shared application (unless you are sharing the Desktop). Participants will not be aware that you have temporarily switched to the Participant Application: a message is therefore displayed on your whiteboard reminding you that the application sharing session is still in progress.

To return to the shared application, click **Go To** after selecting the application to be shared from the list of Currently Shared Application(s) in the **App Sharing** tab.

Sharing an Application “Over the Shoulder”

While sharing an application, you may wish to work on the application with a participant. Or, a participant may request to work on the application with you. You can do this using the “over the shoulder” feature of the Participant Application and look “over the shoulder” at the participant’s desktop. While doing so, the other conference participants also view that participant’s desktop.

Note: If a participant does not reply to the presenter’s request to view his/her desktop within 20 seconds, the system automatically assumes that the participant has rejected the request. The presenter is informed that the participant did not respond to the request and will not be able view the desktop.

To perform ‘Over the Shoulder’ with one participant and show to the rest of the conference attendees:

Right-click the participant icon in the **Participants** list and click **Start over the Shoulder to All**. The rest of the conference attendees can see the participant’s desktop.

–or–

If the participant has raised their hand: from the application sharing dashboard, click the **Raised Hand** icon to display a list of participants who raised their hands. Select a participant and then select **Start over the Shoulder to All**.

Figure 105–Number of Participants Raising Hands

–or–

From the **Participants** menu select **Actions on + specific participant>Start over the Shoulder to All.**

To stop "Over the Shoulder":

Right-click the participant icon in the **Participants** list, click **Stop over the Shoulder**.

Defining Application Sharing Settings

This section describes how to configure various application sharing settings.

Define Output Bandwidth Control

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

To define output bandwidth control:

1. From the **Conference** menu, select **Application Options**. In the displayed **Application Options** window, click the **Application Sharing** tab.
2. In the **Output Bandwidth Control** section, select the relevant mode from one of the following:
   - **Normal:** The default selection, this is relevant when you know that some participants use a fast connection.
   - **High:** Relevant when you know that all participants use a fast connection.
   - **Low:** Relevant when you know that all Participants are using a dialup connection. **Customized:** Select this option to enable the **Settings** button and define advanced application sharing settings, as described below.
3. Click **OK.**

Advanced Bandwidth Settings

By selecting the **Customized** option from the **Output Bandwidth Control** list (see above), the **Settings** button is enabled. This option lets you define the bandwidth, as described in the following procedure.

To define advanced bandwidth settings:

1. Click **Settings** (after selecting the **Customized** output bandwidth option).
2. Enter the bandwidth you wish to use (default = 256).
3. Click **OK** to implement the above settings.

Define Image Quality

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

To define image quality:

1. In the displayed **Application Options** window, click the **Application Sharing** tab.
2. In the **Image Quality** section, define the following:
   - **Max. quality:** Define a percentage value using the arrows to increase/decrease your value. If there are no network connection issues, the image will be with Max. quality. Default: 80%.
   - **Min. quality:** Define a percentage value using the arrows to increase/decrease your value. 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, then 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 as increasing/decreasing it may harm performance.
3. Click **OK**.

Define a Shortcut Key to End Sharing

The presenter can define a shortcut key to end application sharing at any time. This enables the presenter to end application sharing quickly and easily and without the need to search for the Participant Application under a series of application windows.

To define a shortcut key:

1. In the **Application Options** window, click the **Application Sharing** tab.
2. In the **End Sharing Hot Key** text box, enter the shortcut key combination that you wish to use to end application sharing.

   Tip: You can also define a shortcut key for ending other participant's control over the shared application in the End Viewer Control Hot Key text box.

   Note: The shortcut key combination must include the Shift and/or Alt and any other keys. The Ctrl key is not supported. In addition, if you use a specific combination in other applications that you might want to share during a live session, you should not apply this combination as the shortcut key.
3. Click **OK**.

Define a Shortcut Key to Set Focus on the Dashboard

Participants can define a hot key to set the keyboard focus on the dashboard during application sharing. This option allows for keyboard access to the dashboard. The hot key will be active only when the participant is sharing an application and the dashboard is displayed in the top right corner of the shared application.

To define a shortcut key:

To set a hot key, click the key combination in the relevant edit box. The key combination must include **Shift** and/or **Alt** + any other key (the **Ctrl** key is not supported). The key combination should be unique and not used by the shared application.

1. In the **Application Options** window, click the **Application Sharing** tab.
2. In the **Start/Stop Dashboard Focus Hot Key** text box, enter the shortcut key combination that you wish to use for setting focus on the dashboard.

   Note: The shortcut key combination must include the Shift and/or Alt and any other keys. The Ctrl key is not supported. In addition, if you use a specific combination in other applications that you might want to share during a live session, you should not apply this combination as the shortcut key.
3. Click **OK**.

Display the Application Sharing Dashboard

The presenter can determine whether the Application Sharing Dashboard is displayed or not when sharing an application.

This option is particularly relevant for applications that do not have a title bar. When sharing these types of application, the Dashboard is displayed in the top right corner of the application window itself, obscuring some of the window's contents and displaying a gray box to participants. The minimizing of the Dashboard may provide a temporary solution, but it is recommended to set the Dashboard not to be displayed to maximize the participants' experience of the shared application.

To define whether the Application Sharing Dashboard is displayed:

1. In the displayed **Application Options** window, click the **Application Sharing** tab.
2. In the **Other** section, deselect the **Display Dashboard when sharing an application** checkbox if you do not want to display the Dashboard.

   The setting is stored in the registry and remembered in subsequent sessions. Changing the setting takes effect immediately; it can be changed while an application sharing session is in progress, and immediately affects the display (or hiding) of the Dashboard on the shared application window.

Opening the Participant Window in Enlarged Mode

You can define the Participant window to open automatically in Enlarged mode whenever an application sharing session is launched.

To define the Participant window to open in Enlarged mode:

1. In the displayed **Application Options** window, click the **Application Sharing** tab.
2. In the **Other** section, select the **Enlarge Whiteboard when viewing a shared application** checkbox.

   The next time an application is shared, the Participant window is automatically expanded to the Enlarged mode.

Initiating Questions, Polls and Surveys

As a host or presenter, you can initiate open-ended questions, polls and surveys. You can also share the response statistics with all the participants. For information on how the participants answer these questions, polls and surveys, see Responding to Polls.

When you initiate a poll, you can have the participants respond with “Yes” or “No”, or “OK”.

To initiate a Yes/No or OK poll:

1. After prompting the conference attendees with a verbal question, click the **Polls** tab, as shown below.

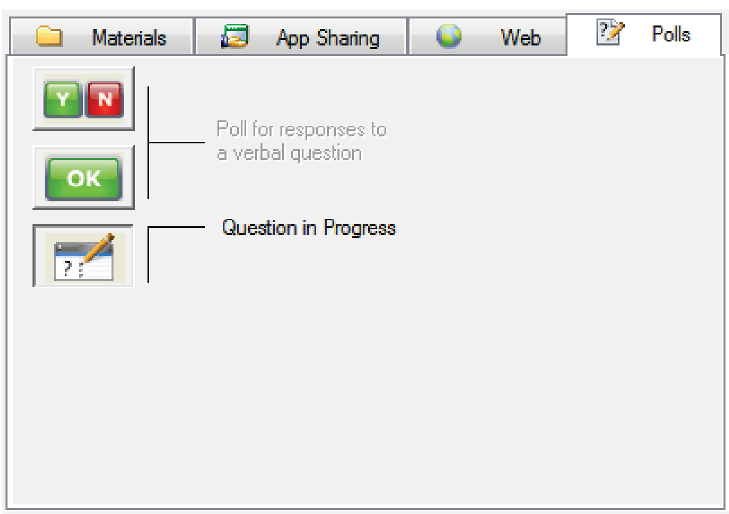
   

   Figure 106–Polls Tab

2. A **User Responses** window is displayed, providing you with a live summary of user responses.

Note: A **Respond to Poll** window is also displayed: you can choose to respond, or ignore by closing the window.

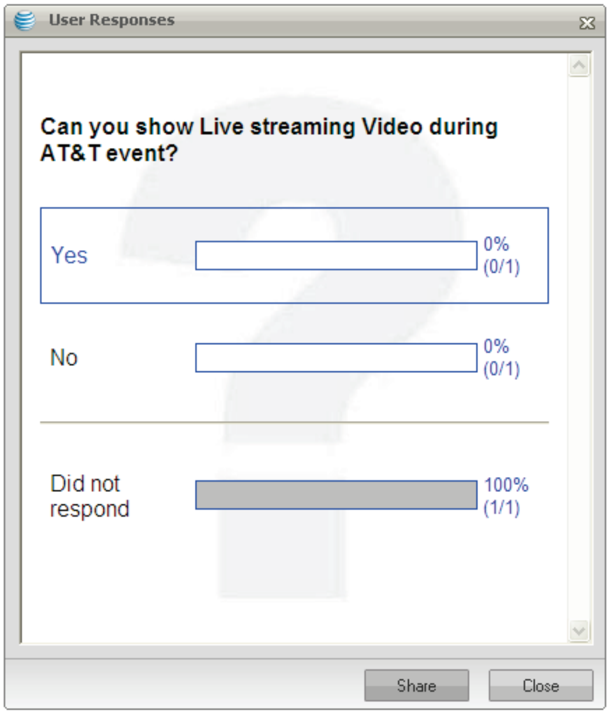


Figure 107–User Responses Window

The **User Responses** window indicates the following:

Participants that refused to respond or did not send a response are included in the **Did not respond** value.
The response values for each question are updated in real time.

The total number includes participants that have stepped out and those who were disconnected.

3. You can also view individual responses in the **Participants** list (Yes=**Y**, No=**N**, OK=**OK**).

Figure 108–User Responses in Participants List

Note: These responses are only visible to the presenter and are NOT displayed to any other participant. To clear these responses from the **Participants** list: from the, select **Clear/Responses or Clear/All** (which clears all emoticons, responses and load indicators).

5. To cancel or stop the poll, click the same button as in Step 2. **Poll in Progress** is displayed alongside the polling buttons until you click the relevant button.
6. You can also choose to share the responses displayed in the **User Responses** window, by clicking the **Share** button, as described in Sharing Response Statistics.

Initiating Single "On-the-fly" Questions

This section describes how to initiate a single "on-the-fly" question, which can be free text (requiring participants to enter text), yes/no or multiple choice.

To initiate a single question "on-the-fly":

1. From the **Polls** tab, click the **Open Question** button. The **Prepare a Question** window is displayed.

Figure 109–Open Question Button

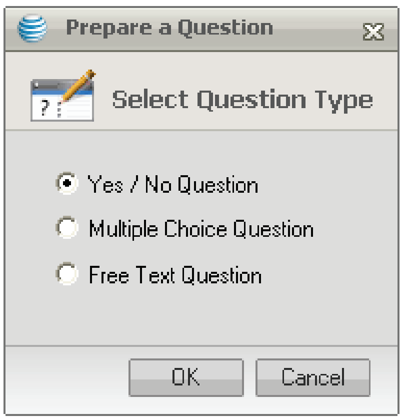


Figure 110–Prepare a Question Window

2. Select from one of the following:

- **Yes/No:** After clicking OK, the **Yes/No Question** window is displayed. In the **Title** box enter the question name, in the **Question** box enter the question, and in the **Correct Answer** box, select **Y** or **N**.

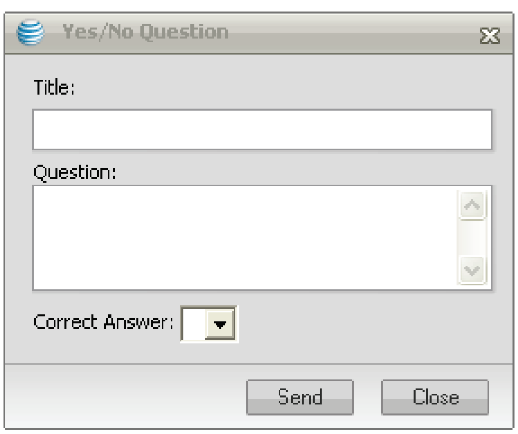


Figure 111–Yes /No Question Window

- **Multiple Choice:** After clicking **OK**, the **Multiple Choice Question** window is displayed. In the **Title** box enter the question name, in the **Question** box enter the question, and in the **Answers** boxes, enter the answers (there can be 2-5 choices). Note that to use choices 3, 4 and 5, you must select the relevant checkboxes on the left. In the **Correct Answer** box, select **1**, **2**, **3**, **4** or **5**.

Figure 112–Multiple Choice Question Window

- **Free Text:** After clicking OK, the **Free Text Question** window is displayed. In the **Title** box enter the question name, in the **Question** box enter the question, and in the **Correct Answer** box enter the correct answer.

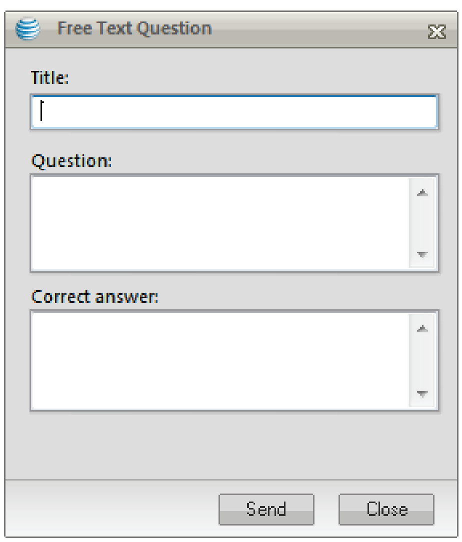


Figure 113–Free Text Question Window

3. Click **Send**. The question is immediately displayed to participants and the **User Responses** window is displayed, from which you can monitor the responses.

Sharing Response Statistics

You can share the responses statistics with all the participants and even save the shared statistics (and subsequently add it to Conference Materials for later use). The shared results are displayed on all participants' whiteboards. You can also redisplay the previous response statistics (accessed from the **View** menu).

To share response statistics:

In the **User Responses** window, click **Share**. Note that you can share the response statistics at any time.

The response statistics are displayed on all participants' whiteboards.

To save the response statistics:

After clicking **Share**, and making sure the response statistics are displayed on your whiteboard, select **Whiteboard>Save Whiteboard Content…**. In the displayed **Save as** window, name the file and save it in the required location.

Performing a Web Tour

During a conference, if you have been granted presenting rights, you can conduct a Web Tour, which enables you to lead participants through a series of websites or other HTML pages. This is performed via the **Web** Tab in the Participant Application window.

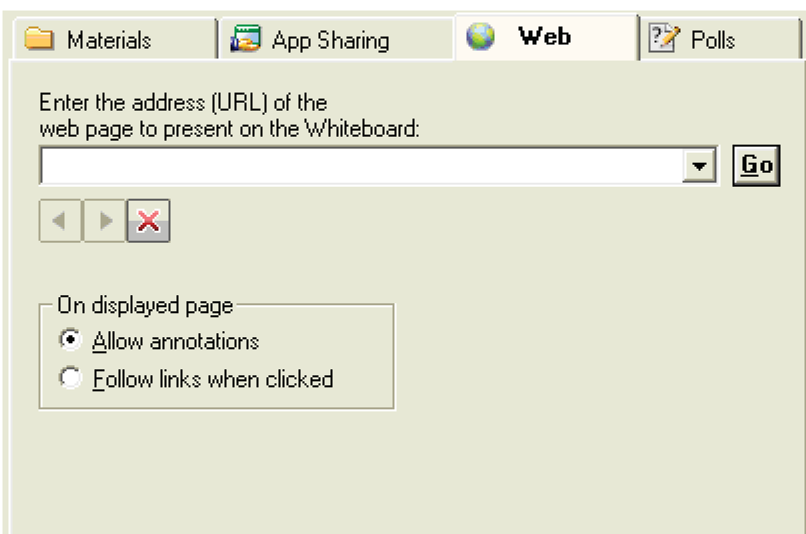


Figure 114–Web Tab

There are two modes of operation for conducting your Web Tour:

- **Allow annotations:** Enables you to add annotations to the displayed page. You cannot navigate the page, either through links on the page itself or via the scroll bars and Page Up/Page Down keys.

- **Follow links when clicked:** Enables you to navigate the links included on an HTML page. Annotations cannot be added in this mode.

To perform a Web Tour:

1. From the **Web** tab in the Participant Application window, type in the URL of the website you want to load and click **Go.**

   –or–

   Type in the URL and press **Enter**.

   The page is displayed on the whiteboard.

2. Select the mode you want to implement for this page.

   If you select the **Allow annotations** mode, use the Drawing toolbox to write, draw and highlight items on the displayed page. Note that you cannot navigate any of the links included in the page.

   If you select the **Follow links when clicked** mode, navigate any of the links displayed on the page. You can also use the scroll bars and Page Up/Page Down keys, as well as the Forward and Backward buttons on the **Web** tab. Note that when selecting this mode, any annotations previously added to the HTML page are removed.

   Tip: Click the "**X**" button to abort the loading of a page. This button may be disabled if a browser other than Internet Explorer is used.

Appendix A: Glossary of Terms

This section describes common terms that you may encounter as a participant:

Application sharing

A feature that lets participants view the presenter's real-time interaction with a live application.

Audio Conferencing

Enables the use of standard telephones as audio devices in AT&T Connect conferences. Users can route conference audio through a standard telephone line or through their computer's headset and microphone.

Co-Host

Co-hosts have the same privileges as the host. For example, drawing on the whiteboard and sending notes to all, and they are not muted in Broadcast mode. A co-host can also give and take presenting rights if the host leaves the conference.

Communications Center

The AT&T Connect Communications Center (ACC) is the gateway to your organization's online conferences and training programs.

Emoticon

Participants can express their emotions graphically using a range of emoticons. All emoticons are easily accessible from the toolbar, while each emoticon selected is displayed to all other conference participants and presenters (alongside the participant's name in the **Participants** list).

Conference

A term for conferences and conferences.

Conference Materials

Material that can range from an individual PowerPoint slide to a combination of a complete PowerPoint presentation, pre-recorded audio or video segments, HTML links, image files, Office and other types of documents.

Host

The conference host. The host is often the presenter by default when the conference begins. The host can take back presentation rights at any time in the conference.

Meeting Room

A personal Meeting Room that is “always on”. There is no need to schedule Meeting Room sessions as with other Communications Center conferences; all that is required is a personal Meeting Room ID, which is used by conference hosts to access their Meeting Room at any time - and can easily be forwarded (via email or telephone) to others on any number of occasions.

myAT&T

An application installed with the Participant Application (and with its own desktop icon) that enables access to Meeting Rooms and Communications Centers, as well as other Communications Center conferences.

Presenter

The presenter is any participant who currently has “control” of a conference using the presenting rights. The first participant to enter the conference is automatically assigned presenting rights (not applicable to Phone-only users).

Voice Activated Conferences

Set by the presenter, this mode enables participants who want to speak to start speaking simultaneously at any point during the conference. Entry and exit from the speaking mode is automatic.

Whiteboard

A resizable workspace on the computer screen that functions similar to a blackboard in a conventional classroom. The whiteboard can be used live to load pre-prepared materials and pointer and drawing tools can be used to emphasize various elements in a conference.

Appendix B: Accessibility Information

The AT&T Connect Participant Application is compliant with Section 508 of the US Rehabilitation Act. This section provides information on the features that make the Participant Application more accessible for people with disabilities.

Keyboard Accessibility

All actions in the Participant Application are keyboard-accessible. From the main menu you can either directly activate most of the actions in the application or move the keyboard focus to the relevant section of the application and then activate the relevant action from there.

All menu commands can be accessed via the keyboard by pressing the **ALT** key, then pressing the first letter of the required menu's name, or the underlined letter. You then navigate to the required command on that menu by using the up/down arrow keys or typing the first character of the command's caption, or the underlined letter.

To set the keyboard focus on any of the main sections of the application (such as the Participants tab, Notes tab, and so on):

1. From the **View** menu, select **Go to**.
2. From the **Go to** menu, select the desired section of the application (**Participants Tab**, **Notes Tab**, **Materials Tab**, **App Sharing Tab**, **Web Tab**, **Polls Tab**, **Video Window**, or **Whiteboard**).

   Once the keyboard focus is set on the desired section, you can perform tab navigation within the section. Each **Go to** option also has a keyboard shortcut. To see the full list of keyboard shortcuts, see Appendix C: Keyboard Shortcuts.

   Note: To use the whiteboard tools with the keyboard, you can select the relevant whiteboard tool from the **Whiteboard** menu, then from the **View** menu select **Go to>Whiteboard** and then use the mouse keys to navigate within the whiteboard.

To set the keyboard focus on any of the open dialog boxes:

1. From the **View** menu, select **Switch Dialog Boxes**.
2. From the list, select the desired dialog box.

   –or–

Type **ALT+9** to navigate between the open dialog boxes.

To set the keyboard focus on the dashboard (during application sharing):

1. From **Conference** menu, select **Application Options**.
2. In the **Application Options** dialog box, select the **Application Sharing** tab.
3. In the **Hot Keys** section, define a hot key for **Start/Stop Dashboard Focus**. For more information on how to define hot keys see Defining Application Sharing Settings.

   Once defined, clicking this shortcut during application sharing will set the keyboard focus on the dashboard. Clicking it again will bring the focus back to the shared application.

For Presenters Using the Whiteboard

For presenters who use the whiteboard for illustrations, shared files and shared applications, it is recommended to clearly explain what is being displayed on the Whiteboard, in order to assist visually impaired participants.

Assistive Technology Tools

The Participant Application supports Assistive Technology (AT) tools such as screen readers, screen magnifiers, and high contrast settings.

Configuration Options for JAWS Screen Reader

It is recommended to configure JAWS to use MSAA for listviews with the Participant Application.

To set this configuration manually:

1. Open the Participant Application configuration file in JAWS. The name of the file is **student.jcf**.
2. From the configuration manager window, click the **Set options** menu and choose **Advanced Options**.
3. In the **Advanced Options** dialog box, check the option **Rely On MSAA For Listviews** and click **OK**.
4. Save the configuration file.

To download the configuration file:

1. Go to http://www.uc.att.com/support/JawsReader.html.
2. Click the link to download the JAWS Configuration file for the myAT&T application.
3. The file should be saved under the JAWS settings folder (go to the Windows **Start** menu**>All Programs>JAWS>Explore JAWS>Explore my Settings><Language>**).

Recommended Configuration and Features

The following configurations are recommended for screen reader users

Notes Options

This configuration will assist screen reader users in receiving and reading notes more efficiently.

To configure notes:

1. From the **Conference** menu, select **Application Options**.
2. In the **Application Options** dialog box, select the **Notes** tab.
3. In the **Display Notes Tab section**, select **Inbox Style**.
4. In the **Display Popup Notes** section, select **Never**.
5. In the **Alert when new Note is Received** section, select the **Always** option for **Play a sound**.

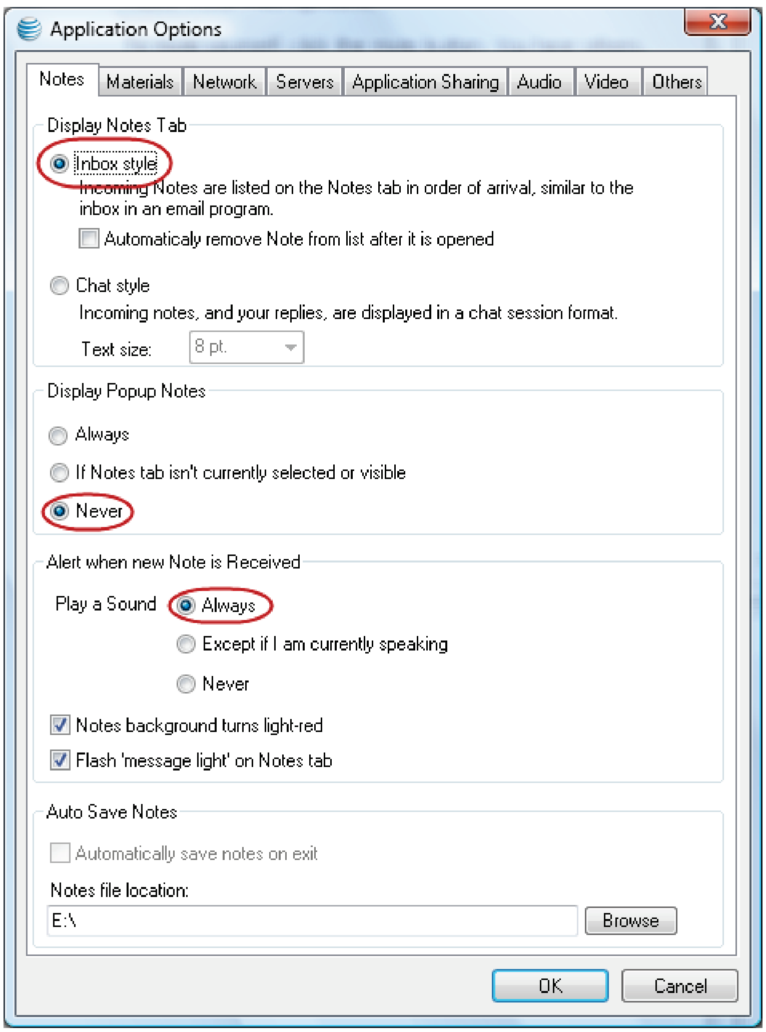


Figure 115–Accessibility Configurations for Notes

Application Sharing Options

Keyboard users can define several hot keys that will assist them during application sharing. For more information, see Defining Application Sharing Settings.

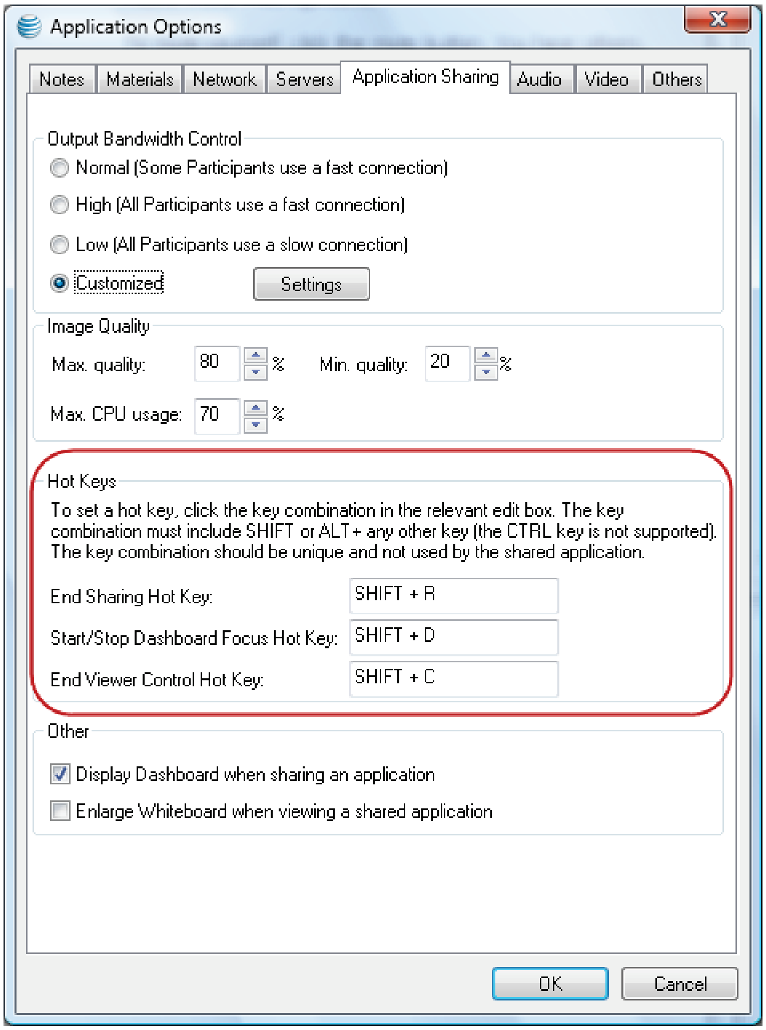


Figure 116–Defining a Hotkey

Sound Alerts

To allow visually impaired users to receive notification of a raised hand or a poll (other than the default visual notification), it is recommended to add sound alerts.

To add a sound alert:

1. From the **Conference** menu, select **Application Options**.
2. In the **Application Options** dialog box, select the **Others** tab.
3. In the **Sound Alerts** section, check the options, **When a hand is raised and I'm the moderator** and **When a poll is sent or someone starts a conversation with me**.

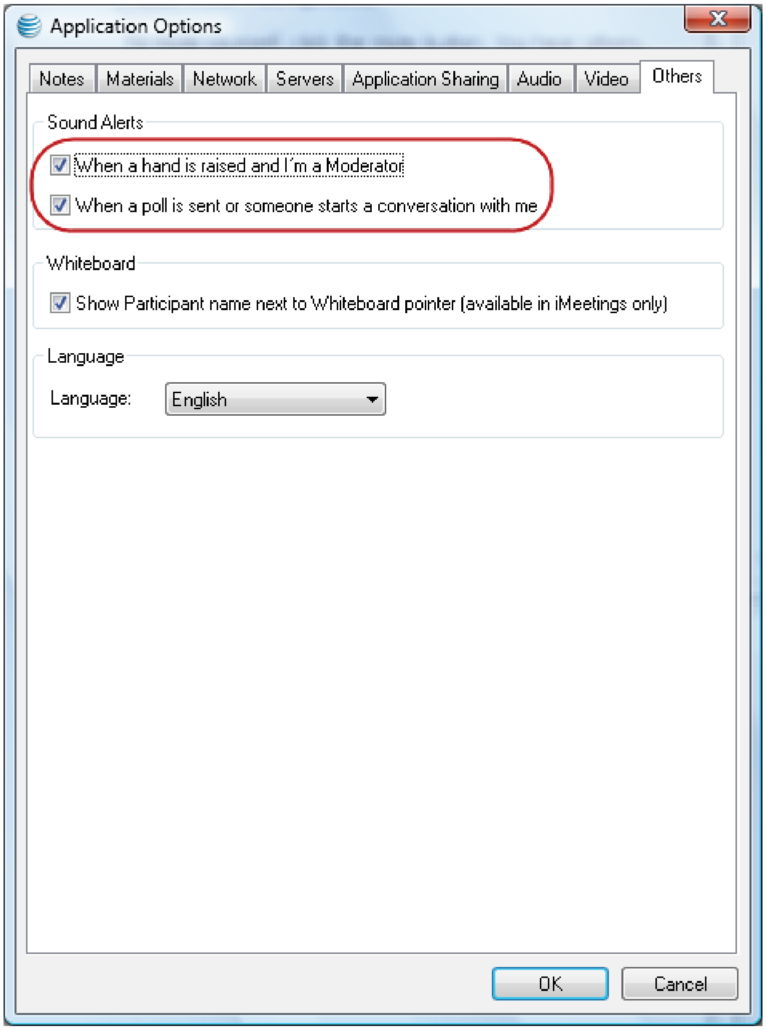


Figure 117–Sound Alert Options

To receive sound alerts for received notes, see Notes Options.

Conference Status

Screen reader users can obtain a quick report on the status of the conference, such as the connection quality, who the speaker is, a recording indication and so on.

To get a report:

1. Click **ALT+0.**

   –or–

   From the **Conference** menu, select **Application Options**.

2. Select **Conference Status**.

   A popup window that summarizes the conference status is displayed. The text of this dialog can be read by a screen reader.

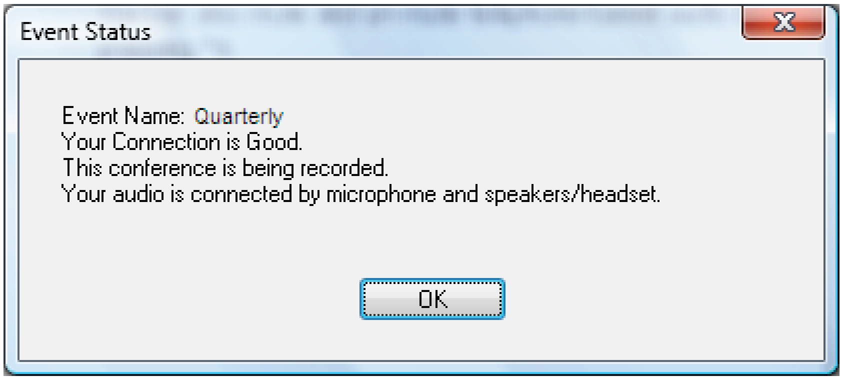


Figure 118–Conference Status

Appendix C: Keyboard Shortcuts

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 following unique keyboard shortcuts.

Table 5–Keyboard Shortcuts for Participant Application Online Help

Shortcut	Command
ALT+0	Conference Status
ALT+1	Go To Participants Tab
ALT+2	Go To Notes Tab/Go To Playback
ALT+3	Go To Materials Tab
ALT+4	Go To App Sharing Tab
ALT+5	Go To Web Tab
ALT+6	Go To Polls Tab
ALT+7	Go To Whiteboard
ALT+8	Go To Video
ALT+9	Switch Dialog Boxes
SHIFT+R	Reply to Sender (from Notes Tab, Inbox Style)

Table 6–Keyboard Shortcuts for Participant Application Online Help

Key	Function
1	Display the TOC
2	Display the Index
3	Display the Search Tab
4	Go to the previous page
5	Go to the next page
8	Print the current page (equivalent to clicking the Print button in the toolbar frame).
0	Shift the focus to the topic frame (equivalent to clicking within the topic frame).