Documentation

OpenScape UC Application V3
OpenScape Web Collaboration

User Guide

A31003-S5030-U122-1-7619

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

SIEMENS

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

Copyright © Siemens Enterprise Communications GmbH & Co. KG 2010
Hofmannstr. 51, D-80200 München

Siemens Enterprise Communications GmbH & Co. KG is a Trademark Licensee of Siemens AG

Reference No.: A31003-S5030-U122-1-7619

The information provided in this document contains merely general descriptions or characteristics of performance which in case of actual use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract. Subject to availability. Right of modification reserved. The trademarks used are owned by Siemens Enterprise Communications GmbH & Co. KG or their respective owners.

Contents

1 About this Manual . . . 5
1.1 Target Group of this Manual . . . 5
1.2 This Manual's Content . . . 5
1.3 Representation Conventions . . . 6
1.3.1 Formats and Display Forms . . . 6
1.3.2 Hints . . . 7
1.3.3 Figures . . . 7
1.4 Continuative Documentation . . . 7

2 OpenScape Web Collaboration . . . 9
2.1 Roles within a Web Conference . . . 10
2.2 Privilege and Feature Overview . . . 11
2.3 User Interface . . . 13
2.4 Shortcut Bar . . . 14
2.4.1 Changing the Viewing Direction . . . 15
2.4.1.1 How to Change the Viewing Direction . . . 15
2.4.2 Zoom Mode . . . 16
2.4.2.1 How to Toggle the Zoom Mode . . . 18
2.4.3 Image Transmission Quality . . . 19
2.4.3.1 How to Change the Image Transmission Quality . . . 20
2.4.4 Whiteboard . . . 21
2.4.4.1 How to Use the Whiteboard . . . 23
2.4.5 Remote Control . . . 24
2.4.5.1 How to Interrupt the Remote Control . . . 24
2.4.6 Special Features . . . 24
2.4.6.1 How to Test the Connection . . . 26
2.4.6.2 How to Use Special Features . . . 27
2.4.7 Session Recording . . . 28
2.4.7.1 How to Record a Web Conference . . . 28
2.4.7.2 How to Play a Recorded Web Conference . . . 29
2.5 Sidebar . . . 30
2.5.1 How to Open and Close Menu Entries . . . 30
2.5.2 How to Drag Menu Entries . . . 31
2.5.3 Session . . . 31
2.5.3.1 How to Change the Session Password . . . 32
2.5.3.2 How to Lock a Session . . . 32
2.5.4 Participants . . . 33
2.5.4.1 How to Select A Presenter . . . 34
2.5.4.2 How to Give Remote Control . . . 35
2.5.4.3 How to Configure Function Privileges . . . 36
2.5.4.4 How to Configure the Group Membership of new Participants . . . 37
2.5.4.5 How to Rename a Participant . . . 38
2.5.4.6 How to Disconnect a Participant . . . 38
2.5.4.7 How to Change the Group Membership . . . 39
2.5.5 Application Selection . . . 40
2.5.5.1 How to Select Applications for Transmission . . . 41
2.5.6 Monitor . . . 42

2.5.6.1 How to Select a Monitor for Transmission 42
2.5.7 Chat 43
2.5.7.1 How to Send Chat Messages 44
2.5.8 Fileboard 45
2.5.8.1 How to Upload a File 46
2.5.8.2 How to Download a File 46
2.5.8.3 How to Delete a File 47
2.5.9 Video 48
2.5.10 My Video 48
2.5.10.1 How to Configure a Still Picture 49
2.5.10.2 How to Delete a Still Picture 50
2.5.10.3 How to Configure the Webcam Video 51
2.5.11 Information 52
2.5.12 How to Leave the Program 53

1 About this Manual

OpenScape Web Collaboration is the tool for collaborating via the World Wide Web.

Related Topics

- Target Group of this Manual
- This Manual's Content
- Representation Conventions
- Continuative Documentation

1.1 Target Group of this Manual

This manual addresses:

- all users who deploy *OpenScape Web Collaboration*; in particular also newcomers who require information about the program interface and operation of *OpenScape Web Collaboration*.

The instructions contain important information for save and correct usage of *OpenScape Web Collaboration*. Follow them precisely to avoid operating *OpenScape Web Collaboration* incorrectly and to make best use of this application.

Related Topics

- About this Manual

1.2 This Manual's Content

This manual describes how you configure and operate *OpenScape Web Collaboration* after the setup.

The manual is structured as follows.

Chapter 1: About this Manual

This chapter informs you about the structure and use of these operating instructions.

Chapter 2: OpenScape Web Collaboration

In this chapter you find an overview of how to operate the *OpenScape Web Collaboration*.

Related Topics

- About this Manual

1.3 Representation Conventions

To highlight information, we use the following markups and representations in this manual.

Related Topics

- About this Manual
- Formats and Display Forms
- Hints
- Figures

1.3.1 Formats and Display Forms

In the manual on hand the following conventions apply:

Purpose	Appearance	Example
Product and company names	*Italic*	*OpenScape UC Application*
Special emphasis	**Bold**	**Name** must not be deleted.
User interface elements	**Bold**	Click **OK**.
Menu sequence	**>**	**File > Exit**
Textual cross reference	*Italic*	You find further information in the *Configuration and Administration* manual.
Path and file names	Font with fix character spacing, e. g. `Courier`	`c:\Program Files\...` or `Example.txt`
Specifications that may have individual content, e.g. variables.	*Italic* in angle brackets	Enter your *<user name>* and the *<password>* to log on to the system.
System entry and output	Font with fix character spacing, e. g. `Courier`	`Command not found.`
Key combination	**Bold**	**[Ctrl]+[Alt]+[Esc]**

Related Topics

- Representation Conventions

1.3.2 Hints

Types of hints

Critical hints and additional items of information are indicated in this manual in the following manner:

NOTICE: Hints that comprise useful tips or information worth knowing are indicated in this way.

IMPORTANT: All **critical** hints, thus information of high priority, are indicated in this way. Please definitely read and heed such hints to avoid malfunctions, loss of data or damages to devices.

Related Topics

- Representation Conventions

1.3.3 Figures

This manual displays all entry dialogs important for operation and configuration. Depending on the operating system, the browser used, the screen resolution, the configurations on your PC and your selection of the user interface style these dialogs may appear slightly different.Normally, this does not influence the functionality described.

Related Topics

- Representation Conventions

1.4 Continuative Documentation

You find further information about *OpenScape Web Collaboration* in the following documentation.

- *Client Applications*, User Guide
  Introduces the clients of *OpenScape UC Application* and provides an overview of them.
- *OpenScape Web Client*, User Guide
  Describes the features and operation of *OpenScape Web Client*.
- *OpenScape Desktop Client Enterprise Web Embedded Edition*, User Guide
  Describes the features and operation of *OpenScape Desktop Client Enterprise Web Embedded Edition*.

- *OpenScape Web Client*, Quick Guide
  Provides a short overview of how to operate the most important *OpenScape Web Client* features.
- *OpenScape Desktop Client Enterprise Web Embedded Edition*, Quick Guide
  Provides a short overview of how to operate the most important *OpenScape Desktop Client Enterprise Web Embedded Edition* features.
- *OpenScape Web Collaboration*, Quick Guide
  Provides a short overview of how to operate the most important *OpenScape Web Collaboration* features.

Related Topics

- About this Manual

2 OpenScape Web Collaboration

The term *Web Collaboration* describes collaborating via the World Wide Web. Especially participants in web conferences collaborate in this way. Programs and documents are then collectively used during a real-time computer conference. The web conference is usually supplemented by a voice conference. *OpenScape Web Collaboration* is based on the *FastViewer* product.

If allowed by the user, web conferences enable mirroring the desktop. In this way, web conference participants all over the world can see the same image, knowing what everybody is on about. Documents and the entire desktop can also be shared for editing. Using the additional features you can directly discuss and illustrate matters. These additional features include, for example, the chat and whiteboard function. In case of web conferences it is irrelevant where the web conference participants are situated. This ensures a high degree of flexibility and saves expenses for long journeys, accommodation etc. Since all session data is transmitted encrypted (256-Bit-AES encryption), sensitive data can be transmitted as well.

Related Topics

- Roles within a Web Conference
- Privilege and Feature Overview
- User Interface
- Shortcut Bar
- Sidebar

2.1 Roles within a Web Conference

Conference participants may adopt different modes and roles. The modes comprise the moderator and the active/passive participant, the roles the presenter and viewer.

Moderator

The moderator is the one who has opened the conference and invited the other participants. During the entire conference he/she has privileges that other participants do not have. This enables him/her to control the conference. During a conference, the moderator can assign privileges to a participant or withdraw them. Being the moderator of a web conference, you can change a participant's mode and appoint him/her moderator or turn him/her into an active/passive participant.

Active participant

The active participant is the one who has received an invitation for a conference and accepted it. Contrary to the moderator, his/her privileges are restricted. During a conference, the moderator can grant or withdraw such privileges.

Passive participant

The passive participant is the one who has received an invitation for a conference and accepted it. Contrary to the moderator and active participant, his/her privileges are widely restricted.

Role: Presenter

As soon as you present your desktop to other participants, you are Presenter and thus entitled to disallow or allow controlling your desktop. During a conference there may be several presenters.

Role: Viewer

You are a viewer when looking at the presenter's desktop. If you have received the remote control, you can control the presenter's desktop. The presenter can stop this anytime.

Related Topics

- OpenScape Web Collaboration

2.2 Privilege and Feature Overview

Privileges/Features	Mode		Role	
	Moderator	Participant	Presenter	Viewer
Starting a web conference	✔	✘		
Selecting the presenter	✔	✘		
Opening/using the file transfer	✔	✘		
Opening the whiteboard	✔	✔		
Using the whiteboard	✔	☝		
Presenting the desktop	✔	☝	✔	
Changing the viewing direction			✔	
Recording the session	✔	✔		
Selecting the image transmission quality			✔	
Changing the zoom mode			✔	✔
Remote-controlling the desktop	✔	☝		✔
Interrupting the remote control			✔	
Special features	✔			✔
Leaving the program	✔	✔		
Locking the session	✔	✘		
Resetting the password	✔	✘		
Disconnecting a participant	✔	✘		
Assigning moderator privileges	✔	✘		
Moving participants to passive	✔	✘		
Renaming other participants	✔	✘		
Renaming oneself	✔	✔		
Displaying the log	✘	✔		
Application selection	✔	✔		
Selecting a monitor	✔	✘		
Chat feature	✔	☝		
Using the file board	✔	☝		
My video	✔	☝		
Video feature	✔	✔		
Information about the web conference	✔	✔		

Icon explanation

- ✔ – Feature allowed
- ✖ – Feature disallowed
- – Moderator can allow/disallow feature

Related Topics

- OpenScape Web Collaboration

2.3 User Interface

The open module consists of two major elements. One of them is the sidebar, which provides features and options. The other one is the viewer window, which represents the started features.

Figure: Sidebar

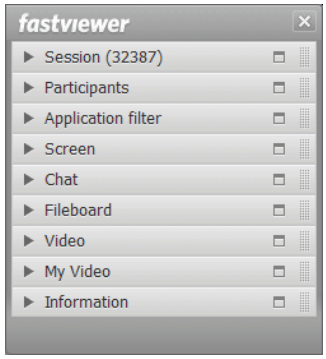
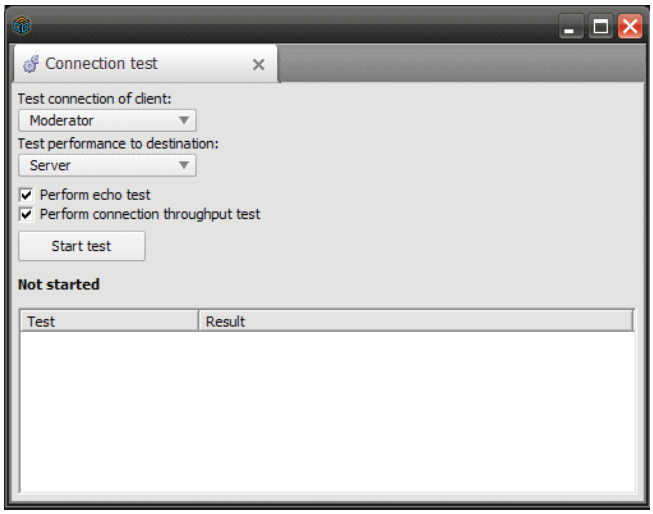


Figure: Viewer Window



With a click on the / icon you can retract and extend the sidebar to improve clarity. You can move the icon to make it disappear from your field of view. When you keep the mousepointer on the icon, the shortcut bar appears.

If you have retracted the sidebar, the icon flashes for drawing your attention to an event. This event may be a new chat message.

Related Topics

- OpenScape Web Collaboration

2.4 Shortcut Bar

On the right-hand side of the sidebar you find the / icon. When you keep the mousepointer on the icon, the following menu appears:

Figure: Shortcut Bar

Icon	Function
	Toggle viewing direction[1]
	Toggle zoom mode[2]
	Whiteboard
	Interrupt remote control[3]
	Special features[4]
	Session recording
	Select image transmission quality[5]

1 This function is available to the presenter only.

2 This function is available to the presenter and viewer.

3 The function is available to the presenter, when a viewer controls his/her desktop remotely.

4 This function is available to the viewer when he/she controls the presenter's desktop remotely. This function is also available to the web conference moderator for testing the connection performance.

5 This feature is available to the presenter who presents his/her desktop in a two-participant conference.

Related Topics

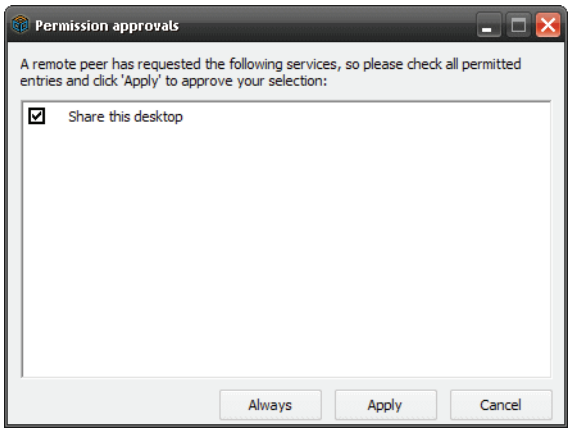
- OpenScape Web Collaboration
- Changing the Viewing Direction
- Zoom Mode
- Image Transmission Quality
- Whiteboard
- Remote Control
- Special Features
- Session Recording

2.4.1 Changing the Viewing Direction

A click on turns you from viewer to presenter and vice versa.

NOTICE: You need to be moderator to change the **viewing direction**. The viewer must also agree to share his/her desktop.

If the presenter clicks on , the viewer receives the following request:



A click on **Always** grants access to the desktop for the entire duration of the web conference. **Apply** grants access to the desktop only once. Each further access requires another permission. A click on **Cancel** denies any access. After access permission has been given, the viewer becomes presenter and vice versa.

Related Topics

- Shortcut Bar
- How to Change the Viewing Direction

2.4.1.1 How to Change the Viewing Direction

You are moderator or a web conference and a participant presents his/her screen. When the viewing direction is changed, the viewer becomes presenter and vice versa.

Step by Step:

1. Keep the mousepointer positioned on the / icon.

   Result: The shortcut bar opens.

2. Click on .

   Result: You are now the presenter.

3. If you click on again, the previous presenter is requested to present his/her screen.

Result: When the viewer agrees to share his/her desktop again, he/she becomes presenter.

NOTICE: You must be moderator for changing the **viewing direction**. The viewer must also agree to share his/her desktop.

Related Topics

- Changing the Viewing Direction

2.4.2 Zoom Mode

Click on the icon to toggle the total and detail view. As presenter, you thus toggle the view for all viewers.

NOTICE: You need to be viewer or presenter to toggle the **zoom mode**.

Figure: View of a Detail

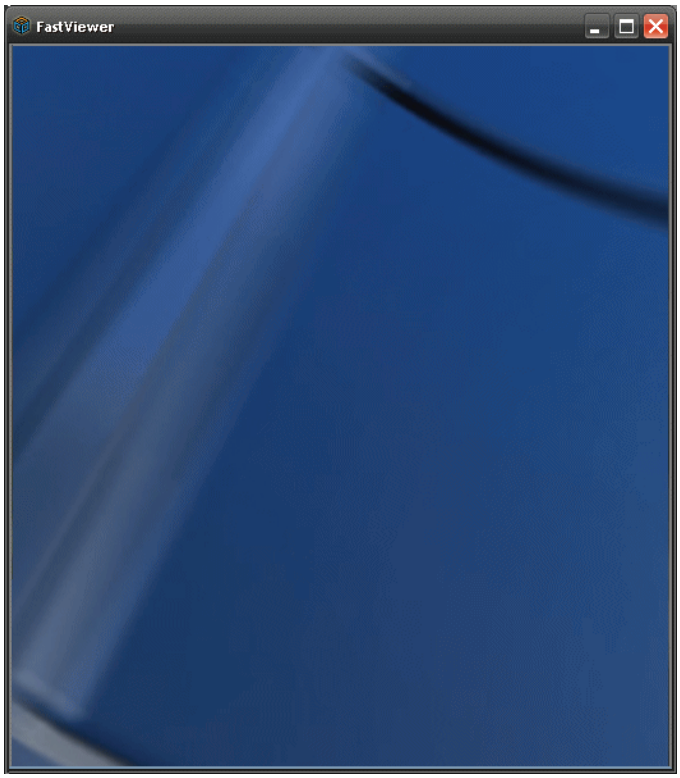


Figure: Total View:

Related Topics

- Shortcut Bar
- How to Toggle the Zoom Mode

2.4.2.1 How to Toggle the Zoom Mode

You are viewer of a web conference and wish to toggle the total and detail view.

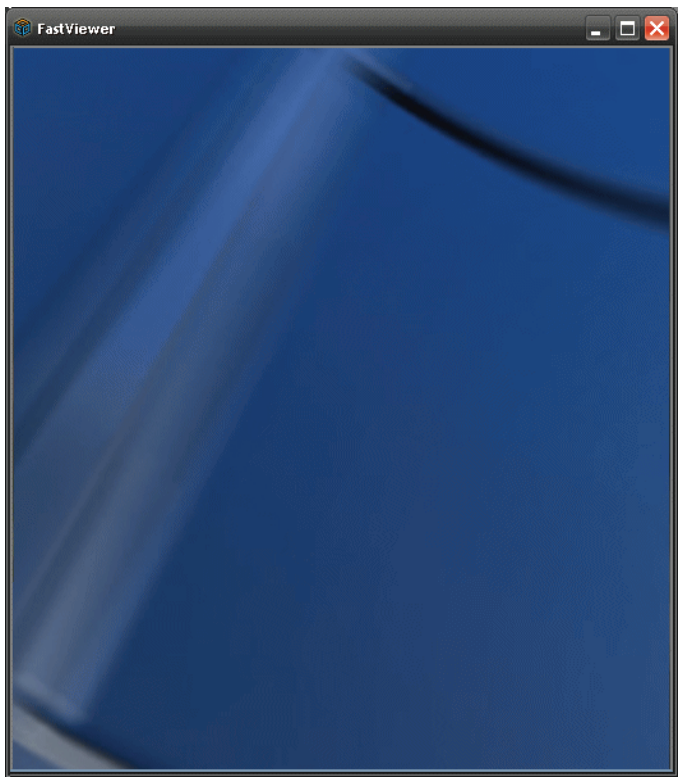
Step by Step:

1. Keep the mousepointer positioned on the / icon.

Result: The shortcut bar opens.

2. Click on .

Result: You now see a detail of the presented screen.



3. Click on once more.

Result: You now see the presented screen completely.

Result: As presenter, you thus toggle the view for all viewers.

NOTICE: You need to be viewer or presenter to toggle the **zoom mode**.

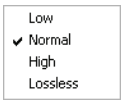
Related Topics

- Zoom Mode

2.4.3 Image Transmission Quality

Click on to select the **transmission quality** for the screen to the transmitted.

You have the following options:



NOTICE: This feature is only available to the presenter who presents his/her desktop in a two-participant conference.

Related Topics

- Shortcut Bar
- How to Change the Image Transmission Quality

2.4.3.1 How to Change the Image Transmission Quality

You are presenter of a web conference and wish to select the quality of the screen to be transmitted.

Prerequisites:

- You are presenter.
- A maximum of two participants is in the conference.

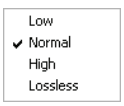
Step by Step:

1. Keep the mousepointer positioned on the / icon.

Result: The shortcut bar opens.

2. Click on .

Result: You have the following options:



3. Select the desired start quality.

Result: Your screen is now transmitted in the selected quality.

Related Topics

- Image Transmission Quality

2.4.4 Whiteboard

Click on to open the **whiteboard**. Using this feature you can select and thus highlight e.g. graphics, texts or statistics. It is also possible to draw during a conference so that presentations may become clearer.

NOTICE: The moderator can forbid using the **whiteboard**.

The **whiteboard** opens in the viewer window:

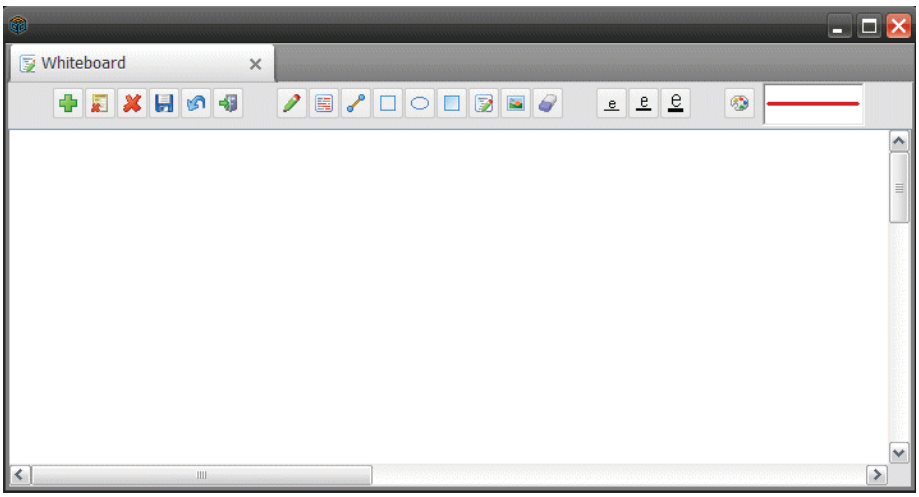


Figure: The Whiteboard Menu

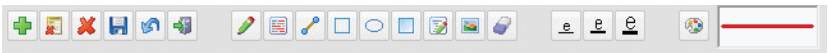
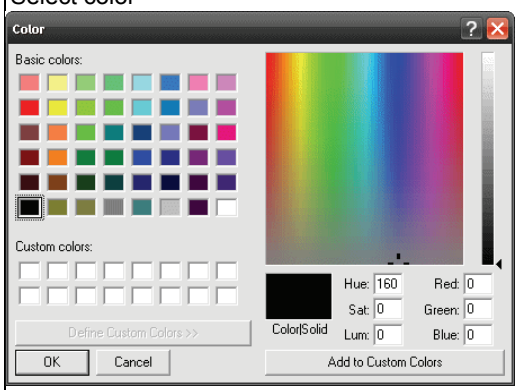


Table: Icons of the **Whiteboard** feature

Icon	Function
	Opens a new whitheboard[1]
	Reset whiteboard[1]
	Clear whiteboard[1]
	Save whiteboard content as *.bmp
	Undoes the last step
	End whiteboard[1]
	Pencil
	Marker
	Draw line
	Draw rectangle
	Draw ellipse
	Draw filled rectangle
	Write text
	Insert image
	Eraser
	Small font
	Middle font
	Large font
	Select color 
	Object preview

1 This function is available to the moderator only.

Related Topics

- Shortcut Bar
- How to Use the Whiteboard

2.4.4.1 How to Use the Whiteboard

You take part in a web conference and wish to mark e.g. graphics, texts or statistics.

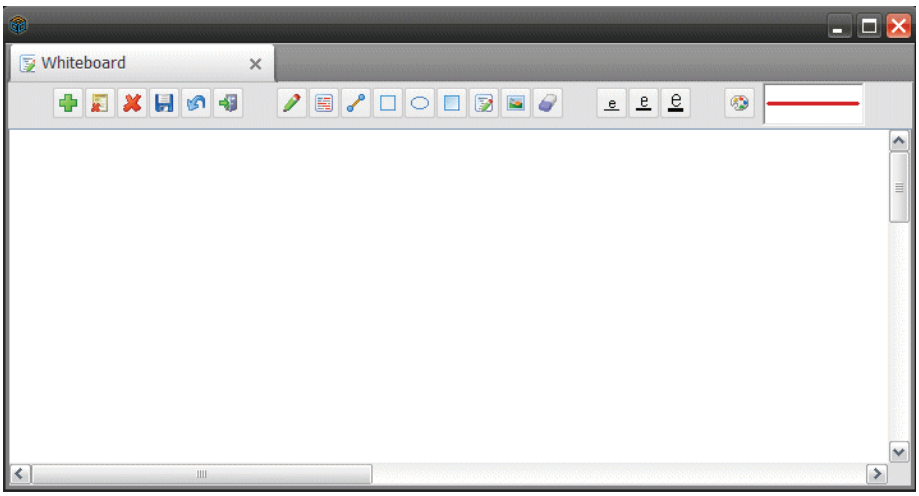
Step by Step:

1. Keep the mousepointer positioned on the / icon.

   Result: The shortcut bar opens.

2. Click on .

   Result: The **whiteboard** opens in the viewer window:



3. Click on the desired icon for using it.

Result: You can now draw during a web conference to support your presentations, for example.

> ***NOTICE:*** The moderator can forbid using the **whiteboard**.

Related Topics

- Whiteboard

2.4.5 Remote Control

Being the presenter, you can click on to interrupt the **remote control**, if it is used by a viewer. You can also push key **[F11]** on your keyboard for this purpose.

NOTICE: The moderator can reactivate the **remote control**.

Related Topics

- Shortcut Bar
- How to Interrupt the Remote Control

2.4.5.1 How to Interrupt the Remote Control

You are presenter of a web conference and wish to interrupt the **remote control** of a viewer.

Step by Step:

1. Keep the mousepointer positioned on the / icon.

Result: The shortcut bar opens.

2. Click on . You can also push key **[F11]** on your keyboard for this purpose.

Result: The **remote control** of the viewer is interrupted.

NOTICE: The moderator can reactivate the **remote control**.

Related Topics

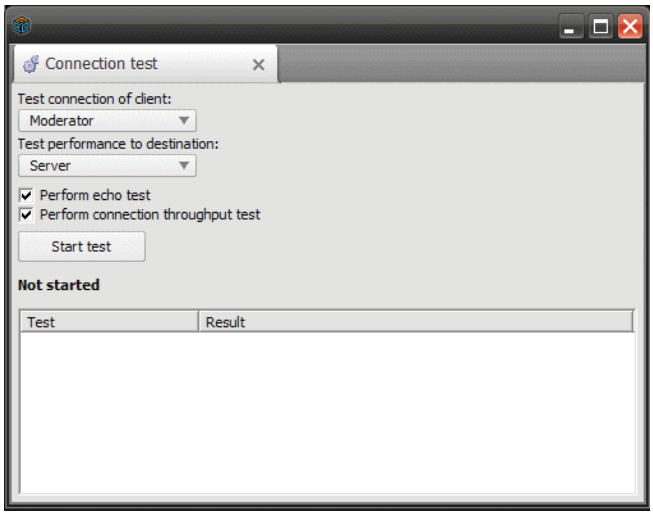
- Remote Control

2.4.6 Special Features

Click on to open the **special features**.

The moderator of a web conference can use **special features** to perform a connection test.

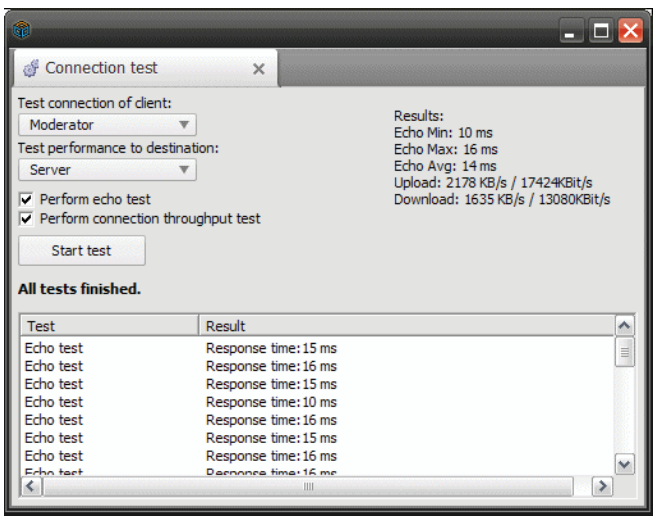
You see the following in the Viewer window:



In the upper combo box you can select the participant whose connection you wish to test. Open the second combo box to determine whether the connection to another participant or to the server shall be tested.

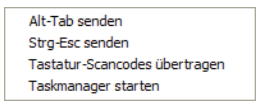
Select your desired combination and click on **Start test**.

After you have performed the connection test you see the following in the viewer window:



NOTICE: Only the moderator of a web conference can perform a connection test.

As viewer of a presented screen you can use the following special features:



You can send hotkeys or start the task manager on the presenter side. The task manager assists you in troubleshooting.

NOTICE: You must be a viewer for executing the **special features** of the presenter side.

Related Topics

- Shortcut Bar
- How to Test the Connection
- How to Use Special Features

2.4.6.1 How to Test the Connection

The moderator of a web conference can use **special features** to perform a **connection test**.

Prerequisites:

- You are moderator of the web conference.

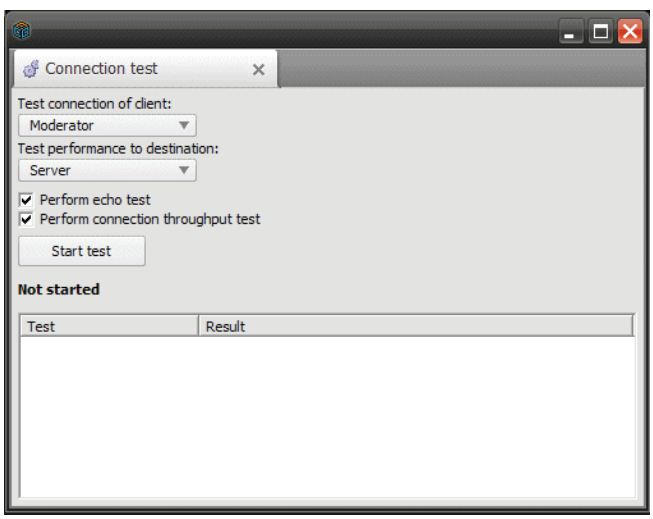
Step by Step:

1. Keep the mousepointer positioned on the / icon.

Result: The shortcut bar opens.

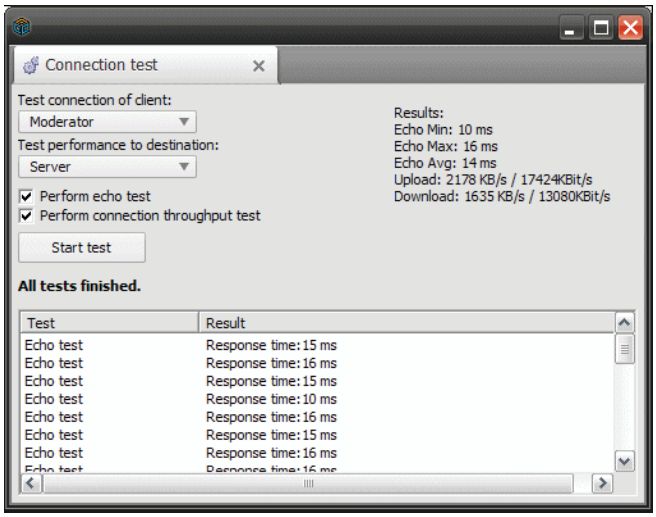
2. Click on .

Result: You see the following in the Viewer window:



3. Select the source for the connection test in the topmost combo box. This can be a participant or the server.
4. Select the target for the connection test in the second combo box. This can be a participant or the server, with source and target having to be different.
5. Activate the options by ticking off **Perform echo test** and **Perform connection throughput test**.
6. Click on **Start test**.

Result: After you have performed the **connection test** you see the following in the Viewer window:



Related Topics

- Special Features

2.4.6.2 How to Use Special Features

As viewer of a presented screen you can use **special features** for sending hotkeys.

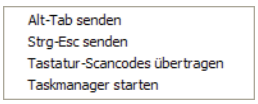
Step by Step:

1. Keep the mousepointer positioned on the / icon.

   Result: The shortcut bar opens.

2. Click on .

Result: As viewer of a presented screen you can use the following special features:



3. Select one of the special features, e.g. **start taskmanager**.

Result: In this way you can send hotkeys or start the task manager on the presenter side. The task manager assists you in troubleshooting.

NOTICE: You must be a viewer for executing the **special features** of the presenter side.

Related Topics

- Special Features

2.4.7 Session Recording

Click on the icon for starting a session recording. You then see REC on the shortcut bar.

When you click the icon again you are prompted to specify a storage location for the recording. You can save your recording as *.exe file.

If you want to play the recorded web conference, doubleclick the storage location. Subsequently, a video player opens for playing the recording.

Related Topics

- Shortcut Bar
- How to Record a Web Conference
- How to Record a Web Conference

2.4.7.1 How to Record a Web Conference

You are participant in a web conference and wish to record the web conference.

Step by Step:

1. Keep the mousepointer positioned on the / icon.

Result: The shortcut bar opens.

2. Click on .

   Result: The shortcut bar displays REC.

3. Click on once more.

   Result: You are prompted to specify a storage location for the file.

4. Save the recording as `*.exe` file.

Result: The web conference is recorded from this moment.

Related Topics

- Session Recording

2.4.7.2 How to Play a Recorded Web Conference

You have recorded a web conference and wish to play the recording.

Step by Step:

1. Search the Explorer for a web conference recording stored as `*.exe` file.
2. Doubleclick the storage location to play the file.

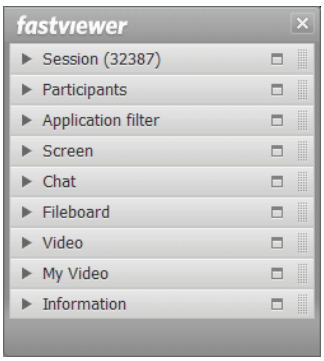
Result: The video player opens and you can watch the recorded web conference.

Related Topics

- Session Recording

2.5 Sidebar

Figure: Sidebar



The single menu entries of the sidebar appear in the form of buttons. With a click on such a button you open or close the respectively associated window.

You can position a window associated to a menu entry freely on the desktop when you click on the respective menu entry, hold it with the mousebutton kept pressed and simultaneously drag it out of the sidebar. When you doubleclick the associated menu entry, the respective window disappears into the sidebar again. To drag a menu entry from the sidebar you can also click on . To put the menu entry back into the sidebar in the right position, click on .

Related Topics

- OpenScape Web Collaboration
- How to Open and Close Menu Entries
- How to Drag Menu Entries
- Session
- Participants
- Application Selection
- Monitor
- Chat
- Fileboard
- Video
- My Video
- Information
- How to Leave the Program

2.5.1 How to Open and Close Menu Entries

The single menu entries appear in the form of buttons. How to open and close the windows that associate the menu entries:

Step by Step:

1. Open the sidebar.
2. Click on the desired menu entry.

Result: The associated window opens.

3. Click on the menu entry again.

   Result: The window that associates the menu entry closes.

Related Topics

- Sidebar

2.5.2 How to Drag Menu Entries

You can drag individual menu entries from the sidebar. How to freely position these menu entries on your desktop:

Step by Step:

1. Open the sidebar.
2. Click on the desired menu entry and drag it from the sidebar with the left mousebutton kept pressed.

Result: The desired menu entry is now on your desktop.

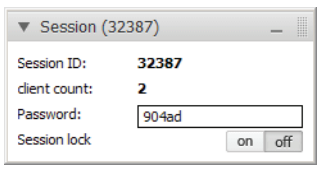
> ***NOTICE:*** To drag a menu entry from the sidebar you can also click on . To put the menu entry back into the sidebar in the right position, click on .

Related Topics

- Sidebar

2.5.3 Session

The **Session** menu entry displays the web conference data and options: the **Session ID**, the number of **clients** (inclusive the **moderator**), the **Password** entry field and the **Session lock**.



> ***NOTICE:*** Except for the **Session ID**, only the moderator can see these details.

The moderator can change the password in the associated field anytime. When you set the on off switch to **On**, other participants cannot join the web conference at a later date. If the switch is set to **off**, other participants can join the web conference anytime.

Related Topics

- Sidebar
- How to Change the Session Password
- How to Lock a Session

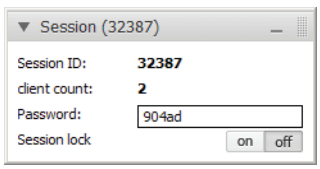
2.5.3.1 How to Change the Session Password

You are moderator of a web conference and wish to change the session password.

Step by Step:

1. Click on the **Session** menu entry in the side bar.

   Result: The following window opens.



2. Click in the **Password** entry field.
3. Change the session password.
4. Inform the participants about the new session password, e.g. by e-mail.

Result: The password has been changed and unwanted participants cannot join the web conference.

Related Topics

- Session

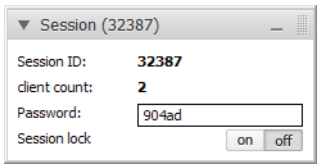
2.5.3.2 How to Lock a Session

You are moderator of a web conference and wish to lock a session.

Step by Step:

1. Click on the **Session** menu entry in the side bar.

   Result: The following window opens:



2. Click on the **on** button.

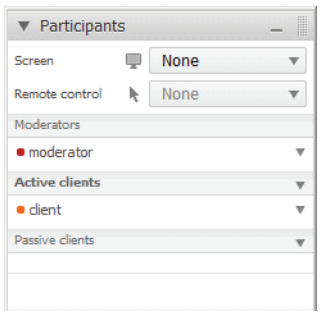
Result: Other participants cannot join the web conference at a later date. If the switch is set to **off**, other participants can join the web conference anytime.

Related Topics

- Session

2.5.4 Participants

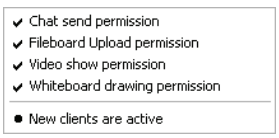
Under the menu entry **Participants** all **participants** are displayed who are currently in the session. The **moderator** of a web conference can configure the privileges of the **participants** here.



You determine the presenter via **Screen**. Under **Remote control**, a moderator can select a participant to receive the control of the presented screen.

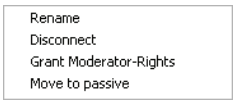
Function privileges are controlled via two groups: **Active clients** and **Passive clients**. To adjust a group privilege, click on ▾ of the respective group.

The following adjustment options are available:



In addition, you can determine the affiliation of new participants. That means, you can configure whether new web conference participants are to be added to the list of **active** or **passive participants**.

When you rightclick a participant entry to open the associated context menu you have the following options:



Related Topics

- Sidebar
- How to Select A Presenter
- How to Give Remote Control
- How to Configure Function Privileges
- How to Configure the Group Membership of new Participants
- How to Rename a Participant
- How to Disconnect a Participant
- How to Change the Group Membership

2.5.4.1 How to Select A Presenter

You wish to select a presenter.

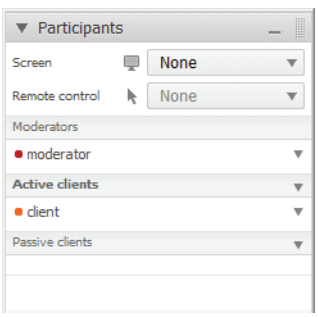
Prerequisites:

- You are moderator of the web conference.

Step by Step:

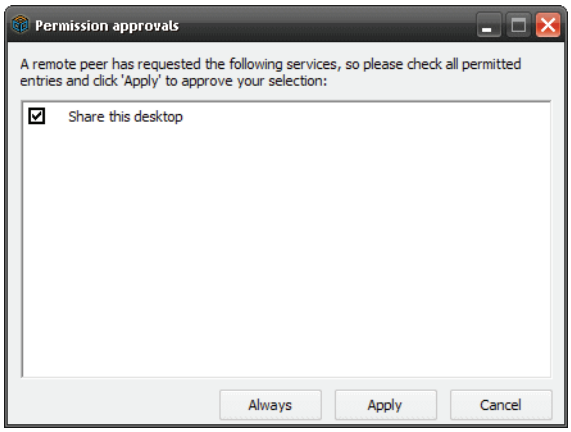
1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens.



2. Click on ▾ next to **Screen** and select the desired participant. If you select **None** at this point, selecting the presenter is cancelled.

   Result: The selected participant receives the following request, which he/she must confirm for presenting his/her screen.



3. The participant confirms the request:
   - A click on **Always** grants access to the desktop for the entire duration of the web conference.
   - **Apply** grants access only once; each further access must be permitted anew.
   - A click on **Cancel** denies any access.

Result: The selected participant may present his/her screen.

Related Topics

- Participants

2.5.4.2 How to Give Remote Control

You want a participant to remote control the presenter's desktop.

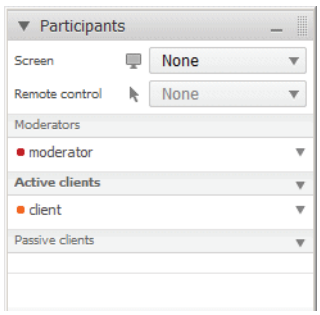
Prerequisites:

- You are moderator of the web conference.

Step by Step:

1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens.



2. Click on ▾ next to **Remote control** and select the desired participant.

Result: The presenter receives a request that he/she needs to confirm to have his/her desktop remote controlled.

NOTICE: The presenter can interrupt the **remote control** with a click on ⌧ or by pushing the **[F11]** key at any time during the presentation.

NOTICE: The moderator can take the remote control away from the participant by selecting **None** anytime.

Related Topics

- Participants

2.5.4.3 How to Configure Function Privileges

You wish to grant participants privileges or withdraw them.

Prerequisites:

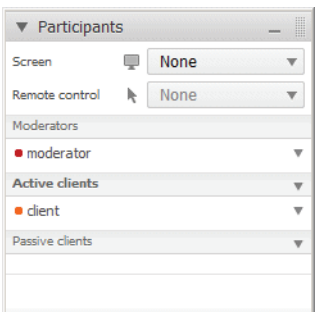
- You are moderator of the web conference.

Function privileges are controlled via two groups: **Active clients** and **Passive clients**.

Step by Step:

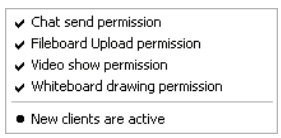
1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens.



2. To adjust a group privilege, click on ▾ of the respective group.

   Result: The following adjustment options are available:



3. Activate the respective option by ticking it off, or remove the tick to disallow the function.

Result: The configurations are adjusted and immediately valid for the selected participants.

Related Topics

- Participants

2.5.4.4 How to Configure the Group Membership of new Participants

You can determine the affiliation of new participants. That means, you can configure whether new web conference participants are to be added to the list of **active** or **passive participants**.

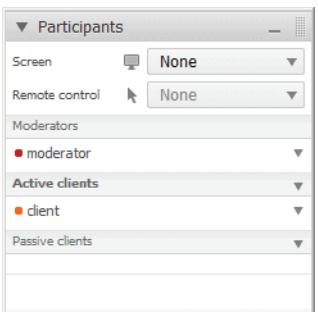
Prerequisites:

- You are moderator of the web conference.

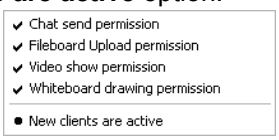
Step by Step:

1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens.



2. Click on ▾ for the **Active clients** group.
3. Activate the **New clients are active** option.



   Result: All new web conference participants are placed in the **Active clients** list.

4. Click on ▾ for the **Passive clients** group.
5. Activate the **New clients are passive** option.

   Result: All new web conference participants are placed in the **Passive clients** list.

Related Topics

- Participants

2.5.4.5 How to Rename a Participant

You wish to rename yourself or a participant.

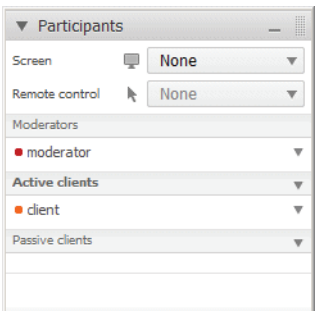
Prerequisites:

- You are moderator of the web conference.

Step by Step:

1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens:



2. Click on ▾ for the participant who you want to rename.
3. In the now unfolded menu click on **Rename**.

   Result: The participant name turns into an entry window.
4. Specify the desired name and confirm the entry by pushing the return key.

Result: The participant name has changed and is immediately valid.

> ***NOTICE:*** A participant can only rename himself/herself.

Related Topics

- Participants

2.5.4.6 How to Disconnect a Participant

You wish to disconnect a conference participant.

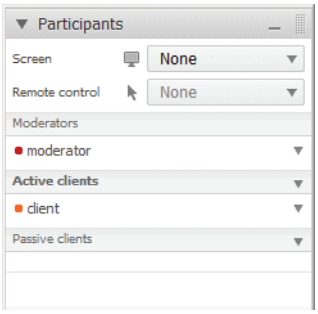
Prerequisites:

- You are moderator of the web conference.

Step by Step:

1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens:



2. Rightclick the participant who you want to disconnect.Alternatively, you can click on ▾ in the respective line.

   Result: A context menu opens.

3. Click on **Disconnect**.

Result: The participant is immediately disconnected.

Related Topics

- Participants

2.5.4.7 How to Change the Group Membership

You want to change a participant's membership. You can assign a participant to the groups **Active clients**, **Passive clients** or **Moderators**.

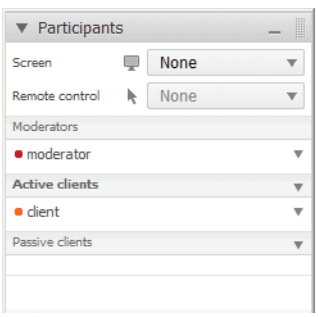
Prerequisites:

- You are moderator of the web conference.

Step by Step:

1. Click on the **Participants** menu entry in the side bar.

   Result: The following window opens:



2. Rightclick the participant whose group membership you want to change.

   Result: A context menu opens.

3. Click on the desired group membership.
   - **Grant Moderator-Rights**
   - **Move to passive**

- **Move to active**

Result: The desired participant now belongs to the selected group.

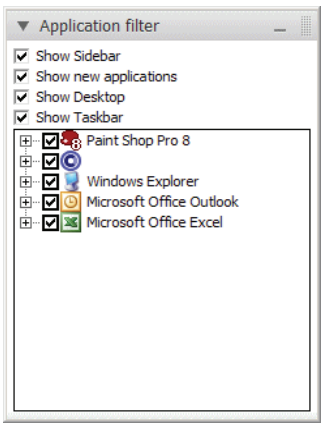
NOTICE: You can also use the drag & drop method for dragging participants into the desired group.

Related Topics

- Participants

2.5.5 Application Selection

The **Application filter** menu entry lets you select one of your started applications for transmission. You activate the applications by ticking them off. To deactivate them, remove the respective tick.



NOTICE: You must be web conference presenter for transmitting applications.

You can select the following applications in the top section of the **Application filter**:

- **Show Sidebar**
  Activate the checkbox if you want to transmit the viewer window and the side bar.
- **Show new applications**
  Activate the checkbox if you want to transmit applications and windows started in future.
- **Show Desktop**
  Activate the checkbox if you want to transmit your desktop.
- **Show Taskbar**
  Activate the checkbox if you want to transmit your taskbar.

The bottom section lists all opened windows and applications. A click on the corresponding **+** lists the single window of the respective application. By setting or removing ticks you can also control the transmission of such windows.

Related Topics

- Sidebar
- How to Select Applications for Transmission

2.5.5.1 How to Select Applications for Transmission

The **Application filter** menu entry lets you select one of your started applications for transmission.

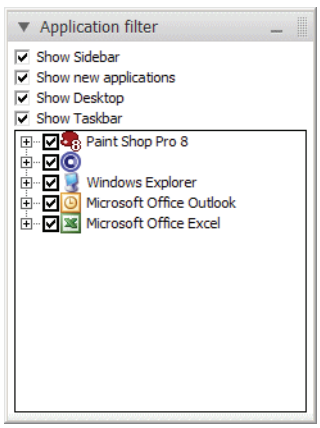
Prerequisites:

- You are presenter.

Step by Step:

1. Click on the menu entry **Application filter**.

   Result: The following window opens.



2. You activate the applications by ticking them off. To deactivate them, remove the respective tick.You can configure the following applications in the top section of the **Application filter**:

   - **Show Sidebar**

     Activate the checkbox if you want to transmit the viewer window and the side bar.

   - **Show new applications**

     Activate the checkbox if you want to transmit applications and windows started in future.

   - **Show Desktop**

     Activate the checkbox if you want to transmit your desktop.

   - **Show Taskbar**

     Activate the checkbox if you want to transmit your taskbar.

3. In the bottom section of the **Application filter** click on the corresponding **+** to display the single windows of the relevant application.
4. You activate the applications by ticking them off. To deactivate them, remove the respective tick.

Result: The settings you have performed are applied.

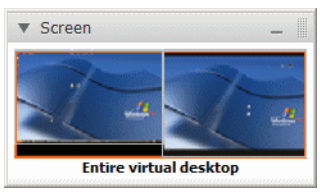
Related Topics

- Application Selection

2.5.6 Monitor

If you are presenter of a web conference and have connected several monitors, you can select the one to be transmitted under the **Screen** menu entry.

Click on the respective monitor for transmitting it. With a click on the bottom margin of the displayed monitors you can show the entire virtual desktop.



NOTICE: Only moderators and the presenter can see the **Screen** menu entry.

Related Topics

- Sidebar
- How to Select a Monitor for Transmission

2.5.6.1 How to Select a Monitor for Transmission

Several monitors are connected and you want to select the one to be transmitted.

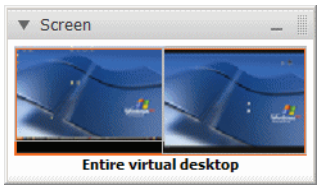
Prerequisites:

- You are presenter.

Step by Step:

1. Click on the **Screen** menu entry in the side bar.

   Result: The following window opens.



2. You have the following options:
   - If you click on the left-hand monitor, it will be shown to the participants.
     In the bottom section of the **Screen** window appears **Screen 1**.
   - If you click on the right-hand monitor, it will be shown to the participants.
     In the bottom section of the **Screen** window appears **Screen 2**.
   - If you click on the bottom margin of the two monitors, both will be transmitted.
     In the bottom section of the **Screen** window appears **Entire virtual desktop** .

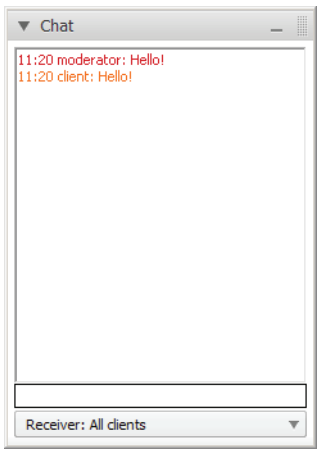
Result: The participants can only see the monitor you have selected.

NOTICE: Only moderators and the presenter can see the **Screen** menu entry.

Related Topics

- Monitor

2.5.7 Chat



Under the **Chat** menu entry, web conference participants can exchange short messages. Enter the desired text in the bottom line and push the return key on your keyboard to send the text.

The text field displays all sent chat messages inclusive time stamp and originator. Under **Recipient** click on ▾ to select the person to receive your chat message. You can thus decide whether only one or all participants will receive your message.

NOTICE: The moderator can forbid sending chat messages.

Related Topics

- Sidebar
- How to Send Chat Messages

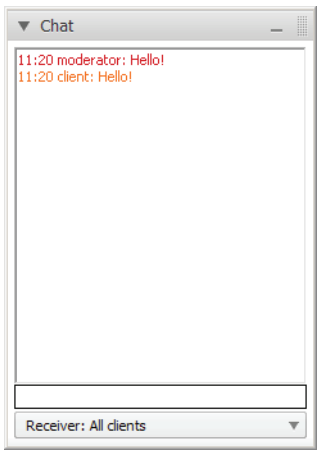
2.5.7.1 How to Send Chat Messages

You participate in a web conference and wish to send a chat message to other participants. How to proceed:

Step by Step:

1. Click on the **Chat** menu entry in the side bar.

   Result: The following window opens.



2. Click on ▾ for **Send to** to select one or several participants.
3. Click in the text entry field.
4. Enter the desired text.

5. Push the return key on your keyboard to send the text.

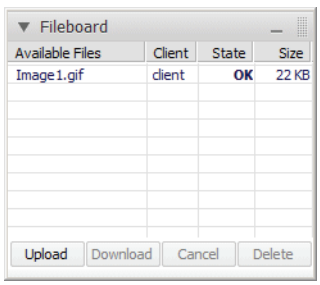
Result: Your chat message is being sent.

NOTICE: The moderator can forbid sending chat messages.

Related Topics

- Chat

2.5.8 Fileboard



The **Fileboard** menu entry allows storing and managing files. These files are only available during the web conference, accessing them after the web conference is not possible.

The file table lists the **Available Files**, the **Client**, the **Status** and the **File Size**.

Available Files informs you about the names of the uploads. Under **Client** you find the name of the user who has provided the file. **Status** shows whether the file is currently being uploaded or already available for downloading. The file size is stated under **Size**.

Click on **Upload** for selecting the file that you want to provide to the participants. You can also use the drag & drop method for dragging the desired file into the fileboard. To download a file, click on **Download**. Click on **Cancel** to stop uploading. With **Delete** you can remove a file not required anymore, for example.

NOTICE: The moderator can forbid uploading files.

Related Topics

- Sidebar
- How to Upload a File
- How to Download a File
- How to Delete a File

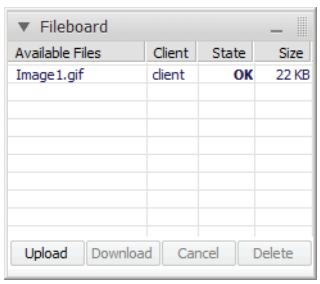
2.5.8.1 How to Upload a File

You wish to provide a file to other participants. How to upload a file:

Step by Step:

1. Click on the **Fileboard** menu entry in the side bar.

   Result: The following window opens:



2. Click on **Upload** in the bottom section.
3. Select the file that you want to make available.
4. Click on **Open**.

Result: The file is now contained in the **fileboard**.

NOTICE: You can stop uploading your file by clicking on **Cancel** in the bottom section during the upload.

NOTICE: You can also upload a file using the drag & drop method.

NOTICE: The moderator can forbid uploading files.

Related Topics

- Fileboard

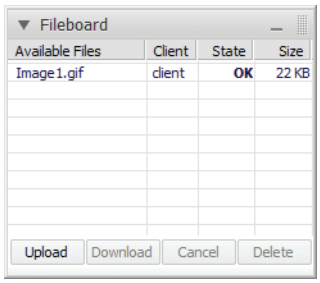
2.5.8.2 How to Download a File

You wish to download a file from the fileboard. How to download a file:

Step by Step:

1. Click on the **Fileboard** menu entry in the side bar.

   Result: The following window opens.



2. Click on the desired file.
3. Click on **Download** in the bottom section.
4. Select a storage location for the file.
5. Click on **Save**.

Result: You have downloaded and stored the desired file

Related Topics

- Fileboard

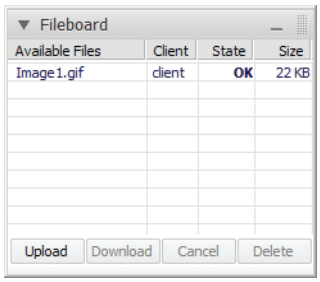
2.5.8.3 How to Delete a File

You want to remove a file you have provided from the fileboard. How to delete a file:

Step by Step:

1. Click on the **Fileboard** menu entry in the side bar.

   Result: The following window opens.



2. Click on the desired file.

3. Click on **Delete** in the bottom section.

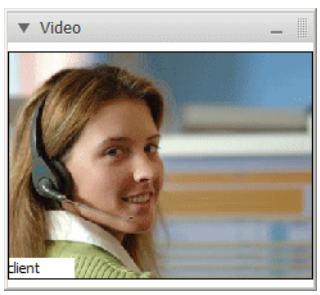
Result: You have deleted the desired file and it is not longer available.

> ***NOTICE:*** The moderator can remove all files from the **fileboard**; a participant can only remove his/her own files from the **fileboard**.

Related Topics

- Fileboard

2.5.9 Video



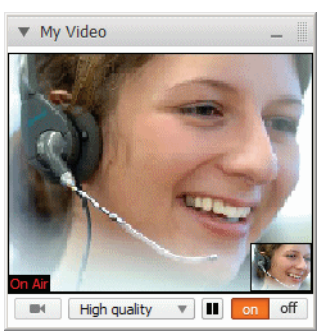
Under the Video menu entry you can have the webcam video or the image of your web conference participants displayed. The respective participant name is shown under the corresponding image/video.

> ***NOTICE:*** The moderator can disallow showing the video.

Related Topics

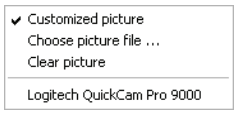
- Sidebar

2.5.10 My Video



Under the **My Video** menu entry you can have your own webcam video displayed.

When you click on **Off**, no image/video is available for the participants. When you click on **On**, the video is transmitted in real-time. In the bottom left corner of the video/image, a On Air appears then. In the bottom right corner you see the video/image that is transmitted to the participant. You are thus in full control of your video transmission. With a click on you can choose from the following:



Click on to open the High quality combo box and set the quality of your video/image to be transmitted. Select from Low, Normal and High quality.

The available bandwidth of your network restricts the video quality. This bandwidth may not always be sufficient for transmitting a signal trouble-free. In this case, please reduce the video quality.

NOTICE: The moderator can disallow showing the video.

Related Topics

- Sidebar
- How to Configure a Still Picture
- How to Delete a Still Picture
- How to Configure the Webcam Video

2.5.10.1 How to Configure a Still Picture

You participate in a web conference and wish to configure your still picture.

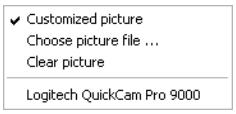
Step by Step:

1. Click on the **My Video** menu entry in the side bar.

   Result: The following window opens:

2. Click on .

   Result: You have the following options:



3. Click on **Choose picture file**.
4. Select the desired still picture.
5. Click on to open the High quality combo box and set the quality for your still picture to be transmitted. Select from **Low**, **Normal** and **High quality**.
6. Choose **On** from on off.

Result: The still picture is being transmitted. In the bottom left corner of the still picture appears a On Air. In the bottom right corner you see the picture that is transmitted to the participant.

NOTICE: Click on **Off** to stop the transmission.

NOTICE: The moderator can disallow showing the picture.

Related Topics

- My Video

2.5.10.2 How to Delete a Still Picture

You participate in a web conference and wish to delete the still picture you have set.

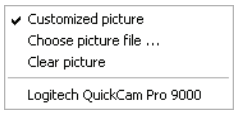
Step by Step:

1. Click on the **My Video** menu entry in the side bar.

   Result: The following window opens.

2. Click on .

   Result: You have the following options:



3. Click on **Clear picture**.

Result: The still picture is deleted.

Related Topics

- My Video

2.5.10.3 How to Configure the Webcam Video

You participate in a web conference and wish to configure your webcam video.

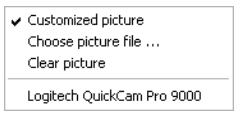
Step by Step:

1. Click on the **My Video** menu entry in the side bar.

   Result: The following window opens:

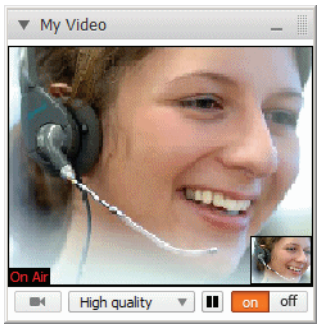
2. Click on .

   Result: You have the following options:



3. Click on your installed webcam.
4. Click on to open the High quality combo box and set the quality of your webcam video to be transmitted. Select from **Low**, **Normal** and **High quality**.
5. Choose **On** from on off.

Result: The webcam video is being transmitted.



In the bottom left corner of the webcam video appears a On Air. In the bottom right corner you see the webcam video that is transmitted to the participant.

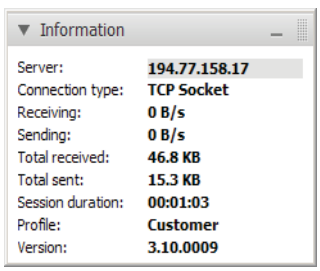
NOTICE: Click on **Off** to stop the transmission.

NOTICE: The moderator can disallow showing the webcam video.

Related Topics

- My Video

2.5.11 Information



This menu entry delivers technical **information** about your web conference.

Here you see the **server** used for the connection. **Connection type** shows the protocol used for communicating. Under **Receiving** and **Sending** you see the number of bytes received and sent per second. **Total received** and **Total sent** state the total number of bytes. **Session duration** indicates the web conference duration. Via **Profile** you learn which typ of module you are currently using. **Version** informs you about the version number currently used.

Related Topics

- Sidebar

2.5.12 How to Leave the Program

Click on ⊠ to end or quit the web conference. Then click on **Close** in the window that subsequently opens and you have left the web conference.

> ***NOTICE:*** As web conference moderator, you end with this click the session for all other participants also.

Related Topics

- Sidebar