MITEL

Audio and Web Conferencing

User Guide

MITEL

Notice

This User Guide is released by Mitel Networks Corporation as a guide for end users. It provides information necessary to use Audio and Web Conferencing. The contents of this user guide, which reflect current Mitel standards, are subject to revision or change without notice.

Some features or applications mentioned may require a future release and are not available in the initial release. Future product features and applications are subject to availability and cost. Some features or applications may require additional hardware and/or specific software.

For sales, service, or technical support, contact your local authorized provider:

Enter provider information above

If you do not know the contact information for your local provider, use the "Strategic Partners & Resellers – Mitel Partner Locator" link at the top of the Mitel home page (www.mitel.com) to find a location near you.

Comments about this user guide or other technical documentation should be directed to the Technical Publications Department (USA) at:

tech_pubs@mitel.com

Contents

Getting Started

The instructions in this user guide are for using the Audio and Web Conferencing (AWC) product. This product allows you to schedule and manage audio and Web conferences using a Web-based interface. These instructions in this section provide some basic information so you can start using AWC. For additional information, click the online Help link located at the top of your home page.

With Audio conferencing, you can:

- Create and manage audio conference calls from the AWC Web interface.
- Upload documents to present to callers during a conference call.
- Mute, drop and add participants, and place individual participants on hold while the call is in progress.

With Web conferencing, you can:

- Create and manage audio and Web conferences from the AWC Web interface.
- Upload documents, transfer files, record a conference, chat online, and broadcast videos.
- Share applications or your desktop, use white board features, and co-browse the internet with participants.

Computer Requirements

The table below lists the computer requirements for the Web interface including Web conferencing hosts and attendees.

Component	Requirements
Operating system	• Microsoft® Windows® XP Home/Professional/Media Center Service Pack 2 (SP2) or later • Microsoft Windows Vista™ Ultimate/Enterprise/Business/Home Premium/Home Basic
E-mail client (for using the Microsoft Outlook® Form Template)	• Microsoft Outlook 2002 (Office XP) SP3 • Microsoft Outlook 2003 (Office 2003) SP2 • Microsoft Outlook 2007 (Office 2007) SP1
Web browser	• Microsoft Internet Explorer® (IE) 6.0 or later • Mozilla® Firefox® 2.0
Network connection	A 256 kbps broadband network connection with 64 kbps connectivity is required (DSL, cable, or T1).

Welcome Page

Both registered and nonregistered users can access the Welcome and Published Area pages without logging on to AWC.

The following options are available from the Welcome Page:

- **Join a conference by conference number**: Nonregistered and registered users can join a conference by entering a valid conference number. When you enter the conference number it takes you to the Join the Conference page.
- **Test Browser**: Checks if the required components to join a Web conference are installed on your computer. If this test detects that you do not have the latest components, you are prompted to install them. If the test is successful, you can continue to your Web conference. To install the Collaboration Client, follow the directions provided in the prompts. For additional information about the Collaboration Client, refer to the AWC online Help.

NOTE	When installing the Collaboration Client turn off pop-up blockers.

Published Area Page

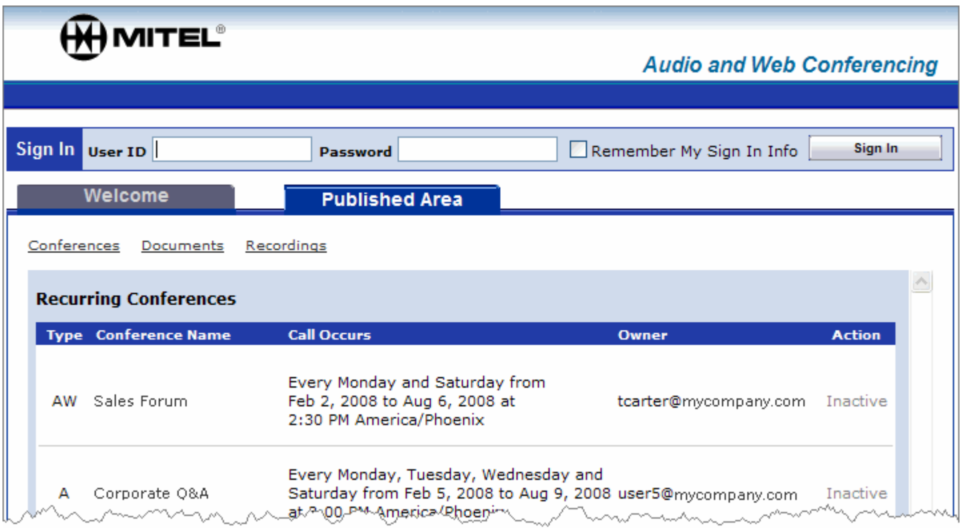
You can access the Published Area page without logging in to your AWC account. The Published Area displays a list of all published conferences, documents, and recordings. For related information about the Published Area:

- See "Creating a Conference" on page 9.
- See "Uploading Files to the Published Area" on page 12.
- See "Publishing an Expired Conference" on page 18.

Published Conferences

You can view a list of all published conferences on the Conferences page. When you create a conference you have the option of publishing it. If you do not publish a conference when you originally create it, you can edit the conference details and enable the published option. Past (or expired) conferences are shown as inactive in the list.

For conferences that require a password to access them, any published documents or recordings associated with that conference require the same password.



To view and join a conference in the Published Area:

1. From the Welcome page, click the **Published Area** tab, and then select **Conferences**. A list of published conferences appears. This list contains the following:
    - **Type**: The abbreviation for the type of conference: Audio and Web Conference (AW), Audio-only conference (A), Web-only conference (W).
    - **Conference Name**: The name specified for the conference by the leader/host.
    - **Call Occurs**: One of the following appears depending on the conference type:
        - o *Call Date & Time* (*One-Time Conferences*): Includes the date, time, and time zone of the conference.
        - o *Call Occurs* (*Recurring Conferences*): Includes how often the conference occurs, starting date, ending date, time, and time zone of the conference.
        - o *Expiration Date* (*Reservationless Conferences*): The end date when the conference becomes inactive.
    - **Owner**: The User ID of the conference host.
    - **Action**: The **Join** button appears for active conferences. You cannot join an inactive conference.
2. *For active conferences only*, click **Join** to connect to the conference. A new window opens providing access to join the conference.

    Do one of the following:
    - **To join an audio conference:**
        a. Type your direct dial phone number in the box. (Your phone number must be available.)
        b. Click **Call**. The system calls your phone number.
        c. Answer the call. You are connected to the Audio Conference.
    - **To join a Web conference:**
        a. Type your User ID in the box.
        b. Click **Join**. The Host or Client console opens and you are connected to the Web conference. If this is your first time joining a Web conference, you are prompted to install the Collaboration Client. To install the Collaboration Client, follow the directions provided in the prompts.

Published Documents

You can view and download published documents from the Published Area.

To view a document in the Published Area:

1. From the Welcome page, click the **Published Area** tab, and then select **Documents**. A list of documents appears. The list contains the following:
    - **File Name**: The name and extension of the file. Supported file types include Word (.doc), Portable Document Format (.pdf), and text (.txt) file formats.
    - **Conference Name**: The name specified for the conference by the host.
    - **Owner**: The AWC user name of the person that published the document.
    - **Action**: The Get File button allows you to access the document.
2. Click **Get File**. A new window opens providing access to the document.
3. Do one of the following:
    - *To view the document,* click the link. The document appears in your Web browser.
    - *To download the document to your computer*, right-click the link. Select **Save Target As** or **Save Link As** from the shortcut menu and save the file to a location on your computer.

Published Recordings

You can view and listen to published recordings from the Published Area. Recordings made during a published conference are automatically added to the Published Recordings page.

To view and listen to a recording in the Published Area:

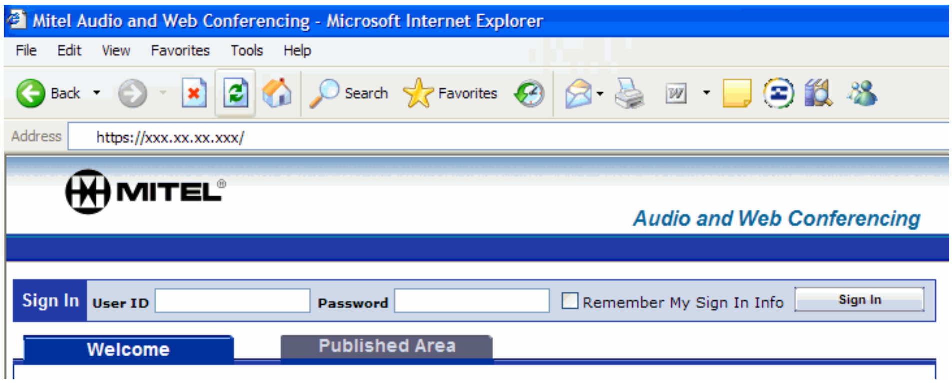
1. From the Welcome page, click the **Published Area** tab, and then select **Recordings**. A list of recordings appears. The list contains the following:
    - **Type**: The abbreviation for the type of conference: Audio and Web Conference (AW), Audio-only conference (A), Web-only conference (W).
    - **Recording Name**: The name specified for the recording by the person that published the recording.
    - **Conference Name**: The name specified for the conference by the leader/host.
    - **Owner**: The AWC user name of the person that published the recording.
    - **Action**: The Play button allows you to access the recording.
2. Click **Play**. A new window opens for you to access to the recording.
3. Do one of the following depending on the recording type you selected:
    - *Audio and Web Conference or Web-only Conference*, click **View Recording** to launch the Collaboration Player and start the playback.
    - *Audio-only Conference*, select the audio file type from the list, and then click **Play** to start the playback or click **Save** to download the recording.

Logging On to Your Account

The following procedure describes how to log on to your account.

To log on to your account:

1. From a Web browser, type the Web address for the server that holds your account information (for example, `http://AWC.mitel.com`). If your site has a security certificate, you may be required to enter an “https” in front of the address and acknowledge a security prompt.



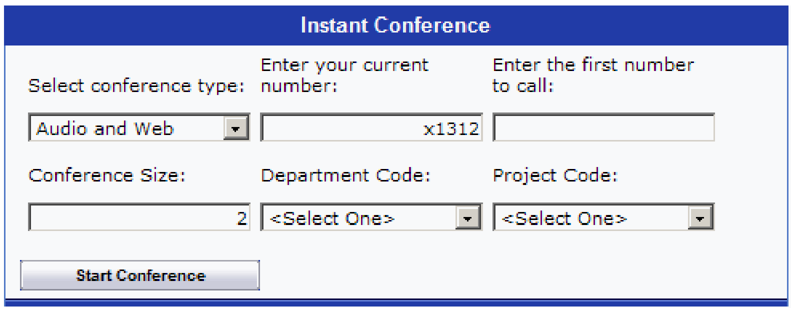
2. Type your user ID and password. User IDs are usually in the format <*yourname*>@<*company.com*>. If you cannot remember your password, or you are logging on for the first time, contact your AWC administrator for your password.
3. Indicate whether you want your logon information saved so you can log on automatically each time. Click **Sign In**.

To log off of your account:

Click the **Sign Out** link at the top-right corner of the browser window.

Creating an Instant Conference

The Instant Conference option immediately starts a conference. The conference types are Audio-only, Web-only, and Audio and Web. For Instant Conferences, the following conference features cannot be set: Leader Required, Roll Call, Published, and Meeting Password. Conference Size, Department Code, and Project Code options may not be shown if they are not enabled on the server by the AWC administrator.

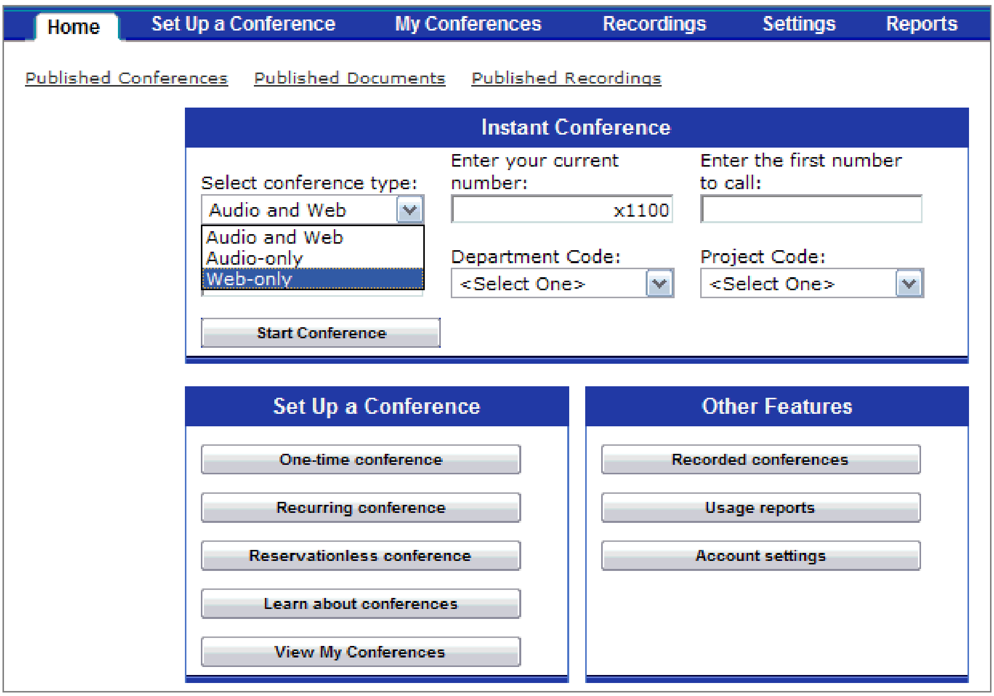


To create an instant conference:

1. Click the **Home** tab.
2. In the **Instant Conference** panel complete the following information:
   a. Select the conference type from the list. If you do ***not*** have dial-out privileges the only conference type available is Web-only.
   b. Type your current phone number, and then type the number you want to call. If you do ***not*** have dial-out privileges these boxes are not shown.
   c. The Conference Size box appears when your AWC administrator has enabled Port Reservations. This option allows you to reserve audio ports for the number of participants in your conference. The default value for Conference Size is 2. If you know that you want more than two participants in the call, increase this value so those participants can be added later.
   d. Select a Department Code and Project Code from the list, if one is required.
3. Click **Start Conference**.

Creating a Conference

When you create a conference, you receive both leader and participant access codes. Distribute the participant code to attendees and keep the leader code private. You can select the option to prevent the conference from beginning until the person with the leader code has joined. Leader access codes help reduce fraudulent use of the conferencing system.



To create a conference:

1. Select the conference occurrence type from the following:
    - **Instant Conference**: See page 8.
    - **One-Time Conference**: A single, non-recurring conference with a defined start and end time that takes place only once within a 24-hour period.
    - **Recurring Conference**: These conferences have a defined start and end time on a recurring basis up to a period of six months. The same access code is used for all instances of the conference. Recurring meetings may be affected by Daylight Savings Time (DST), see “Modifying a Conference” on page 17.
    - **Reservationless Conference**: Provides an access code that can be used at any time within a six-month period without the need to schedule the call.

NOTE	The six months (default) setting for recurring and reservationless conferences may be set to a different value by the administrator.

2. Complete the **Conference Details**:

   a. Select a **Conference Type**: Audio and Web, Audio-only, Web-only.

   b. Type a conference name.

   c. Select the **Start Date**, **Start Time** and **Duration**. (Select a time zone from the list for the location of the meeting host. The default time zone is the location of the AWC server.)

      - *If this is a one-time conference*: Indicate a start date, start time and duration.

      - *If this is a recurring conference*: Indicate a start date, start time and duration. Also indicate how often this conference occurs.

      - *If this is a reservationless conference*: Indicate a start date and time.

   d. If the AWC administrator has enabled Port Reservations, the **Conference Size** box appears (for details see page 8). Type a value in this box to guarantee the number of participants who can join your conference.

   e. To list this conference in the Published Area, select **List this conference in the Published Area**. For information on the Published Area, see "Published Area Page" on page 4.

3. If required, select a billing code.

   The AWC administrator defines department and project billing codes. The administrator configures the code as required for conferences and allows "None" as an option. Billing codes are required when they are listed, if the list box is empty billing codes are not required. Billing codes add another logical way to sort conferences when you generate Conference Details reports.

4. *(Optional)* Select one of the following **Call Features** (*not applicable to Web-only*):

   - **Leader Required**: If enabled, the person designated as the conference call leader is required to enter a code before the conference can begin. If this option is checked, but you do not designate a leader, the person who created the conference call must enter the Leader access code. The default setting is disabled.

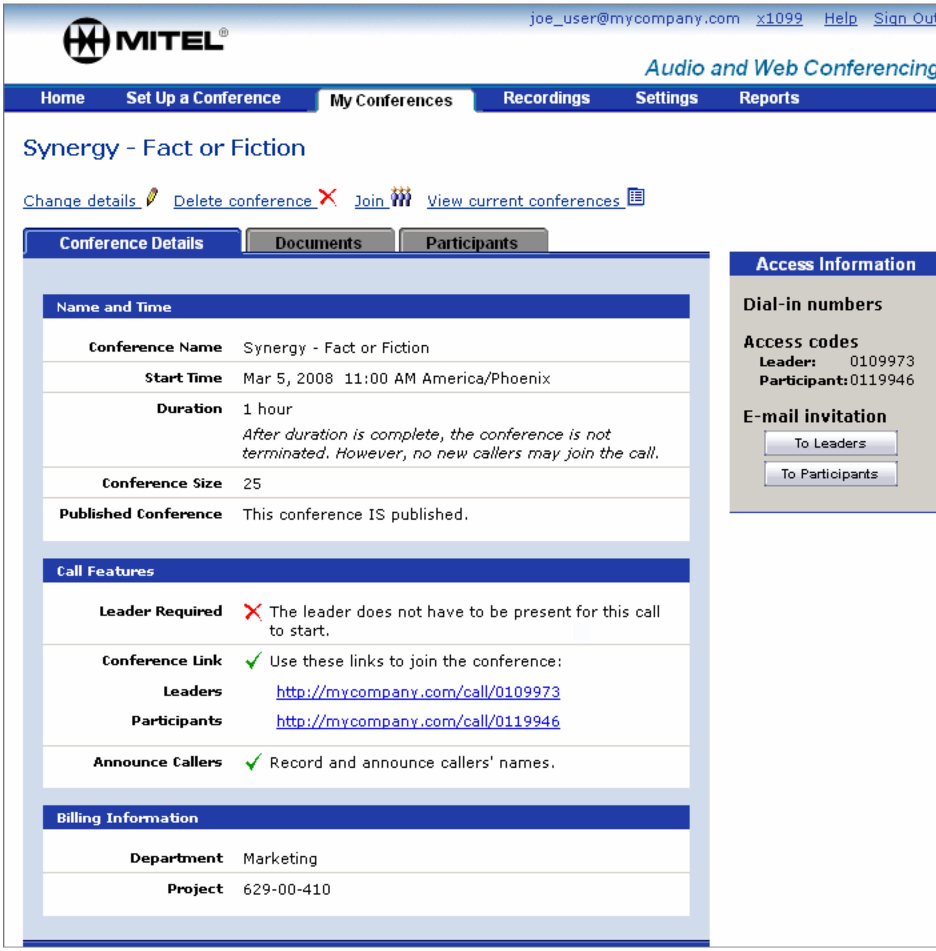
   - **Roll Call**: If enabled, participants are required to say their names before joining the conference. The name is recorded and announced when they join the conference call. The default setting is disabled.

5. (*Optional*) Add password protection to the conference. Type the desired text in the **Meeting Password** box, and then retype the text in the **Confirm** box.

   When using the Web browser to join, participants must enter the password before they can connect to the conference. However, the password is not needed if participants dial into a conference using their phone. The password is required to access any documents and recordings in the Published Area associated with this conference.

6. Select the **E-mail Password** box to include the password in the generated conference e-mail invitation. Leave the boxed cleared if you want to send the password later or provide it to participants by some other means.

7. Click **Submit**. Your dial-in number and access codes appear.



8. Under Access Information – E-mail invitation, click **To Leaders** or click **To Participants** to create an e-mail message containing information needed to join the conference.

NOTE	You are not required to send an e-mail or to designate a conference leader when the conference was created. However, if the **Leader Required** box was selected, someone must enter the Leader access code before the conference can begin.

After you create the conference, if you need to reschedule the time or edit any other conference details, see “Modifying a Conference” on page 17.

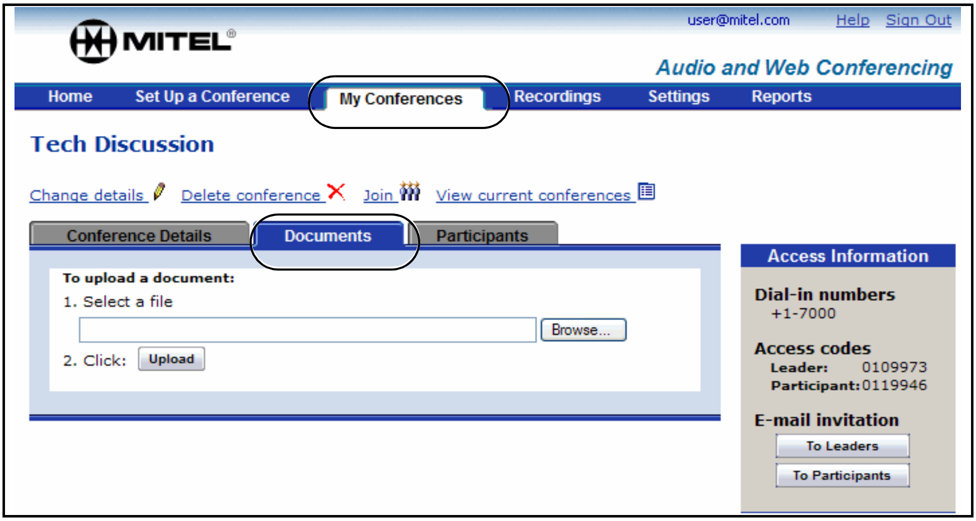
Uploading Files to the Published Area

You can upload documents and recordings to the Published Area when you create a conference. If a password was created for the conference, access to any associated documents or recordings in the Published Area requires the password. Published recordings and documents are available in the Published Area, even after the conference has expired.

To add a document or recording to the Published Area:

1. Schedule a conference and select to list it in the Published Area.
2. Click the **My Conferences** tab.
3. Click on the conference name to view the Conference Details page.
4. Click the **Documents** tab, and then click **Browse** to select a file to upload to the server.
5. Click **Upload**. The system allows you to upload one file at a time.

   A link is added to the conference e-mail invitations to allow participants to access the uploaded document.



You can also start a Web conference and use the Document Manager to add a document. See “Using Document Management” on page 58 for additional information.

Joining a Conference

There are several ways to join a conference depending on if you are the leader/host and what type of conference you are joining. Also, the leader/host has the option to password protect the conference where you are prompted to enter the password before you can join. However, you do not need to enter this password when you dial in to a conference using your phone.

NOTE	When joining a Web conference as a delegate, you are prompted to join as the host. Click **OK** to join as the host or click **CANCEL** to join as a participant. A delegate who joins the Web conference as the host forces the existing host to become a Web conference participant.

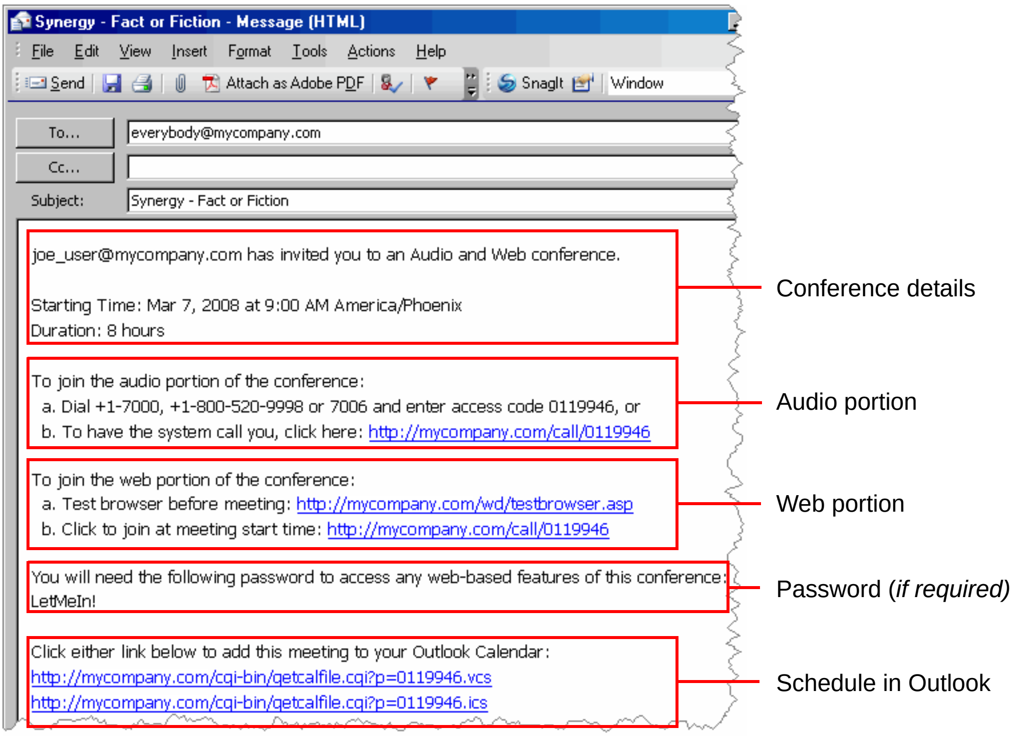
Use one of the following methods to join a conference:

- "Welcome Page" see page 3
- "E-Mail Invitation" see page 14
- "Home Tab" see page 16
- "My Conference Tab" see page 17

If you accidently close the Host or Client console during an audio and Web conference, you must rejoin both portions of the conference. Disconnect from the audio portion of the call first, before you rejoin the Web portion of conference.

E-Mail Invitation

The conference host can send e-mail invitations for the conference to participants and leaders. The following is an example e-mail invitation for an audio and Web conference that is password protected. At the bottom of the e-mail is a link you can select to schedule the conference in your Outlook calendar.

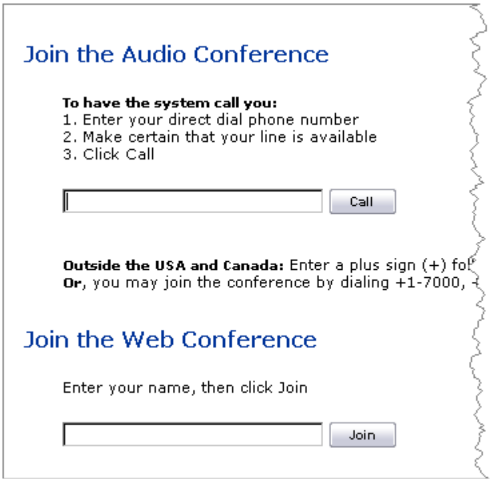


Depending on the conference type (audio-only, Web-only, or audio and Web), you can dial in to the conference or connect through the Web interface. If connecting through the Web interface, you can choose to have the system call you for the audio portion.

To join a conference:

1. Do one of the following:
   - Dial in to the conference using your touch-tone telephone, and then follow the prompts to join the audio portion of the conference.
   - Click the URL link in the e-mail invitation to have the system call you for an audio conference or to join a Web conference.

     If the conference is password protected, type the password in the box, and then click **Submit**.
2. If you click the link in the e-mail invitation, the Join window opens. Follow the instructions on the page, shown in the example below, as it applies to the type of conference you are joining.



If this is the first time joining a Web conference, you are prompted to install the Collaboration Client. For more information, refer to the AWC online Help on installing the Collaboration Client.

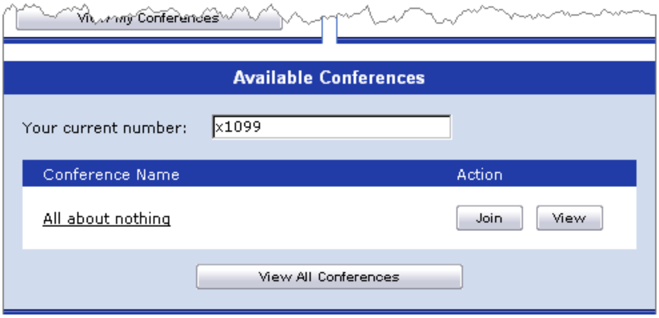
NOTE	When you are the conference host, connect to the Web conference by typing your AWC user ID (user name) in the Join box. If you enter anything other than your user ID, you are connected to the conference as a participant and ***not*** the host.

Home Tab

For a conference that is in-progress, you can join from the Home tab. To join a conference from the Home tab as a participant, the conference must be published.

To join as a leader/host:

1. Log on to your AWC account. The page opens to the Home tab.
2. A list of your conferences in-progress appears on the page in the Available Conferences area. (If you do not have any scheduled conferences, this area is not displayed.)



3. Click **Join** next to the conference. The window opens and the Host console launches (Web conference). Follow the directions to join the conference.

To join as participant:

1. Log on to your AWC account. The page opens to the Home tab.
2. From the Home tab, click the **Published Conferences** link. A list of published conferences is displayed.
3. If the conference is current, the Join button is displayed. Click **Join**. The window opens.
4. Follow the directions to join the conference.

My Conference Tab

If you are the conference leader/host and you have dial-out privileges, you can join the call from the My Conferences tab.

To join a conference from the My Conferences tab:

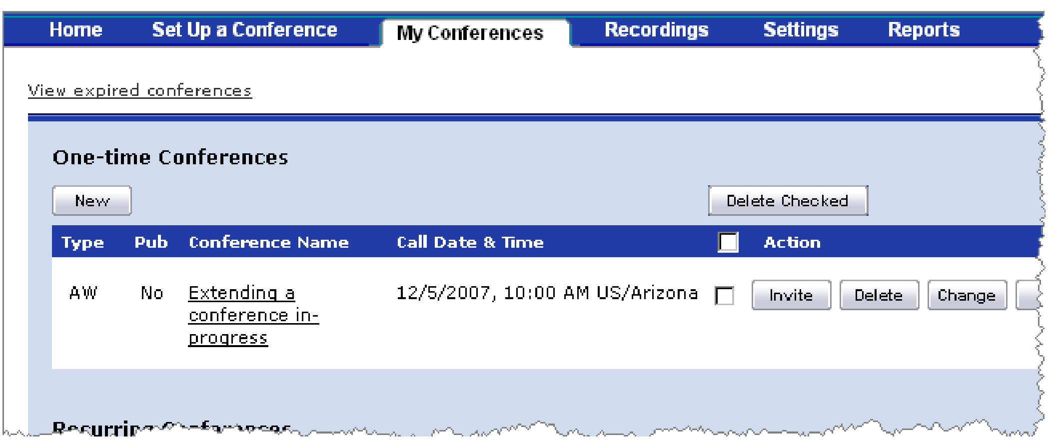
1. Log on to your AWC account.
2. Click **My Conferences**. A list of your current conference is displayed.
3. Select from the list the conference you want to join, and then click **Join**. Depending on the type of conference the following happens:
   - **For audio conferences**: The system calls you at your current number (shown at the top of the screen). When you answer it, you are transferred into the call and the Call in Progress page appears.
   - **For Web conferences**: The Host console opens and you are connected to the conference.

Modifying a Conference

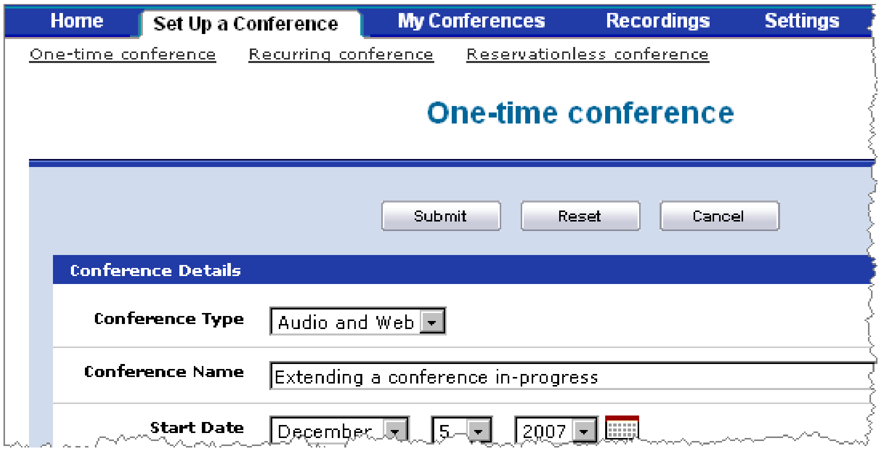
As the leader/host, you have the option to modify a conference at anytime, including extending a conference that is in progress. (See "Extending a Conference" on page 19.) If no ports are available, you may not be allowed to modify the conference or extend it past the scheduled end time.

To modify a conference:

1. Log on to your AWC account, and then click the **My Conferences** tab. A list of your active and in-progress conferences appears.



2. Locate the conference you would like to modify, and then click **Change** for the action. The selected conference opens in the **Set Up a Conference** tab.
3. Make any necessary changes, and then click **Submit**.



Publishing an Expired Conference

You can publish documents or recordings that are associated with an expired conference. The recordings for an expired conference remain in the Published Area until the conference is unpublished or the recording or document is deleted.

To publish an expired conference:

1. Log on to your AWC account.
2. Click the **My Conferences** tab.
3. Click the **View expired conferences** link.
4. Locate the conference, and then click the associated **Change** button. The conference details page appears.
5. Select **List this conference in the Published Area**.
6. Click **Submit**. The conference is published to the Published Conferences page.

Extending a Conference

The End of Conference Prompting (EOCP) feature is enabled by the administrator for all conference types. When this feature is enabled, it triggers a series of prompts at either 5 or 10 minutes (depending on the system settings) before the scheduled conference end time. When prompted, the conference leader/host is given the option of extending the conference. If the leader/host does not extend the conference, it will end at the scheduled time. If EOCP is not enabled on your system, see “Modifying a Conference” on page 17 for details about extending a conference.

Note the following items for End of Conference Prompting:

- When EOCP is enabled for your system, you cannot disable the feature for the conference.
- If the conference cannot be extended for the requested extension period because the system does not have ports available (Port Reservations is enabled), the leader/host is prompted to try a shorter extension time.
- If the leader/host is unavailable or has dropped out of the conference early, the conference will end at the originally scheduled time.
- If there is no leader/host in the conference, or if the system does not have enough available ports to extend the conference for at least 15 minutes, the prompt to extend the conference is not played.
- For conferences with audio, only a conference leader can extend the conference time. If the conference has multiple leaders, only the leader who has been on the conference call the longest will be prompted (and have the ability) to extend the conference.
- If the leader dialed the access code from a phone in a conference room, those participants in the room will be momentarily disconnected along with the leader while the leader is extending the conference. The participants who dialed in from other phones will still be connected to the conference during this time.
- If host control is transferred to another participant in a Web conference, that participant will not be prompted to extend the conference. Only the conference host (or delegate) will be prompted (and has the ability) to extend the conference.

NOTE	*For Internet Explorer® 6 only.* To ensure that conferences can be extended using the Web interface, it may be necessary to change the default setting in your Web browser. To change the setting, open a Web browser window, and then go to Tools – Internet Options – **Advanced**. Clear the check box for the option **Reuse windows for launching shortcuts**. Click **OK** to apply the change.

Installing and Using the Outlook Conference Form

You can easily associate conference calls with appointments scheduled in your Microsoft® Outlook® calendar. Using this simple form, you can generate telephone numbers, access codes, and Web links to use for audio conferences and Web presentations. Follow the procedures depending on what version of Outlook you use to install, publish, and initialize the form.

To install the Outlook conference form:

1. Open a Web browser and navigate to `https://<server name>/awc/Enterprise.oft`, where <*server name*> is the computer on which the form is located.

NOTE	The URL is case-sensitive (type Enterprise.oft, not enterprise.oft). Also, the server at your site may use a secure connection indicated by the “s” after the “http” in the URL. When you access this URL, you may receive a security prompt. Acknowledge the prompt to continue.

2. Click **Open** when prompted with the File Download dialog box. The Outlook appointment form appears.

NOTE	Microsoft Office 2003 Service Pack 3 (SP3) does not allow you to install the Outlook form template (oft) on your computer. If you cannot install the form, contact your System Administrator for assistance.

To enable the publish feature for Outlook 2002/2003:

1. From the OFT form (newoft - Appointment), select Tools – Forms – **Publish Form**.
2. The Publish Form As dialog box appears. From the Look In list, select **Personal Forms Library**.
3. In the **Display name** box, type the name you want to appear on the tab that is added for the conference form in Outlook (for example type, **`Conferencing`**).
4. In the **Form name** box, type your AWC user name.
5. Click **Publish**. The window closes and returns you to the original Appointment window.
6. From your Outlook folder list, right-click **Calendar**, and then select **Properties**.
7. Click the **General** tab. From the list, select **Forms**.
8. Select **Personal Forms Library** from the Look In list, and then double-click the name you gave the form you created in step 3.
9. Click **OK**. This allows the conference form tab to appear for all appointments and meeting requests.
10. Close the newoft - Appointment window, and when prompted to save changes, click **No**. At this point you are not actually creating an appointment; you are adding the form.

To enable the publish feature for Outlook 2007:

1. Save the form to your computer. The default location is My Documents.
2. From Outlook 2007, select File – New – **Choose Form**. The Choose Form dialog box appears.
3. From the **Look In** list, select **User Templates in File System**.
4. Click **Browse** and navigate to the location where the `Enterprise.oft` file was saved, and then open the Enterprise.oft file.
5. Click the right arrow beside the Quick access Toolbar and select **More Commands**.
6. From the **Choose Commands From** list, select **All commands**.
7. Scroll down and add the following commands to the quick Access Toolbar, and then click **OK**:
    - Publish
    - Publish Form
    - Publish Form As
8. The commands are now located in the Quick Access Toolbar. Select one of the publish commands listed above.
9. From the **Look In** list, select **Personal Forms Library**.
10. In the **Display name** box, type the name you want to appear on the tab that is added for the conference form in Outlook (for example type, **`Conferencing`**).
11. In the **Form name** box, type your AWC user name, and then click **Publish**.
12. Close the form, and then click **No** to save changes.
13. Select File – New – **Choose Form**. The Choose Form dialog box appears.
14. From the **Look In** list, select **Personal Forms Library**. The `Enterprise.oft` file is one of the choices.
15. Click **Open**. A dialog box appears momentarily, indicating the form is being installed.
16. Click **Mitel Conferencing** located in the **Show** box.

To initialize the conference form:

1. Open your Outlook Calendar, and click **New**.
2. From the **Mitel Conferencing** tab, complete the following information:
    - Type the AWC URL in the **Conferencing Server URL** box. (This is the URL displayed in your Web browser when you are on the Welcome page.)
    - Type your AWC user ID in the **Username** box.
    - Type your AWC password in the **Password** box.
3. Click **Login for Conference Options** to connect to the server. The Status panel displays your connection status.

After you initialize the form, the AWC URL, your user ID, and password are pre-populated when you create a conference. The Powered by Mitel logo, located under the Status panel indicates a successful connection between your Outlook and the AWC server.

To use the conference form for Outlook 2002:

1. In Outlook, schedule an appointment or meeting request. A conferencing tab appears with your appointment and scheduling tabs.
2. To include a conference call option with your appointment or meeting request, click the **Mitel Conferencing** tab to open the conference form.
3. Select **This appointment includes a conference call**. If you are prompted to log in, type your username and password, and then click **Login** for conference options. If your system administrator has enabled Port Reservations, enter a value for Conference Size. If there are available ports at the time you want to create your conference, the following options appear:
   - **Type** (select conference type).
   - **List in the Published Area**.
   - **Call Features** you can select for this particular conference:
     - Whether the Leader is required for the call to start.
     - Whether participants are prompted to record their names before they join the call (Announce Callers).
   - **Billing Info**: Add Department and Project codes for cost accounting purposes.
4. *Optional*. Provide Password protection information.

NOTE	By default, Public is not selected and the conference is private. Select the Public option to make the conference public.

5. Decide whether to display access codes in e-mail information.
6. After selecting the conferencing options you want, click one of the Access Codes (Leader access code, Participant access code, or Both Leader and Participant access codes).
7. Click **Schedule Conference**.

NOTES	• When the conference has been scheduled, “Conference Scheduled Successfully” appears in the Status area. In addition, a Join Conference button appears at the top of the page. • AWC will allow reservationless and recurring conferences to be scheduled for up to six months unless this value is changed by your system administrator.

8. Click the **Appointment** and **Scheduling** tabs and enter appointment information as you would for any other appointment or meeting request. The dial-in number and access codes are available in the main message body of the Appointment tab. Also, if you included an agenda, it is appended after the conference call information.
9. Do one of the following:
   - For appointments, click the **Save and Close** button at the top of the window.
   - For meeting requests, click **Send**.

Modifying Account Settings

All accounts are created with default values. The following instructions explain how to customize those settings.

To change your password:

1. Click the **Settings** tab.
2. Click **Password**.
3. Type the old password, and then type the new password.
4. Type the new password again to confirm it, and then click **Submit**.

To change your current number:

1. Click the **Settings** tab.
2. Click **Current number**.
3. Type your current number in the box, and then click **Submit**.

To select a format for e-mail invitations:

1. Click the **Settings** tab.
2. Click **E-mail invitations**.
3. Click the **view sample** link next to the long and short formats to see an example of an e-mail invitation.
4. Select either the **Long** or **Short** format, and then click **Submit**.

To select a delegate to manage your conference calls:

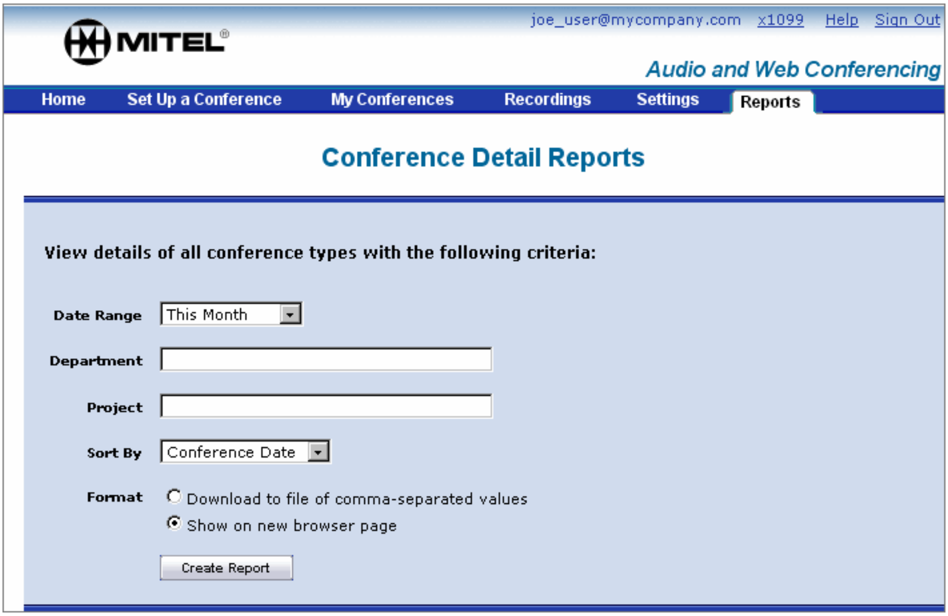
1. Click the **Settings** tab.
2. Click **Delegates**.
3. Type the user ID of the person you want to designate as your delegate, and then click **Submit**.

   The delegate must have an AWC account and the user ID you enter must be in an e-mail address format (username@company.com).

Creating a Conference Detail Report

The Conference Details Report output contains information for all of your conferences for the parameters you select. The following instructions explain how to create a report.

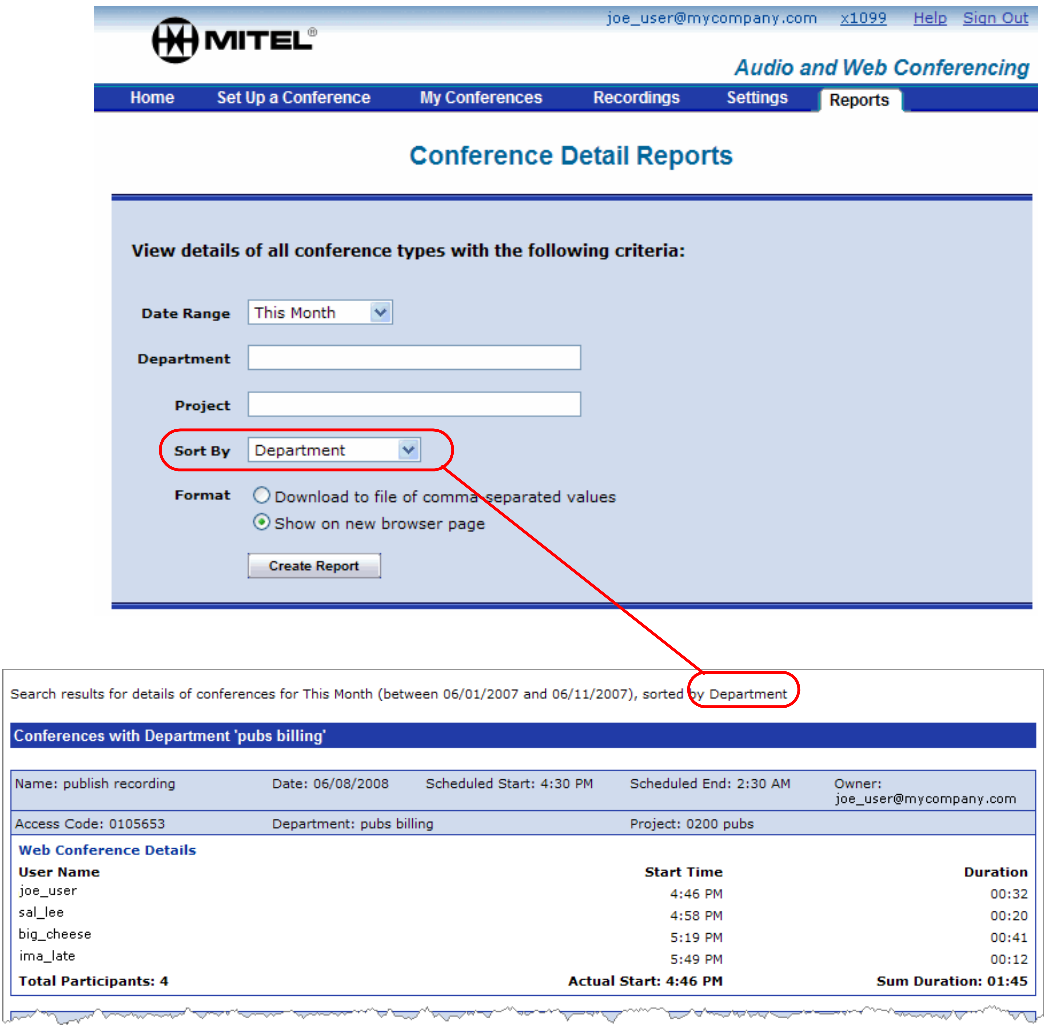
NOTE	The time information in reports is based on the local time zone where the AWC server is located, ***not*** the location of the computer where the reports are generated.



To create a Conference Detail report:

1. Click the **Reports** tab.
2. Select a date range.
3. (*Optional*) Enter a department code. When this field is populated, the report shows records only for conferences that were created with this Department code.
4. (*Optional*) Enter a project code. When this field is populated, the report shows records only for conferences that were created with this Project code.
5. Select how the report is sorted. The options include:
   - Conference Date
   - Conference Name
   - Department
   - Project

6. Select the format of the report. Options include:
    - **Download to file of comma separated values**: Select this option to download a `.csv` to your computer.
    - **Show on new browser page**: Select this option to open the report in a new browser window.
7. Click **Create Report**. The report is generated based on your selections. In the example below, the report is listed by Department.



Audio Conference

This section describes the features that are specific to the audio portion of a conference.

With Audio conferencing, you can:

- Create and manage audio conference calls from your phone or the AWC Web interface.
- Record and listen to an audio conference call.
- Mute, drop and add participants, and place individual participants on hold while the call is in progress. For a complete list of options, refer to “Accessing User Options During a Conference” on page 31.

Adding Participants to a Conference Call

Call leaders who have dial-out privileges may place outgoing calls during a conference call using a touch-tone interface. In addition, the leader that set up a conference may place outgoing calls from their AWC account.

At any time during the call:

- *To hear a list of options*, press **#** (pound/hash) twice.
- *To return to the conference call*, press ***** (star) twice.

To dial out using touch-tones:

1. During the conference call, press **#** (pound/hash) twice.
2. Press **2** to place a call.
3. Enter the phone number.

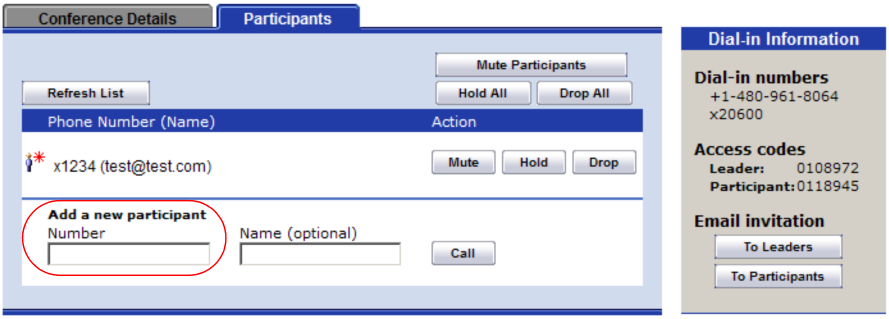
NOTE	For calls in the United States, Canada, and Caribbean countries, you must dial 1 and the area code. For international calls, include 011 and the country code.

4. Do one of the following:
   - **To keep the new call and return to the conference**:
     a. Press ***** (star) twice.
     b. When you hear the voice prompt, press **1** to return to the conference with the new call.
   - **To drop the call**:
     a. Press ***** (star) twice.
     b. After you hear the voice prompt, press **2** to drop the call.

To place a call from the Web interface:

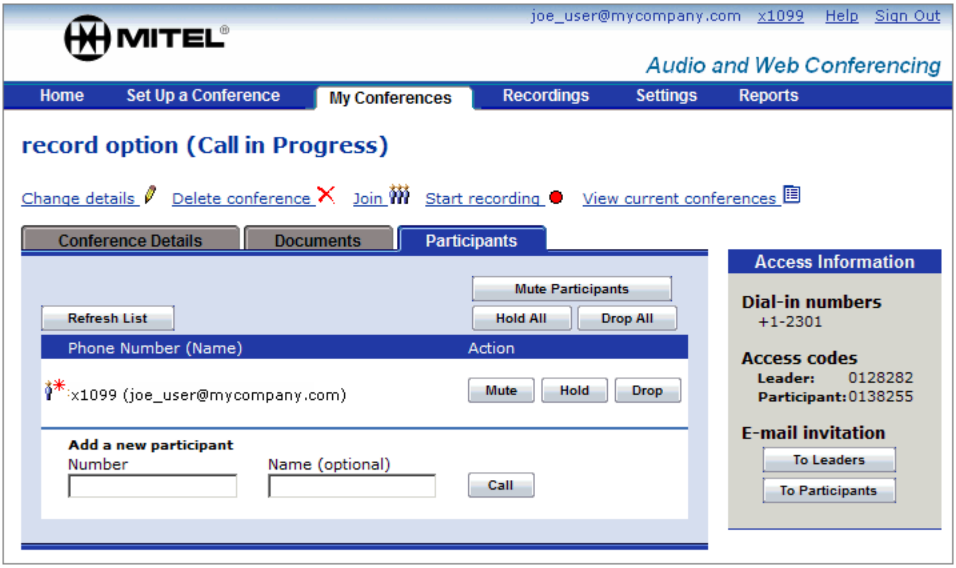
NOTE	You may dial out using the AWC Web interface only for conferences that you have set up.

1. Log on to your AWC account.
2. Select a conference from the list on the **My Conferences** tab.
3. Click the **Participants** tab.
4. Type the phone number in the **Dial Out** section at the bottom of the screen, and then click **Call**.



Recording and Listening to Conference Calls

Audio conferences can be recorded by the conference host. This option is available to the host on the Call in Progress page.



To record an audio-only conference call:

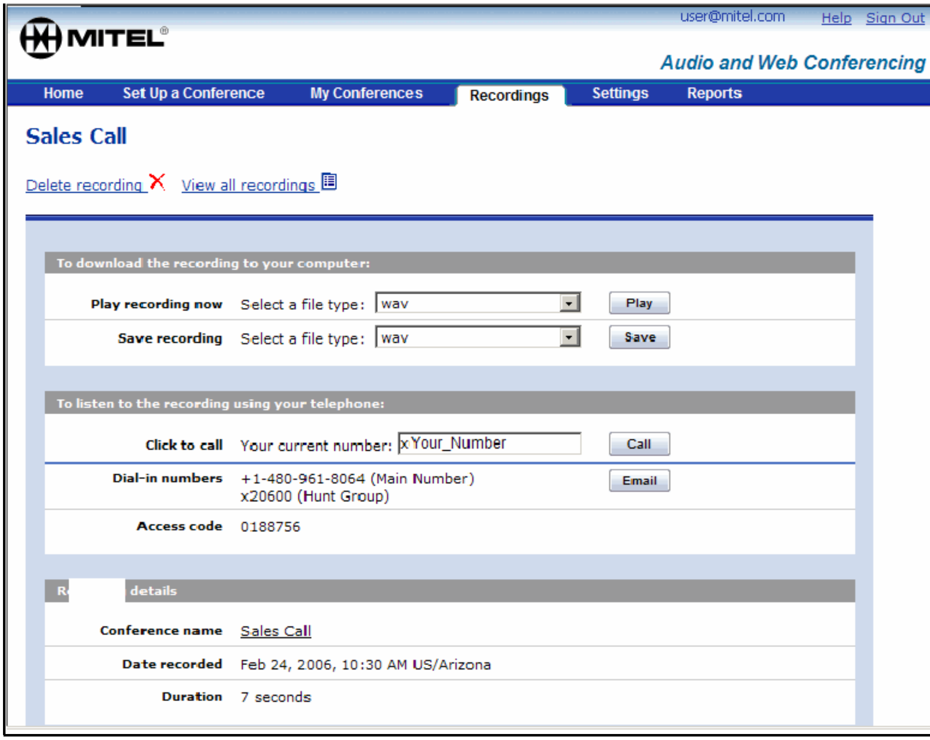
1. Select the conference to record from the **My Conferences** tab.
2. Join the conference.
3. Click the **Start recording** link at the top of the page to begin recording.

NOTE	You must be on the **Participants** tab and there must be at least one participant in the conference for the **Start recording** button to appear.

4. When finished recording, click **Stop recording**.

To listen to an audio-only recorded conference call:

1. Click the **Recordings** tab, and then select a recording from the list. Recordings are listed by the conference name and the date and time the recording was made. If the conference was published, you can access a recording by clicking the **Recordings** link in the Published Area.
2. Do one of the following:
   - *To play the recording through your computer*, select the file type for the recording, and then click **Play** to listen.
   - *To download the recording to your computer*, select the file type to save the recording as, and then click **Save**.
   - *To listen by phone,* call the dial-in number and enter the access code.



NOTE	If the Port Reservation (see page 8) feature is enabled, the following information does ***not*** apply.

To create an e-mail message containing the recording dial-in and access number:

Find the recording you want to access under the **Recordings** tab, and then click **Email**.

To control playback using your touch-tone dialpad:

If you listen to a recorded audio conference through your phone, you can control the playback using the dialpad on your phone.

Press the corresponding number on the dialpad to do the following:

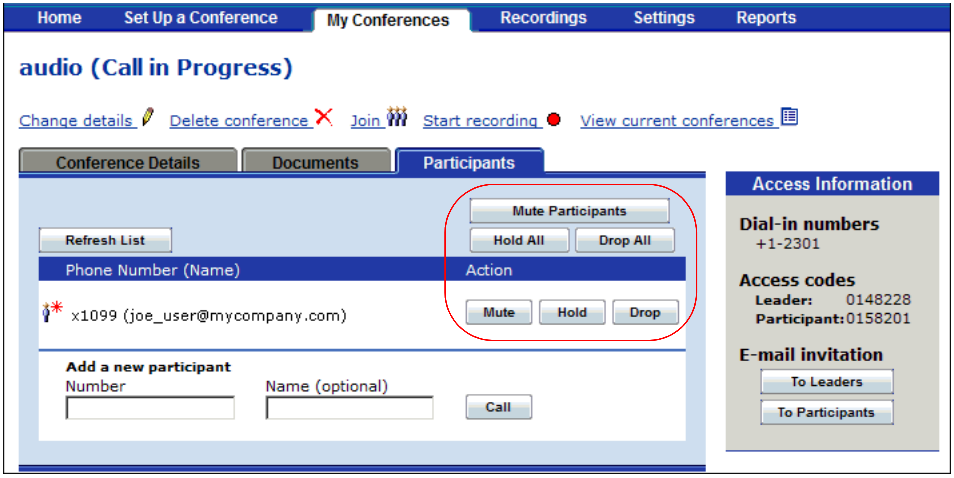
- **1**: Go back to the beginning of the recording
- **2**: Pause and resume the recording
- **3**: Go forward to the end of the recording
- **4**: Go back one minute
- **6**: Go forward one minute
- **7**: Go back 10 seconds
- **9**: Go forward 10 seconds

Accessing User Options During a Conference

The leader/host of a conference has the option to mute, drop or put participants on hold during a conference using the Web interface or their phone. The following instructions explain how to complete these tasks.

To access audio conference options from your browser during a conference:

1. Create a conference and join it. The Call in Progress page appears.
2. Click the **Participants** tab.



3. Select one of the following options:
   - **Mute Participants**: Mutes all of the participants in a conference.
   - **Hold All**: Places all of the participants on hold.
   - **Drop All**: Drops all of the participants from a conference call.
   - **Mute**: Mutes the associated participant.
   - **Hold**: Places the associated participant on hold.
   - **Drop**: Drops the associated participant from the call.

To access audio conference options from a phone during a conference:

1. At any time during a conference call, press **#** (pound/hash) twice to get to the main menu.

NOTE	If you do not select an option, you are automatically returned to the conference.

2. Press the dialpad button corresponding to the following menu options:
   - To mute and unmute the line: Press **1**.
   - To place a call: Press **2**. For details, see “Adding Participants to a Conference Call” on page 27.
   - To hear the number of callers: Press **3**.

NOTE	Only available if the Roll Call feature is selected for the conference. The leader/host and participants hear the recorded names of those who have joined the conference.

   - To return to the conference: Press * (star).

Web Conference

Web conferencing allows you to conduct interactive online meetings using the Internet and a Web browser. With Web conferencing, you can:

- Create and manage conferences from the AWC Web interface.
- Upload documents, transfer files, record a conference, chat online, and broadcast videos.
- Share applications or your desktop, use white board features, and co-browse the internet with participants.
- Record a Web conference or make recordings for playback in a Web conference.

See the following topics for Web conference task-related instructions and links to additional instructions:

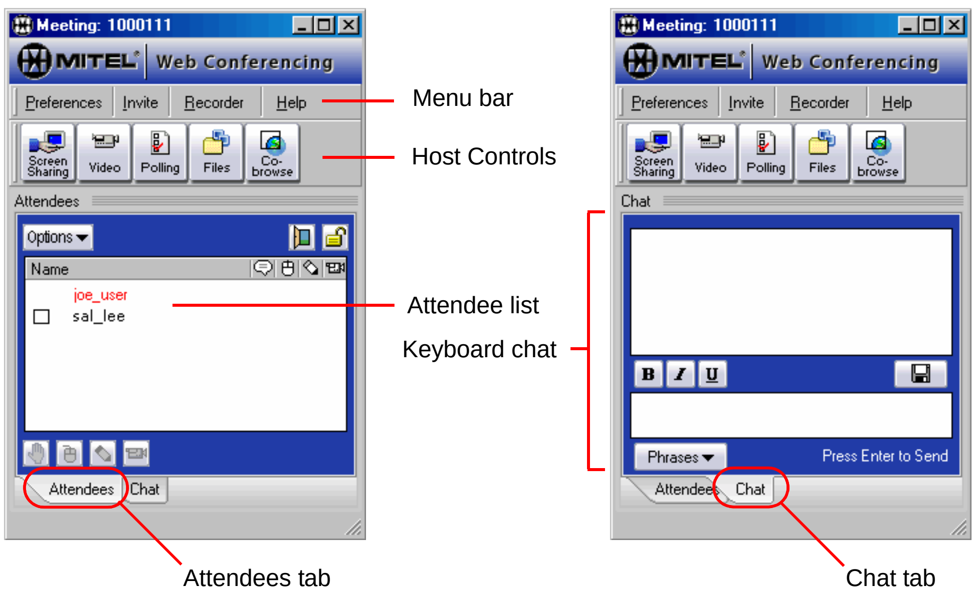
- “Host Console” see page 34.
- “Attendees Tab” see page 35.
- “Chat Tab” see page 37.
- “Client Console” see page 38.
- “Undocking and Docking Tools” see page 39.
- “Collaboration Player” see page 63.

See “Creating a Conference” on page 9 for details and procedures on setting conferences.

Host Console

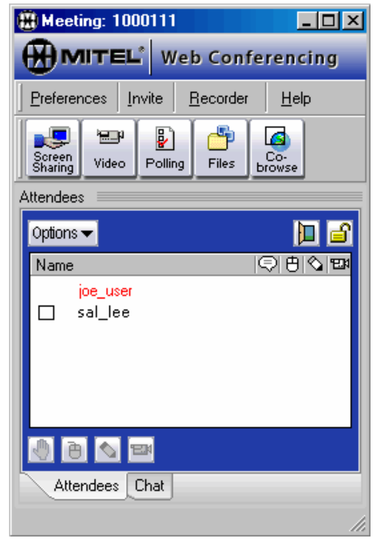
As the host, you control and monitor the Web conference through the Collaboration Client Host console interface. The Host console consists of the following:

- **Menu bar**: Allows you to set preferences, invite participants, use the recorder, and access online Help (see page 41).
- **Host Controls**: Allows you to use desktop sharing, application sharing, videoconferencing, polling, file transfer, Document Manager, and Co-browse functions (see page 46).
- **Attendees tab**: Provides a list of users attending the Web conference (see page 35).
- **Chat tab**: Allows conference participants to communicate via text message (see page 37) in the keyboard chat area.



The screen on the left shows the Host console when the Collaboration Client opens for a Web conference with the Attendees tab showing by default. In the attendees list the host name appears in red text and any attendee that has joined the conference their name appears in black text.

Attendees Tab



The example shows what the host would see when in a Web conference with one attendee. Icons appear next to the name of an attendee on the list depending on which options the host gives to a specific attendee. The attendee list will show all participants in the Web conference.

Above the attendee list are the following security feature icons.

- **Lock Conference**: While in a conference, click to close the meeting and prevent additional attendees from joining. To open the conference and allow additional attendees to join, click .
- **Encrypt Conference**: A conference can be secured using a dynamic 128-bit data encryption. While in a conference, click to turn on encryption or click to turn off encryption.

The icons that appear next to the attendee indicate what controls (remote control, keyboard chat, or video) are available to that user. These icons, except for the chat message icon, also appear below the attendee list. These icons are used by the host to enable or disable the attendee's access to certain controls. These icons include:

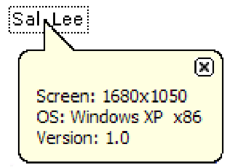
Icon	Description
	Attendee has "raised their hand" to get the host's attention. The host acknowledges the attendee by selecting the attendee name, and then clicking this icon below the attendee list. See "Using Polling" on page 60.
	Shows the attendee can receive keyboard chat messages. See "Chat Tab" on page 37.
	When the host selects an attendee, and then clicks the remote control button this icon appears next to the attendee's name. This indicates to the host that the attendee has a the host's viewport on the attendee's desktop. The attendee can than remotely control the host's desktop while the host allows it. See "Giving Screen Sharing Control to an Attendee" on page 55.
	The host can allow the attendee to use the whiteboard to draw pictures. See "Transparency Tools" on page 49.
	The host can enable video for the attendee by selecting their name and clicking the video camera icon. When the attendee can broadcast video, a TV icon appears next to the name in the attendee list. See "Video" on page 42.

Attendee Settings

During a meeting, the host view the screen settings of a selected attendee.

To view an attendee's screen setting:

Click on an attendee's name. The Tooltip displays the screen resolution, the operating system, and the Collaboration Client version number.



Options

You can select the check box next to the name of an attendee in the list to access a menu of options as described in the following table.

Menu Option	Description
Properties	Click **Properties** to see more information about the attendee.
View Selected Desktop	Select participant, and then click this option to view their desktop.
Broadcast Selected Desktop	Select participant, and then click this option to share the participant's desktop with everyone in the conference.
Transfer Hosting Capability	Select a participant, and then click this option to temporarily transfer hosting capability to that person.
Terminate Selected Users	Select one or more participants, and then click this option to remove them from the Web conference.
Private Chat	Select one or more participants, and then click this option to send private messages to them.
Clear Keyboard History	This option clears the Keyboard Chat history.
Select All	Selects everyone in the Attendee list. *To select a specific group of attendees*, select one user ID at a time, and then add them to your selected list.
Deselect All	Allows you to deselect all attendees in the meeting.

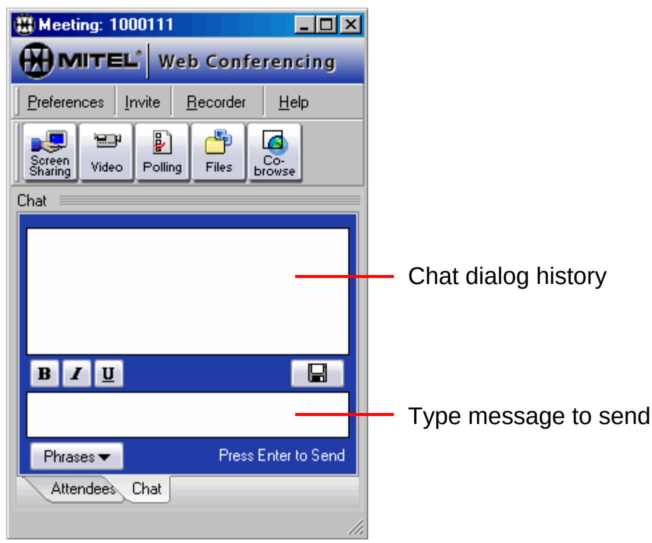
Chat Tab

The Chat tab allows the host and attendees to communicate using the Keyboard Chat feature to send and receive text messages during a Web conference.

To use Keyboard Chat:

1. Click the **Chat** tab on the Host console.
2. Type a message in the bottom pane. Press **Enter** to send your message. The sent message and chat dialog from other attendees appears in the top pane.

   Click **Phrases** to display a list of frequently used dialogue. This feature also allows you to add to or edit the list of existing phrases.

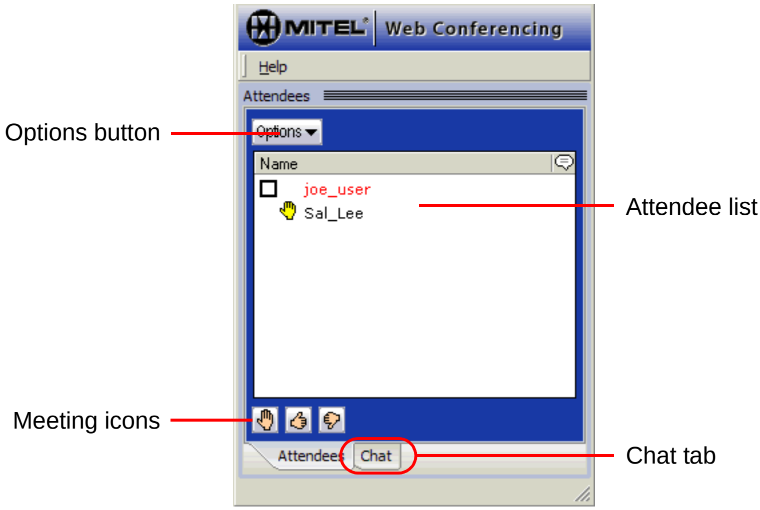


Click **Options** on the Host console Attendees tab to do the following chat-related tasks:

- **Clear Chat History**: Anytime during a Web conference you can clear the chat history. Select this option to clear the keyboard chat history stored on the server, up to the time when it is selected. The chat message box is empty for any attendee that joins a chat session after Clear Keyboard Chat History is selected. The chat message box is not cleared for those attendees already in the chat session.
- **Private Chat**: The host can select one or more attendees where only the selected attendees see the chat dialog from the host. In addition, with Private Chat selected when an attendee responds to the host, only the host will see that dialog. None of the other attendees in the Private Chat are able to see the other attendee’s chat messages.

Client Console

When you are an attendee at a Web conference, you connect to the conference through the Client console. The Client console allows you to participate in a Web conference and provides a limited feature set of the Host console.



The Client console includes the following:

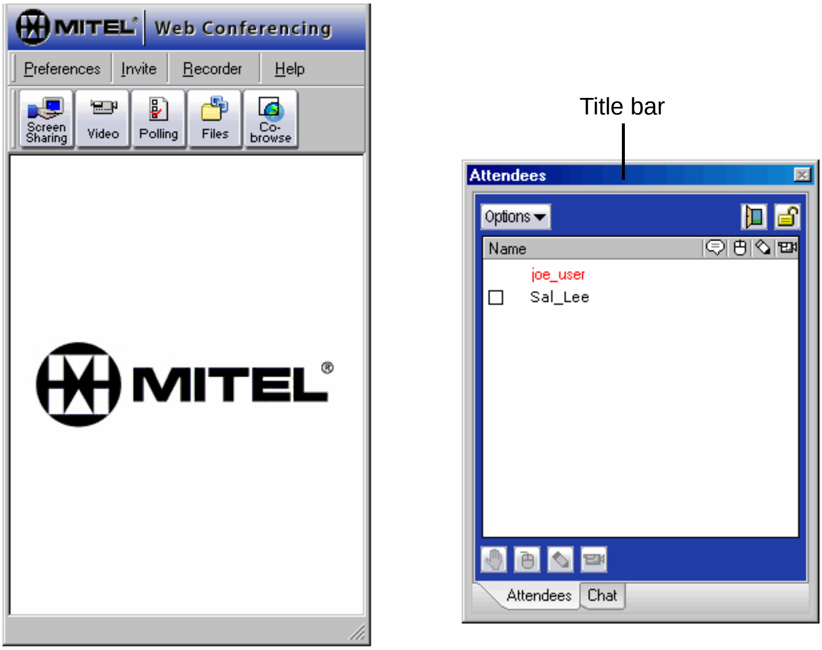
- **Attendees tab**: Shows the host and participants in the current Web conference. The host name appears in red text.
- **Options button**: Located on the Attendees tab and provides the following options:
  - o *Properties*: Shows the properties (screen resolution, OS, Version) of a selected attendee.
  - o *Private Chat*: A conference participant can have a private chat with one or more attendees.
  - o *Select All*: Allows you to select all attendees in the meeting.
  - o *Deselect All*: Allows you to clear all selected attendees in the meeting.
- **Meeting icons**: Located on the Attendees tab and allows you to interact with the host and other conference attendees. The following icons are available:
  - o *Raise your hand*: Select this icon to ask the host a question.
  - o *Thumbs up*: When asked a question, select this icon if you agree.
  - o *Thumbs down*: When asked a question, select this icon if you do not agree.
- **Chat tab**: Allows you to chat with the host or other attendees of the Web conference. To chat with participants, type your comments in the text pane. Press **Enter** on your keyboard to send your message.

Undocking and Docking Tools

The Host and Client consoles offer flexibility to manage your desktop and allow you undock or dock windows of the Collaboration Client. You can dock or undock windows as a group or the active window.

To undock as a group:

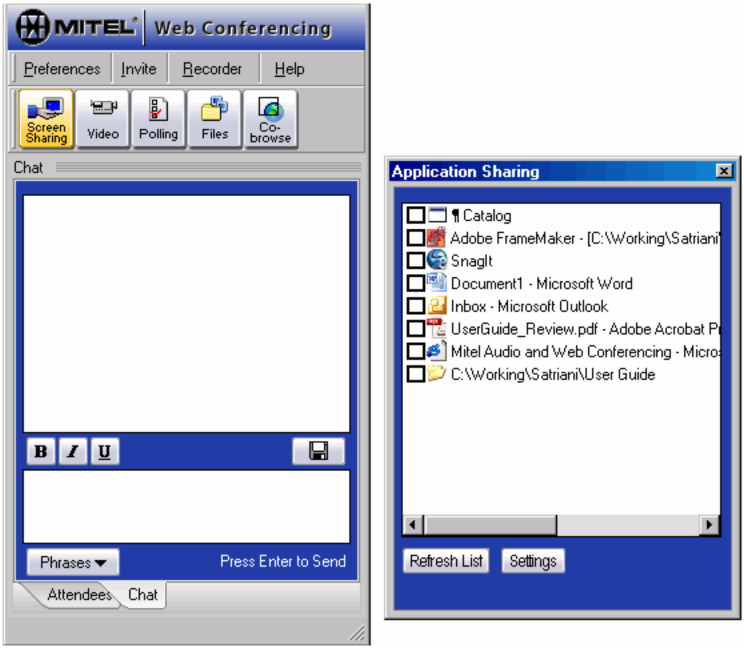
Click on the top of the frame or the title bar above the attendee list and drag the entire group of windows to a place on your desktop, as shown in the example below.



As a host, each active host window can appear as either a separate tabbed pane or a toolbar.

To undock a specific window:

Click the tab and drag it onto the desktop. The example below shows Application Sharing undocked.



If the host control is displayed within a toolbar, such as the Recorder, click the toolbar until you see the cursor appear as two perpendicular arrows, then drag the pane onto the desktop.

To dock a window:

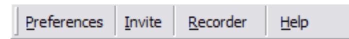
Do one of the following:

- Double-click the title bar to redock a window and return it to its previous location.
- Click in the and drag the window back to the main console. Windows can be redocked in a different location within the console. During the docking process of an application within a tabbed pane, you can hold down your mouse button and move your cursor to different areas on the Host console. Gray outlines appear indicating where you can dock the window.

When docking the application tabbed pane or toolbar either to the side or in the upper portion of the Host console, instead of its original location, you may need to enlarge the Host console to attain a usable view of the redocked application pane or toolbar.

Host Console Menu Bar

The Host console menu bar contains these options:

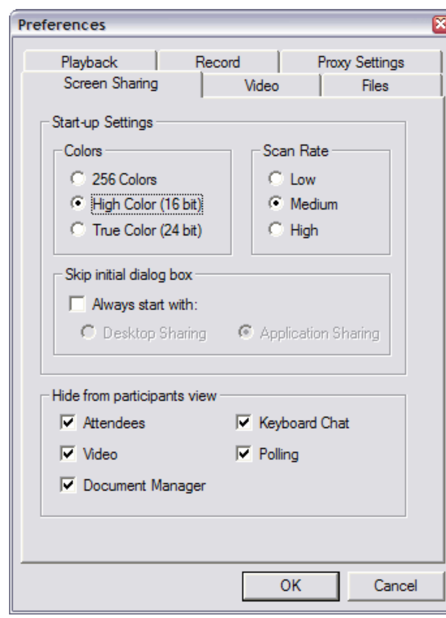


- **Preferences**: Change current settings for this session as well as future sessions. See below.
- **Invite**: Type (or select from address book) attendee e-mail address for the current session. See “Invite” on page 43.
- **Recorder**: Toggle between show or hide the Recorder feature. See “Recorder” on page 44.
- **Help**: Access the user Help.

Preferences

Web conferencing user preferences are accessed from the menu bar in the Host console. When you change settings through Preferences, the changes are applied to the Web conference session you are currently hosting (unless the feature is active) and for future sessions. Select your preferences, and then click **OK** to apply the changes.

Screen Sharing



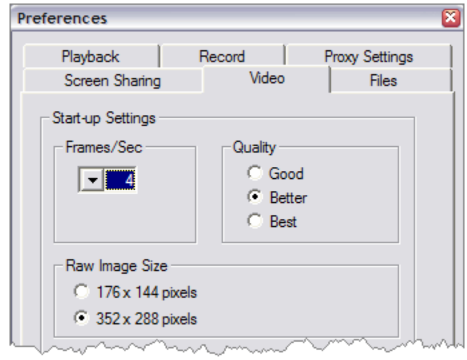
The following settings appear on the Screen Sharing tab:

- **Start-up Settings**: These settings change the way Screen Sharing appears when selected.
    - o *Colors*: Select 256 Colors, High Color (default), or True Color to adjust color quality on your monitor.
    - o *Scan Rate*: Select Low, Medium (default), or High to adjust the refresh rate of your monitor.
    - o *Skip initial dialog box*: When **Always start with** is selected, the Sharing Mode Selection dialog box is not displayed when you select Screen Sharing from the Host controls. The sharing type will automatically open to Desktop Sharing or Application Sharing. By default, the initial dialog box is displayed.
- **Hide from participants view**: Only the selected items are displayed to all attendees. By default, all the items are selected.

Video

The following settings appear on the Video tab to adjust the viewing quality of video:

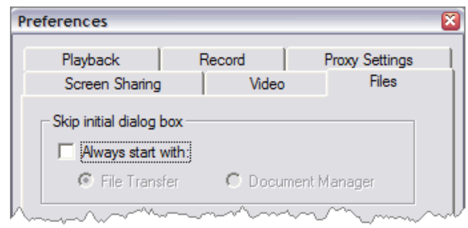
- **Frames/Sec**: Select a frames per second speed from the list (default is 4).
- **Quality**: Select from Good, Better (default), or Best.
- **Raw Image Size**: Select either 176x144 pixels or 352x288 pixels (default).



Files

The following setting appears on the Files tab:

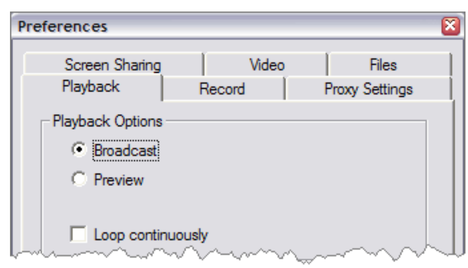
Select **Always start with** to skip the initial dialog box for file sharing, and then select either **File Transfer** or **Document Manager** as your preference. By default, the initial dialog box appears, and then prompts you to select either File Transfer or Document Manager.



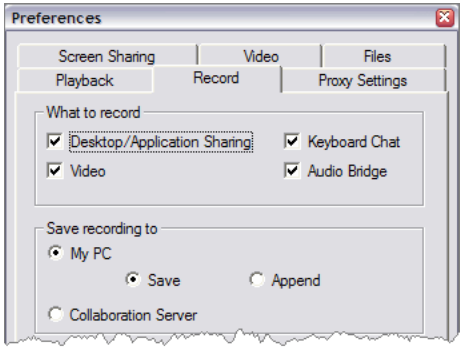
Playback

The following settings appear on the Playback tab for video playback options:

- Select either **Broadcast** (default) or **Preview**.
- Select **Loop continuously** to repeatedly show the playback video. By default, this check box is cleared.



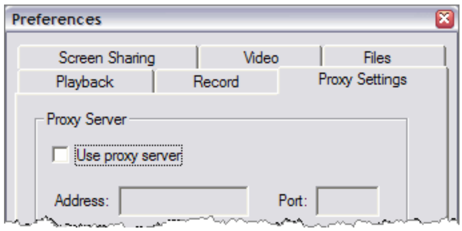
Record



The following settings appear on the Record tab:

- **What to record**: Records and saves files associated with the selected features. By default, all of the features available to you are selected.
- **Save recording to**: Sets the location where the recordings are saved.
  - o *My PC*: Select either **Save** a recording to a new file or **Append** a recording to an existing file, locally on your computer. By default, the recording is saved locally to a new file.
  - o *Collaboration Server*: Saves a recording to the AWC server. When a recording is saved to the server, you can specify who has access to the file. Select **Limit Access**, and then type the e-mail address of those you want to allow access to the recording.

Proxy Settings



The Proxy Settings tab **Use proxy server** allows you to type an IP address and port number for the proxy server that the Collaboration Client is using to connect to the AWC server. By default, this check box is cleared.

Invite

The Invite button on the Host console menu bar opens a dialog box to send out a meeting invitation for a Web conference that is in-progress.

To invite participants to a Web conference:

1. Click **Invite** from the Host console menu bar. The invitation dialog box appears.
2. Type the e-mail address of the participant you want to invite. To invite more than one participant, press **ENTER** after each e-mail address.
3. Click **Send Invitation**. An e-mail invitation to the Web conference in-progress is sent to the persons selected.

Recorder

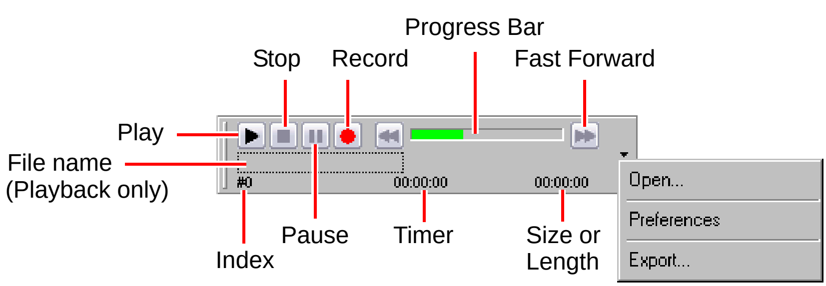
The Record and Playback option records selected features for playback at a later time. Recorded sessions can be made available for attendees to play back whenever they want to view the recorded session. To pre-record a session for playback, see “Collaboration Player” on page 63.

The meeting host can choose what is to be recorded from the following:

- Desktop/Application Sharing
- Video
- Keyboard chat
- Audio Bridge

NOTE	You cannot change settings after the conference begins.

Recordings can be saved on the AWC server, on your computer (default), or local network. You can play back recorded meetings stored locally by selecting the playback option on the Record and Playback control panel (shown below). Recordings stored on the AWC server, allow other users to access and view the recorded session.



The following options are available on the Recorder:

- **Play**: Starts the playback of an existing file. When Recorder is first open no file is loaded. Click **Play** to browse and open an existing file. After a file is opened, click **Play** to playback that recording.
- **Stop**: Ends the current recording or playback of the recording.
- **Pause**: Pauses the recording or playback of the current recording. During recording, click **Pause** to pause the recording. When paused, click **Record** to resume recording.
- **Record**: Starts a recording. If a recording is not currently loaded, you are prompted to provide a name for the recording file. If a recording is currently loaded, you are prompted to replace the existing file. The recording and playback files are saved as `.lrec` files, which is a proprietary format. Select **Export** from the Recorder menu and save as a different format.
- **Progress Bar**: Indicates the position in the current recording or playback.

NOTE	Because the file length is unknown during a recording, the Progress Bar cannot accurately indicate the position in the file. In this case, when the progress bar gets to the end, it moves back to the halfway position, and then continues moving to show progress of the recording. This is repeated until the recording is stopped.

- **Fast Forward**: Advances the recording playback ahead. Click once to step the file ahead one frame at a time. Click and hold the mouse button down fast forwards the recording until the mouse button is released. Available only during playback.
- **Index**: Shows the number of the current frame displayed during recording and playback.
- **Timer**: Shows the elapsed time. When recording, it indicates the amount of time since recording was started. During playback, it indicates the elapsed time from the start of the recording.
- **Length**: When recording, displays the size of the file in kilobytes. During playback, displays the total length (in hours, minutes and seconds). Total length of time of the playback.
- **Open**: Prompts for location of file to play.
- **Preferences**: Displays tabbed pages for Playback and Record options. For details about these options, see “Preferences” on page 41.
- **Export**: Select an existing .lrec file and export as a different file type.

To start a recording:

1. Click Recorder – **Show Recorder**. This opens the Recorder tool.
2. Click  to start recording.
3. Type a name for the recording.
4. Click  to end and save the recording to a desired location.

Host Controls

Besides the default viewer features, there are other additional Web conferencing features that are accessible from the Host console view window. The following features are described in this section:

- “Host Control Buttons” (below)
- “Desktop Sharing” on page 47
- “Application Sharing” on page 51
- “Giving Screen Sharing Control to an Attendee” on page 55
- “Using File Transfer” on page 56
- “Giving Host Control to an Attendee” on page 56
- “Using Document Management” on page 58
- “Using Broadcast Video” on page 59
- “Using Polling” on page 60
- “Using Co-Browse” on page 62

NOTE	Administrators determine what features are available to users. If any of the features described in this section are not available to you, contact your AWC administrator for assistance.

Host Control Buttons

The buttons at the top of the Host console allow you select a Web conferencing feature. Click the button on the Host console to select the feature. The button changes to indicate that the feature is active, as shown in the example below for Video. A new pane appears in the Host console when Video or Polling is selected. Click the button again to turn off the feature.

Desktop Sharing

You can use Desktop Sharing to show your desktop to all attendees during a Web conference.

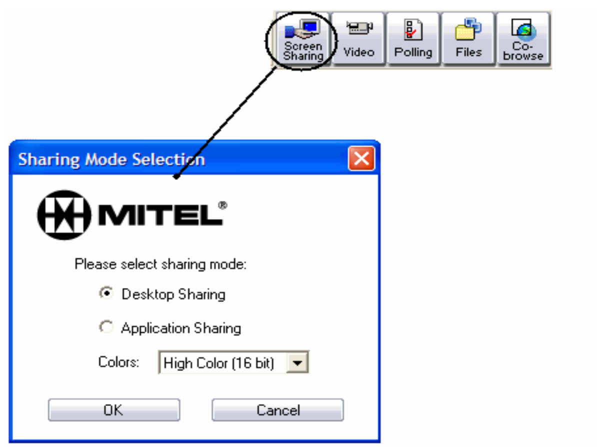
NOTE	Desktop Sharing does not support the use of dual monitors. Only the primary monitor view is used to display Desktop Sharing.

To use Desktop Sharing:

1. Click **Screen Sharing** from the Host console. The Sharing Mode Selection dialog box appears.
2. Select **Desktop Sharing**.

NOTE	If the Sharing Mode Selection dialog box or Desktop Sharing does ***not*** appear, refer to “Preferences” on page 41 and check your settings.

In this dialog box, you can also change the color settings for the meeting by selecting from the **Colors** list.

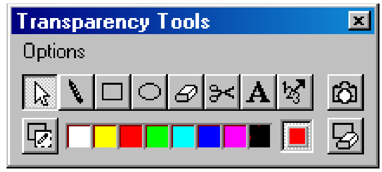


3. Click **OK**. The Screen Sharing Viewer appears. At the bottom of the Viewer is the set of host Desktop Sharing controls. These controls are described in the table on page 48.

Icon	Description/Use
	Move Screen Sharing Window: Allows you to click and drag your Screen Sharing window to a location anywhere on your desktop.
	Pause: Pauses the screen sharing broadcast. When paused, the icon changes to . Click the icon again to resume Screen Sharing.
	Draw Mode: Sets the Web conference desktop to draw mode. When selected, you can draw on the desktop with your mouse. After the draw mode is enabled, the icon changes to . Click the icon again to toggle back to cursor mode. In cursor mode, you can select items within the screen sharing window.
	Display Transparency/Hide Transparency: Temporarily hides all annotations made on screen. This will also toggle draw mode off. When in draw mode, the cursor appears as a pen and will not allow the user to click on anything. To get the cursor back, either turn off the transparency, or toggle back to cursor mode. To remove the hide transparency, click the **Display/Hide Transparency** icon. After the item is shown, it can be selected.
	Show Transparency Tools: Displays drawing options such as Font, Line Thickness, Square, Circle, Cut/Move, or Color Selector. Refer to the table on page 49 for details about transparency tools.
	Hide Desktop Icons: Hides all desktop icons. Click again to show the icons.
	Snapshot: Saves an image of what currently appears on your Screen Sharing window. It saves the bitmap locally on your hard drive. The first time you click Screen Sharing Snapshot, a browse window appears to select the directory where you want the snapshots saved. If you want to change the snapshot directory later, open transparency tools and click **Options**. From the menu, select **Set Snapshot Dir**.
	Erase Transparency: Clears everything drawn or written on your transparency and anything added by participants that had whiteboard tools enabled. After it is erased, you cannot bring it back to your drawing.
Settings	**Settings**: Opens a menu with additional Screen Sharing options. The menu has screen options such as Full Screen, Restore Viewer, Standard Sizes (to resize the Viewer), Colors, Display Layered Windows, and Restore Acceleration (when video hardware has been disabled by screen sharing). The menu also offers another way to access transparency options such as Hide Transparency, Erase Transparency, and Transparency Tools.
	Close: Closes the Screen Sharing window.

Transparency Tools

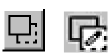
When you click  in your Screen Sharing control area, the Transparency Tools window appears.



The Screen Sharing desktop has two modes, cursor mode and draw mode:

- **Cursor mode**: Use the cursor to select objects on the screen. The cursor mode is the default.
- **Draw mode**: The cursor becomes the drawing tool that allows drawing, annotating, or writing on the transparency.

When selected, the Screen Sharing transparency allows you to draw, add notations, and add text on top of the existing screen.

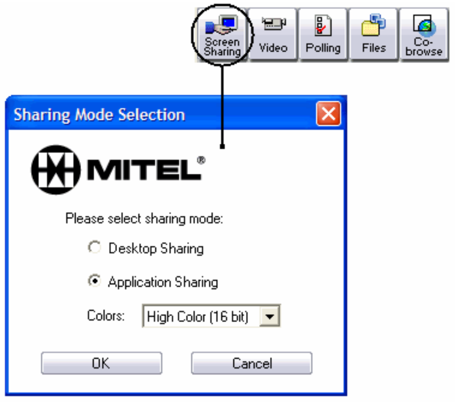
Icon	Description/Use
	**Hide Transparency/Display Transparency**: Toggles between hide and display transparency. Select Hide Transparency to temporarily hide everything that you have drawn or written on your transparency. Click again to bring your drawing back.
	**Cursor Mode**: Sets the Screen Sharing window to cursor mode.
	**Draw Mode**: Sets your desktop to draw mode. Click any drawing tool on your Transparency Tools set to switch the Screen Sharing window to draw mode. After you end the Web conference, your drawings or notations disappear. If you want to save what you see on your screen, press **Print Screen** on your keyboard. Open Paint (or a similar application), paste and save the image as a bitmap. Right-click in the Screen Sharing window to return to cursor mode.
	**Rectangle Tool**: To draw rectangles: 1. Click the icon, and then click the point on your desktop where you would like to start drawing a rectangle. 2. Drag the cursor to size the rectangle.
	**Ellipse Tool**: To draw an ellipse: 1. Click the icon, and then click the point on your desktop where you would like to start drawing an ellipse. 2. Drag the cursor to size the ellipse.
	**Eraser Tool**: To erase, click and drag the tool to remove parts of a drawing.

Icon	Description/Use
	**Cut Tool**: To create the cut box: 1. Click the cut tool and the cross hairs appear. 2. Move the cut tool cross hairs to a point where you would like to start your cut box. 3. Hold your mouse button down as you drag the cursor diagonally until the cut area covers what you want to capture in your drawing. 4. Press the **Delete** key to delete the cut box contents. To move the cut box and contents: 1. Move the cursor over your cut area. The cross hair cursor becomes a cross hair cursor with arrows. 2. Hold your mouse button down and drag the cut box to the desired location.
	**Text Tool**: To add text to your transparency: 1. Move the text box by dragging it to the desired location, and then enter your text. 2. Click outside the text box. Your text is set on your transparency and can only be moved with the cut tool.
	**Notation Tool**: To add notations, click this icon, and then click a point of interest on your screen. Each time you click, the number that appears with the arrow increments by one.
	**Snapshot**: To take a snapshot, click this icon to save a bitmap image of what currently appears on your Screen Sharing window. It saves the bitmap on your hard drive.
	**Erase Transparency**: To erase transparency, click this icon to clear everything you have drawn or written on your transparency. After it is erased, you cannot bring it back to your drawing.
	**Color Palette**: To select color options, click this icon, and then select a color for lines, text or notations.
	**Close**: Closes the Transparency Tools.

Application Sharing

To use Application Sharing:

1. Click **Screen Sharing** on the Host console. The Sharing Mode Selection dialog box appears.
2. Select **Application Sharing**, and then click **OK**.



The Application Sharing window shows all running applications for the meeting host. When an attendee logs into the meeting, they will see a gray screen until the host selects which application(s) they would like to show in the application window on the client screen.

When using Application Sharing, note the following:

- After you select an application, only that application will be shared. If another application (which is not shared) is covering the shared application, a wallpaper will cover where the non-shared application overlaps the shared application.
- To have an application appear in the Application sharing window, select the application so that a check mark appears. The application then appears in the client's application window.
- Through Application Sharing, the host can give attendees the ability to use remote control or whiteboard features. After choosing Application Sharing, the host goes to the Attendees Pane and can provide one or more attendees with either the pencil (white board tools) or mouse (remote control), or both.
- Initially a list of running applications appears, and one or more may be chosen to be shared. If an application is started or closed after Application Sharing has been initiated, click the Refresh List icon to update the list.

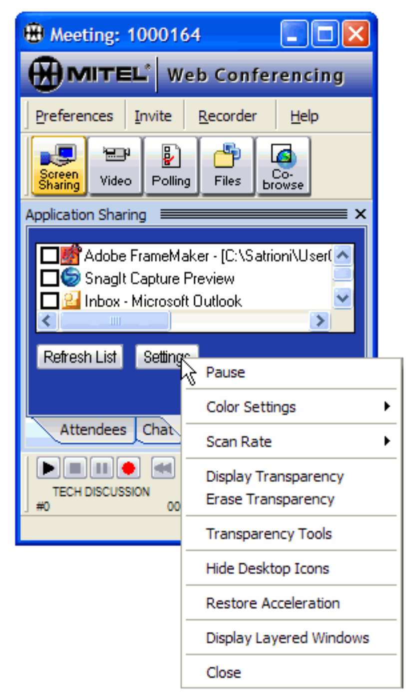
NOTE	If there are multiple applications running on the desktop, it is important to minimize any application that is not being shared within the Application Sharing window. If a nonshared application appears in the foreground, it is masked out with AWC graphics and will block the view of the shared application.

- After everyone can see the shared application, the host can allow individuals or all attendees to use the application by giving them remote access. The host can give one or more attendees remote access by selecting their names in the attendee list and clicking the remote control icon to the right of the attendee's name. A mouse icon will appear next to their names if they access the shared application remotely. Giving a participant remote access allows them to simultaneously control the application running on your desktop.

NOTE	Giving more than one participant remote control at the same time may cause problems if one person moves the mouse while another person tries to type.

Application Sharing Settings

You can access Application Sharing settings through the Settings icon on the viewer frame. In the following example, several applications are running so they appear in the list of applications that can be shared. The attendees in the conference can see what is done within an application on the desktop after the host selects the check box next to the application. To stop Screen Sharing, click the Screen Sharing icon.



Click **Settings** to set properties (color settings, scan rate, or other properties) and functions (Hide Desktop Icons, Restore Acceleration, or other functions).

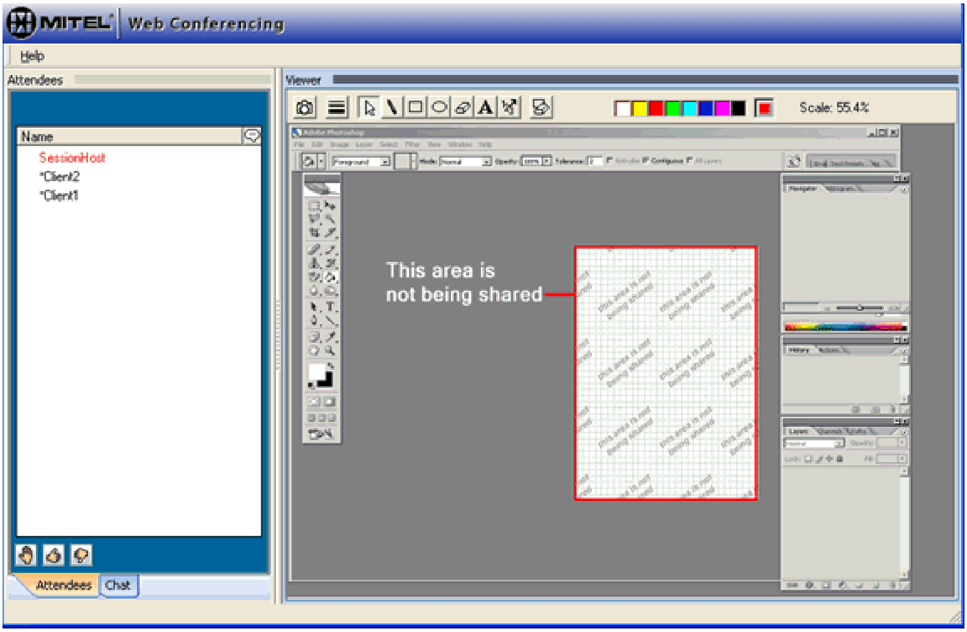
- **Pause**: Stops sending information to the attendees. Upon choosing this option, the image broadcast via Screen Sharing will become a snapshot of that area at the time Pause was clicked. Additionally, the Pause menu option will change to Broadcast. Clicking on Broadcast resumes the dynamic updating and broadcasting of the Screen Sharing image.
- **Color settings**: Selects the number of colors to use. The available choices are 256 color, High Color (16 bit) and True Color (24 bit). Higher color settings translate into a better image on the attendee computers, but it also uses more bandwidth.
- **Scan Rate**: Determines how frequently the Screen Sharing window is checked to determine if anything has changed. The options are Low, Medium and High. The higher the value, the more often the Screen Sharing window is refreshed. High values equate to greater smoothness of motion on the screen, where as low values can equate to uneven motion.

- **Display Transparency**: The Screen Sharing area operates as if a transparent sheet (or layer) were placed over the screen content. You can mark up the transparent layer using the Transparency Tools. When selected, the Display Transparency setting shows what is on the transparent layer. When displaying transparency, the menu option changes to Hide Transparency.
- **Erase Transparency**: Erases all items on the transparency.
- **Transparency Tools**: Turns on the tools, which are almost the same in function as Whiteboard tools. Transparency Tools provide two extra items: The Cut tool and the Hide/Display Transparency icon.
  - *Cut tool*: Cuts out the data within a specified area of the transparent layer and deletes or moves it. To do this:
    a. Click the Cut tool icon, and then click the point on your desktop where you would like to start the rectangular cut region.
    b. Diagonally drag the cursor to the location where you want to place the opposite corner of the cut region. A gray rectangle with a dashed outline appears.
    c. Press the **Delete** key to delete the region and its contents.

       Do either of the following:
       - Place the cursor outside the cut region and click cancel to cancel the cut operation.
       - Place the cursor within the cut region to display the Move icon. With the Move icon displayed, click and drag to move the region. Release the mouse button to place the region and its contents at the current location.
  - *Hide/Display Transparency icon*: Accomplishes the same functionality as the Display Transparency and Hide Transparency settings mentioned on the previous page.
- **Hide Desktop Icons**: Hides icons displayed on the computer desktop. When icons are hidden, the Settings icon has an option to Show Desktop Icons.
- **Restore Acceleration**: Use this option to reset the graphics hardware acceleration back to the setting it was before starting Screen Sharing. Afterward, the option will change to Disable Acceleration. AWC will attempt to disable the Windows graphics hardware acceleration to maximize compatibility for Screen Sharing (Desktop or Application Sharing). If AWC is successful, the Restore Acceleration menu option will appear. If AWC is not able to disable the graphics hardware acceleration when starting Screen Sharing, there will not be any option for Restore or Disable Acceleration.

- **Display Layered Windows**: Allows objects that are displayed on any layer, other than the first layer, to be shown. Layered windows also allows objects to be displayed on different layers, and it can produce interesting effects. In Web conferencing, the Screen Sharing window only sends information from layer 1. If an application is using layered windows, items appearing on other layers will not be visible within the Screen Sharing window. Choosing Display Layered Windows views all layers, not just layer 1. This allows more information to be shown, but it does cause Screen Sharing to do more work and it can impact performance. This option is always enabled.

  If an unshared application window appears on top of a shared application area, the area displays an image indicating the area is not shared. An example is shown below.



- **Close**: Exits Application Sharing.

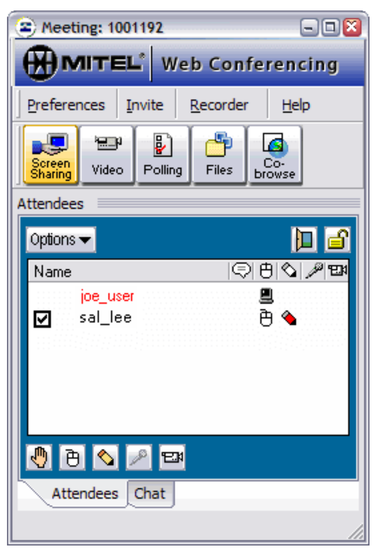
Giving Screen Sharing Control to an Attendee

As the host, you can share your desktop or application with the attendees during a Web conference, and then give someone else control. When an attendee has control of the desktop or application, they can use their mouse and keyboard as if they were on the host's computer.

To give control of your desktop or application to an attendee:

1. On the Host console, click the **Screen Sharing** button to share your desktop (page 47) or application (page 51). The icon appears next to your name when Screen Sharing is selected.
2. From the attendee list, select the check box next to the name of the attendee to whom you are giving control.
3. Click the icon at the bottom of the Attendees tab to give control to the attendee. The icon appears next to their name in the attendee list. Click the icon again to take control back from the attendee.
4. Click icon at the bottom of the Attendees tab to allow control of the Desktop Sharing (Viewer) tools (see page 47). Click the icon again to take away control of the Desktop Sharing tools.

In the example below, Screen Sharing is selected and the attendee has desktop control and control of the Desktop Sharing tools.



Giving Host Control to an Attendee

During a Web conference, you can transfer host control to an attendee and allow them to temporarily run the meeting. All of the control tools normally available only to the host such as desktop sharing, application sharing, file transfer, and video are available to the select attendee. At any time during the meeting, the host can retake control of the Host console.

To transfer control from the host to an attendee:

1. On the **Attendees** tab, select the check box next to an attendee.
2. From the Options menu **Options**, select **Transfer Hosting Capability**. The attendee now controls the Host console and the host sees the Client console.

   The attendee with Host console can transfer control to another attendee, or give back control to the meeting host.

To restore control from an attendee:

1. In the console window on the Attendees tab (original host only), select the check box next to the attendee that has host control.
2. From the Options menu **Options**, select **Restore Host Control**. The Host console is returned to the original meeting host.

Using File Transfer

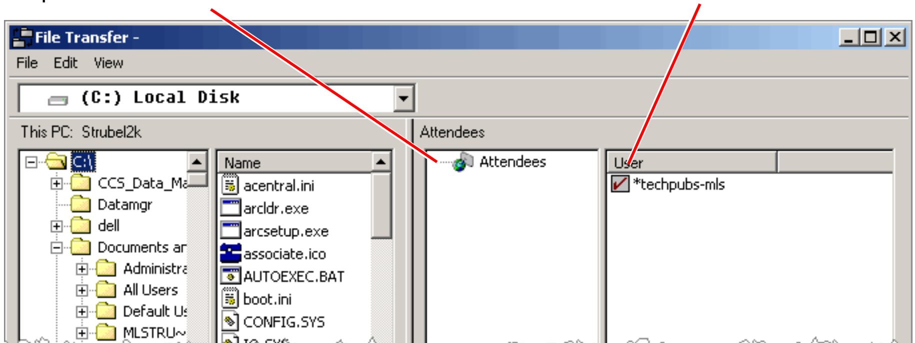
File Transfer allows a host to distribute a folder or file to some or all attendees in a meeting.

NOTE	The maximum file transfer size is 300MB. Exceeding this limit could cause AWC to lockup or drop the connection.

To use File Transfer:

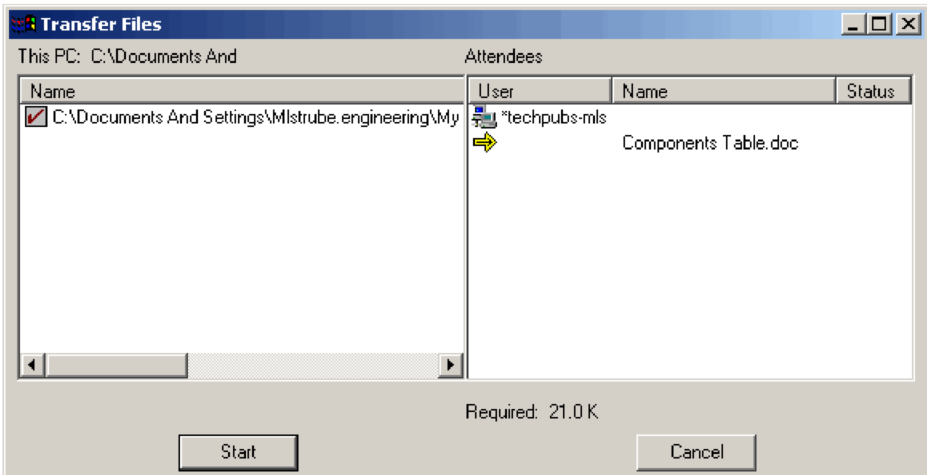
1. Click **Files** from the Host console tool bar.
2. Select **File Transfer** from the dialog box. If you do not want an attendee to receive your folder or file, clear the box next to the attendee's name in the User list.

Drop file or folder here. Select check box for attendees to receive file.



To transfer a file:

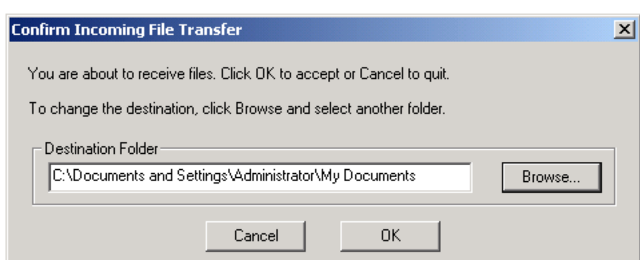
1. Select a file or folder on your computer, shown in the left panel.
2. Drag it over the Attendees icon to distribute the file or folder to your session attendees.
3. After you drag the folder or file over the Attendees folder, you see a Transfer Files dialog box, as shown below.



4. Click **Start** to begin the file transfer.

   The meeting attendee receives a dialog box, as shown in the example below, where they can choose the location to save the file being transferred. When the attendee clicks **OK**, the folder or file is transferred to the attendees's computer and the status in the Transfer Files displays “complete.” Click **Done** to close the status window.

   If the attendee refuses the file transfer by clicking **Cancel**, the status displays “Canceled.” Click **Done** to close the status window.



5. When you are finished sending files, click **OK**.

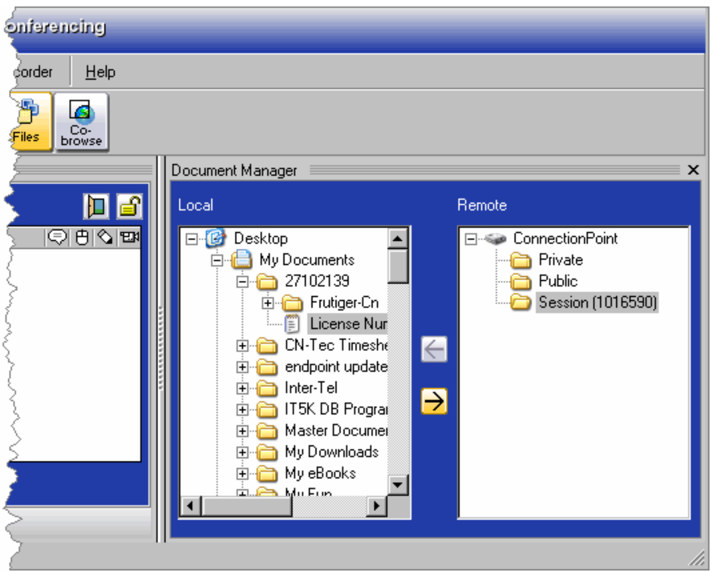
Using Document Management

The Document Manager allows you to copy files and folders on your computer to and from the AWC server. The Document Manager shows your computer (Local) in the left window and in the right window are files and folders on the AWC server (Remote) to which you have access. Use and to manage files on the server and your computer.

Accessing the Document Manager

To access Document Manager:

1. Click **Files** from the Host console tool bar.
2. Select **Document Manager** from the dialog box, and then click **OK**. The Document Manager window appears, as shown in the example.

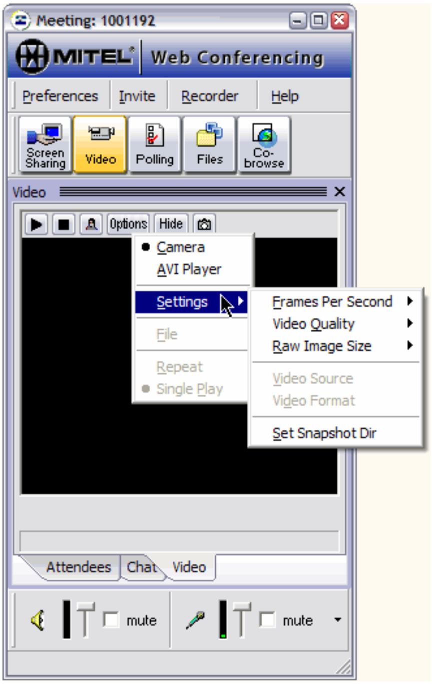


3. Select a files to copy, and then select the destination folder.
4. Click the highlighted arrow icon to copy the file to the destination.

When using Document Manager remember the following:

- Right click your mouse on files and folders to see options such as Properties, Copy, Paste, Rename, Delete, Refresh. You can also create new folders on the AWC server.
- Only the host can alter (rename, delete) existing files using Document Manager.
- You cannot open a file from Document Manager. You must copy the file from the AWC server, and then save it to your computer before you can open it.
- Hard drive space limits the size of documents that can be stored on the AWC server.

Using Broadcast Video



To open your video conferencing window, click **Video** in the control panel. When you start video conferencing, the monitor is blank until you click the **Preview Video** button. It may take a second or two to initialize the camera. If your camera is properly installed, your video transmission appears in the Video conferencing monitor. Preview allows you to make any necessary adjustments to your camera before you broadcast video.

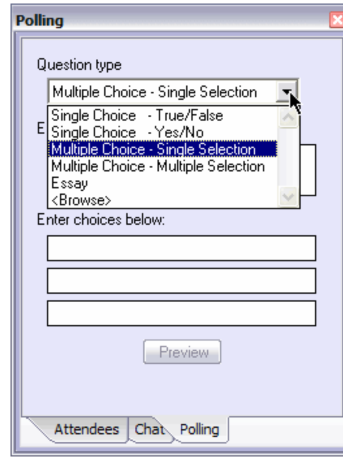
Click **Options** to see the following menu bar options:

- **AVI Player**: Allows you to select and preview saved video files (`.au`, `.avi` and `.wav` formats).
- **Settings**:
  - o *Frames Per Second*: The higher the number of frames per second, the smoother the video motion (more data is sent).
  - o *Video Quality*: Your choices are Good, Better, and Best.
  - o *Raw Image Size*: 176 x 144 or 352 x 288.
  - o *Video Source*: Video Source is unavailable until you start capturing video. To start capturing video, click **Broadcast**. After you begin sending video, select the Video Source option to make changes to your camera setting. Because they depend on the camera driver, the Video Source tabbed pages are typically different for each camera. If you have more than one video camera connected to your computer, the Capture Source page allows you to select the video camera you want to use.
  - o *Video Format*: Select the capture format.
  - o *Set Snapshot Dir*: Select the directory where all Snapshot pictures will be stored.
- **File**: Select a file to play. Formats include `.au`, `.avi` and `.wav`.
- **Repeat** or **Single Play**: You can choose to either repeat the video several times or to play it only once.

Using Polling

To access User Polling:

Click the **Polling** button  on the Host controls toolbar. The Polling window appears.

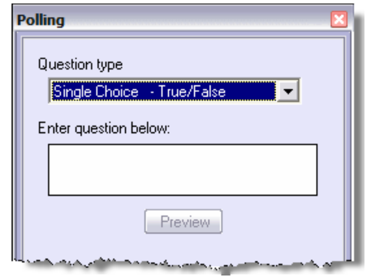


All the polling questions share the same process. The difference is how you word the questions.

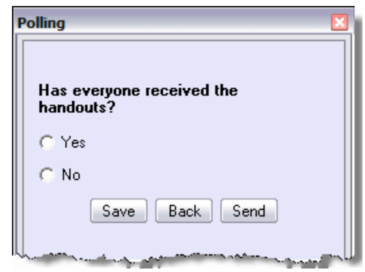
To create polling questions:

1. Select the type of poll question, and then click **Next**. The types are as follows:
   - **Single Choice – True/False**: You compose a question you want to ask the attendees of your meeting that can be answered either with True or False.
   - **Single Choice – Yes/No**: You compose a question you want to ask the attendees of your meeting that can be answered either with Yes or No.
   - **Multiple Choice – Single Selection (Default)**: You compose a question along with a selection of possible answers. The attendees of your meeting are allowed to choose only one of the answers from the selection of answers.
   - **Multiple Choice – Multiple Selection**: You compose a question along with a selection of possible answers. The attendees of your meeting are allowed to choose one or more of the answers by selecting the answers with a check mark.
   - **Essay**: Compose a question without a selection. You have the option to provide an answer for the question. However, when the question is sent, only the question is viewable to the attendees.
   - **<Browse>**: This option allows you to open a saved poll question to show to your meeting attendees. You can save the polling questions you create for later use when you are previewing your question by clicking the **SAVE** button, which saves the question as a `*.poll` file.

2. Type your question in the text box. Depending on the question type, you may need to provide additional information. In these examples, the Single Choice – Yes/No option.



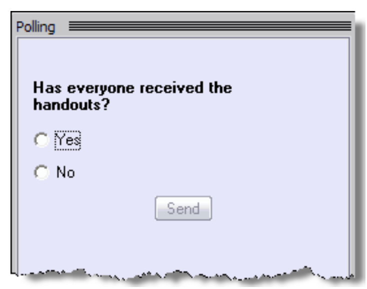
3. Click **Preview**. An example is shown in the second screen at right.



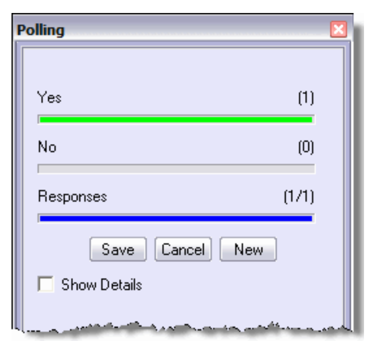
NOTE	On the preview screen, the ☐ character represents where you pressed **Enter**. If you do not press **Enter**, the text wraps to the next line.

If you want to change the poll or question, click **Back**, make your correction, and then click **Preview**.

- Click **Save** to save your poll question. Specify the location and type a file name, using the default, `.poll`, for the extension.
- To send your poll to attendees, click **Send**. The third example at right shows what the attendee sees.



As participants send their poll answers, the host sees the Results window, as shown in the fourth example at right.



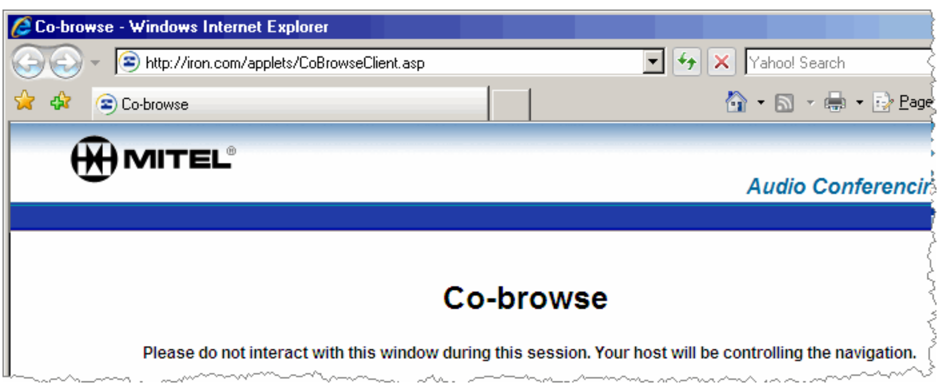
4. If you want to save your poll results, click **Save** and then type a file name for the results. The format for the results file is plain text (`.txt`).

Using Co-Browse

When you start the Co-browse control, a browser window opens on your desktop and also on the desktops of the attendees in your Web conference. As the meeting host, after you start browsing the Internet, every Web page you view appears on the co-browse windows of your meeting attendees.

When you close your host Co-browse window, you are prompted with the option to allow the browser windows to remain open on the attendee's desktops or to close them. After you close your host browser and you allow the attendee browser windows to remain open, the attendees then have control over their browser window can continue browsing the Internet on their own.

NOTES	• Co-browse only works with Internet Explorer® and is ***not*** supported with other Web browsers. • Attendees maintain control of their browser and should not navigate on their own. However, if an attendee navigates away whenever the host clicks on a link, they are redirected to the same page as the host. • Clients are taken to the same URLs as the host. Web pages that use dynamic URLs will ***not*** work.



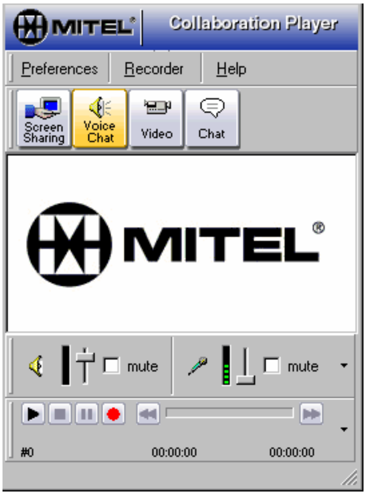
Collaboration Player

The Collaboration Player enables clients to make a recording off-line without having to be logged on to the AWC server. The client can actually simulate a session, record it, and play back the recording without being connected to the Internet. You can also use the stand-alone player to play back recordings that were created during a meeting. For more details about recording a session, see "Recorder" on page 44.

NOTE	When Port Reservations is enabled, you cannot play back recordings directly from the Published Recordings area; recordings must be downloaded and saved locally.

To launch the Collaboration Player:

Select Start – Programs – Mitel Collaboration – **Mitel Collaboration Player**.



The Collaboration Player includes the following features that can be recorded:

- **Desktop Sharing** (Screen Sharing): Record your desktop.
- **Application Sharing** (Screen Sharing): Record applications being shared.
- **Voice Chat**: Record your voice using a microphone connected to your computer.
- **Video Conferencing**: Record a video. When you select Video, Voice Chat is automatically initiated by default. To change the default setting, go to Preferences – **Video**, and then clear the check box **Start Voice Chat automatically when Video is initiated**.
- **Chat**: Type text to display during the recording. Because the Collaboration Player is an off-line recorder, you can add text to the recording by clicking the Chat icon and then typing text that speaks to a specific portion of the recording.

Troubleshooting

This section provides some basic troubleshooting information.

Cannot Connect to the AWC Server

It should be noted that some third-party security, anti-virus, or firewall suites may cause problems with connections to AWC and may interfere with installation of the Collaboration Client on your computer. Because of the variety and diversity of these third-party applications, it is not feasible for Mitel to maintain specific instructions on configuring each of these to work with the Mitel Collaboration products. If you cannot connect to the AWC server, contact your local network administrator or IS personnel.

Mitel does not recommend that you disable your security, anti-virus or firewall programs. However, it may be necessary to temporarily disable your anti-virus software and allow the download and installation of the Collaboration Client, which must be installed for Web conferencing.

Cannot Use Features - Returns to Log On Screen

If the system allows you to log onto your account, and then returns you to the log on screen when you select a feature on the page, the URL you are using to access AWC is probably incorrect. Contact your AWC administrator for the correct URL, and then try again.

Cannot Create Conference after Logging On

Capitol letters in the username allow you to log on, but will not allow you to create a conference successfully. Make sure you log on using lower case characters for example, joe_user@mycompany.com.

Conferencing Issues from Remote User Locations

Users that are accessing the AWC remotely (outside the company firewall) could experience audio or Web Conference delays depending on the bandwidth or network issues at the remote user's location. Remote users have at least 256kbs of bandwidth available to use all features provided by AWC. This amount of bandwidth also covers a remote user connecting to AWC with an IP endpoint at the same remote location.

The resolution for these types of issue is make sure you have the required bandwidth and isolate any network issues you may have with your local ISP provider. Ports 443 and 80 are required to be open when connecting to AWC remotely.

Scheduled Conferences Off by One Hour

Recurring conferences are off by one hour, which results in users not being able to join the conference at the expected time. However, the leader/host sees the originally scheduled time when viewing the conferences details.

AWC currently does not automatically adjust to the effects of Daylight Savings Time (DST). The conference leader/host must modify the scheduled time using the Change Details feature for the affected conference. To change the scheduled conference time, refer to "Modifying a Conference" on page 17. You must modify the conference and reschedule the meeting time after the change to DST to have the desired effect.

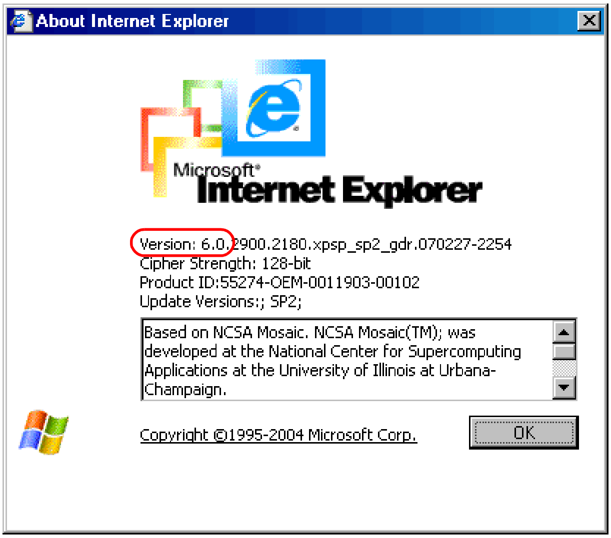
Internet Explorer Configuration

The following procedures describe setting up Internet Explorer options. Other browsers may have similar settings as those described here.

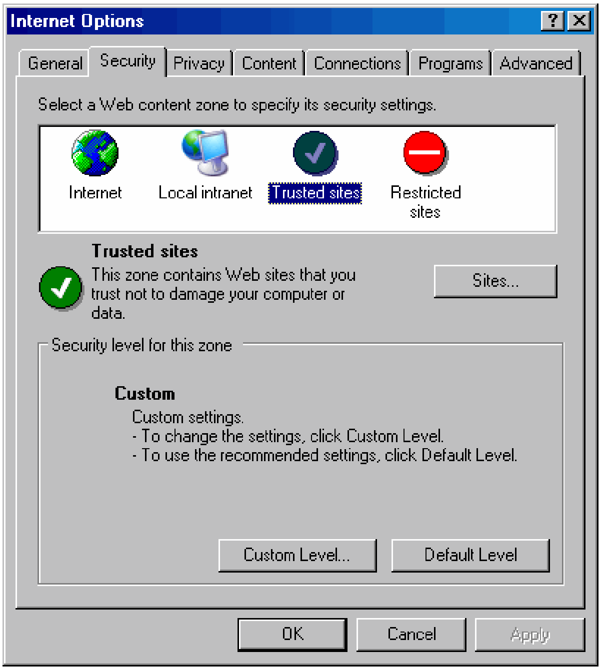
Add AWC Server to Trusted Sites List

Do the following:

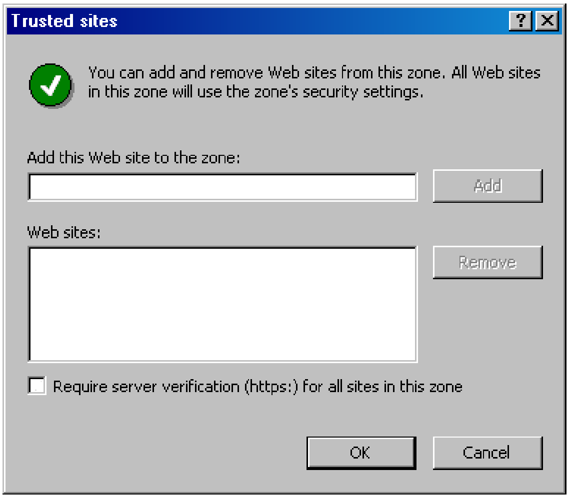
1. Verify that the version of Internet Explorer you are running is 6.0 or later. Within Internet Explorer click **Help**, and then click **About Internet Explorer**. This displays the version you are running.



2. From Internet Explorer, go to the Tools – **Internet Options** (or go to Control Panel – **Internet Options**), and then click the **Security** tab.



3. Select **Trusted sites**, and then click **Sites**.

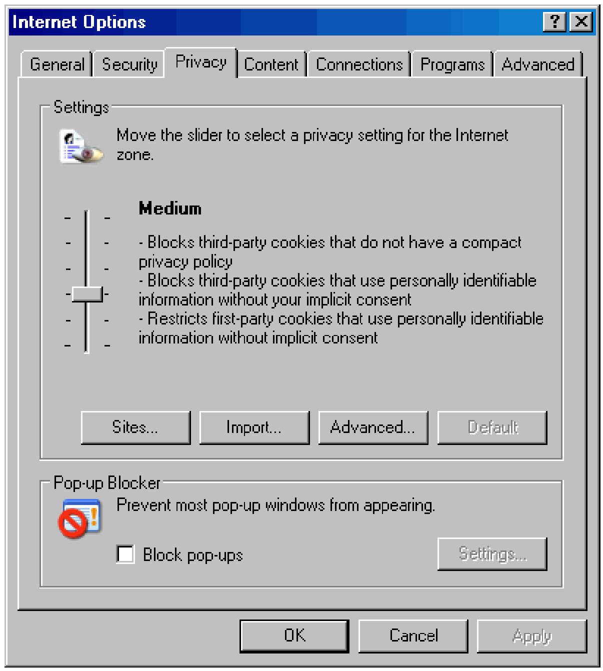


4. Type the IP address or URL of your AWC server, and click **Add**. You may need to clear the **Require server verification (https:) for all sites in this zone** check box at the bottom of the screen. Click **OK**.

Configure Internet Privacy Settings

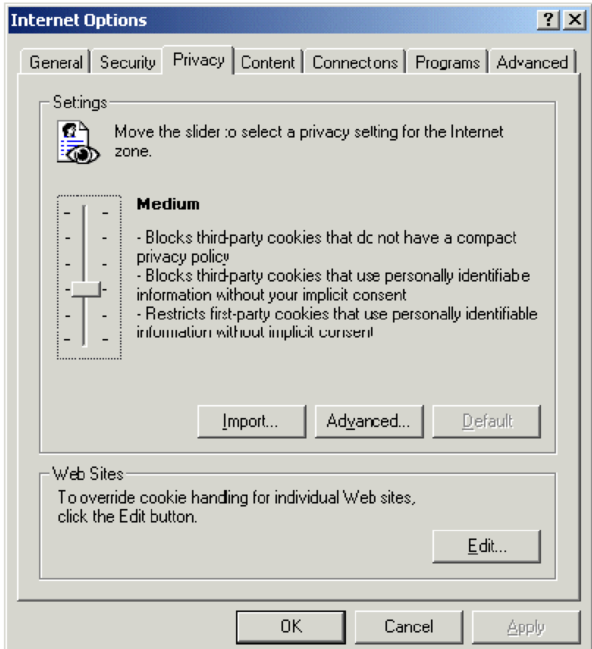
Do the following:

1. From Internet Explorer, go to the Tools – **Internet Options** (or go to Control Panel – **Internet Options**), and then click the **Privacy** tab.



2. Click **Advanced**, and then set Advanced Privacy Settings as indicated in the figure below. Click **OK**.

Windows XP Users: If you have the most recent updates for Windows XP, the Sites button appears on the Privacy tab. Click **Sites** to view Manage Sites options.



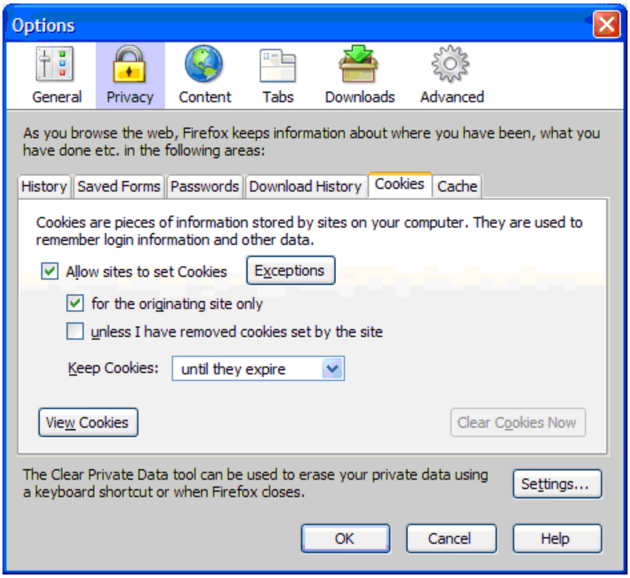
3. **Manage Sites**: Add the AWC site as a Trusted site. Adding AWC as a Trusted site will allow cookies to always be set. Type the IP address or URL of your AWC server, and then click **Allow**.

Firefox Configuration

Use the following instructions to set up Firefox v2.0 to work with AWC.

Configure Internet Privacy Settings

1. On the Firefox menu, click Tools – **Options**.
2. Click the **Privacy** tab. The following dialog box appears.



3. Do one of the following:
    - If **Allow sites to set Cookies** and **for the originating site only** check boxes are selected, no changes are needed. Continue with step 5.
    - If **Allow sites to set Cookies** and **for the originating site only** check boxes are not selected, click **Exceptions**. The following dialog box appears.

4. Type the address of your AWC Web site, for example, **`awc.mycompany.com`**, and then click **Allow**.
5. Click **Close** to return to the Options window, and then **OK** to close the Options window.

Index

P

R

S

T

U

V

Part No. 835.3213
Issue 3.5, July 2008