

Audio Web Conferencing User Guide

The AWC product allows you to schedule and manage Audio and Web Conferences using a Web-based interface.



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Getting Started

The instructions in this user guide are for using the Audio and Web Conferencing (AWC) product. The instructions in this section provide some basic information so you can start using AWC.

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

To use AWC and the Collaboration Client application, your computer must meet these requirements:

Component	Requirement
Hardware	1 GHz processor or higher with 512 MB RAM or higher. These are minimum requirements for this application to run on your computer. Performance may decline as you open more applications and run them in conjunction with AWC.
Operating System	<ul style="list-style-type: none">• Windows XP Home Professional, and Media Center with Service Pack 3 (SP3)• Windows Vista™ Home Basic, Home Premium, Business, Ultimate, and Enterprise with SP2• Windows 7 Home Premium, Professional, and Ultimate
Web Browser	<ul style="list-style-type: none">• Internet Explorer® (IE) 7.0 and 8.0• Mozilla® Firefox® 3.0, 3.5, and 3.6
E-mail Client	<ul style="list-style-type: none">• Microsoft Outlook® 2003, 2007, and 2010• Lotus Notes® 8.0 and 8.5
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 into AWC.

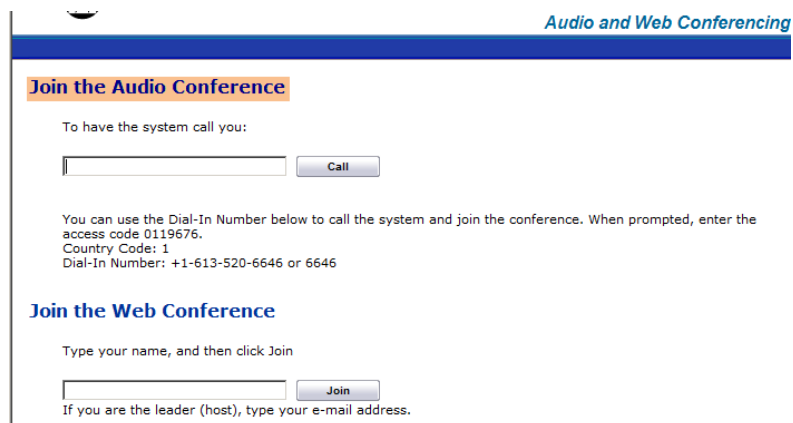
The URL is: awc.carleton.ca



The screenshot shows the 'Welcome' page of the Carleton University Audio and Web Conferencing system. At the top, there is a header with the Carleton University logo on the left, a 'Login' link in the center, and the text 'Audio and Web Conferencing' on the right. Below the header, there are two tabs: 'Welcome' (selected) and 'Published Area'. The main content area contains several interactive elements: a 'Type the conference number:' label with a text input field and a 'Join' button; a 'Test Browser Connection' label with a 'Test Browser' button; and a 'Preferred User Language:' label with a dropdown menu currently set to 'English (United States)'. In the center of the page is a large Carleton University logo featuring a red maple leaf over an open book.

The following options are available from the Welcome Page:

- **Join a conference** by entering the conference number: Nonregistered and registered users can join a conference by entering a valid conference number. [Entering the conference number brings up the 'Join the Conference' page.]



The screenshot shows the 'Join the Audio Conference' page. At the top, there is a header with the text 'Audio and Web Conferencing'. Below the header, there is a section titled 'Join the Audio Conference'. This section contains a 'To have the system call you:' label with a text input field and a 'Call' button. Below this, there is a paragraph of text: 'You can use the Dial-In Number below to call the system and join the conference. When prompted, enter the access code 0119676. Country Code: 1 Dial-In Number: +1-613-520-6646 or 6646'. Below this text, there is a section titled 'Join the Web Conference'. This section contains a 'Type your name, and then click Join' label with a text input field and a 'Join' button. Below this, there is a label: 'If you are the leader (host), type your e-mail address.'

- **Test Browser:** Checks if the required components to join a Web conference are installed on the computer. If this test detects that the latest components are missing, there will be a prompt to install them. If the test is successful, continue to the Web conference. To install the Collaboration Client, follow the directions provided in the prompts.

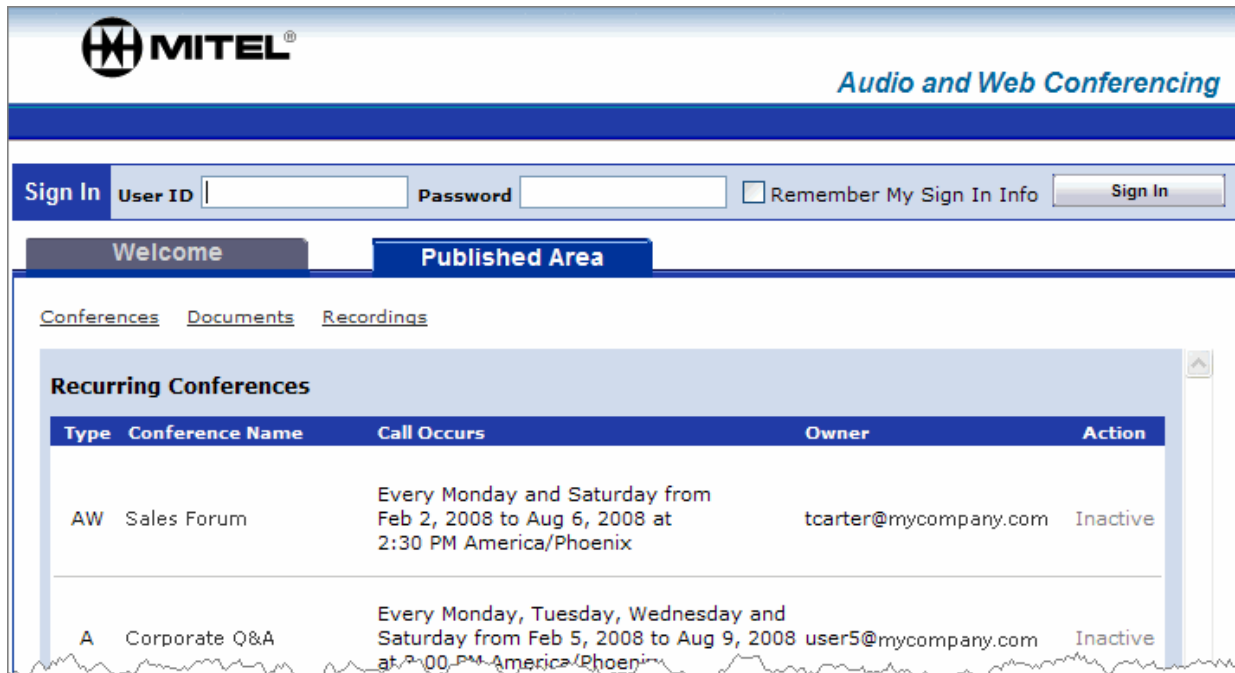
NOTE: When installing the Collaboration Client turn off pop-up blockers

Published Area Page

The Published Area page can be accessed without logging in to an AWC account. The Published Area displays a list of all published conferences, documents, and recordings.

Published Conferences

You can view a list of all published conferences on the Conferences page. When conference is created there is an option of publishing it. [publishing options can be enabled at any time]. 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:
 - Call Date & Time (**One-Time Conferences**): Includes the date, time, and time zone of the conference.
 - Call Occurs (**Recurring Conferences**): Includes how often the conference occurs, starting date, ending date, time, and time zone of the conference.
 - 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 required conference. A new window opens providing access to join the conference.

Join the Audio Conference

To have the system call you:

You can use the Dial-In Number below to call the system and join the conference. When prompted, enter the access code 0119676.
Country Code: 1
Dial-In Number: +1-613-520-6646 or 6646

Join the Web Conference

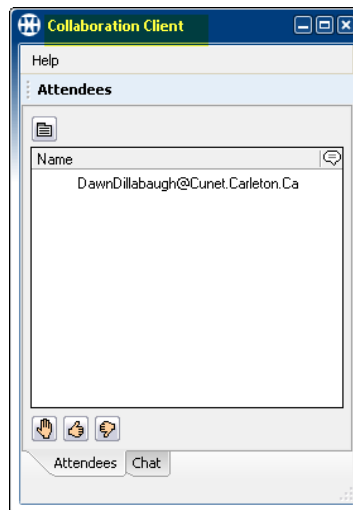
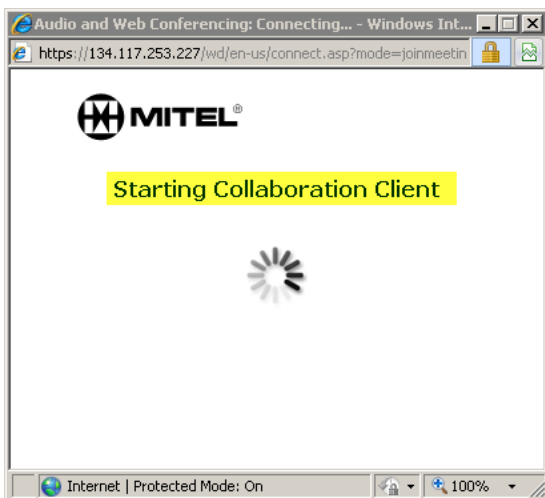
Type your name, and then click Join

If you are the leader (host), type your e-mail address.

Do one of the following:

- **To join an audio conference:**
 - a. Call bridge number or type your direct dial phone number in the box for the system to call you.
 - b. Click **Call**. The system calls your phone number.
 - c. Answer the call. You will be connected to the Audio Conference without having to enter an access code.
- **To join a Web conference:**
 - a. Type your **Name** in the box. [or email address if you are the Host]
 - b. Click **Join**. The Host or Client console opens connecting you 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.

When joining a web conference you will first see a window stating it is '**Starting the Collaboration Client**'. After a few seconds, the **Collaboration Client** will open in a separate window & the first window will close automatically.



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, then click **Play** to start the playback or click **Save** to download the recording.

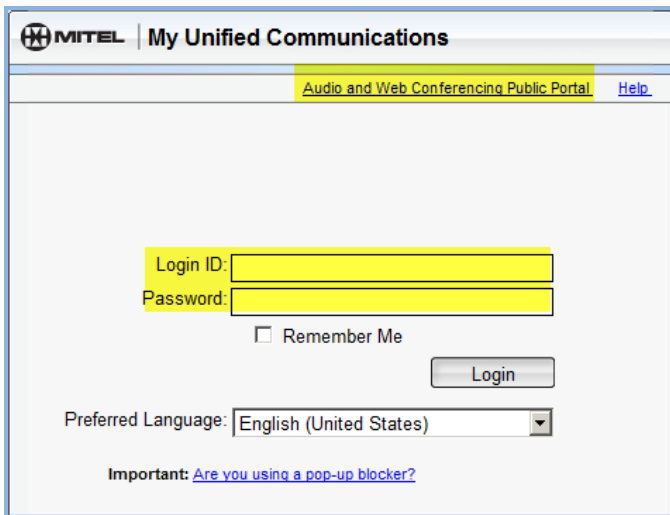
Logging On to your Account

This **Login Page** allows you to:

- Access the Audio and Web Conferencing (AWC) public portal.

Log on

1. From a Web Browser enter the following URL: <https://awc.carleton.ca/portal>. You may be prompted for a Security Certificate. [pop-up blocker software may need to be disabled if the logon page doesn't show].



The screenshot shows the Mitel My Unified Communications login page. At the top, there is a header with the Mitel logo and the text "My Unified Communications". Below this, a sub-header reads "Audio and Web Conferencing Public Portal" with a "Help" link. The main content area contains a login form with two yellow input fields for "Login ID:" and "Password:". Below these fields is a checkbox labeled "Remember Me" and a "Login" button. Further down, there is a "Preferred Language:" dropdown menu currently set to "English (United States)". At the bottom, an "Important:" note with a link asks "Are you using a pop-up blocker?".

You may receive a security alert or a message stating that "Internet Explorer has blocked this web site from displaying content with security certificate errors." You can ignore this message and safely navigate to the portal. (This error occurs when you do not have the Mitel Security Certificate installed on your PC. To avoid this error message in future, [install the trusted Mitel root certificate](#).)

Install a Security Certificate

- a. Click "Continue to this web site (not recommended)".
- b. Click on **Certificate Error** to the right of the domain name address in the address bar



- c. The Untrusted Certificate warning appears, **click** View Certificate and then **click OK**.
- d. **Click** Install Certificate.

2. Log into your account by entering your User ID and Password

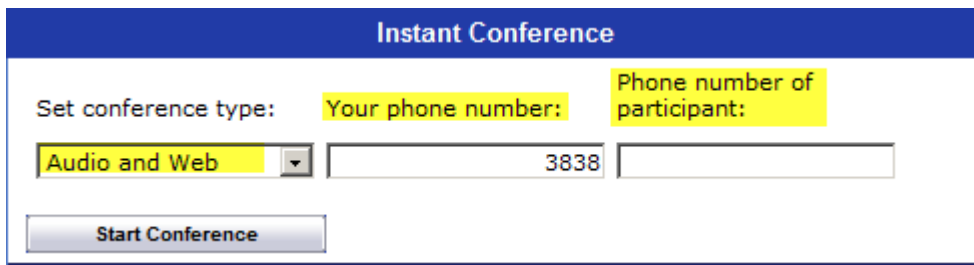
Creating a Conference

Creating an Instant Conference

The Instant Conference option immediately starts a conference.

The conference types are: Audio-only, Web-only, and Audio and Web.

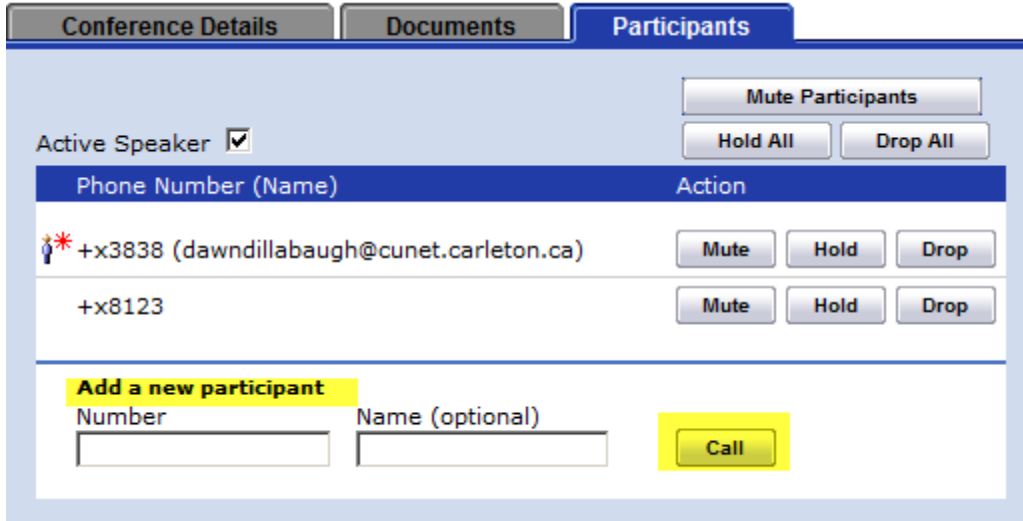
For Instant Conferences, the following conference features cannot be set: Leader Required, Roll Call, Published, and Meeting Password.



The 'Instant Conference' form has a blue header. Below it, there are three labels: 'Set conference type:', 'Your phone number:', and 'Phone number of participant:'. The 'Set conference type:' label is followed by a dropdown menu showing 'Audio and Web'. The 'Your phone number:' label is followed by a text input field containing '3838'. The 'Phone number of participant:' label is followed by an empty text input field. At the bottom of the form is a 'Start Conference' button.

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
 - b. Type your current phone number, and then type the phone number of the participant you want to call.
 - c. You may add additional participants once the conference is established.
3. Click **Start** Conference.



The 'Participants' panel has a blue header with 'Conference Details', 'Documents', and 'Participants' tabs. Below the tabs, there are three buttons: 'Mute Participants', 'Hold All', and 'Drop All'. Below these buttons is a table with two columns: 'Phone Number (Name)' and 'Action'. The table has two rows. The first row shows a phone number with a red asterisk, a name in parentheses, and three buttons: 'Mute', 'Hold', and 'Drop'. The second row shows a phone number and three buttons: 'Mute', 'Hold', and 'Drop'. Below the table is a section titled 'Add a new participant' with two input fields: 'Number' and 'Name (optional)', and a 'Call' button.

Create One-Time, Recurring & Reservationless Conferences

Home Set Up a Conference My Conferences Recordings Settings Reports

[Published Conferences](#) [Published Documents](#) [Published Recordings](#)

Instant Conference

Set conference type: Your phone number: Phone number of participant:

Audio and Web 3838

Conference Size: 2

Start Conference

Set Up a Conference

One-time Conference

Recurring Conference

Reservationless Conference

See My Conferences

Other Features

Recorded Conferences

Usage Reports

Account Settings

Test Browser

To create a conference:

1. Select the conference occurrence type from the following:
 - **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.
 - **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.
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 Eastern Standard Time.)
 - 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. Type a value in this box to guarantee the number of participants who can join.
 - e. To list this conference in the Published Area, select **List this conference in the Published Area**.
3. The AWC can define Department and Project billing codes.

Departments & Projects add a 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 password you want to use in the **Meeting Password** box, and then retype it 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 box 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.

[Home](#) [Set Up a Conference](#) [My Conferences](#) [Recordings](#) [Settings](#) [Reports](#)

Carleton Service Excellence

[Change Details](#) [Delete Conference](#) [See available conferences](#)

Conference Details	Access Information																						
<div style="background-color: #003366; color: white; padding: 2px; margin-bottom: 5px;">Name and Time</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Conference Name</td> <td>Carleton Service Excellence</td> </tr> <tr> <td>Start Time</td> <td>Jun 1, 2011 12:15 PM EST</td> </tr> <tr> <td>Duration</td> <td>1 hour <i>The conference will not stop automatically after the duration time. No new participants can join this conference.</i></td> </tr> <tr> <td>Conference Size</td> <td>10</td> </tr> <tr> <td>Published Conference</td> <td>This conference is not published.</td> </tr> </table> <div style="background-color: #003366; color: white; padding: 2px; margin-top: 5px;">Call Features</div> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Leader Required</td> <td><input checked="" type="checkbox"/> The leader does not have to be in this conference for it to start.</td> </tr> <tr> <td>Conference Link</td> <td><input checked="" type="checkbox"/> Use these links to join the conference:</td> </tr> <tr> <td style="padding-left: 20px;">Leaders</td> <td>https://134.117.253.227/call/0107543</td> </tr> <tr> <td style="padding-left: 20px;">Participants</td> <td>https://134.117.253.227/call/0117516</td> </tr> <tr> <td>Roll Call</td> <td><input checked="" type="checkbox"/> Participants' names are not recorded and announced.</td> </tr> <tr> <td>Join and Leave Tone</td> <td><input checked="" type="checkbox"/> Play a tone to everyone when participants join and leave.</td> </tr> </table>	Conference Name	Carleton Service Excellence	Start Time	Jun 1, 2011 12:15 PM EST	Duration	1 hour <i>The conference will not stop automatically after the duration time. No new participants can join this conference.</i>	Conference Size	10	Published Conference	This conference is not published.	Leader Required	<input checked="" type="checkbox"/> The leader does not have to be in this conference for it to start.	Conference Link	<input checked="" type="checkbox"/> Use these links to join the conference:	Leaders	https://134.117.253.227/call/0107543	Participants	https://134.117.253.227/call/0117516	Roll Call	<input checked="" type="checkbox"/> Participants' names are not recorded and announced.	Join and Leave Tone	<input checked="" type="checkbox"/> Play a tone to everyone when participants join and leave.	<div style="background-color: #003366; color: white; padding: 2px; margin-bottom: 5px;">Access Information</div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Dial-in Numbers +1-613-520-6646 6646 </div> <div style="background-color: #f0f0f0; padding: 5px; margin-bottom: 5px;"> Access Codes Leader: 0107543 Participant: 0117516 </div> <div style="background-color: #f0f0f0; padding: 5px;"> E-mail Invitation <div style="text-align: center; margin-top: 5px;"> <input type="button" value="Leaders"/> <input type="button" value="Participants"/> </div> </div>
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Participants	https://134.117.253.227/call/0117516																						
Roll Call	<input checked="" type="checkbox"/> Participants' names are not recorded and announced.																						
Join and Leave Tone	<input checked="" type="checkbox"/> Play a tone to everyone when participants join and leave.																						

8. 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. 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”.

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 Here**. 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.

[Home](#) [Set Up a Conference](#) [My Conferences](#) [Recordings](#)

Project Review

[Change Details](#)  [Delete Conference](#)  [See available conferences](#) 

Conference Details Documents Participants

To upload a document:

1. Select a file

2.

Note: You can also add a document while in a web conference with the use of the ‘Document Manager’

Joining a Conference

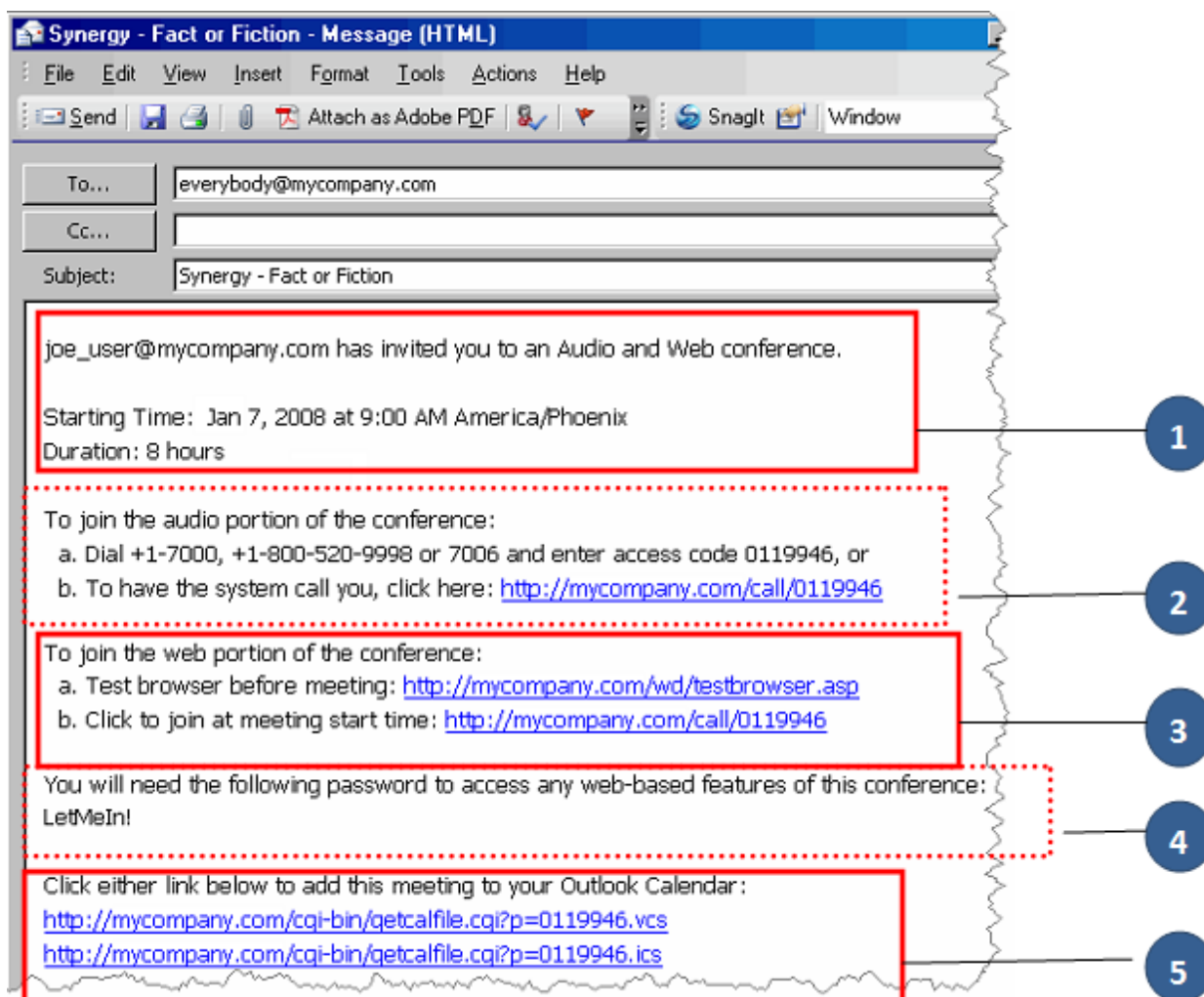
There are several ways to join a conference depending on if you are the leader/host and what type of conference you are joining. Also, the leader/host has the option to password protect the conference where you are prompted to enter the password before you can join. However, you do not need to enter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

Use one of the following methods to join a conference:

- "Welcome Page"
- "E-Mail Invitation"
- "Home Tab"
- "My Conference Tab"

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.



- 1 – Conference details 3 – Web conference link 5 – Outlook calendar link
2 – Audio conference link 4 – Password (*optional*)

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 the conference:

1. Join the audio portion by either avenue:
 - **Dial in to the conference** telephone number 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 and 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 Web Portion link in the e-mail invitation, the 'Join' window opens. Follow the instructions on the page shown below, as it applies to the type of conference you are joining [Audio, Web, Both].

The screenshot shows a web interface titled "Audio and Web Conferencing". It contains two main sections: "Join the Audio Conference" and "Join the Web Conference".

Join the Audio Conference

To have the system call you:

1010

You can use the Dial-In Number below to call the system and join the conference. When prompted, enter the access code 0179784.
Country Code: 1
Dial-In Number: +1-613-520-6646 or 6646

Join the Web Conference

Type your name, and then click Join

DawnDillabaugh@Cunet.Carleton.ca

If you are the leader (host), type your e-mail address.

[If this is the first time joining a Web conference, you are prompted to install the **Collaboration Client**].

NOTE: When you are the web conference host, you must enter your email address in the 'Join the Web Conference' Join box. If you enter anything else you will be added to the conference as a Participant and not the Leader [Host]

Join from the '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.]

Conference Name	Action
Conference On Jun 01, 2011, 10:44 AM EST	Join View
Carleton Service Excellence Award	Join View
New AWC	Join View
call back	Join View

[View All Conferences](#)

To join as a Leader/Host:

1. 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.)
2. Click **Join** next to the conference. The window opens and the Host console launches (Web conference).
Follow the directions to join the conference.

Join from the 'My Conference' Tab

If you are the conference Leader/Host , you can join the call from the My Conferences tab.

To join a conference from the My Conferences tab:

1. Click **My Conferences** tab. A list of the current conferences are displayed.
2. Select from the list the conference you want to join, and then click **Join**.
 - **For audio conferences:** The system calls you at the number entered. When you answer it, you are transferred into the call and can view the **Call in Progress** from the **Participants** tab.

Phone Number (Name)	Action
+x3838 (dawnd@labaugh@cunet.carleton.ca)	Mute Hold Drop
+x8123	Mute Hold Drop

Add a new participant

Number Name (optional) [Call](#)

The Participants tab provides a list of every participant in the conference. You can add other participants to join the call. It also provides the capability of putting individual participants on **Hold**, **Mute** or even **Drop** them from the call. You can also **Mute All**, **Hold All** or **Drop All** participants.

- **For Web conferences:** The Host console opens and you are connected to the conference. If the conference type is Web & Audio; clicking **Join** will launch the Host console & the system will call you for the Audio.

The **My Conferences** tab allows you to **Change Conference Details**, **Delete Conferences** & **Join Conferences**.

Modifying a Conference

As the leader/host, you have the option to modify a conference at any time, including extending a conference that is in progress.

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.

The screenshot shows the 'My Conferences' tab selected in the top navigation bar. Below the navigation bar, there is a link 'See Expired Conference'. The main content area is titled 'One-time Conference' and contains a 'New' button and a 'Delete Set' button. Below these is a table with columns: 'Type', 'Published', 'Conference Name', 'Call Date & Time', and 'Action'.

Type	Published	Conference Name	Call Date & Time	Action
AW	Yes	Project Review	1/20/2012, 9:00 AM EST	<input type="checkbox"/> Invite Delete Change
AW	No	Conference On Jan 19, 2012, 10:27 AM Canada/Eastern	1/19/2012, 10:27 AM Canada/Eastern	<input type="checkbox"/> Invite Delete Change Join

2. Locate the conference you want to modify; 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**.

The screenshot shows the 'Set Up a Conference' tab selected in the top navigation bar. Below the navigation bar, there are links for 'One-time Conference', 'Recurring Conference', and 'Reservationless Conference'. The main content area is titled 'One-time Conference' and contains 'OK', 'Clear', and 'Cancel' buttons. Below these is a 'Conference Details' section with the following fields:

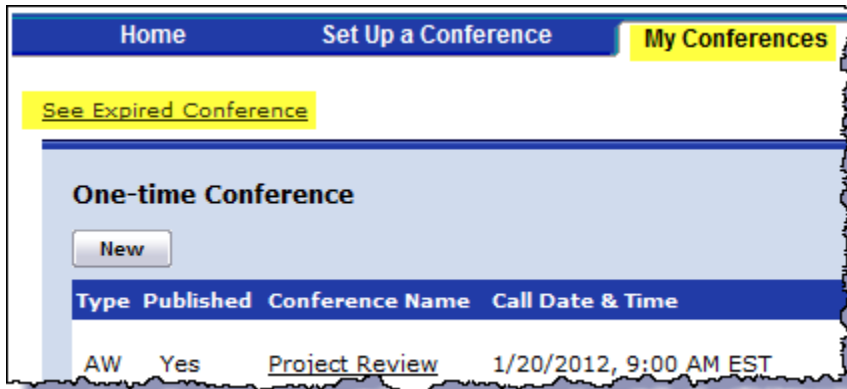
- Conference Type:** A dropdown menu with 'Audio and Web' selected.
- Conference Name:** A text input field.
- Start Date:** A date picker showing 'January 19, 2012'.

Publishing an Expired Conference

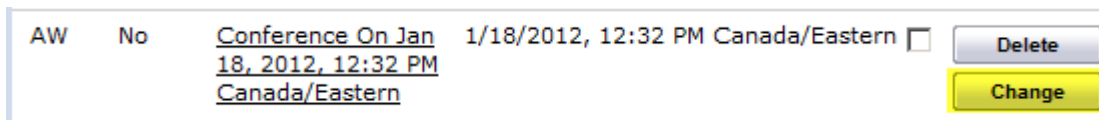
You can **Publish Documents** or **Recordings** that are associated with an expired conference. The recordings for an expired conference remain in the Published Area until the conference is unpublished or the recording or document is deleted.

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 with the **Document or Recording** you wish to publish; then click the associated **Change button**. The conference details page appears.



5. Select **Show this conference in the Published Area**.
6. Click **O.K.** [The conference is now 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

Note the following items for End of Conference Prompting:

- 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 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.

Modifying Account Settings

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

Home Set Up a Conference My Conferences Recordings **Settings**

[Phone number](#) [E-mail Invitations](#) [Delegates](#)

Click the account setting that you want to change.

▶ **Phone number**
Type your phone number.

▶ **E-mail Invitations**
Set the e-mail invitation format to use for conferences.

▶ **Delegates**
Set up another user to manage your conferences for you.

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.

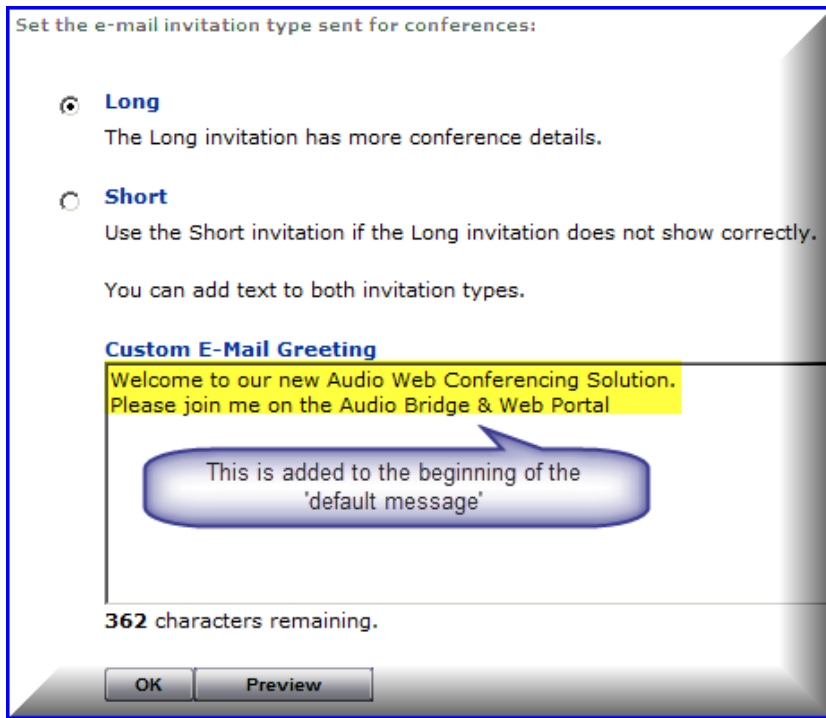
This is the phone number the AWC server calls you at when you join a conference.

Your phone number

OK

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 email invitation.
4. Select either the Long or Short format, and then click Submit.



Set the e-mail invitation type sent for conferences:

☒ **Long**
The Long invitation has more conference details.

☐ **Short**
Use the Short invitation if the Long invitation does not show correctly.

You can add text to both invitation types.

Custom E-Mail Greeting

Welcome to our new Audio Web Conferencing Solution.
Please join me on the Audio Bridge & Web Portal

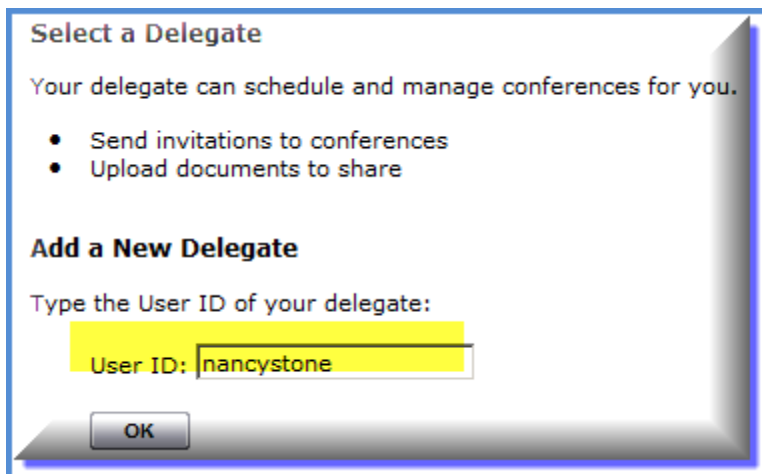
This is added to the beginning of the 'default message'

362 characters remaining.

OK Preview

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.



Select a Delegate

Your delegate can schedule and manage conferences for you.

- Send invitations to conferences
- Upload documents to share

Add a New Delegate

Type the User ID of your delegate:

User ID: nancystone

OK

Creating a Conference Detail Report

The Conference Details Report output contains information for all of your conferences for the parameters you select.

Home Set Up a Conference My Conferences Recordings Settings **Reports**

Conference Details Reports

Set the parameters to see the details of all your conferences.

Date Range: **This Month**

Department:

Project:

Sort by: **Conference Date**

Format: ☐ Open as a comma-separated values file
☒ Open in new window

OK

The report will provide all the **Audio & Web Conferencing Details** for each conference within the specified date range.

Search Results
Date Range: 01/01/2012 - 01/23/2012
Sorted By: Department

Conferences with Department 'CCS'

Name: Richard Demo	Date: 01/18/2012	Scheduled Start: 1:45 PM	Scheduled End: 4:45 PM	Owner: dawndillabaugh@cunet.carleton.ca
Access Code: 0189217	Department: CCS	Project:		
Audio Conference Details				
Phone Number		Start Time		Duration (hh:mm)
(Out) +x3838		1:56 PM		00:01
(Out) +x3838		1:57 PM		00:19
(Out) +x8123		1:59 PM		00:17
Total Legs: 3		Actual Start: 1:56 PM		Sum Duration: 00:38
Web Conferencing Session Details				
User Name		Start Time		Duration (hh:mm)
dawndillabaugh@cunet.carleton.ca		1:57 PM		00:48
Fred		1:59 PM		00:21
Total Participants: 2		Actual Start: 1:57 PM		Sum Duration: 01:09

Audio Conferencing

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.

Adding a Participant to a call:

Call Leaders may place outgoing calls during a conference call using a touch-tone interface on their phone.

In addition, the leader that set up a conference may place outgoing calls from their AWC web interface.

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 the phone touch-tones:

1. During the conference call, press # (pound/hash) twice.
2. Press **2** to place a call.
3. Enter the phone number then press #. [do **NOT** enter a '9' for external calls]. A call is placed and once the participants answers their phone you are connected immediately. You are in a two-way conference with the participant but you are not in the conference call yet.

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.

OR

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:

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

[Note: Do not need to precede the number with a '9']

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. While in an Audio Conference, the **Call in Progress** page appears on the **My Conferences** tab..
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 a participant by choosing the **Mute Button** beside the participant's name.
- **Hold:** Places a participant on hold by choosing the **Hold Button** beside the participant's name.
- **Drop:** Drops a participant from the call by choosing the **Drop Button** beside the participant's name.

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.

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**. [see “Adding Participants to a Conference Call”]
- To **hear the number of callers**: Press **3**. The leader/host and participants hear the recorded names of those who have joined the conference. [Only available if the Roll Call feature is selected for the conference.]
- To **return to the conference**: Press * (star).

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

Recording & Listening to Conference Calls

Audio conferences can be recorded by the conference host. This option is available to the host on the ‘My Conferences-> Call in Progress’ page.



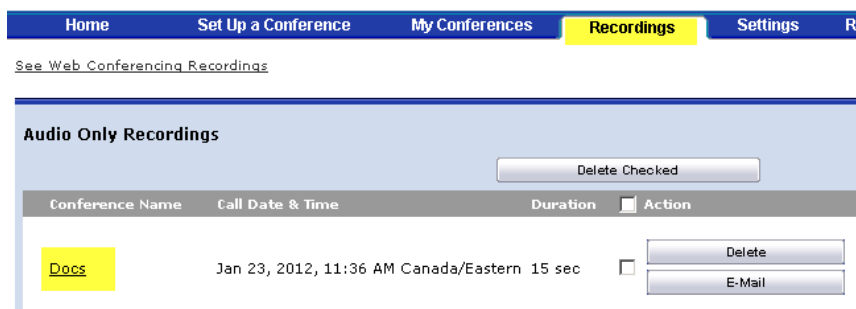
To record an Audio-Only conference call:

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

Note: You must be on the **Participants** tab with at least one participant in the conference for the ‘Start Recording’ button to appear.



2. Select the **Conference Name** to see the options.

Home Set Up a Conference My Conferences **Recordings**

Docs

[Delete recording](#) [See all recordings](#)

To download the recording to your computer:

Play recording now Set the file type:

Save recording Set the file type:

To listen to the recording from your phone:

Click to call Your phone number:

Dial-in Numbers +1-613-520-6646 (main)
6646 (extension)

Access Code 0128569

Recording Details

Conference Name	Docs
Date Recorded	Jan 23, 2012, 11:36 AM Canada/Eastern
Duration	15 seconds

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. [The recording will play on your default media player.]
- To **download the recording** to your computer, select the file type of the recording to 'save as', and then click **Save**.
- To **listen by phone**, call the dial-in number. Once connected you will be able to listen to the recording.

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.

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
- **Send an Email** to a participant which will provide a link to a web page with the options to Play & Save the recording.

Listen to the recording

Play recording now
Set the file type:

Save recording
Set the file type:

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.

The following is a list of Web conference related tasks.

- Collaboration Client
- Host Console
- Attendees Tab
- Chat Tab
- Client Console
- Undocking and Docking Tools
- Collaboration Player

For details and procedures on setting up conferences see “Creating a Conference”.

Collaboration Client

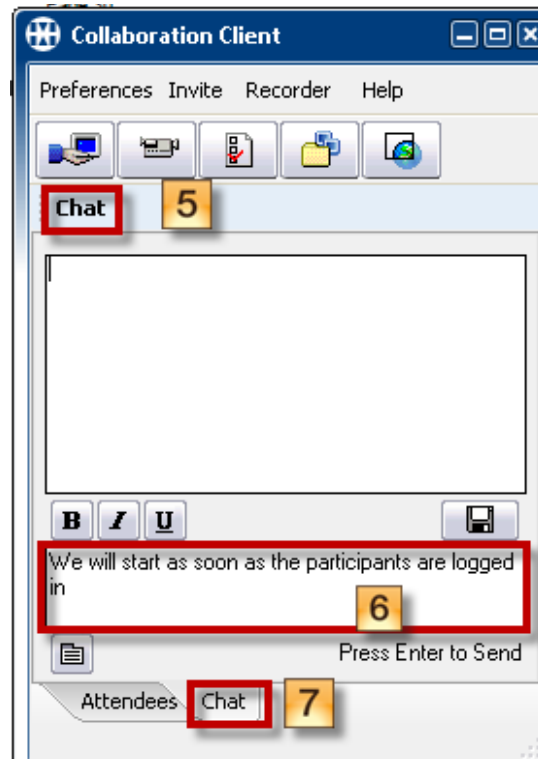
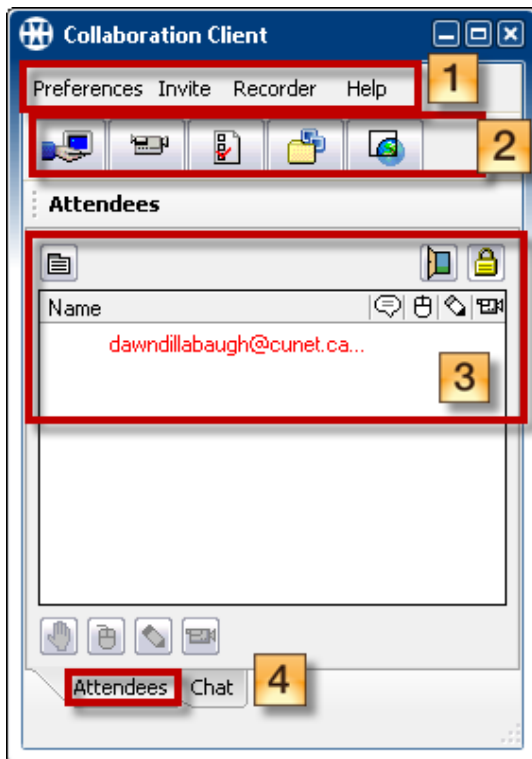
The **Collaboration Client** provides access to Web conferences through the Web conferencing Host and Client console interfaces. Typically, the Collaboration Client is installed by a user for their local computer.

When you install the Collaboration Client, the **Collaboration Player** is also installed on your computer. After the Collaboration Client is installed, you can access Web conferences using the **Host and Client consoles**, and access the Collaboration Player on your local computer.

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:

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



- 1- Menu Bar
- 2- Host Control
- 3- Attendees List
- 4- Attendees Tab

- 5- Chat History
- 6- Chat Message
- 7- Chat Tab

Attendees Tab





The Attendees tab lists all the participants currently in the Web Conference.

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:

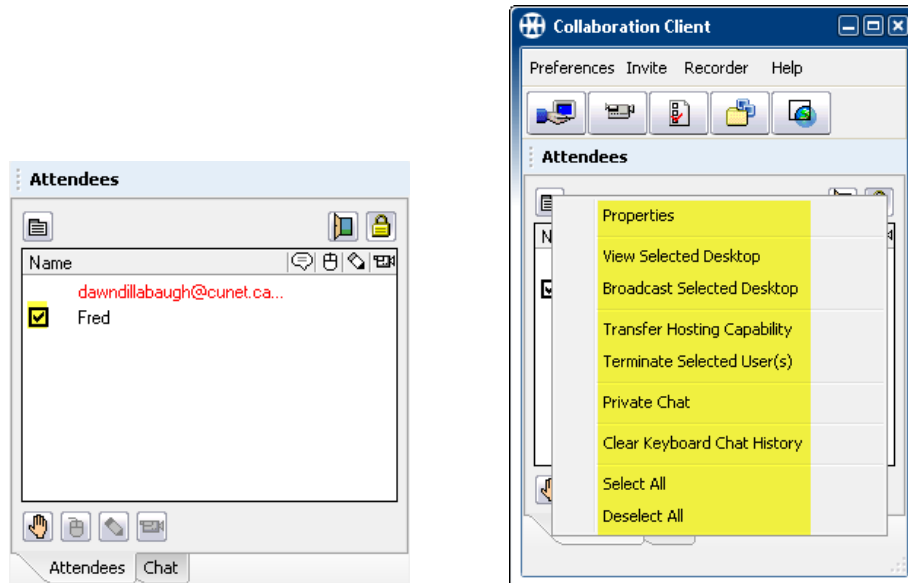
Icon	Description
	Attendee has "raised their hand" to get the host's attention. The host acknowledges the attendee by selecting the attendee name, and then clicking this icon below the attendee list.
	Shows the attendee can receive keyboard chat messages.
	When the host selects an attendee, and then clicks the remote control button this icon appears next to the attendee's name. This indicates to the host that the attendee has the host's viewport on the attendee's desktop. The attendee can then remotely control the host's desktop while the host allows it.
	The host can allow the attendee to use the whiteboard to draw pictures.
	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.

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.

Options

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



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. <i>To select a specific group of attendees, select one user ID at a time, and then add them to your selected list.</i>
Deselect All	Allows you to deselect all attendees in the meeting.

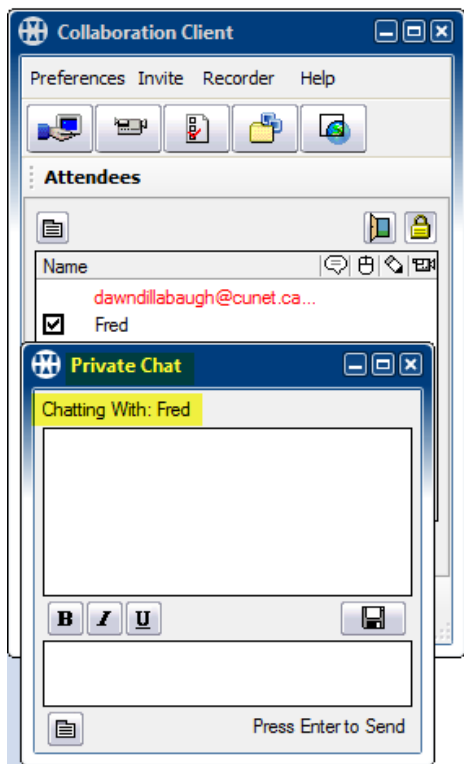
Chat Tab

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.

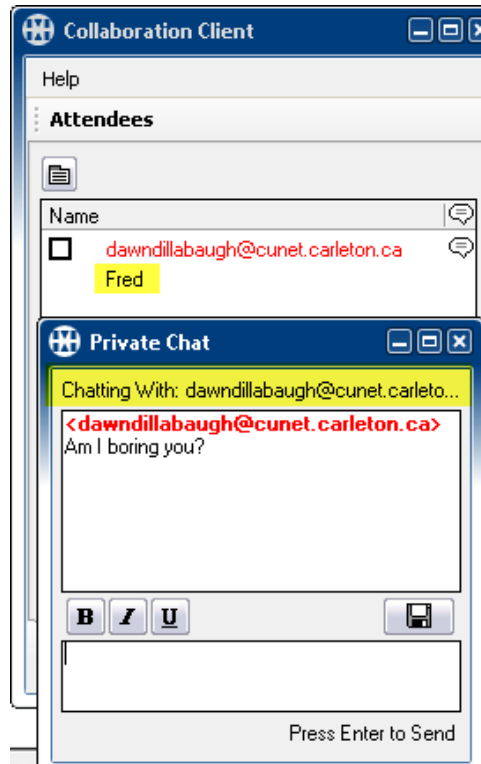
To use Keyboard Chat:

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.]
3. 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 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.

Host:

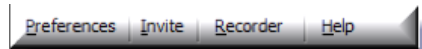


Attendee:



Menu Bar

The Host console menu bar contains these options:



- **Preferences:** Change current settings for this session as well as future sessions.
- **Invite:** Type the attendee e-mail address to send an invite for the current session.
- **Recorder:** Toggle between show and hide the **Recorder Toolbar features**.
- **Help:** Access the user Help.

Preferences

Screen Sharing

The following settings appear on the Screen Sharing tab:

• **Start-up Settings:** These settings change the way Screen Sharing appears when selected.

- **Colors:** Select 256 Colors, High Color (default), or True Color to adjust color quality on your monitor.
- **Scan Rate:** Select Low, Medium (default), or High to adjust the refresh rate of your monitor.
- **Skip initial dialog box:** When 'Always start with' is selected, 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.
- **Quality:** Select from Good, Better or Best.
- **Raw Image Size:** Select either 176x144 pixels or 352x288

Files

The following setting appears on the Files tab:

Select 'Always start with' to skip the initial dialog box for file sharing, 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 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.

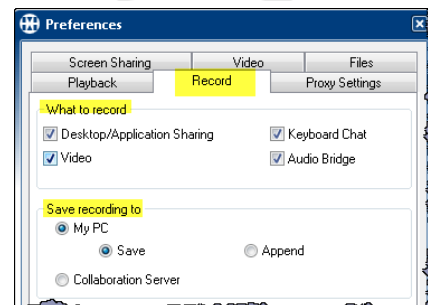
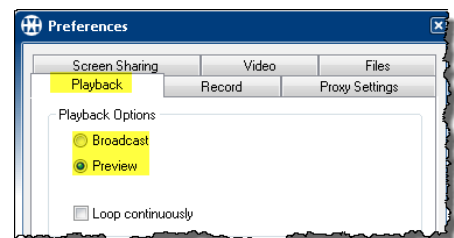
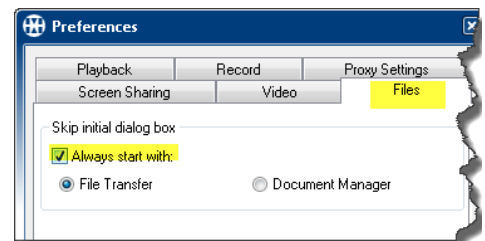
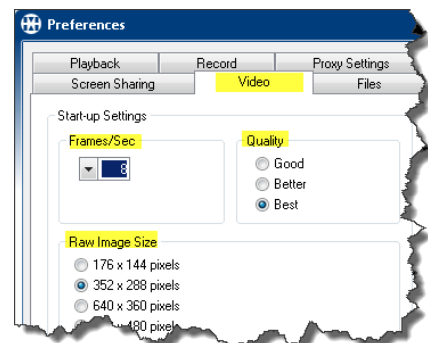
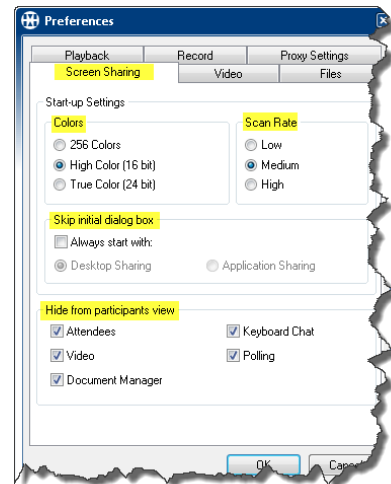
Record

Determine what features you want to record and save:

By default, all of the available features are selected.

Save recording to: Sets the location where the recordings are saved.

- **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.
- **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.



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.

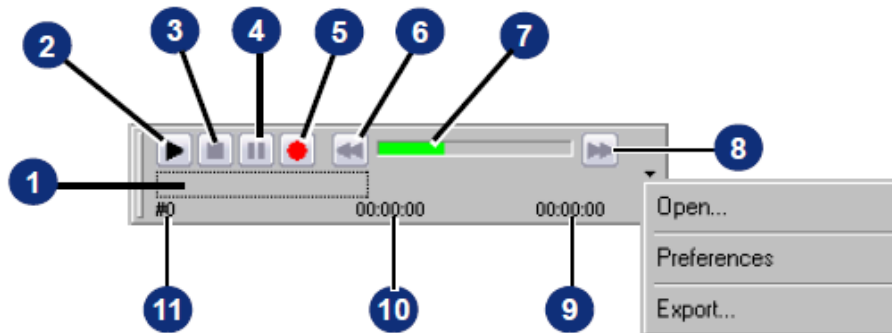


The meeting host can choose what is to be recorded from the following:

- 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. Recordings stored on the AWC server, allow other users to access and view the recorded session.





- | | | |
|---------------|------------------|--------------------|
| 1 – File name | 5 – Record | 9 – Size or Length |
| 2 – Play | 6 – Rewind | 10 – Timer |
| 3 – Stop | 7 – Progress bar | 11 – Index |
| 4 – Pause | 8 – Fast forward | |

The following options are available on the Recorder:

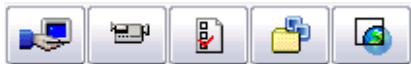
- **Play:** Starts the playback of an existing file. When Recorder is first open no file is loaded. Click **Play** to browse and open an existing file. After a file is opened, click **Play** to playback that recording.
- **Stop:** Ends the current recording or playback of the recording.
- **Pause:** 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.
- **Rewind:** Goes back to the beginning of the recording.
- **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. 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:** 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 (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.
- **Export:** Select an existing .lrec file and export as a different file type.

Start Recording

To start a recording:

- 1) Click Recorder-> Show Recorder [this will open the Recorder tool]
- 2) Click  to start recording
- 3) Type a name for the recording [if you are saving to your PC, choose a location to save the file]
- 4) Click  to end and save the recording.

Host Control Buttons




The buttons at the top of the Host console allow you to select a Web conferencing feature. Click the button on the Host console to select the feature. 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

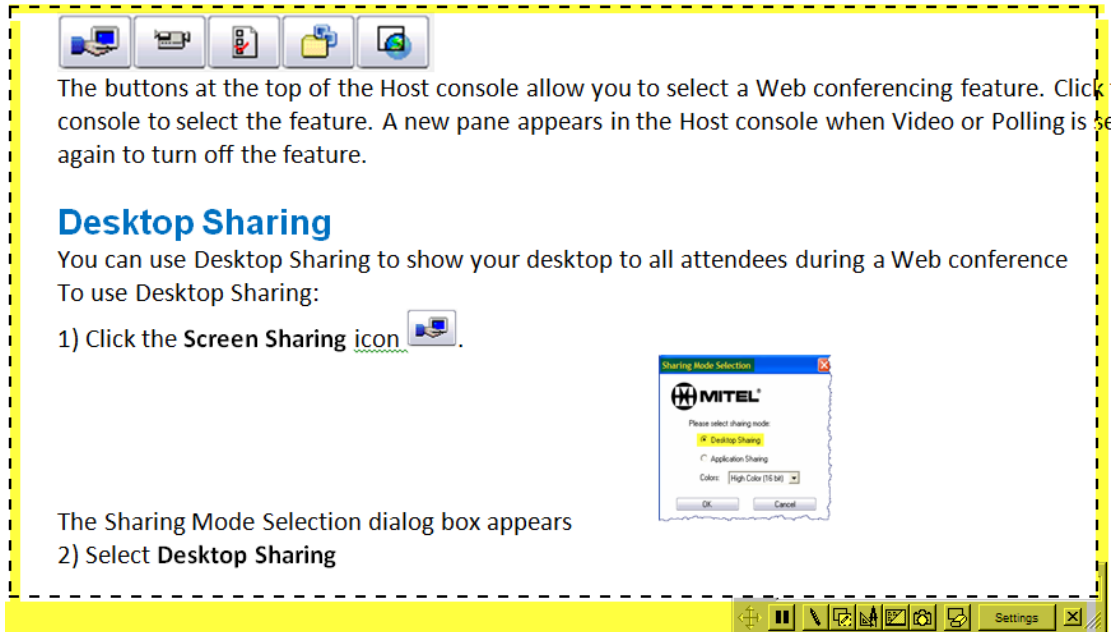
To use Desktop Sharing:

- 1) Click the **Screen Sharing** icon .
- The Sharing Mode Selection dialog box appears
- 2) Select **Desktop Sharing**
- 3) Click **OK**



The **Screen Sharing Viewer** Appears.

Everything within the dotted lines will be visible to the participants



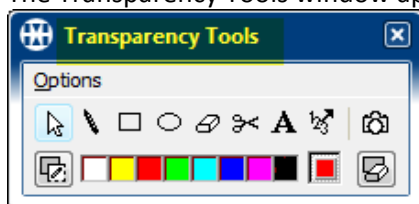
At the bottom of the Viewer is a set of **Desktop Sharing controls**.



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.
	Show Transparency Tools: Displays drawing options such as Font, Line Thickness, Square, Circle, Cut/Move, or Color Selector.
	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: 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

Choose the Transparency Tools icon from the Screen Sharing Control Area. The Transparency Tools window appears.



The **Screen Sharing Desktop** has two modes, **Cursor Mode** and **Draw Mode**.

Cursor Mode : allows the regular use of the mouse & provides the selection of objects on the screen.

Draw Mode : The cursor becomes the 'pencil' drawing tool that allows drawing, annotating or writing on the transparency.



Note: Adding whiteboard markups with the Transparency tool is not specific to a document but the markups reside on the PC screen, and remain on the screen even when changing the viewable content.

Rectangle Tool, & **Ellipse Tool** are for drawing corresponding shapes around text or pictures.

Eraser Tool is used to remove parts of anything added with the tools to the viewing screen.

Cut Tool is used to create a cut box to cut anything added with the use of the transparency tools. The tool provides cross hairs to point & drag to select an area. Press the **delete** key to delete the cut box contents. To move the cut box, hold down mouse & drag to new area.

Text Tool allows the addition of text to the transparency.

Notation Tool is used to add notations. Click the icon; then click an area within the viewable screen. Each time you click, the number increments by 1. [, ]

Snapshot Tool takes a snapshot of the current viewable screen. The snapshot is saved as a bitmap image on your PC.

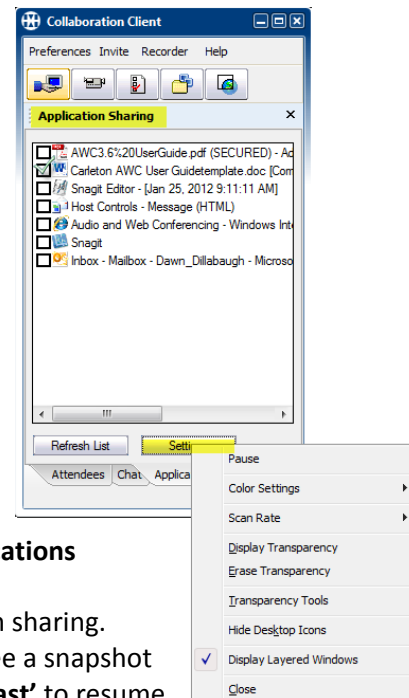
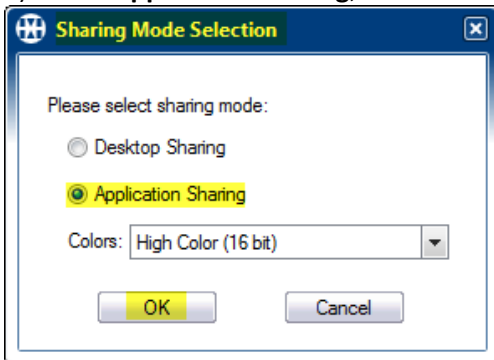
The **Color Palette** allows the choice of color for lines, text & notations.

Application Sharing

Another 'Sharing' mode is **Application Sharing**. The Host selects what applications can be viewed by the attendees.

To use **Application Sharing**:

- 1) Click the **Screen Sharing** icon .
- 2) Select **Application Sharing**; then click OK.



- 3) The Collaboration Client window will display a list of all **open Applications** that can be shared.

The '**settings**' button provides a list of options specific to application sharing.

Pause: stops sending information to attendees. The attendee will see a snapshot of the area at the time of the pause. The option changes to '**Broadcast**' to resume sharing the application.

The **Transparency tools** are available for white boarding functionality on the application

- 4) Place a check mark beside the application you wish to share. Then open the minimized application you wish to share with the participants. Multiple applications can be checked off for viewing.

Note: opening any other application, besides the ones 'checked off', will not be viewable to participants.

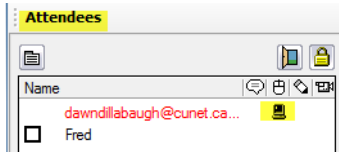
If an unshared application is open and overlapping the shared application, the Viewer will show a box with gridlines, the same size as the unshared application, thus covering the shared application that is hidden behind the box.

Give Screen 'Sharing' Control to an Attendee

As the host, you can share your desktop or application **control** with the attendees during a Web conference. 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.

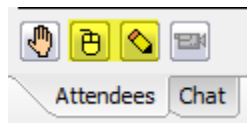
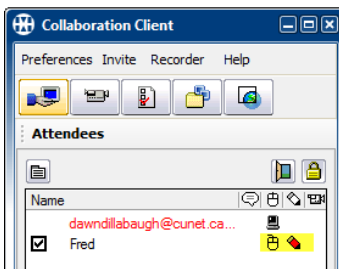
To give shared control to an attendee:

1) Ensure Screen Sharing is enabled. A computer icon appears next to the Host's name in the attendee window if sharing is enabled.



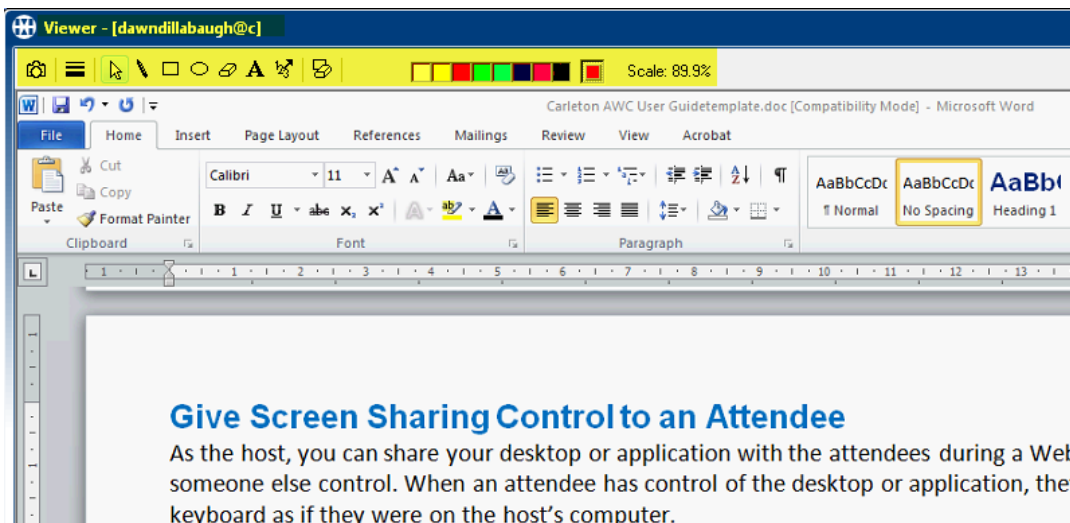
2) From the Attendee list, **check the box** next to the name of the attendee to whom you wish to give control.

3) Click the **'mouse'** icon at the bottom of the **Attendee Tab** to give control to the attendee. The **'pencil'** icon can also be checked to give the attendee 'white board' capabilities. Clicking the icons again will take away control from attendee.



This image below is of the chosen attendee's viewer. The transparency toolbar is available at the top of the Viewer Screen for the attendee to use the transparency tool.


Note: Both the Host and the Attendee [with control] can use the transparency tool and control the viewing screen.

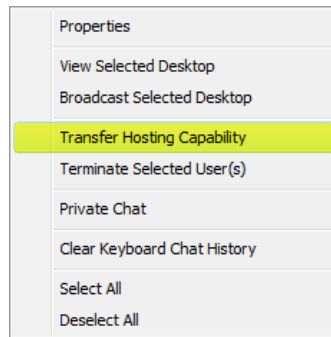
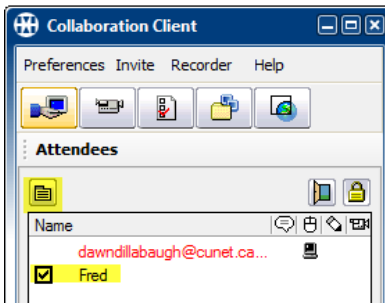


Giving Host Control to an Attendee

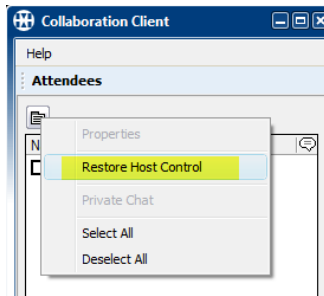
During a Web conference, you can **transfer host control** to an attendee and allow them to temporarily run the meeting. All of the control tools normally available only to the host such as desktop/application sharing, file transfer, and video are available to the selected attendee. At any time during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

To Transfer Host Control to an Attendee:

- 1) On the Attendees tab, select the check box next to the attendee's name.
- 2) Choose the 'options menu' icon  to select '**Transfer Hosting Capability**'.




- 3) The Attendee now controls the **Host Console** and the host will now see the **Client Console**.
- 4) At any time, the original Host can take back control by checking the box beside the transferred host's name and choosing '**Restore Host Control**'.

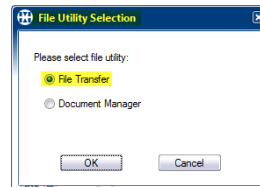


Using File Transfer

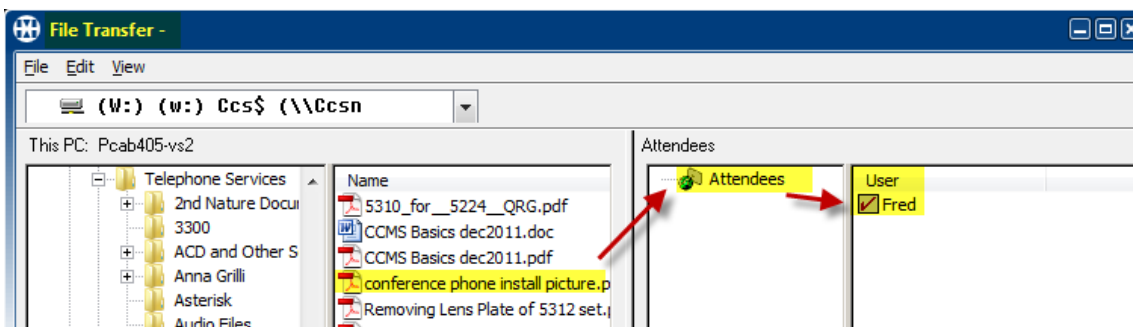
File Transfer allows a host to distribute a folder or file to some or all attendees in a meeting

To Transfer a File:

- 1) Click on the **Files** icon  from the Host Control Toolbar.
- 2) Select **File Transfer** from the dialog box.



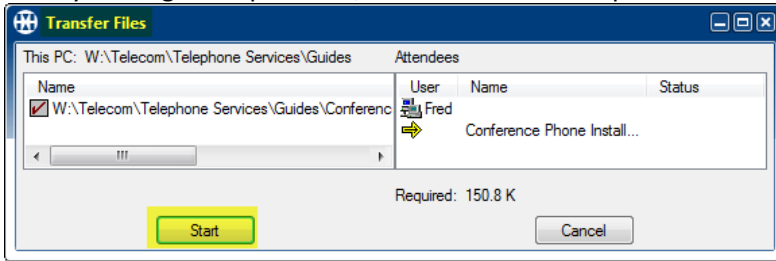
- 3) **Select a file or folder** from your computer which will show in the left pane of the File Transfer Window.



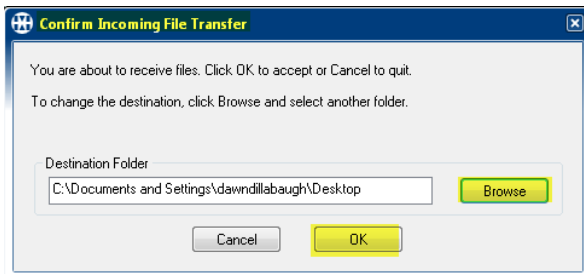
- 4) **Drag & Drop the File** over to the Attendees icon, in the middle pane of the window, to distribute the file/folder to the attendees in your conference. If you don't want a particular attendee to receive the file, clear the check mark next to the attendee's name in the right window pane.

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

After you drag & drop the file, a new window will open which allows you to 'Start' the transfer.




The intended attendee will receive a dialog box to confirm the transfer and allow the attendee to choose a destination folder to save the file.

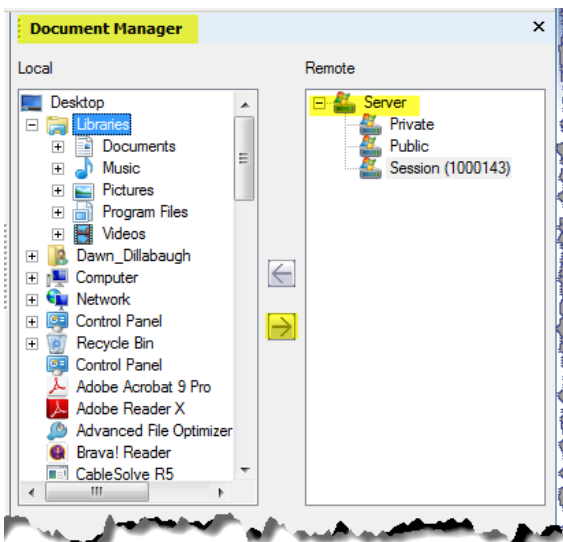


Using Document Management

The Document Manager allows you to copy files and folders on your computer to and from the AWC server.

To Access Document Manager:

- 1) Click on the **Files** icon  from the Host Control Toolbar.
- 2) Select **Document Manager** from the dialog box.
- 3) Select a file, from your **local computer**, to copy and then select the destination folder on the **AWC Server** [remote].
- 4) Click the highlighted arrow icon to copy the file to the destination.





When using **Document Manager** remember the following:

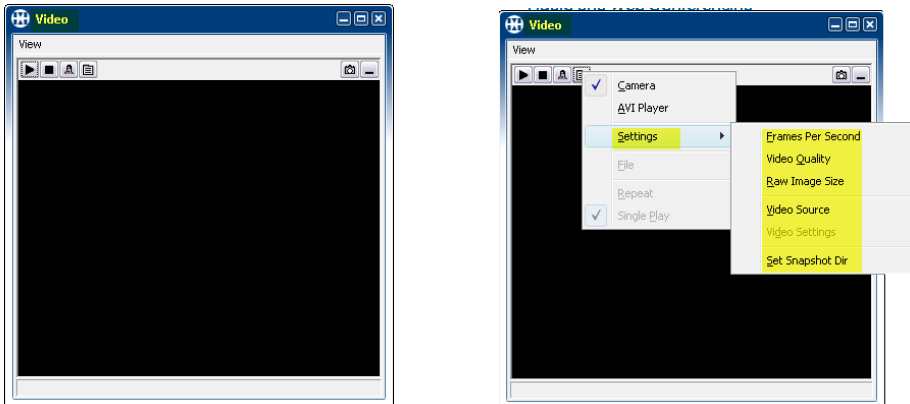
- Right-click your mouse on files and folders to see options such as Properties, Copy, Paste. You can also create new folders on the AWC server.
- Only the host can alter (rename, delete) existing files using Document Manager.
- You cannot open a file from Document Manager. You must copy the file from 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 Video

Video conferencing is available for one or more participants within a web conference. The video participant must have an embedded camera or attached webcam on their PC.

To open Video Conferencing:

Click the **Video** icon  in the Host control panel. When you start video conferencing, a video viewer window opens. The monitor is blank until you click the **Preview Video** icon . 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 the video.

Options:

AVI Player: Allows you to select and preview saved video files (.au, .avi and .wav formats).


If AVI Player is selected, the following options are available:

- **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.

Settings:

- **Frames Per Second:** The higher the number of frames per second, the smoother the video motion (more data is sent).
- **Video Quality:** Your choices are Good, Better, and Best.
- **Raw Image Size:** 176 x 144 or 352 x 288.
- **Video Source:** Video Source is unavailable until you start capturing video. To start capturing video, click the



Broadcast icon . 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.

- **Set Snapshot Dir:** Select the directory where all Snapshot pictures will be stored.

The icons provide the following functionality:


Start broadcast, Stop Broadcast, Preview Broadcast, Options, Snapshot and Hide Video.



Polling

Polling allows the Host to create and present questions to the participants, and provides the capability for the participants to answer the questions.

To access User Polling:

Select the Polling icon  from the Host control panel. The Polling window appears.

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

To create polling questions:

Choose the **format type** of the polling question; Single Choice-True/False, Single Choice-Yes/No, Multiple Choice-Single Selection, Multiple Choice-Multiple Selection, Essay [Text Field] & Browse [Use a previously saved Poll]

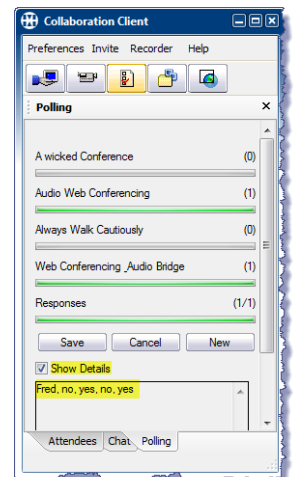
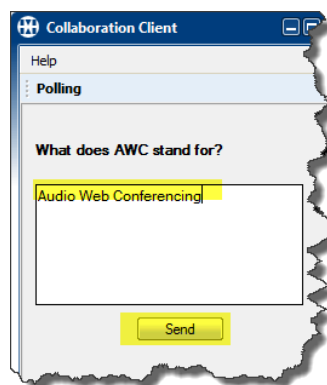
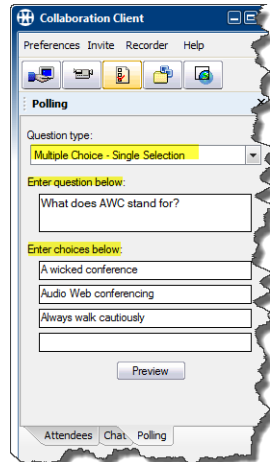
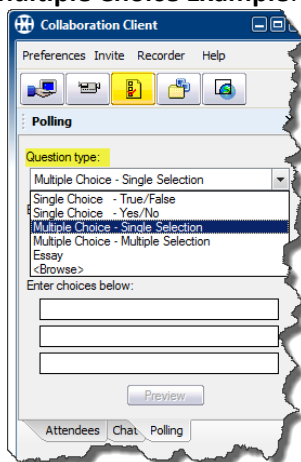
1) Select Type

2) Create Question; Preview & Send

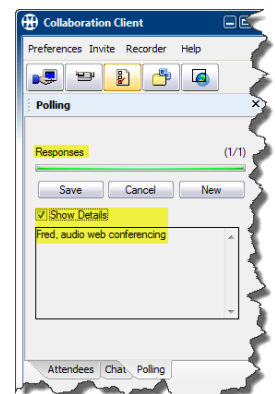
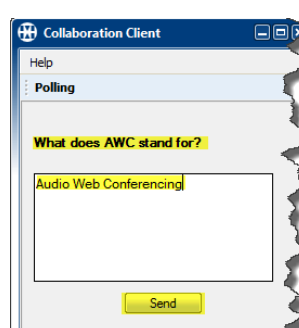
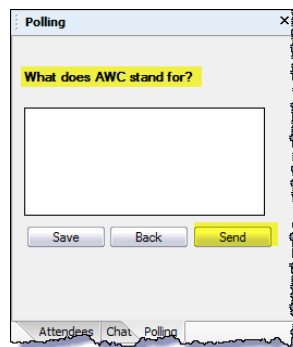
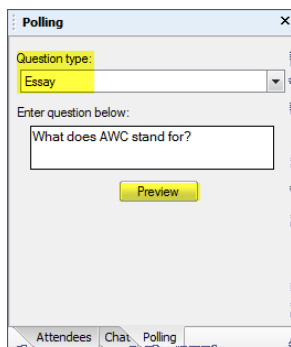
3) Participant Response

4) Review Responses


Multiple Choice Example:



Essay Type Example:



Using Co-Browse

Select the Co-Browse icon  from the Host control panel. 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.

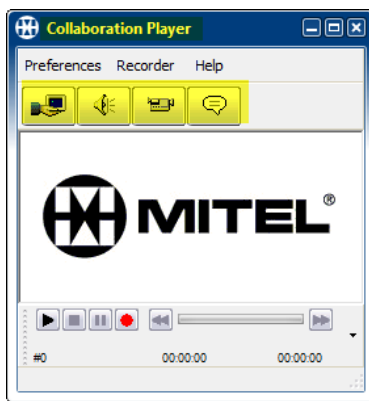
Note: Co-browse only works with Internet Explorer and is not supported with other Web browsers.

Collaboration Player

The Collaboration Player enables you to make a recording off-line without having to be logged on to the AWC server. With the Collaboration Player you can simulate a session, record it, and play back the recording without being connected to the Internet. You can also use the standalone player to play back recordings that were created during a meeting.

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 offline 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.

Note: you cannot play back recordings directly from the Published Recordings area; recordings must be downloaded and saved locally.