Avaya Aura® Conferencing Collaboration Agent Quick Reference

Logging in

Logging in to Avaya Aura® Conferencing Collaboration Agent
You must log in to Collaboration Agent before you can log in to a Collaboration Agent conference as:

• The moderator
• The operator
• A participant or presenter

Procedure
1. Using your web browser, go to Collaboration Agent address provided by your System Administrator. For example, https://<IP address or server name>/aacpa, where <IP address or server name> is the logical IP address or fully-qualified domain name of the server running Collaboration Agent.
2. In the Avaya Aura® Conferencing Collaboration Agent window, select Enter meeting as a member.
3. Enter your user name in the Username box.
4. Enter your password in the Password box.
5. (Optional) Check Remember Me to retain your login settings.
6. Click Login.

Logging in to a conference as a guest
You must have logged in to Collaboration Agent.

Procedure
1. Perform one of the following steps:
   • If you are entering your default conference, click Conference.
   • If you are not entering your default conference, enter the moderator code in the Enter a participant code or moderator code box, and click Enter conference.

Logging in to a conference as a participant or presenter
You must have logged in to Collaboration Agent.
You must have an account on the Avaya Aura® Conferencing system. If you do not have an account on the system, you can log into the conference as a guest. See Logging in to a conference as a guest on page 1.

Procedure
1. Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

Logging in to a conference as a participant or presenter
You must have logged in to Collaboration Agent.

Procedure
1. (Optional) Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

Logging in to a conference as moderator
You must have logged in to Collaboration Agent.

Procedure
1. (Optional) Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

Note: You can only log in to Avaya Collaboration Agent for a specific conference using one communication address.

Note: You can log into a conference with either Avaya Flare® Experience or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience and Avaya Collaboration Agent.

Procedure
1. Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

Note: You can log into a conference with either Avaya Flare® Experience or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience and Avaya Collaboration Agent.

Procedure
1. (Optional) Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

Note: You can log into a conference with either Avaya Flare® Experience or Avaya Collaboration Agent. Avaya Aura® Conferencing does not support logging into a conference with both Avaya Flare® Experience and Avaya Collaboration Agent.

Procedure
1. (Optional) Enter the participant code or presenter code in the Enter a participant code or moderator code box, and click Enter conference.

2. (Optional) Select your endpoint in the Identify my phone window.

3. (Optional) Click OK.

4. (Optional) Click Remember the number to permanently associate your endpoint with your Collaboration Agent account. The Collaboration Agent window opens in Moderator View.

5. (Optional) Check Remember Me to retain your login settings.

6. Click Login.
Participating

Muting and unmuting your audio

Procedure
In the Collaboration Agent window, click Mute.

You can only mute and unmute your own audio.

When your associated endpoint is muted, the Mute button turns blue, and the mute icon appears next to your name in the Participants list.

Muting media

Procedure
Either:
- Click , and select Mute Media, or
- Right click on your entry in the Participants list, and select Mute Media.

The Mute Audio and Pause Video icons appear next to your entry in the Participants list.

Sending a message

Procedure
1. Click Start Web Collaboration.
2. Open the Message window.
3. Enter the message in the space at the bottom of the Messages window.
4. Click Send.
   - The message pops up briefly. Participants can click on the pop-up to open the message or open the Messages window.
   - The message appears in the list with your name and the time you sent the message. Other participants in the conference see an updated number of unread messages.

Adding minutes

Procedure
1. Click Start Web Collaboration.
2. Open the Minutes window by clicking Minutes.
3. Enter the text you wish to add.
4. Select the Minute type.
5. To make the note invisible to other conference participants, check the Personal box.
   - Personal minutes, except from the moderator, do not appear in meeting reports.
6. Click Add.

Web Collaboration adds the minute with the type, your name and a time stamp. Other participants in the conference see the number of unread minutes.

Raising and lowering your hand

Procedure
1. Either
   - Select your Collaboration Agent entry in the participant list.
   - Click , or
   - Right click your entry in the Participants list
2. Click Raise Hand.
   - Audio-only participants must use the dialpad commands.
   - The Raise Hand symbol appears next to your name in the Participants list.
3. To lower your hand, click and then click Raise Hand.
   - The Raise Hand symbol next to your name in the Participants list disappears.

Moderating

Silencing and unsilencing specific participants

You must be the moderator or the operator in Collaboration Agent.

Procedure
1. In the Participant list, click on the panel of each participant you want to mute. If you want to select all of the participants, click .
   - The selected participant panels turn blue.
2. To silence the participants:
   - Click , and select Silence, or
   - Right click on a selected participant, and select Silence.
   - When a participant is silenced, the Mute icon appears on the participant’s panel in Participants list.
3. To unsilence the participants:
   - Click , and select Silence, or
   - Right click on a selected participant, and select Silence.
   - When a participant is unsilenced, the Mute icon on the participant’s panel in Participants list disappears.

Muting media of participants

You must be the moderator or the operator in Collaboration Agent.

Procedure
1. In the Participant list, click on the panel of each participant you want to mute. If you want to select all of the participants, click .
   - The selected participant panels turn blue.
2. Perform one of the following steps:
   - Click , and select Mute Media.
   - Right click on the selected participants, and select Mute Media.
   - When a participant is muted, the Mute and Pause Video icons appear on the participant’s panel in Participants list.

Dropping a participant

You must be the moderator or the operator in Collaboration Agent.

Procedure
1. In the Participant list, click on the panel of each participant you want to drop. If you want to select all of the participants, click .
   - The selected participant panels turn blue.
2. Perform one of the following steps:
   - Click , and select Drop from Call.
   - Right click on a selected participant, and select Drop from Call.

All the endpoints associated with the selected participants drop from the conference and the Connected and Dropped buttons show updated numbers. If the endpoint and Collaboration Agent login are associated, both log-ins are dropped.

Adding a participant to a conference
You must be the moderator or the operator in Collaboration Agent.

Procedure
1. In the Collaboration Agent window, click Add Participants.
2. If you want to call a telephone number:
   a) Using the dialpad in the Add Participants panel, enter the telephone number of the participant you want to add to the conference. If you do not see the dialpad, click at the bottom of the Add Participants panel.
   b) Click .
3. If you want to call a SIP URI:
   a) In the text box provided in the Add Participants panel, enter the SIP URI of the participant you want to add to the conference. If you do not see the SIP screen in the Add Participants panel, click the SIP button at the bottom of the Add Participants panel.
   b) Click .

If the invitee accepts the invitation at the prompt, that person appears in the Participants list.

Assigning and unassigning presenter capabilities to a participant
You must be the moderator or the operator in Collaboration Agent.
By default, only the moderator can present content to the participants on a conference. Use this procedure to promote another participant to a presenter so that participant can share documents, applications or a whiteboard.

Procedure
1. Click Start Web Collaboration.
2. In the Participant list, click on the panel of the appropriate participant.
   - The selected participant panels turn blue.
3. To assign presenter capabilities:
   - Click , and select Promote to Presenter, or
   - Right click on the selected participant, and select Promote to Presenter.
   - When a participant becomes a presenter, the presenter symbol appears on the participant’s panel in Participants list.
4. To unassign presenter capabilities:
   - Click , and select Promote to Presenter, or
   - Right click on the selected participant, and select Promote to Presenter.
When a participant is no longer a presenter, the presenter symbol disappears on the participant’s panel in Participants list and the web collaboration session ends.

### Using dialpad commands during a conference

The following dialpad commands are available to the moderator and participants:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>List available keys</td>
<td>**</td>
<td></td>
</tr>
<tr>
<td>Dial out to operator</td>
<td>*0</td>
<td></td>
</tr>
<tr>
<td>Toggle both audio and video</td>
<td>Applies to you only.</td>
<td>*6</td>
</tr>
<tr>
<td>Toggle audio</td>
<td>Applies to you only.</td>
<td>*61</td>
</tr>
<tr>
<td>Toggle media</td>
<td>Applies to you only.</td>
<td>*62</td>
</tr>
<tr>
<td>Count participants</td>
<td>Counts the number of active participants in the audio conference.</td>
<td>*#</td>
</tr>
</tbody>
</table>

The following dialpad commands are only available to the moderator:

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial out to add user to the conference</td>
<td>Dial out to a participant via telephone.</td>
<td>*1</td>
</tr>
<tr>
<td>Toggle entry/exit tones</td>
<td>• Entry tones off: The moderator and participants do not hear a tone when someone joins or leaves the conference.</td>
<td>*4</td>
</tr>
<tr>
<td>Toggle lecture mode</td>
<td>In Lecture Mode, audio is muted for all the participants except the moderator.</td>
<td>*5</td>
</tr>
<tr>
<td>Toggle lock conference</td>
<td>• Conference locked: When the conference is locked, participants cannot join the audio conference or log in to Collaboration Agent.</td>
<td>*7</td>
</tr>
<tr>
<td>Toggle audio mute all</td>
<td>Silences or unsilences all participants on the call.</td>
<td>*81</td>
</tr>
</tbody>
</table>

### Browsing a presentation as a participant

**Procedure**

1. Click **Browse** at the top of the Web Collaboration window. The browsing window opens.
2. While the document is open:
   - Click `#` to toggle between full screen and normal-sized views of the document.
   - Navigate the document using the arrow keys.
3. To close the window, click **Close**. The presentation resumes at the current page, and continues with the presenter.

### Sharing the screen

You must enable pop-up windows in your browser to share a screen.

**Procedure**

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click:
   - **Entire screen** to share the whole screen.
   - **Portion of screen** To share the part of the screen.
4. Click **Screen**. The screen sharing interface opens.

**Important:** An additional browser window opens which is required for sharing. Do not close this window.

5. To change the portion of the screen you are sharing, move and resize the rectangle.

### Sharing Applications

You must enable pop-up windows in your browser to share an application.

**Procedure**

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click **Application Window**. The application sharing interface opens.

**Important:** An additional browser window opens which is required for sharing. Do not close this window.

4. To share:
   - Only the application window, select: **Share only the application window**.
   - The application window any windows or dialog boxes that overlap the application window, select: **Share region of application window**.

### Sharing a document

If you want to share documents from the library, you must upload the documents into “My Library” before you can share them.

**Procedure**

1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Select **Document from library**. The **My Library** window opens.
4. Choose the document type by clicking one of the tabs:
   - Presentations.

### Uploading documents

**Procedure**

1. Open your document library.
2. In the conference log-in screen: click **Library**.
3. In Web Collaboration: click **My Library**.
4. Click **Upload**.
5. Choose the file you want to upload in the **Select file to upload** window.
6. Click **Open**.
If you do not select these options, participants and guests can see all open applications on your desktop that are not hidden by the shared application.

6. Click:
   - **Share** to share the application.
   - **Cancel** to cancel the sharing.
   - **Refresh** to update the list of applications.

**Sharing a whiteboard**

**Procedure**
1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Select **Whiteboard**.

A virtual whiteboard opens. There is a variety of tools you can use to create, delete and annotate white boards.

**Sending a screenshot**

You must be a moderator or presenter to send a screenshot. You must begin sharing before you can send a screenshot.

**Procedure**
1. Click **Start Web Collaboration**.
2. Click **Begin Sharing**, or **Sharing**.
3. Click ![image](image.png).

A confirmation window opens.
4. Click **Yes** to send the screenshot.

**Changing the type of sharing**

While you are sharing, you can change the type of information you are sharing.

**Procedure**
1. Click **Sharing** in the **Collaboration** window.
2. Choose one of the options from the pop-up menu:
   - Document from library
   - Entire screen
   - Portion of screen
   - Application window
   - Whiteboard
   - Share previous document

The sharing type changes.

**Ending document sharing**

**Procedure**

Click **Stop sharing**.

The document closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.

**Ending application and screen sharing**

**Procedure**

Click:
- **Stop Sharing**, or
- The **Exit Sharing** button, or
- **Stop Desktop Sharing** in the Sharing menu.

The shared application or screen closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.