



Avaya Web Conferencing User Guide

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1 Introduction

This is the User Guide for Avaya Web Conferencing version 4.1.20. The following sections provide a general overview of Avaya Web Conferencing.

1.1 What is Avaya Web Conferencing?

You may be familiar with setting up a conference call, so that a group of people from different locations can hold a conference over the telephone. In a similar way, Avaya Web Conferencing allows you to set up an online data conference, in which users can communicate using a range of methods.

1.1.1 Data conferencing

Participants enter a data conference either by following an email link or using their web browser to browse to a URL and then entering security details. The conference client is loaded in the web browser and enables Participants to communicate with each other using the following methods.

- Chat (sending text messages)
- Whiteboard (free-form text and drawings)
- Shared applications (one user can share a program running on their computer and other users can see it in operation; another user can even take control and work with the program as if it were running on their own computer)
- Slide shows (snapshots of the Whiteboard or shared applications, PowerPoint slides, or JPEG images or voting slides; all slides can be annotated as they are discussed)

The tools above can be used to present different types of conferences. For example, the conference can be run like a seminar in which a Presenter gives a pre-prepared pitch. The other Conference Participants make up the audience. Alternatively, the conference organizer can choose to allow all Participants to have full use of all the communication methods. In that case, a group of computer users in different locations can work together as though they were sitting at the same computer. They can chat to each other and view and control the same programs.

In Avaya Web Conferencing there are three types of **Participants**: Attendees, Presenters and the Owner. **Presenters** can use the full function of the product, while **Attendees** can view the presented material and use the chat function. The **Owner** is the first Presenter to join the conference and has some special privileges over a normal Presenter.

Providing the particular conference mode supports it, Presenters can use a Promote function to change Attendees into Presenters during the conference. The functions available to Attendees and Presenters, including the Owner, are described in detail in "Attendees" [p24] and "Presenters" [p35].

Where the Recording facility is available, the Presenters can record the conference. Once the recording has finished, one of the Presenters can **publish** the recording to make it available

for viewing. As part of the publishing process, the Presenter can choose to email a link to the recording to anyone who needs to view the recording.

1.1.2 Audio conferencing

Avaya Web Conferencing version 4.1.20 also has an audio conferencing capability that can be used in addition to data conferencing. Participants access audio conferencing by using a telephone and dialing into the conference.

The Avaya Web Conferencing Service Provider determines the method of access available to Participants.

Chapters [3] and [5] explain the different ways of accessing audio and provide full details on how to use the combined audio and data conferencing features of Avaya Web Conferencing.

1.1.3 Video conferencing

Avaya Web Conferencing version 4.1.20 also has a video conferencing capability, which operates alongside audio conferencing. A user with a PC webcam can share video with other conference participants.

Note that users without video capability can still participate in an audio conference, but users without audio capability (or who dial in by telephone) cannot participate in a video conference.

Chapters [3] and [5] provide further details on how to use the video conferencing features of Avaya Web Conferencing.

Note: The Firefox browser does not support video conferencing.

Note: To enable video conferencing, you must install Windows Media Player 10.

1.2 Do I need to install Avaya Web Conferencing?

You do not have to install Avaya Web Conferencing on your own machine because it is a web-based application. The software you need is automatically downloaded when you first join a conference.

Please note that you may need to perform some configuration tasks on your computer when you log in for the first time in order to be able to use all the features of Avaya Web Conferencing. Please refer to "Checking the configuration of your Computer" [p12] for more information.

1.3 Browsers and platforms supported by Avaya Web Conferencing

The main conference attendee functions can be used from most popular web browsers which have JavaScript support. These include

- Microsoft Internet Explorer or Mozilla Firefox on Windows Vista, XP, 2000 or ME

You need to have Java installed in order to be a Presenter in a conference. This is explained in further detail in Chapter [6]. In order to install Java you must have Administrator privileges on your computer.

In general Avaya Web Conferencing works with popular pop-up blockers enabled, see the [Avaya Web Conferencing Troubleshooting Guide] for more details on the restrictions.

1.4 Why does my version of Avaya Web Conferencing look different to the pictures in this document?

Your service provider may have chosen to customize Avaya Web Conferencing by branding the conference pages. If this is the case, then Avaya Web Conferencing will look different to the pictures in this document. For example, the screens may be different colors, and different logos may be displayed.

Avaya Web Conferencing will also appear different to the pictures in this document if you do not have access to the full set of Avaya Web Conferencing features. For example, if you do not have access to the recording feature, then there will be no *Record* menu, and you will not be able to log in to the recording management area.

Additionally, some Service Providers have a different method for logging in to a conference. This is covered in more detail in Chapter [3].

1.5 More information about Avaya Web Conferencing

You can visit us online at <https://webconferencing.avaya.com/> for more information about Avaya Web Conferencing and Avaya's other products.

The rest of this document describes how to use Avaya Web Conferencing.

2 Glossary of terms

This section describes some of the terms used throughout this manual that might be unfamiliar to you.

- Administrator** The person who provides the conference reference number and Presenter Security Code you need to create your own conferences.
- Annotating** Using the drawing and text tools to mark part of the whiteboard, a slide, or a shared area or application with notes that others in the conference can see.
- Attendee** Someone who can participate in a conference only by viewing the conference, chatting in the Discussion Area or by using audio (where configured).
- An Attendee is not in control of a conference and may not use the Whiteboard, create or present a slideshow, share applications, annotate, promote or demote participants.
- Audio Conference** A type of Avaya Web Conferencing conference in which the Participants can communicate using their phones as well as by using the features of a data conference.
- Chat** Comments sent to conference participants and displayed in the Discussion Area.
- This feature is known as Chat and if required can be saved as a text file.
- Cookie** A small text file that is saved automatically on your computer and used to store details about you.
- Cookies are often created when you browse the Internet to store information such as your logon details so that you do not need to enter the same information manually the next time you visit the same website. Avaya Web Conferencing can use cookies to save some of your logon details and the results of running the computer configuration check so that you do not have to enter the details or run the test again.
- Current Presenter** The Presenter who last changed the presentation (switched a slide, used the white board, shared a new application or took control of a shared application).
- Data Conference** A type of Avaya Web Conferencing conference in which users can Share, Chat and draw on the Whiteboard.
- Demote** To change a Presenter to an Attendee (please note that the conference owner may not be demoted).
- Discussion Recording** A recording of the chat and participants list for a conference.

Force Off	To exclude a participant from a conference. (All Presenters have the ability to remove a Participant from a conference, no-one can force off the Owner.)
Licenses	<p>A license is required for each Participant in a conference.</p> <p>Licenses are governed by the Service Provider. The total number of available Avaya Web Conferencing licenses will vary, depending on the installation. Different, separate licenses are required for video, audio and data conferencing, and for recording.</p>
Owner	The first Presenter in a conference. The Owner cannot be forced off or demoted.
Participants	Users that are present in the conference.
Participants List	<p>The Participants List displays the list of all Participants in the conference, shows their current status, and shows your details.</p> <p>This is sometimes also referred to as the Roster.</p>
Playback	<p>The act of playing a conference recording.</p> <p>Once the recording has been completed, one of the Presenters publishes the recording and then publicizes the link to the recording to enable others to view it.</p>
Presenter	<p>Someone who is in control of a conference.</p> <p>Presenters can use the full function in Avaya Web Conferencing and may promote and demote participants. Presenter level can be attained by logging into the Conference with the Presenter Security Code, or by being promoted by another Presenter.</p>
Promote	<p>To change an Attendee to a Presenter.</p> <p>This requires the user to have Java installed on their computer.</p>
Recording	<p>A facility that allows a Presenter to record the two parts of a conference.</p> <p>One part includes the data from the Workspace Window and any audio that is broadcast into the conference and the other contains the chat messages and a list of the conference participants. When a Presenter has made the recording available for viewing, the Workspace recording is played back using Windows Media Player and the chat recording is viewable in the web browser.</p>
Roster	See Participants List .
Share	When a Presenter allows others in the conference to see applications or areas on his/her own machine.
Slide Show	A series of slides created by taking snapshots of the Workspace Window during the conference or a series of slides uploaded from a Presenter's machine (or a combination).

Video Conference

A type of Avaya Web Conferencing conference in which participants can share video, as well as using the features of audio and data conferences.

Whiteboard

The area of Avaya Web Conferencing where Presenters can draw using the annotation tools provided.

WMP

Windows Media Player, a Microsoft application used to play back data audio and video conferences that have been recorded on a recording-enabled Avaya Web Conferencing system.

3 Joining a Conference

You can join a conference in two ways.

- If you have received an email invitation to join a conference, you should click on the invitation link. This will take you directly into the conference. Please refer to "You have been invited to join a conference" [p10]
- If you have the necessary security details (typically a conference reference number and a Security Code, or a passcode) you can join a conference by using a web browser to browse to the conference login page and entering them in the appropriate boxes. Please refer to "Joining a conference via the conference login URL" [p11]. If you have an Attendee Security Code, you may only join a conference after it has been started by a Presenter.

Provided your computer's operating system and browser are configured correctly, you can also access video and/or audio conferencing alongside data conferencing. It is possible that either your version of Avaya Web Conferencing or your computer may not be set up to use video or audio conferencing. The [Avaya Web Conferencing Troubleshooting Guide] has details of the necessary requirements. Alternatively contact your Service Provider if you are having difficulty in accessing video or audio conferencing.

You access audio conferencing by using your telephone to dial the number given in the invitation email, or by accepting a telephone invitation from a Presenter to join a conference.

If video conferencing is enabled, you will immediately be able to send and receive video as soon as you successfully join an audio conference.

The rest of this chapter gives full instructions on joining a conference.

3.1 You have been invited to join a conference

If you have been invited to join a conference, you will receive an email that is similar to one of the following.



If you receive an email similar to this, you can join the data conference by clicking on the link. If you wish to use video conferencing (providing your Avaya Web Conferencing system has the capability) then you need to ensure your computer and browser are configured correctly. If the conference you are joining includes audio conferencing, you will also need to log in to the audio conference by telephone. There are two ways of doing this.

- You can dial the access phone number shown in the email and on the screen after you log in to the conference, and then enter the Security Code shown on screen when prompted.
- If your Service Provider supports the feature, you can also join an audio conference by using the *Call* option on the *Conference* menu once you have entered the data conference.

3.1.1 Participant Name

If you have previously participated in a conference on your computer, the name by which you will be known in the conference will have been stored on your machine in a cookie, provided your browser's Internet Options have been set to allow cookies to be stored.

If Avaya Web Conferencing cannot find a name to use for you during the conference, you will be prompted to enter your name at log in. You can change your name in the conference at any time; please look at "Editing a Participant's phone number".

3.2 Joining a conference via the conference login URL

You can also join a conference by entering the conference login URL directly in your browser and entering a Security Code. When your Administrator sets up a conference, they associate two Security Codes with it: a Presenter Security Code and an Attendee Security Code.

- If you are the Owner, or one of the Presenters, then you should have been given
 - the URL of the login page
 - your conference reference number
 - the Presenter's Security Code.

With some Service Providers you will only need to know the URL of the login page and a passcode to enter the conference.

If you are the Owner of the conference, or one of the Presenters, you can start a conference by logging in this way. The first Presenter to log into a conference is designated as the Owner of the conference.

Note that anyone with the Presenter Security Code can start a conference, even if the user to be billed for the conference is not in attendance. Therefore, it is recommended that you invite all Participants as Attendees, and then promote those who require Presenter privileges from within the conference (see "Promoting and demoting" [p38]).

- If you have an Attendee Security Code, you will only be able to log into the conference once the conference has been started by a Presenter. If the conference has not yet started, you will be placed in a waiting room. You will automatically

enter the conference once it is started. See Chapter [6] for full details on what you can and cannot do as an Attendee.

- To start or join a conference, you should start your browser and enter the login page URL. Your screen will look like the example below.

Avaya Web Conferencing - Login Page - Microsoft Internet Explorer

File Edit View Favorites Tools Help

AVAYA

Computer Configuration

- Checking Attendee ✓
- Checking Presenter ✓
- Connection Speed ✓

[Re-check your configuration](#)
[Help](#)

Avaya Web Conferencing
Voice & Data Conferencing Application

Join Conference

To join a conference, enter the Conference Reference and Security Code (you should have been given these by the organizer of the conference).

Your details

Name

Phone

Conference details

Conference Reference

Security Code

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- Enter
 - your conference reference number
 - your Security Code
 - a name by which you will be known in the conference (optional)
 - your phone number (optional)
- Click the *Enter Conference* button to join the conference.
- You can change your name at any time during the conference. Please look at “Editing a Participant's phone number”.

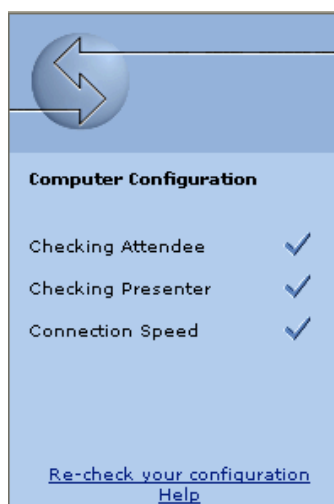
3.3 Checking the configuration of your Computer

When you browse to the Avaya Web Conferencing login page, you will see the Computer Configuration Check on the left of the screen. The Configuration Check also runs if you join a conference via an email invite URL, although it will be hidden from view.

After a few seconds, the test displays a brief report of any possible compatibility problems or issues that may degrade the performance of Avaya Web Conferencing on your machine.

If you access the audio feature of Avaya Web Conferencing using your telephone, you will see the Computer Configuration Check on the left of the screen when you open the Avaya Web Conferencing login page.

After a few seconds, the test displays a brief report of any possible compatibility problems, or issues that may degrade the performance of Avaya Web Conferencing on your machine. If you see the following screen, your computer is correctly configured for all Avaya Web Conferencing features.



The Attendee test checks that:

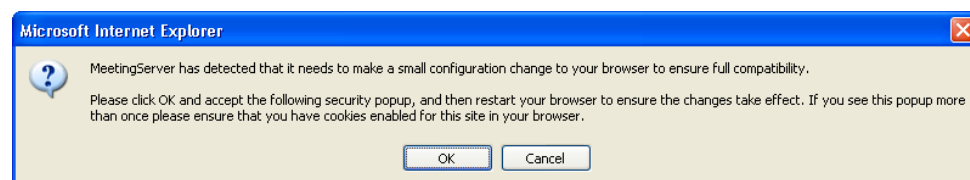
- the user's browser is recent enough
- JavaScript is enabled.

The Presenter test checks that:

- Java is enabled

If the Presenter test fails (X beside Presenter) then the user will not be allowed into the conference if they enter a presenter PIN. They would however be able to enter as an Attendee by entering an Attendee PIN.

Some browser settings are not compatible with Avaya Web Conferencing. Avaya Web Conferencing will detect this on the login page and put up the following prompt.



Please click OK and accept the security pop-up. Then close all your Internet Explorer windows, open Internet Explorer again, and enter a conference.

3.4 What you will see when joining a conference

As with the conference invitation emails and the login pages, the screen that you will see when you have logged into a conference will vary depending on whether

- you access audio using a telephone (see "Data conferences using audio conferencing via telephone" [p17])
- you are joining a video conference (see "Video conference with audio and data conferencing" [p14]).

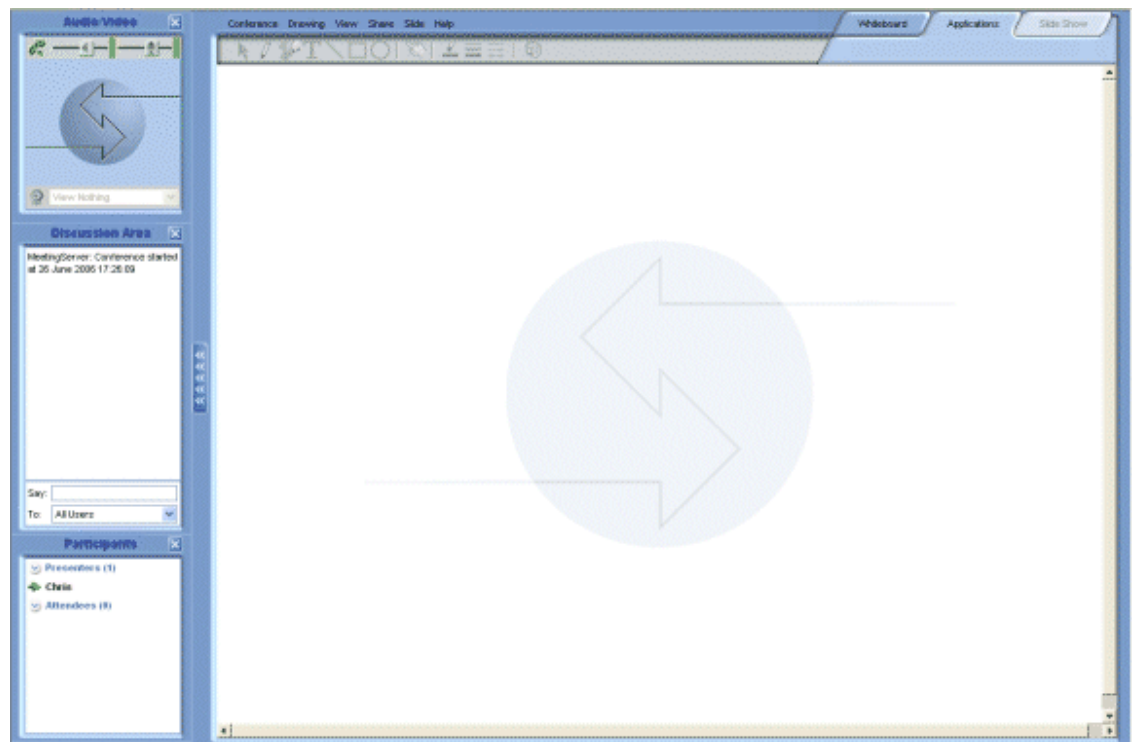
3.4.1 Video conference with audio and data conferencing

Note that video conferencing is only available if your Service Provider enables video conferencing.

Note: The Firefox browser does not support video conferencing.

Note: To enable video conferencing, you must install Windows Media Player 10.

When you enter a video conference, you will see a screen similar to the following.



In addition to the **Discussion Area**, **Workspace Window** and **Participants List** (as described in "Data conferences using audio conferencing via telephone" [p17]), the **Media Frame** is displayed.

The Media Frame contains both video and audio function. If the conference you join does not have video enabled, you will only see the audio toolbar, as described in "Data conferences using audio conferencing via telephone" [p17].



The Media Frame allows you to control the sourcing and viewing of the video and audio conference.

- When you join the conference, the Media Frame is in a disconnected state. Audio is off, and video is neither supplied nor viewed.
- Click on the telephone icon ("Connect") to join the media part of the conference.
- Once you join, you will automatically be able to send and receive audio, and receive video.

When connecting, you may see the security question popup below. Click 'Yes' to continue and allow the call.



The Participants List will update after a few seconds to show the conference participants' audio and video status, as in the following example. The headphones icon indicates that the participant has audio function enabled, and the webcam icon indicates that the participant has video function enabled.



The webcam button in the Media Frame toggles sending of video. If you have no camera, you cannot send video, but you can still use audio.

Note: If you have no audio card, you will not be able to join the media call, even if you have video capability.

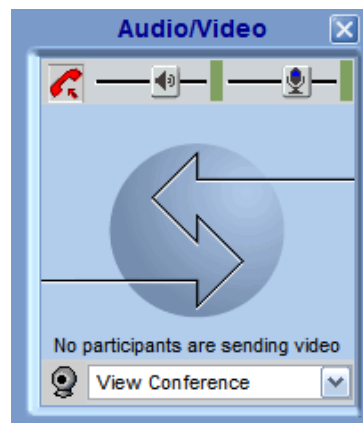
The pull-down menu in the Media Frame allows you to choose the video stream you wish to see, from the following options.

- *View Nothing*
- *View Conference* (this is the default setting when you join the conference)
- *View Myself* (please note that this is a mirror image of the in-conference image)

If you select *View Conference*, you will see the Conference video stream. This is the video of the loudest speaker, if that speaker is supplying video. Otherwise, it is one of the following, at Avaya Web Conferencing's discretion.

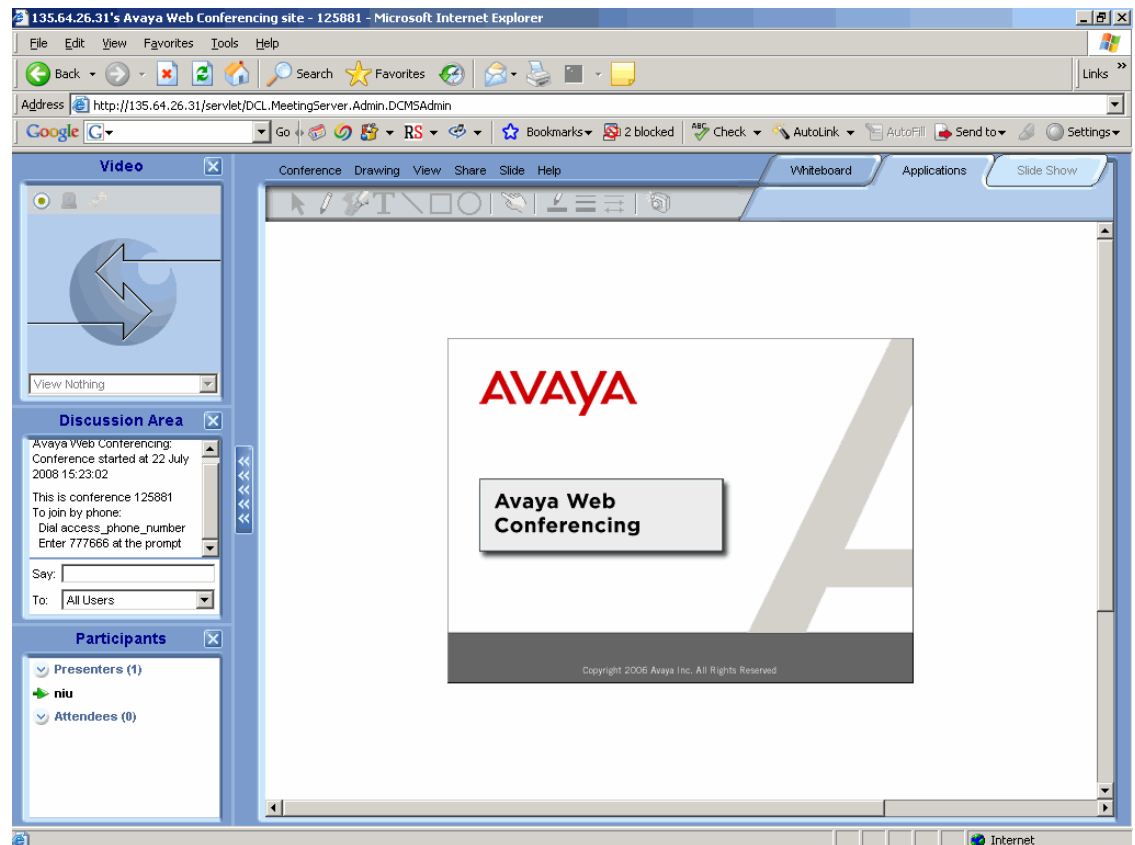
- the video of some other participant who is sourcing video
- a blank screen.

If no participants in the conference are sourcing video, the Media Frame will display as follows.



3.4.2 Data conferences using audio conferencing via telephone

Once you have logged into a data conference, or one that has an audio capability accessed by dialing in via a telephone, you will see a screen like the following one.



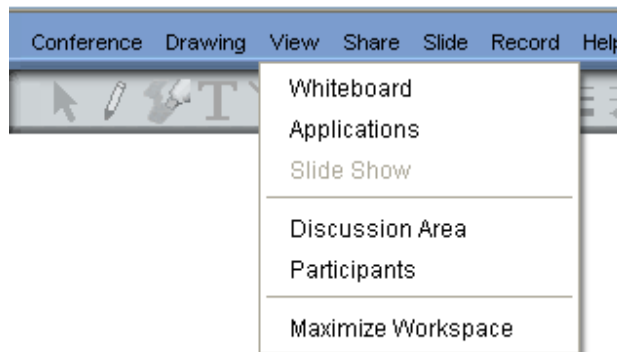
- The **Discussion Area** is the place where all of the Participants in the conference can chat with each other, as described in "Chatting" [p42].
- The **Participants List** lists all of the Participants in the conference and indicates whether they are Presenters or Attendees. Please refer to Chapter [5] for more information about the Participants List.
- The **Workspace Window** is the area of the screen where Participants can view and, if they are Presenters, annotate the Whiteboard, shared applications, or slides.
- The **Mode Selection tabs** allow a Presenter to switch between the Slide Show, shared Applications, and the Whiteboard.
- The **Menu Bar** (Workspace Window Menu Bar) allows Participants (depending on permissions) to
 - exit the conference
 - dial into the conference to use audio conferencing
 - invite other Participants by instructing the conference to call them on the telephone

- set options for drawings and shared applications
- set options for, and navigate between slides
- view the Avaya Web Conferencing online help files.

For more information about the menu options in the Workspace Window menu bar, see "Workspace Window menu options" [p84].

- The **Annotation Toolbar** allows Presenters to create and alter annotations, as described in "Annotating the Workspace Window" [p79].

If you can see the Workspace Window but not the Discussion Area or Participants List then you can use the *View* option in the Workspace Window menu bar. Select *View* then select *Discussion Area* or *Participants* from the menu that appears.



The discussion area can be enlarged or shrunk by dragging its lower or right-hand borders.

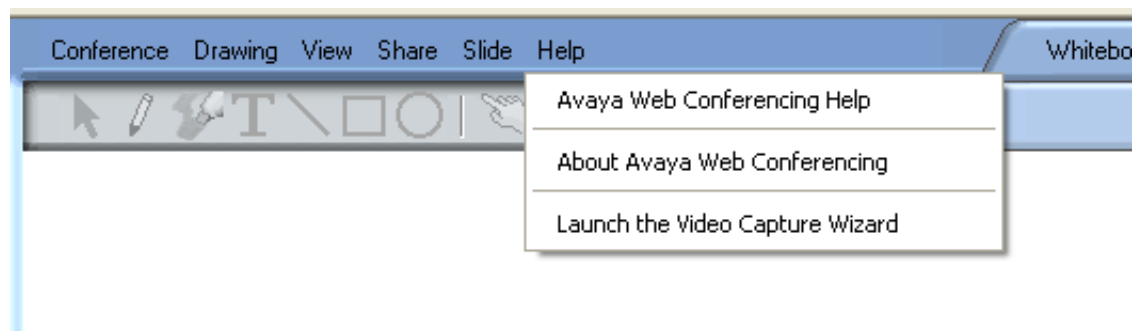
3.5 Diagnosing problems

This section gives advice on any problems you may experience while using Avaya Web Conferencing.

3.5.1 Using online help

Avaya Web Conferencing has an online help function. To use online help, take the following steps.

- Click on *Help* on the Workspace Window menu bar.



- Choose *Avaya Web Conferencing Help* from the menu that appears.

3.5.2 Avaya Web Conferencing with audio conferencing using a telephone

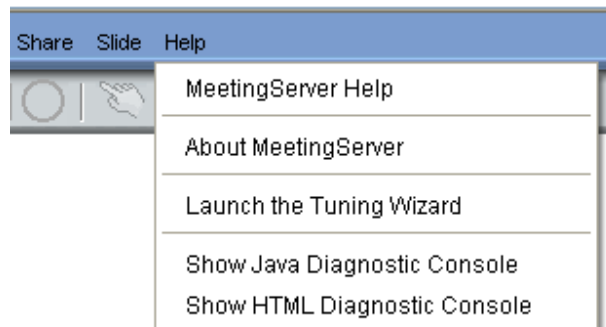
If you are having problems while in a conference then you may wish to use the diagnostic features of Avaya Web Conferencing. To do so, you select the *Show Java Diagnostic Console* and *Show HTML Diagnostic Console* items in the *Help* menu.



The *Help* menu also includes sub-sections on Audio Conferencing and Recording.

3.5.3 Avaya Web Conferencing with video conferencing

If you are having problems while in a conference then you may wish to use the diagnostic features of Avaya Web Conferencing. To do so, you select the *Show Java Diagnostic Console* and *Show HTML Diagnostic Console* items in the *Help* menu.



3.6 Joining a conference after it has started

If you enter a conference after it has started, you automatically join the conference in the same mode as the other Participants (for instance, data only, video, audio and data, and so on).

If you enter a data conference after it has started, you can see the previous chat. Simply scroll up and down the Discussion Area (at the left of your screen) using the scroll bar. (Please note that if there have been a lot of chat messages you may not be able to view all of them when you scroll up, as only a fixed amount is sent to each new conference joiner). You will also see what is currently in the Workspace Window.

3.7 Administering a conference

In order to administer a conference, you must log in as an Administrator using a special administration login page. The URL for the administration login page is the URL for the main login page plus /admin/. For example, if the main login page is at <http://www.Avaya Web Conferencing.com/Avaya Web Conferencing>, the administration login page is at <http://www.Avaya Web Conferencing.com/Avaya Web Conferencing/admin/>.

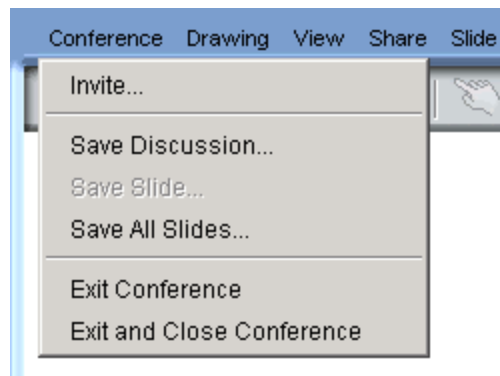
In order to log in to the administration area of Avaya Web Conferencing, you need an Administrator password.

Detailed instructions on how to administer conferences are provided in the [Avaya Web Conferencing Administrator's Guide].

4 Leaving a Conference

To leave a Conference, follow these steps.

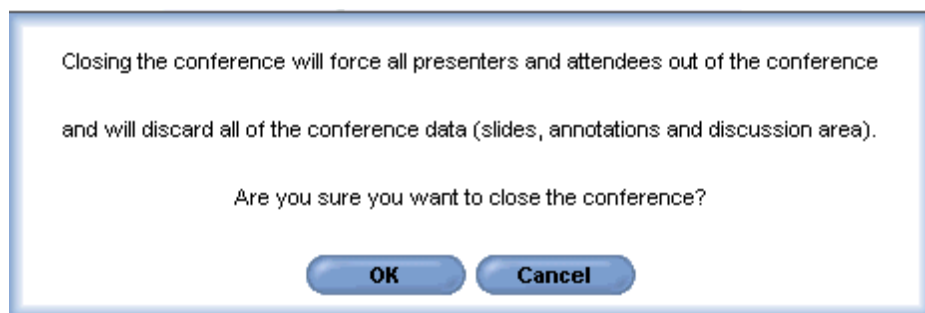
- Click *Conference* on the Workspace Window menu bar.



- Choose *Exit Conference* from the menu that appears.
- Hang up your phone if you dialed into the conference.

The Workspace Window and the Discussion Window will close.

If you are a Presenter, then you can close the data conference by choosing *Exit and Close Conference* from the *Conference* menu instead. If you choose this option, a warning similar to the following pops up. Click *Ok* to end the data conference (any audio conference hosted on an audio conferencing bridge will continue).



4.1 Leaving a Conference but returning later

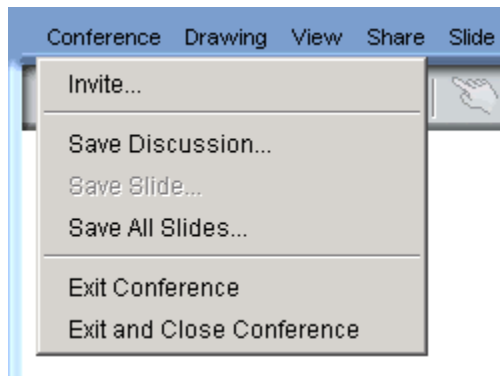
You can leave and rejoin a running conference. If you do so, the other Participants will see you disappear and reappear in the Participants List. When you rejoin

- you will revert to your original permission level (specified by the type of Security Code you used to log in)

- you will still be able to see previous conference interactions, including whiteboard annotations and chat that occurred while you were away, but you will not be able to see any private messages that were sent to you before you logged out.

To leave and rejoin, follow these steps. Please note that if you are the last Presenter and you leave a running conference, the conference may be automatically closed before you rejoin it. Please see "Automatic closing of conferences" [p22] for more information.

- Click *Conference* on the Workspace Window menu bar.



- Choose *Exit Conference* from the menu that appears.

If you are in a data or combined audio and data conference, the Workspace Window and the Discussion Window will close. When you wish to log in again, follow the instructions for logging in, see "Joining a conference" [p11]. You should use the same Name. If the conference includes audio, you will also need to reconnect to audio conferencing (by dialing in using your telephone).

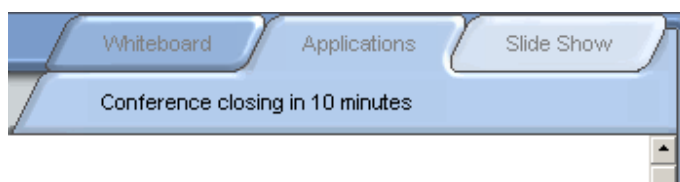
4.2 Automatic closing of conferences

If you are a Presenter, you can close a data conference at any time by choosing the *Exit and Close Conference* option on the *Conference* menu. The data conference ends immediately, and all the other participants automatically leave the data conference (but remain connected to any audio conference hosted on an audio conferencing bridge).

However, if all the Presenters leave a data conference without closing it, Avaya Web Conferencing automatically closes the conference in one of two ways, depending upon whether there are any attendees remaining in the conference.

4.2.1 Attendees remain in the conference

Any Attendees who remain in the data conference after the last Presenter has left see a timer in the top right of the screen. The timer counts down the time remaining until the conference closes automatically, and at the end of the 10 minute period, the conference closes.



If a Presenter rejoins the conference before the end of the 10 minute period, the timer stops and disappears from the screen. If the last Presenter leaves the conference without closing it again, the timer starts counting down again (starting from 10 minutes).

The audio and video part of the conference terminates when there are no more presenter-level audio participants. There is no option of a 10 minute grace period. An audio clip is played into the conference to inform remaining attendees that the audio part of the conference is about to end. Audio conferencing can only be resumed if initiated by a Presenter. If this occurs, the other Participants will have to reconnect to audio conferencing as if they were just joining an audio conference (by dialing in using the telephone).

4.2.2 No attendees remain in the conference

If no participants are present in the conference, Avaya Web Conferencing automatically closes the conference after 1 minute.

4.3 Conference Duration

The conference exists from the time the Owner (the first Presenter to join the conference) joins until

- it is explicitly ended by a Presenter
- all presenters have left and the 10 minute grace period has elapsed
- one minute after all Participants have left.

All conference data (chat, application sharing, annotations, presentations etc.) is deleted at the end of each conference unless explicitly saved during the conference, either by using the Record facility (where licensed) or the *Save* options under the *Conference* menu.

5 Participants List




This section describes the features available in the Participants List.



5.1 Who is in the conference?




The Participants List shows a list of other Participants in the conference. This list displays icons showing whether Participants are Presenters or Attendees, and identifies the current Presenter.


The following icons represent

-  a Presenter
-  the current Presenter
-  an Attendee.

Each Participant will have a different colored icon (up to a maximum of 8 colors). The color of the icon is used for that Participant's annotations. This provides a quick reference for distinguishing between annotations.

When you have audio enabled in the conference the following status icons appear in the right hand status column of the Participants List.

-  indicates that the Participant is connected, using a telephone, and can use audio conferencing.
-  indicates that the Participant is using a telephone for audio conferencing, and is currently speaking.
-  indicates that the Participant is using a telephone for audio conferencing, but has been muted.

When you have video enabled in the conference, the status icon  is displayed next to the relevant audio status icon.

5.2 Viewing status information about one of the Participants in an audio conference using a telephone



As illustrated above, if you access audio using your telephone to dial into the conference, you will see the following options if you right-click on a name in the Participants List.

- Call
- Promote/Demote
- Force Off
- This is My Phone
- Wrong Phone
- Edit Name
- Edit Phone

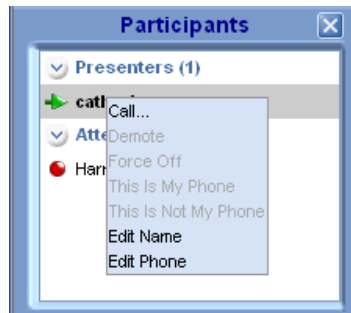
5.2.1 Call

This option is only available if you are using Avaya Web Conferencing and accessing audio conferencing using your telephone. When you have logged in to an audio conference, you can use the *Call* option to instruct the conference to call you or anyone else. When the person who is called answers their phone, they join the audio conference and can talk to the other Participants in the conference. This feature is only available if your Service Provider supports it.

Calling yourself

In order to instruct the audio bridge to call you so that you can talk to the other Participants in the conference, take the following steps.

- Right-click on your name in the Participants List.

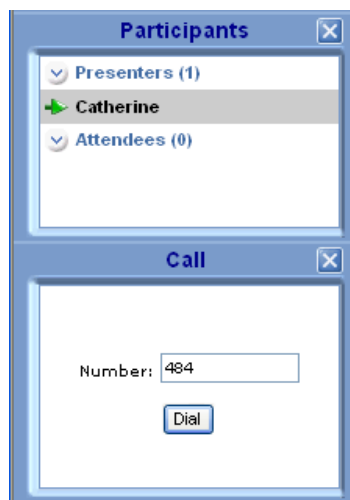


- Choose *Call* from the menu that appears.
- A window pops up with your phone number. Click *Dial*.
- Answer your phone when it rings.
- You can hang up the call by clicking *Hang Up*.

Calling someone else

You can also use the *Call* option to call someone else so that they can talk to the other participants in the conference.

- Right-click on your name in the Participants List menu bar.
- Choose *Call...* from the menu that appears.
- A window pops up. Enter the phone number of the person you want to dial, and click *Dial*.



- You can hang up the call by clicking *Hang Up*.

5.2.2 Identifying yourself and others using This Is My Phone, This Is Not My Phone and Wrong Phone

When you dial in to the audio conference, Avaya Web Conferencing automatically tries to link you to one of the Participants listed in the Participants List. If you did not provide a

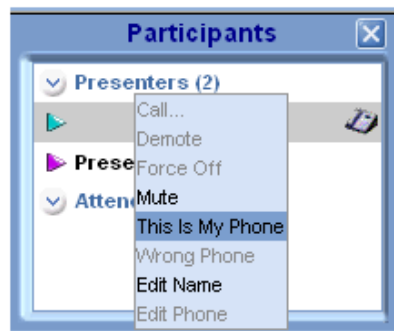
phone number when you logged in to Avaya Web Conferencing, then Avaya Web Conferencing will not be able to match your phone number with your name, and your phone number will appear separately in the list of Participants.

If you are a Presenter, you have some additional options that enable you to identify the other Participants in the conference. These options are also described in this section.

5.2.3 Identifying yourself using This Is My Phone

You can match your phone number with your name using the *This Is My Phone* option. To match your name with a phone number, take the following steps.

- Right-click on the unnamed phone number in the list of Participants.

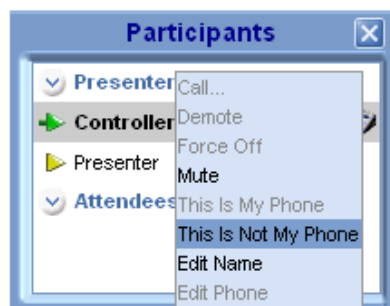


- Choose *This Is My Phone* from the menu that appears.

5.2.4 Identifying yourself using This Is Not My Phone

If Avaya Web Conferencing links the wrong phone number with you, for example because you incorrectly entered your extension number, then you can resolve this by using the *This Is Not My Phone* option. To separate your name from a phone number that has been linked to it, take the following steps.

- Right-click on your name in the list of Participants.



- Choose *This Is Not My Phone* from the menu that appears.
- You can now associate yourself with the correct phone number using *This Is My Phone*.

5.2.5 Correcting a phone number that has been incorrectly linked with a Participant

If you are a Presenter, and notice that Avaya Web Conferencing has linked the wrong phone number with one of the other Participants, you can separate them by taking the following steps.

- Right-click on the name of the Participant in the list.
- Choose one of the following options.
 - If the Participant has been incorrectly linked with your phone number, choose *This Is My Phone*. The phone number is automatically linked with you instead.
 - If the Participant has been incorrectly linked with someone else's phone, choose *Wrong Phone*. The phone number and Participant are separated in the Participants List.

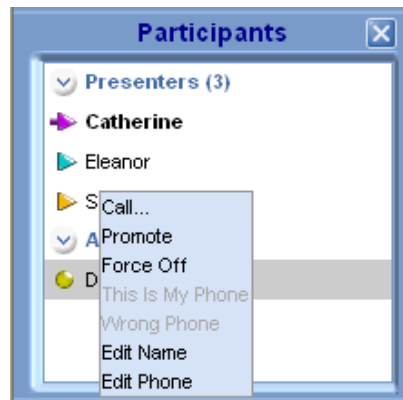
5.2.6 Editing a Participant's phone number

You can edit your own name and phone number, and that of the other Participants if you are a Presenter, by right-clicking on the name in the Participants List.

If you are a Presenter, and a Participant has dialed in to the conference but has not been linked with a phone number, then you can correct this by doing one of the following.

Editing a phone number or name for the Participant


- Right-click on the name of the Participant in the list.



- Choose *Edit Phone* or *Edit Name* from the menu that appears, and type the correct name or phone number into the box that appears. When you have finished, press **Enter** on your keyboard. The phone number is automatically linked with the Participant.

6 Attendees

If you are to be an Attendee at a conference, you will receive an e-mail invitation containing a link to the conference. To join the conference, follow the instructions in "You have been invited to join a conference" [p10].

Your name will appear in the Participants List with the following icon. 

This icon indicates that you are an Attendee. Note that it is likely to be a different color from that shown here.

6.1 What can Attendees do?

As an Attendee, you will be able to join and leave conferences (once a Presenter has joined the conference), and change your name and phone number details.

If the conference is a data conference, you will be able to

- see all chat messages that are sent to you personally and to the conference generally
- send new chat messages to the conference as a whole or to specific Participants
- view the Participants List, a list of names of all Participants who are in the conference
- see any shared applications
- watch Slide Shows
- vote if a Presenter creates a voting slide
- watch as Presenters create diagrams on the Whiteboard
- watch as Presenters annotate slides or shared applications
- watch a conference recording that a Presenter has made and published (if Recording has been licensed on your system).

If the conference is also audio-enabled, you will be able to talk to the other participants using your telephone, provided your computer supports audio and you have not been muted by yourself or one of the Presenters.

If the conference is video-enabled, you will be able to view video of the other participants. If you have a webcam, then you will also be able to supply video.

6.1.1 Other functions

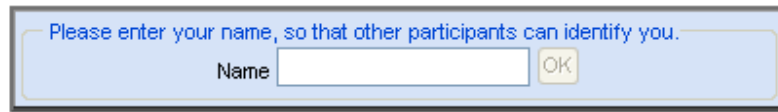
Attendees cannot use any other Avaya Web Conferencing function unless a Presenter promotes them to Presenter level. The majority of the menu options in the Workspace Window are therefore grayed out.

6.1.2 Joining conferences

Attendees cannot join conferences before any Presenters have joined. If you try to join too early, you will be directed to a page which says

"The conference has not yet started, please wait and your browser will automatically join the conference when it does start."

If you are entering a meeting for the first time from an email invitation URL, you will be prompted to set your name in the following pop-up.



The *OK* button is activated only once some text is entered in the Name field. This pop-up will also appear if you log in using an Attendee Security Code but fail to enter your name at login.

For more information about entering a conference please refer to Chapter [3] "Joining a Conference".

6.1.3 Changing your details during a conference

You can change the name or phone number used for you in the conference at any time.

If you are in an audio conference, take the following step to change your name or phone number.

- Right-click on your name in the Participants List, select *Edit Name* or *Edit Phone* from the menu that appears. Type in the updated name or phone number, and press **Enter** on your keyboard.

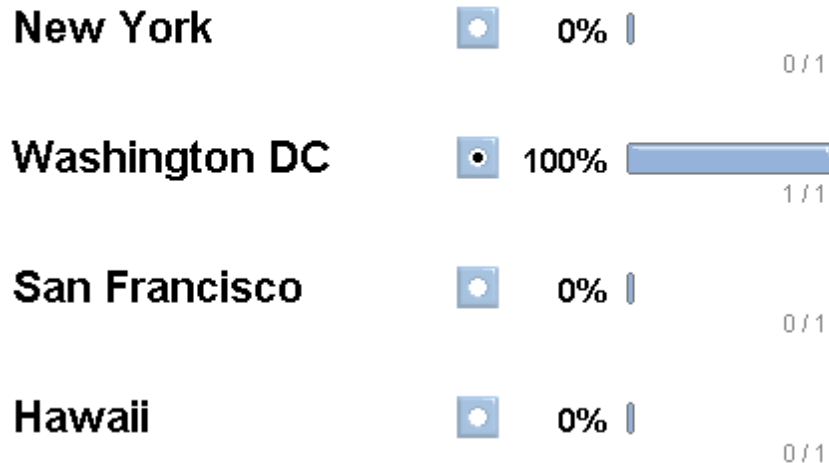
If you are in a data conference, take the following step to change your name.

- Right-click on your name in the Participants List, select *Edit Name* from the menu that appears. Type in the updated name, and press **Enter** on your keyboard.

6.1.4 Voting

You can vote in a data conference if a Presenter creates a voting slide. To vote, you click the answer on the voting slide that you wish to vote for.

Where would you like to go?



On a voting slide, there may also be a hyperlink called *More information*. You can click this to open a new window showing a web page with more information about the vote in question. Note that you must have pop-up blockers disabled in order to do this.

6.2 Promotion from Attendee to Presenter

In order to be promoted from Attendee to Presenter, you will need Java support on your computer. If a Presenter attempts to promote you from an Attendee to a Presenter, you will see one of the following pop-ups.

- "You are being upgraded to a presenter".

This indicates that the login test showed that you have the appropriate Java support installed on your computer. When the promotion is complete the message goes away. Note this may take several seconds.
- "A Presenter attempted to promote you to a Presenter but it failed as you do not have Java installed."

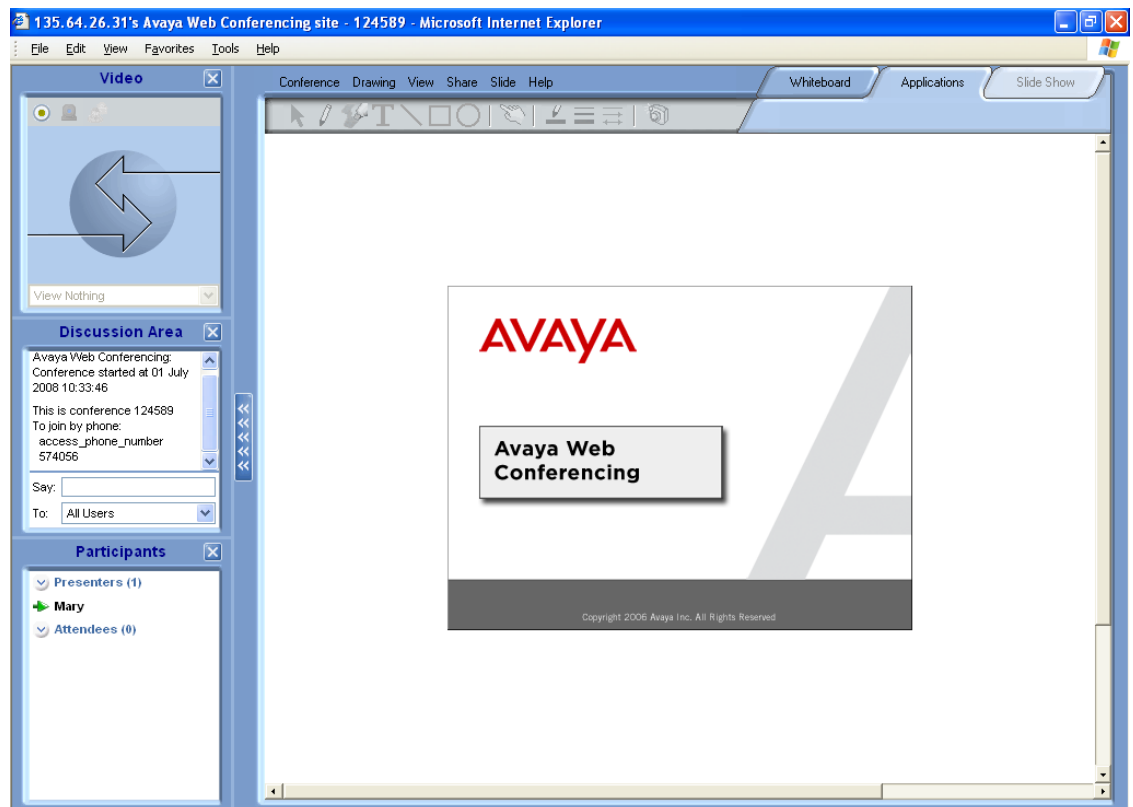
This indicates that your computer does not have the appropriate Java support, and you should contact your Service Provider to see whether it can be installed. Note, the presenter who is doing the promoting is not informed explicitly that the promotion has been unsuccessful, although you will still be shown as an Attendee in the Participants List. You could use the Chat feature to inform the Presenter that the promotion was unsuccessful.

If you go to the login screen you will find an X beside the Presenter capability and instructions for installing Java.

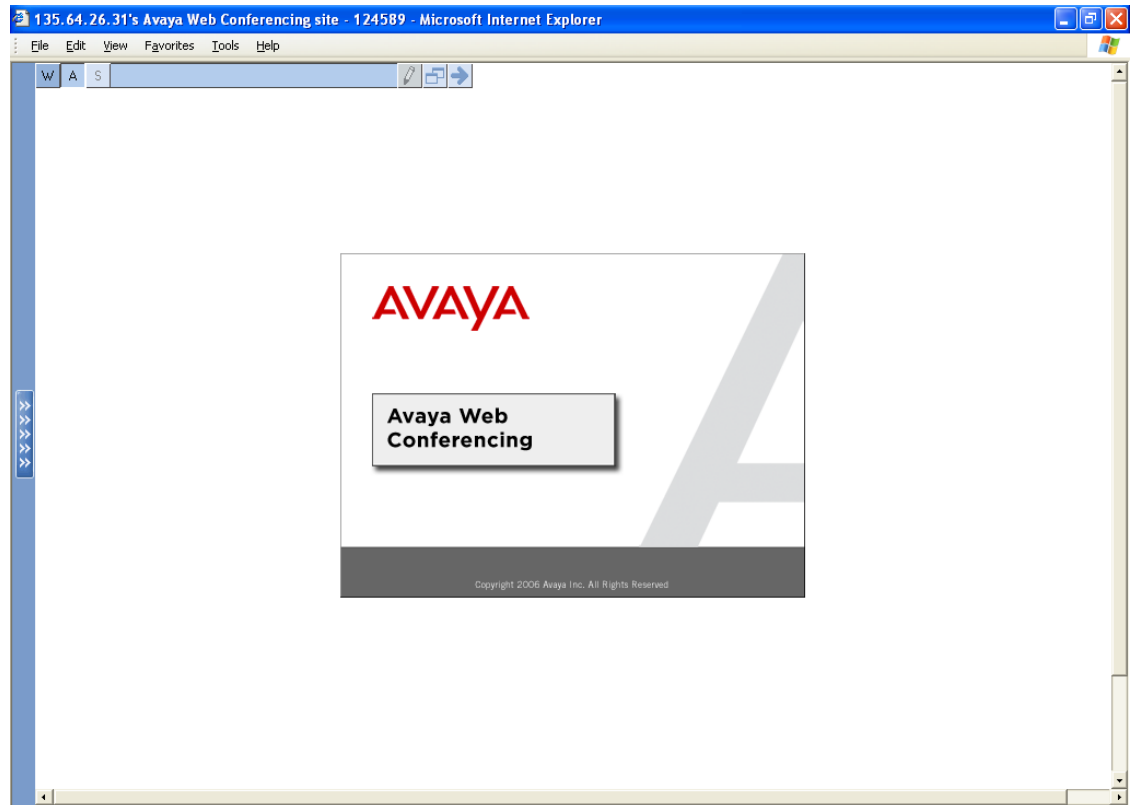
6.3 Maximizing the Workspace window

If you wish, you can maximize the amount of the screen covered by the Workspace window. This will hide the Discussion Window, Media Frame, Menu bar, Annotation Toolbar and Mode Selection Tabs. It also automatically turns on Avaya Web Conferencing's *Fit Slides to Window* feature. For more information, see "Making Slides Fit the Workspace Window" [p69]. Select *View* from the Workspace Window menu bar and then select *Maximize Workspace* from the menu that appears.

Maximizing the Workspace window will change your view from




to



The following icons are grayed-out unless you are a Presenter but are used to tell you information about which view mode you are in and what slide is being shown.




A Presenter may use these buttons to alter the view as detailed below.

The arrow button allows you to move the Maximize Workspace toolbar if it obscures some important part of your slide or shared application. It will toggle the position of the toolbar from the left to the right-hand side. 

To return to the usual Workspace window size, click on the restore icon. 

- To view the Whiteboard, click on the *W* mode selection button.
- To view shared Applications, click on the *A* mode selection button. If you are viewing a shared Application, the *In Control* drop-down menu will be shown between the mode selection buttons and the restore icon.
- To view the Slide Show, click on the *S* mode selection button. If you are viewing the Slide Show, the number of the slide you are viewing and the total number of slides are displayed. To navigate through the set of slides, click on the left and right arrows. You can also use Page Up and Page Down to navigate slides.

- To toggle the current annotation tool between the pen tool and the select tool, click on the annotate button.  Note that the select tool is automatically chosen when you switch to Maximize Workspace mode or return to the usual window size.

Note, you can also remove the Browser toolbars by selecting *View Maximize Workspace* from the browser menu.

7 Presenters



To enter a conference as a Presenter, you will need

- the URL of the login screen
- the conference reference number
- the Presenter's Security Code.

With some Service Providers you will only need to know the URL of the login page and a passcode to enter the conference.

Your computer will also need to be able to support Java: otherwise, you will only be able to enter the conference as an Attendee. Avaya Web Conferencing performs a series of configuration checks when you first log in to a conference to ensure that your browser and computer are configured correctly. See "Checking the configuration of your Computer" [p12] for full details of the Computer Configuration check.

To join a conference, follow the instructions given in "Joining a conference " [p11]. Your name will appear in the Participants List with one of the following icons.

-  to indicate that you are a Presenter.
-  to show that you are the Current Presenter, that is, the Presenter in control of the conference.

Each Presenter has a different colored icon. Any annotations you make in the Workspace Window will be made in the color of your icon.

7.1 What can Presenters do?

As a Presenter, you can use all the conference features of Avaya Web Conferencing. These allow you to

- join and leave conferences
- control conferences (as explained in "Controlling a conference" [p37])
- view the Participants List, a list of names of all Participants who are in the conference, whom you can promote/demote or force off
- mute and unmute other Participants in an audio conference
- chat with other Participants using the Discussion Area panel
- save chat discussions
- see all chat messages that are sent to you personally and to the conference generally
- share applications
- see and manipulate any shared applications
- give and watch Slide Shows
- save individual slides or the entire slide show to your local machine
- create voting slides
- create diagrams on the Whiteboard
- annotate slides or shared applications
- change the name of any participant
- invite Participants to the conference

- record the conference (if your Administrator has licensed Recording).

If the conference is also audio-enabled, you will be able to talk to the other participants using your telephone, provided your computer supports audio and you have not been muted by yourself or one of the other Presenters. If the conference is video-enabled, you will be able to supply and view video, provided that your computer supports video.

You cannot administer Avaya Web Conferencing. To do that you must be an Administrator.

Anyone who joins the conference with the Presenter Security Code is automatically a Presenter. Other Presenters can be created by a Presenter promoting an Attendee to Presenter status.

Presenters have special rights that allow them to control the conference, which are discussed in "Controlling a conference" [p37]. The other functions are described in detail in later chapters of this guide.

7.1.1 Asking other Participants to join the conference

You can ask other Participants to join the conference by

- Inviting them from within the conference (See "Inviting others to a conference" [p40])
- Giving them the URL of the login page, the conference reference number, and either your Presenter Security Code or the Attendee Security Code.

Note that anyone with the Presenter Security Code can start a conference, even if the user to be billed for the conference is not in attendance. Therefore, it is recommended that you invite all Participants as Attendees, and then promote those who require Presenter privileges from within the conference (see "Promoting and demoting" [p38]).

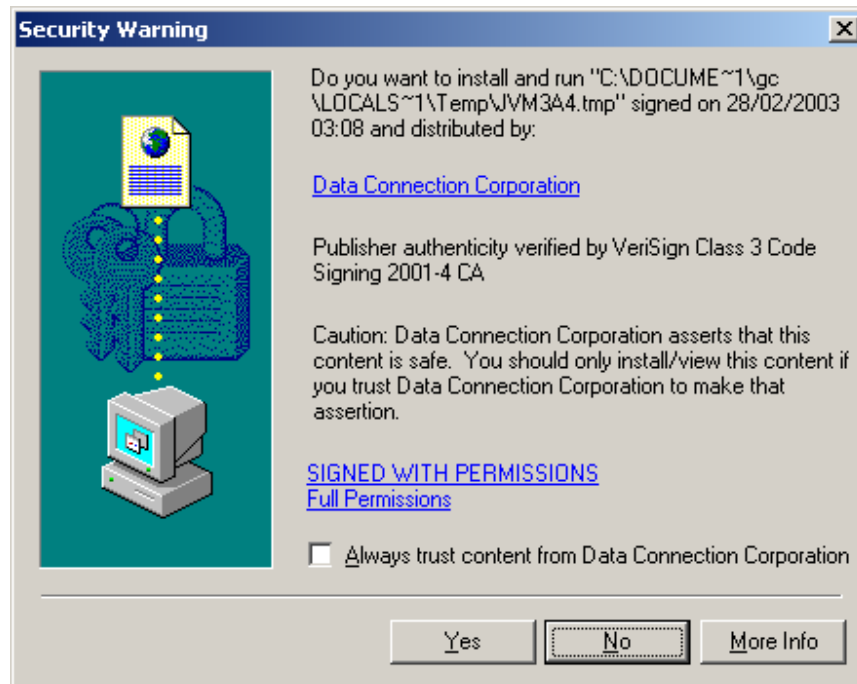
7.2 Security Warnings

The first time you attempt to perform one of these actions your web browser generates a security warning.

- Sharing Applications
- Uploading Slides
- Saving Slides or chat messages

Also, if you have not accepted the security pop-up generated by one of the above actions, then the first time that the Avaya Web Conferencing browser detects a network outage the browser generates a security pop-up.

The security warning is similar to this one.



This is because Avaya Web Conferencing needs permission to access your local hard disk. If you click *No*, you will not be able to perform any of the listed actions.

Once permission has been given, by clicking *Yes*, it persists as long as your browser is running. If you check the *Always trust content from **provider*** checkbox, then you will not see the warning when you try and perform one of those actions at any time in the future.

Note that the look of the security warning may vary depending on your browser, operating system and Java VM.

7.3 The Owner

The Owner is the first Presenter in a conference.

When your Administrator sets up a conference, they associate it with a single user. Typically the associated user will be the first Presenter into the conference (each time the conference is started), and hence will become the conference Owner.

The Owner is a Presenter with special privileges. The Owner cannot be demoted to Attendee status nor can they be "forced off".

7.4 Controlling a conference


Only Presenters have control over how the conference is conducted and who is involved in the conference. These abilities are detailed in this section.

7.4.1 Promoting and demoting

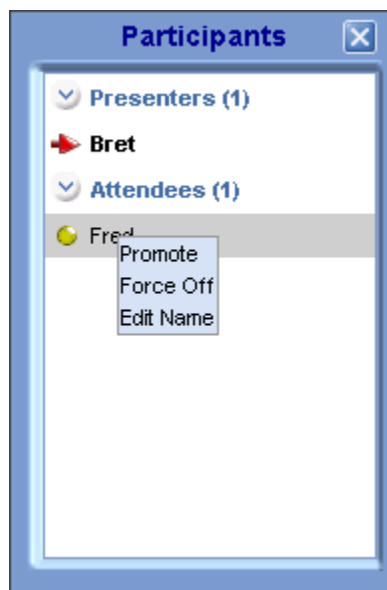
You cannot promote or demote yourself.

To promote an Attendee

Please note that the Attendee must have Java installed on their computer before they can be promoted to Presenter status so attempts to promote Attendees may fail.

In the Participants List, right-click on the name of the Attendee () you wish to promote.



Choose *Promote* from the menu that appears.



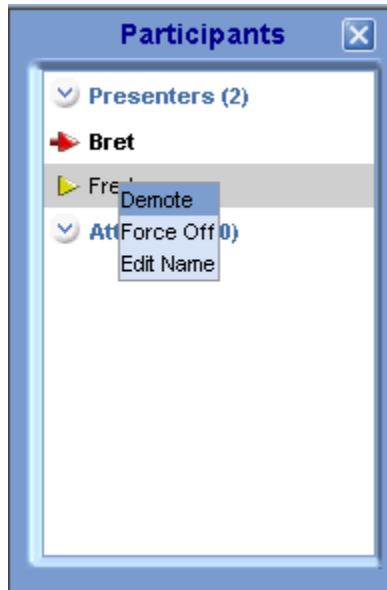
The Participant will now have Presenter status and their name will appear in the Presenters list, providing their computer has the appropriate Java support installed. If an Attendee's computer is not capable of loading Java, the Attendee will receive an error message and will remain an Attendee. However, the Presenter doing the promotion will not be explicitly informed by Avaya Web Conferencing that the promotion has failed. Please refer to "Promotion from Attendee to Presenter" [p31] for more details.

Note: If a promoted Attendee clicks refresh in their browser, they will revert to an Attendee.

To demote a Presenter

In the Participants List, right-click on the Presenter name ( or ) you wish to demote.

Choose *Demote* from the menu that appears.



The Participant will now have Attendee status. However, they still retain the Java capabilities necessary to be promoted again.

Audio conference moderator/attendee roles

If you are participating in an audio conference or a simultaneous audio, video and data conference, then your audio conference will typically have moderator/attendee roles corresponding to Avaya Web Conferencing's Presenter/Attendee roles. Audio conference moderators typically have rights to control the conference by keying in special codes on their telephone keypad (e.g. *55 might be the "lock conference" code on a particular make of audio bridge).

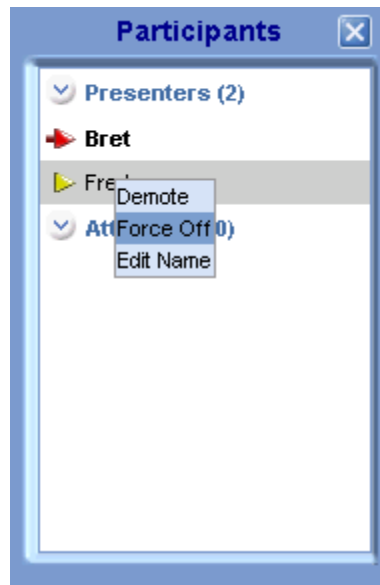
Promoting an Attendee affects only their ability to control the conference via Avaya Web Conferencing. The promoted Attendee will still be an audio conference attendee.

Similarly, demoting a Presenter affects only their Avaya Web Conferencing capabilities, not their status as an audio conference moderator.

7.4.2 Removing a Participant

If you are a Presenter, you can remove any other Participant (Attendee or Presenter), other than the Owner, from a Avaya Web Conferencing conference if you do not want him or her to take part any longer. To do this,

- right-click on the Participant's name in the Participants List
- choose *Force Off* from the menu that appears



- you will be asked to confirm this action; click **Yes** to confirm.

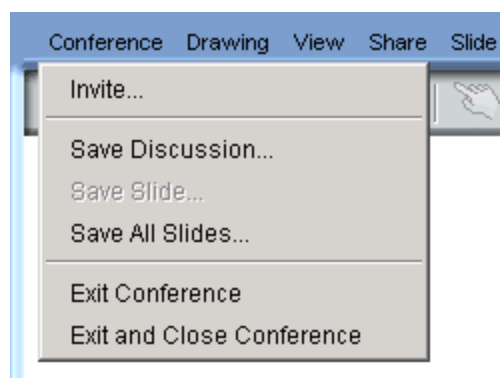
The Participant will immediately leave the conference and will receive a confirmation that he or she has been removed from the conference. However, that person may be able to re-enter the conference if they choose to do so.

7.5 Inviting others to a conference

Only Presenters can send invitations for others to join the conference.

To send an invitation, follow these steps.

- From the Workspace Window menu bar, click on *Conference*, and then *Invite....*



- A default email will appear in your email client (assuming you have one) giving your invitees all the information they need to join your conference as Attendees. (If appropriate, you can then promote them to Presenter status once they have signed into the conference. See 7.4.1 for more information on promoting Attendees.)

- Enter their email addresses in the *To:* field.
- Click *Send* to send the invitation.
- When using Avaya Web Conferencing where audio conferencing is accessed via the telephone, the Presenter can also use the *Call* item on the *Conference* menu to invite someone to join the audio part of the conference, Please see “Call” for further details. You will be able to see who has dialed into the conference by checking their status on the Participants List.

8 Chatting

During a data conference, Presenters and Attendees can **chat** in text using the Discussion Area pane (if you are unsure which part of the screen this is, refer to the diagram in "What you will see when joining a conference" [p14]). This pane contains a record of Chat messages that have been sent during the conference. All Participants can view the Chat messages sent to the conference as a whole. Participants can also see private messages they send and receive.

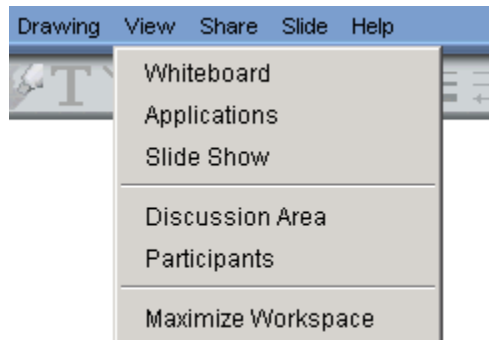



Messages prefixed by Avaya Web Conferencing have been sent automatically (for example, to record the conference start time). Other messages are those that have been sent by Participants in the conference, and are prefixed by the name of the sender.

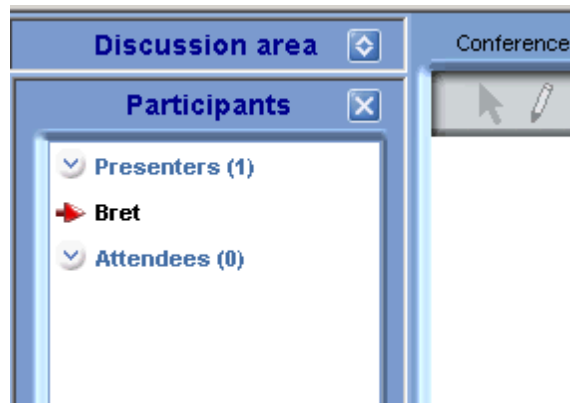
The discussion area can be enlarged or shrunk by dragging its lower or right-hand borders.

8.1 What to do if you cannot see Chat

If you cannot see the Discussion Area, select *View* on the Workspace Window menu bar and choose *Discussion Area*.



Alternatively, you can click on the  to bring it back, if it has been "minimized".



Alternatively, you can click on the "chevrons", located half-way down the left-hand side of the window, to bring back both the Discussion Area and the Participants list if they have been minimized.



8.2 Sending messages to all people in a conference

To chat with other people in the conference, type your message in the bottom part of the Discussion Area:



You can enter your message and send it to all as follows.

- Look at the *To:* section. It should be displaying *All Users*. If it is not then select *All Users* from the drop down list.
- Type your message in the in the *Say:* box.
- Press **Enter** on your keyboard.

8.3 Sending private messages to one other Participant in a conference

To send a private message to one Participant in the conference you need to use the bottom part of the Discussion Area:



You can enter your message and send it as follows.

- Using the drop down list in the *To:* box, select the name of the intended recipient of your message.
- Type your message in the *Say:* box.

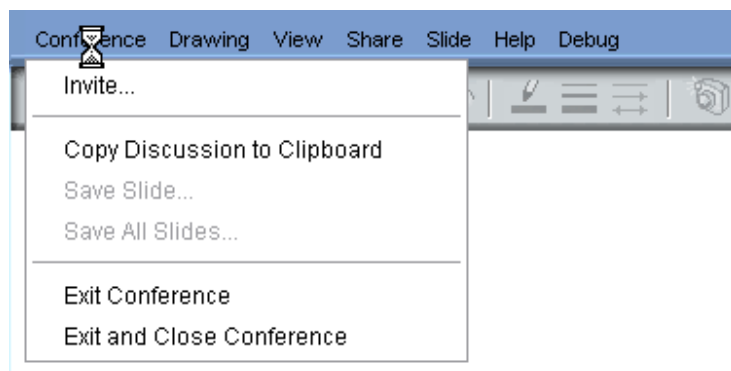
- Press **Enter** on your keyboard.

Please note that if you later wish to send a message to all of the Participants, you must remember to choose *All Users* from the *To:* box.

8.4 Saving Chat conversations

If you are a Presenter, you can save the messages from your Chat conversation to the clipboard at any time. To save the current contents of your Chat conversation, do the following.

- Choose *Conference* from the Workspace Window menu bar.



- Choose *Copy Discussion to Clipboard*

You can then paste the discussion into any application that accepts text input.

This feature is only available on Internet Explorer. To save the discussion using Firefox, you should copy the contents of the Discussion Area by selecting the text in the window

9 Recording a conference

This section explains how to record conferences, manage recorded conferences, and play back recordings. Service Providers administer the capability of recording a conference. If your Service Provider does not allow recording then this chapter does not apply to you.

If you have logged into a conference as a Presenter, and your Service Provider allows it, you can record the data and audio parts of the conference. If you are an Attendee, you can view conference recordings that have been created if a Presenter has made the recordings available for viewing.

9.1 What is recorded?

A conference recording can only be made from a full data or data and audio/video conference. The recording includes

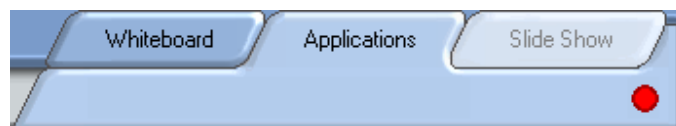
- the data shown in the Workspace Window, including any shared applications, annotations and mouse movements
- the audio part of the conference, including any audio status messages that have been played into the conference, such as messages indicating that Participants have joined or left a conference
- the video stream for the conference. This will consist of a blank screen when no participants are sourcing video.

A separate log, called the Discussion Recording, contains the Chat messages and a record of Participant List (Roster) activity..

9.2 Recording a meeting

To start a recording, you must be logged into Avaya Web Conferencing as a Presenter.

- To start the recording, choose *Start Recording* from the *Record* menu. A red dot, as shown below, appears in the top right of the screen to indicate that recording is underway. The red dot flashes while the recording process starts up. When the actual recording starts, the red dot stops flashing.



An error pop-up informs the Presenter when recording does not start, see the [Avaya Web Conferencing Troubleshooting Guide] for further information. Note that the red light and error pop-ups appear in the Workspace Window. If you minimize or obscure this window after clicking *Start Recording*, you may not receive a visual indication of any failure to record.

If you are recording phone audio, it may take a few seconds for the red dot to stop flashing and then a few seconds after that to verify that audio is being recorded correctly. This is because the recording process has to dial into the audio conference to start receiving the audio part of the conference.

If you are recording phone audio and there are no audio ports available for the Recording Server to call into the audio conference then the recording does not start, and the Presenter is informed via an error pop-up.

- To stop the recording, choose *Stop Recording* from the *Record* menu. The red dot disappears to indicate that the recording process has finished.

Note that if nobody stops the recording it will continue until the conference ends.

Please note that all the Presenters in the conference can control recordings. Any Presenter can stop a recording, regardless of whether or not that Presenter started the recording.

9.3 How do I view a recording?

Once a recording has been made, one of the Presenters must go to a special recording management area of Avaya Web Conferencing and **publish** the recording before it can be viewed by any of the Attendees. The Presenter can then choose to email a link to the published recording to anyone who wants to watch the recording.

9.3.1 System requirements for viewing recordings

Bandwidth requirements

In order to view a recording, you must have at least 512 Kbps bandwidth.

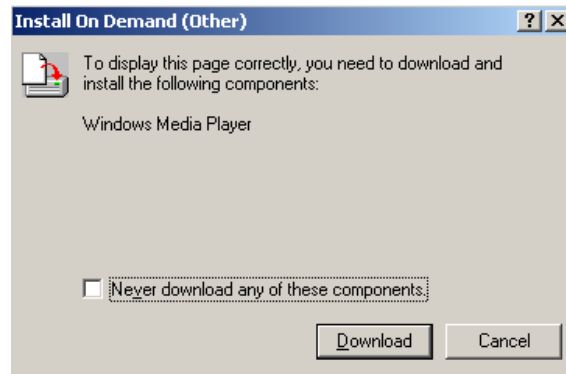
Software requirements

In order to view a recording, you must have installed Windows Media Player, version 9 or 10, and a special plug-in for viewing Avaya Web Conferencing data. An additional plug-in is required if you wish to view the video stream; this is installed at the same time as the data plug-in.

To check whether you have installed the correct version of Windows Media Player, and to install the Avaya Web Conferencing plug-ins, do the following.

- If you are already in a data conference, go to the *Recording* menu and select the *View Recordings* tab. Otherwise, open the Avaya Web Conferencing login page, and click the *View Recordings* tab.
- Avaya Web Conferencing automatically runs a computer configuration check and shows the results on the left of the screen.

If you are running an edition of Windows that does not have any version of Windows Media Player installed, or has a very old version, then your web browser may detect this automatically, and provide a pop-up asking if you wish to download it.



Click *Cancel*, and install Windows Media Player through the links provided on the left of the screen. (If you click *Download*, the web browser may not install the correct version of Windows Media Player, and you will subsequently be prompted to install the correct version.)

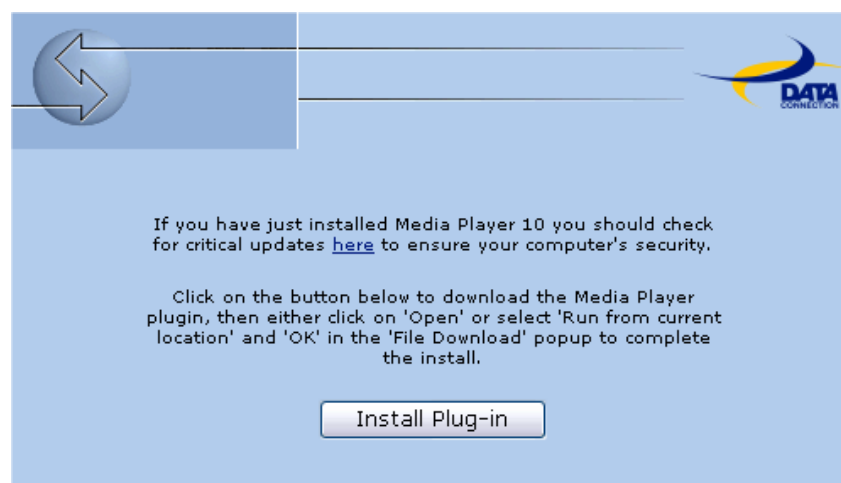
- If there are any problems with your system that would prevent you viewing a conference recording, links appear on the left of the screen that enable you to install the appropriate software. Click the links to install the appropriate software before attempting to view any conference recordings.

Please note that you will need sufficient permissions on your computer in order to install software such as Windows Media Player and the plug-ins. If you do not have permission to install software, contact your system administrator for assistance with the software installation.

9.3.2 Installing the Windows Media Player plug-ins

If the computer configuration check indicates that you need to install the Windows Media Player plug-ins, you should make sure you have installed the correct version of Windows Media Player, and then click the link to install the plug-ins. Please note that it is important to make sure that Windows Media Player is not running when you install the plug-ins.

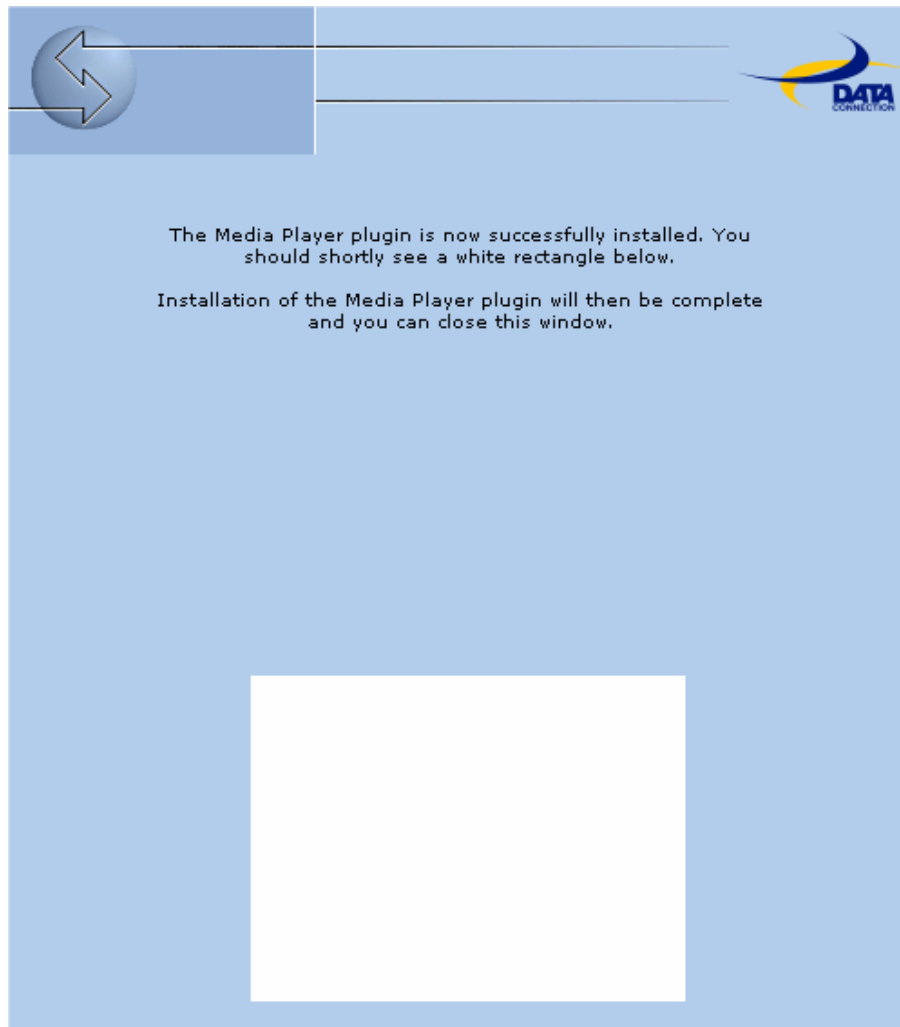
A window similar to the following pops up.



Click *Install Plug-in* to start the installation process and click *Open* or *Run from current location* when the file download window pops up. You may also see a security warning, in

which case you will need to agree to accept content from Avaya before you can install the plug-ins.

Once the plug-ins have installed, a white rectangle appears in the window.



If the white rectangle does not appear after a few minutes, click *Refresh*. If the white rectangle has appeared, then the plug-in has installed correctly. If the white rectangle has not appeared, then you should close the window and run the installation process again.

9.3.3 I have received an email link to a recorded conference

If you have received an email containing a link to a recorded conference, click on the link to view the conference. Avaya Web Conferencing automatically runs the computer configuration check. If there are any problems, follow the instructions on screen to install the appropriate software.

9.3.4 Viewing published recordings

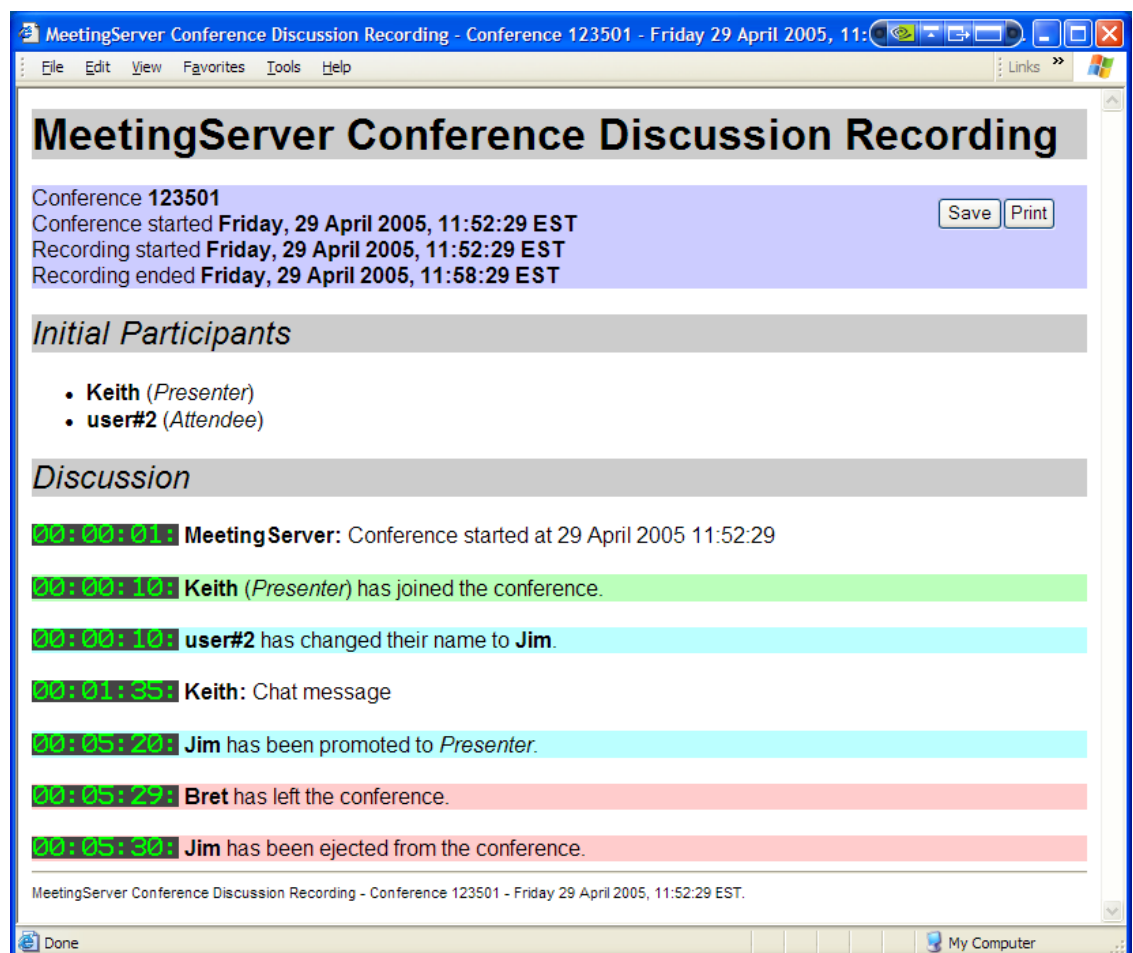
You can log in to the recording management area and view any recordings that have been published to your Security Code by one of the Presenters. If you are already in a data conference, you can also access the recording management area directly from the conference.

- If you are already in a data conference, go to the *Recording* menu and select the *View Recordings* menu option. Avaya Web Conferencing automatically logs you in to the recording management area using the conference reference and security code that you used to log in to the current conference.
- If you are not already in a data conference, open the Avaya Web Conferencing login page and click the *View Recordings* tab. Log in using your conference reference number and Security Code.

Avaya Web Conferencing lists any recordings that have been published to the Security Code you logged in with (or the security code you used to log in to the data conference if you used the *View Recordings* menu option to access the recording management area).

To view a recording, click on *Play Workspace*.

You can also view the Discussion Recording by clicking on *View Discussion*. This will display the Discussion Recording in a new window, as in the following example.



You can save or print the Discussion Recording by clicking the *Save* or *Print* buttons. Avaya Web Conferencing will save the recording as a self-contained HTML file, which can then be viewed by any supported browser without requiring access to the Avaya Web Conferencing server or any other external resources.

9.4 Managing recordings

If you have logged in as a Presenter, you can manage conference recordings.

You can access the recording management area either via the *View Recordings* menu option, or via the *View Recordings* tab on the Avaya Web Conferencing login page (as described in "Viewing published recordings" [p51]).

Note that managing recordings is not available to Attendees who have been promoted to Presenters. The promotion permits them to exercise Presenter functions for the current conference only, not to manage recordings of previous conferences.

Avaya Web Conferencing displays a list of all the recordings associated with the conference reference number, which will be similar to the following.

New screenshot required, assuming that "Chat & Roster Log" is now "Discussion" here.

Recordings for conference 123491

Recordings in progress

There are no recordings in progress.

Unpublished recordings

Place your title here (00:00:00)

Place your description here

Recorded on 18 November 2005 16:01:38

[Manage](#)

[Play Workspace](#)

[View Chat & Roster Log](#)

Place your title here (00:00:15)

Place your description here

Recorded on 31 October 2005 11:43:02

[Manage](#)

[Play Workspace](#)

Recordings published with Security Code 1234

Second part of "A" (00:11:04)

Place your description here

Recorded on 13 October 2005 14:02:10

[Email Link](#)

[Manage](#)

[Play Workspace](#)

[View Chat & Roster Log](#)

First part of A (00:02:42)

Place your description here

Recorded on 13 October 2005 13:59:00

[Email Link](#)

[Manage](#)

[Play Workspace](#)

[View Chat & Roster Log](#)

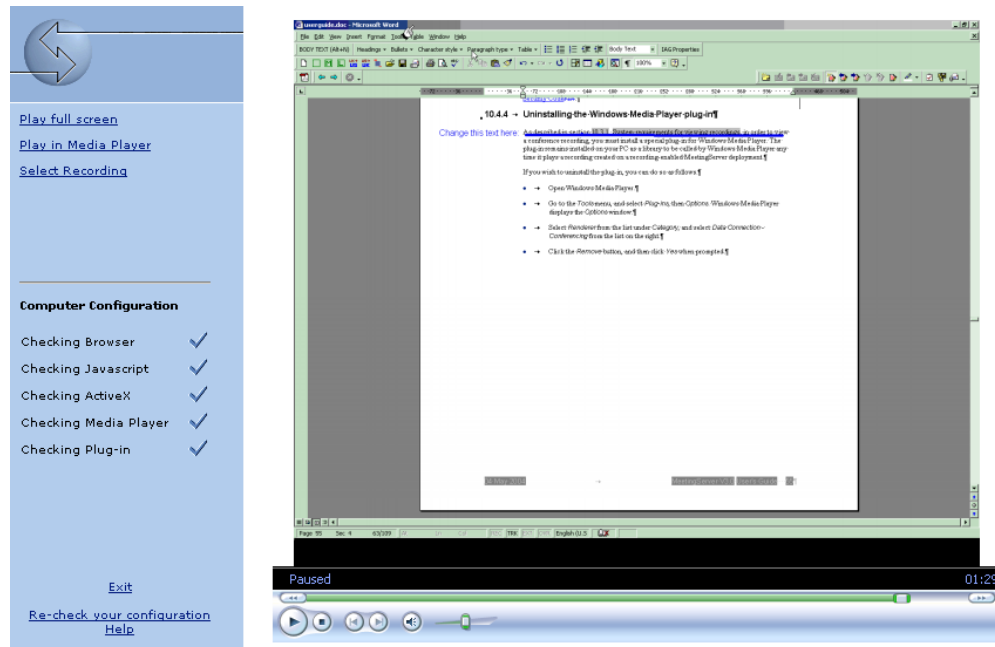
If you are a Presenter, the manage recordings screen shows two types of recording, as well as indicating whether there is currently a recording in progress for this conference reference.

- **Unpublished** recordings have not been made available for viewing by any of the Attendees, and can only be viewed by Presenters who log in to the recording management area.
- **Published** recordings can be viewed by any Attendee who logs into *View Recordings* using the current conference reference number, and the Security Code shown on screen.

In the above example, any Attendee who logs into *View Recordings* using the Security Code 1234 would be able to view only the recording published under that Security Code (the recording with the title "EMEA Sales update". An Attendee logging in using the Security Code 11111001 would only be able to see the one recording listed under that Security Code, "Sales Conference."

9.4.1 Viewing a recording

As a Presenter, you can view any of the recordings, whether or not they have been published, by clicking on the *Play* button next to the recording you want to view.



Viewing a recording in full screen mode

When the recording is played back, you can choose to view it in full screen mode by clicking on the *Play Full Screen* button on the left hand side of the screen at any time. You can also click on *Play in Media Player* to open the recording in a standalone instance of Windows Media Player (rather than that embedded within Internet Explorer).

9.4.2 Publishing a recording

To publish a recording so that the Attendees from the conference can view it, click the *Manage* button next to the recording. Avaya Web Conferencing displays a screen similar to the following.

The image shows a screenshot of the 'Manage Recording' dialog box. The title bar at the top is blue and contains the text 'Manage Recording'. The dialog box has a light gray background. It contains two text input fields: 'Place your title here' and 'Place your description here'. To the right of the title field is a 'Security code:' label followed by a text input field. Below the description field is a vertical scrollbar. At the bottom of the dialog box, there is a status line that reads 'Recorded on 31 October 2005 11:43:02' and 'Duration: 00:00:15'. Below this status line are four buttons: 'Delete All', 'Delete Workspace', 'OK', and 'Cancel'.

To publish the recording

- replace the text with an appropriate title and description for the recording
- type a Security Code in the box next to *Security Code*. (This is the Security Code that Attendees can use to log in and view the recording.)
- click *OK*.

You can also delete the recording by clicking *Delete Workspace*, delete all recording by clicking *Delete All* or return to the list of recordings without publishing the recording by clicking *Cancel*.

After a security code is changed, all new attempts to view a recording need to be made with the new security code. If the recording is already being viewed and the security code is changed, the viewing continues uninterrupted. However, when the client closes the connection to the recording, attempts to connect using the original security code will fail.

Note that all recordings are always accessible via the Presenter security code. Therefore, the Presenter security code should never be entered in the *Security Code* box.

9.4.3 Emailing a link to a recording

Once you have published a recording, you can easily email a direct link to the recording.

- Click *Email Link* next to the recording.
- A partially completed email containing details about the recording and a direct link to the recording opens in your default email application. To send the link
 - add any details about the recording to the message body
 - enter the email address or addresses you want to send the link to
 - click *Send*.

You can also invite anyone to view the recording by providing the conference reference number and the Security Code you used to publish the recording. Anyone who logs into the View Recordings area using these credentials can view all the recordings published to that Security Code.

9.4.4 Uninstalling the Windows Media Player plug-ins

As described in "System requirements for viewing recordings" [p49], in order to view a conference recording, you must install special plug-ins for Windows Media Player. The plug-ins remain installed on your PC as a library to be called by Windows Media Player any time it plays a recording created on a recording-enabled Avaya Web Conferencing deployment.

If you wish to uninstall the plug-ins, you can do so as follows.

- Open Windows Media Player.
- Go to the *Tools* menu, and select *Plug-ins*, then *Options*. Windows Media Player displays the *Options* window.
- Select *Renderer* from the list under *Category*, and select *Avaya - Conferencing* from the list on the right.

- Click the *Remove* button, and then click *Yes* when prompted.

Occasionally, Media Player will fail to remove the plug-ins and *Avaya - Conferencing* remains in the list of renderer plug-ins. If this happens, click the *Properties* button. This will bring up a pop-up. Click *OK*, and then click the *Remove* button as above.

Please note that the computer configuration check will continue to show that the plug-ins are installed until you close all your browser windows and restart your browser.

10 Using the Whiteboard

In the Whiteboard mode, the Workspace Window displays an initially blank white area in which Presenters can communicate using drawings or text annotations. Please note that any Presenter can annotate at any point.

Presenters can select this mode with the Whiteboard tab on the top right-hand side of the Workspace Window, or by clicking *View* in the Workspace Window menu bar and choosing *Whiteboard* from the list that appears.



10.1 Annotating the Whiteboard

The Annotation toolbar allows Presenters to make annotations to the Whiteboard.



The Annotation Toolbar and the function it provides are discussed in "Annotating the Workspace Window" [p79]. All the function discussed can be applied to the Whiteboard.

10.2 Taking a snapshot



At any time, Presenters can click on the camera icon (on the Annotation Toolbar) to take a snapshot of the current annotated Workspace Window.

A snapshot can also be taken by pressing the "Insert" key.

This snapshot is then added as a new slide (after the existing slides) so that you can refer to it later or make further annotations. For example, you may want to take several snapshots throughout a conference, so that you have a record of each stage of the conference and not just of the final agreed position.

11 Sharing applications

Presenters can use the Applications tab on the top right-hand side of the screen to switch the Workspace Window to Applications mode, or they can click *View* in the Workspace Window menu bar and choose *Applications* from the list that appears.



If the Workspace Window only has two tabs in the top right corner then Application Sharing is disabled. You will need to contact your Service Provider if you want to be able to share your applications.

In the Applications mode, you can view and control any applications that have been shared. On Windows systems, when no applications are shared in this mode, a blank screen with the Avaya Web Conferencing logo is displayed. You cannot make annotations on the blank screen.

When you share an application you, and any other Presenters, can annotate the application and take snapshots of it. The client automatically switches to this mode when a new application is shared.

Please note that you can only share applications from Windows systems.

Please note that only one Presenter can share applications at any one time, although the Presenter can share more than one application simultaneously.

11.1 Viewing shared applications

When a Presenter shares an application, the other Participants will see what the Presenter sees. This means that the Presenter must be able to see the application open on his or her desktop for the other Participants to see it.

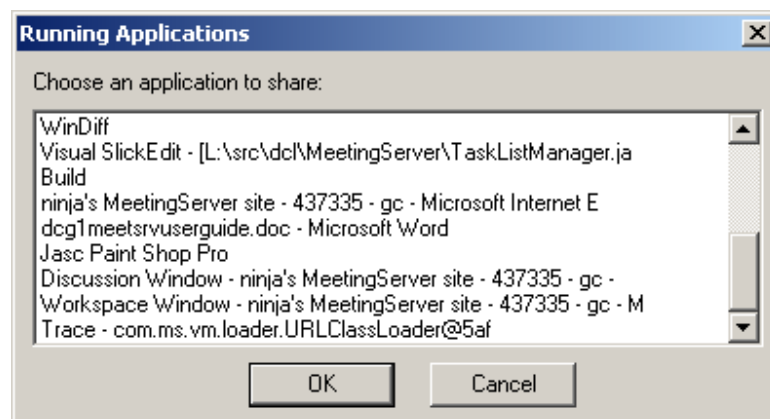
A Presenter can either share an application or the whole desktop (not both at the same time). If a Presenter is sharing an application and wants to share the desktop, they must first *unshare* the application.

If a Presenter has shared more than one application then it is possible that more than one may be visible. It depends whether or not the shared applications are open on the desktop and whether the shared applications are visible or hidden behind other applications.

11.2 How to share an application

You can only share applications that are running on your own machine, which must be running Windows. To share applications from your desktop so that other Participants in the conference can see them, take the following steps.

- Start the application you want to share.
- In the Applications mode, choose *Share* from the Workspace Window menu bar.
- If you wish to share the whole desktop, select the *Whole Desktop* menu item. Avaya Web Conferencing will download the software necessary for application sharing and then share your desktop. (Note: you may only share desktops up to 5300 pixels wide.)
- If you wish to share a single application then select *Application*. The menu will close. Avaya Web Conferencing will download the software necessary for application sharing, and then open a list of applications that are available to share. To share an application select it from the list and press *OK*.



11.2.1 Application sharing on Windows Vista Aero

Vista systems with graphics cards that support DirectX 10 can be run with a new-look UI, which is commonly referred to as Aero, or Aero Glass. Applications cannot be shared when the Aero interface is on, so Avaya Web Conferencing automatically turns off the Aero interface when an application is shared, and turns it back on again when all applications have been unshared.

Additionally, it is not possible to share the Vista sidebar. This does not appear in the list of shareable applications.

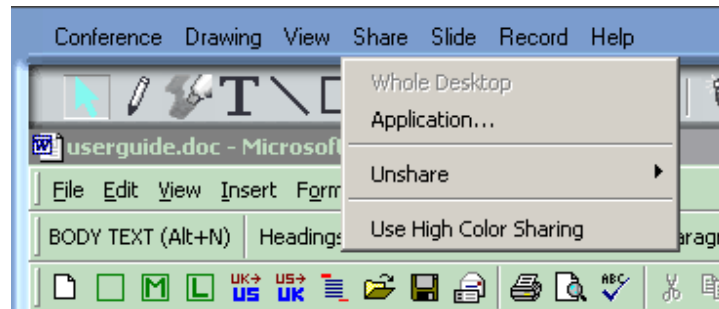
11.3 Making a shared application private

If you have shared an application and now wish to make it private again take the following steps.

- Choose *Share* from the Workspace Window menu bar.
- Choose *Unshare*.
- Select your application from the list of shared applications that appears.

If you wish to make all of your applications private take the following steps.

- Choose *Share* from the Workspace Window menu bar.



- Choose *Unshare*.
- Choose *All Shared Applications*.

11.4 Passing control to another Presenter

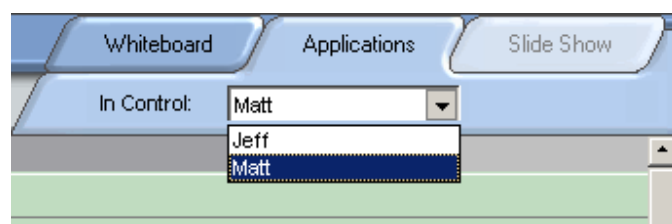
If you have shared an application then you can allow another Presenter to take control of that application by passing control of the application to the Presenter. The Presenter who has control can use the function of the application as if it were on his or her own machine. See below for additional instructions for Windows Vista users.

Only one Presenter can be in control of the shared application at any one time. After you have passed control to another Presenter

- the Presenter who is in control can designate another Presenter to take over control
- as the host of the application, you can designate another Presenter to take control, or take back control yourself.

Attendees cannot take control of applications.

To allow another Presenter to take control, you choose the name of the Presenter you want to take control from the drop-down box next to *In Control* (under the mode selection tabs).



The Presenter that you have passed control to now has control of the application. Control is passed back to the application host in the following cases.

- If the Presenter who is the host clicks the mouse or presses a key on the keyboard.
- If the Presenter who is in control is demoted or leaves the conference.
- If the Presenter who is in control clicks on an annotation tool (including the Snapshot tool).

- If either the Presenter in control or the host goes to/from Maximize Workspace mode.
- If any Presenter moves the presentation to the Whiteboard or Slide Show view.

You should remain in attendance at the conference while you have this option enabled. If you leave the conference, the remaining Attendees will lose access to the applications you are sharing.

11.4.1 Passing control on Windows Vista

Windows Vista introduces new security levels, such that different applications run with different security permissions, Low, Standard, and Administrator. Applications cannot communicate with any applications running at a higher permission level. This affects remote control of shared applications, as remote control to higher level applications is not possible.

- By default, Internet Explorer runs in Protected Mode and is therefore a Low level application.
- If Protected Mode is turned off, Internet Explorer runs as a Standard application. Firefox runs as a Standard application by default.
- If you launch your browser with the Vista *Run as Administrator* option, it runs as an Administrator application. Note that running your browser as an Administrator application is a security risk and you should only do this if you are using Avaya Web Conferencing only.

Passing control from Internet Explorer Protected Mode

On Windows Vista, Internet Explorer running in Protected Mode is not permitted to communicate with applications running at the Standard level. This means that, if you are running in IE7 Protected Mode, you can share an application in the same way as any other presenter, but you cannot permit another user to control that application.

If you try to pass control to someone else, Avaya Web Conferencing displays a message explaining that this is not permitted in Protected Mode. This message describes how to turn off Protected Mode if you wish to give control despite the security exposure.

Passing control from Internet Explorer with Protected Mode off or from Firefox

With Protected Mode turned off, or with Firefox, you can pass control of any Standard applications. This will include the majority of applications, such as Microsoft Office applications, text editors and browsers.

However, in this mode, remote control of Administrator applications is not possible:

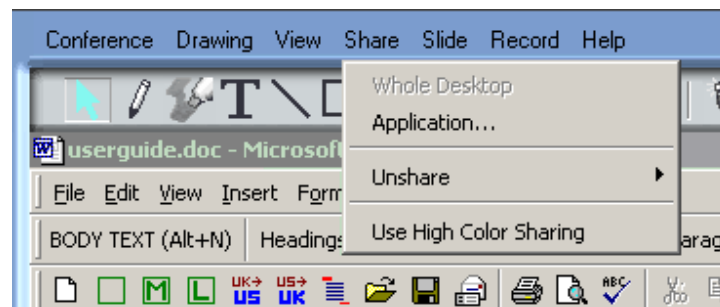
- Any application that you have selected to *Run as administrator*
- Any application that you had to accept a Windows Vista User Account Control warning in order to run.
- Windows Vista User Account Control warnings. When sharing the desktop, a remote user will not be able to see, or click on, any Windows Vista User Account Control warnings.

Avaya Web Conferencing will warn you if you try to pass control of any Administrator applications, including any that are visible on a shared desktop. If you wish to give control

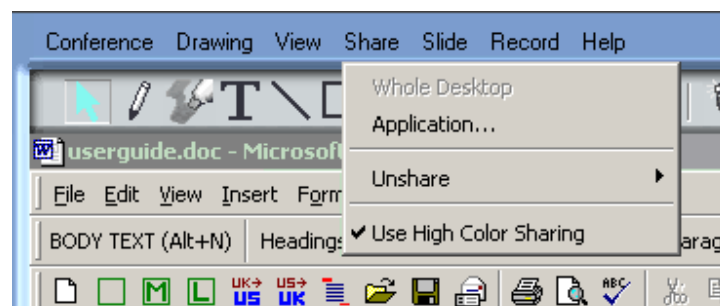
despite the security exposure, you can re-launch your browser using the *Run as administrator* Vista option.

11.5 Using high color application sharing

There are two modes of application sharing, High Speed and High Color. The default application sharing mode is High Speed. In this mode the number of colors in the image of the shared application are reduced in order to make the sharing process as smooth as possible.



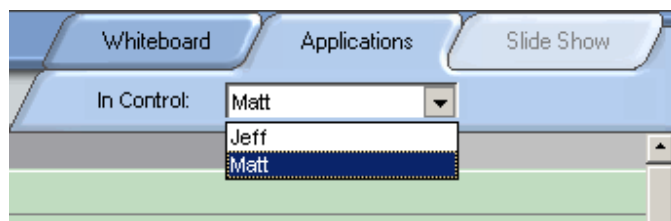
If you find, when sharing your applications, that the quality is reduced to an unacceptable level as a result of this color reduction you can switch to High Color application sharing by selecting *Use High Color Sharing* from the *Share* menu.



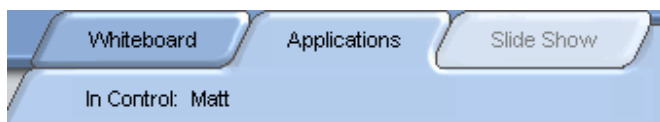
The color depth is 8 bits per pixel (256 colors) for High Speed sharing, or 24 bits per pixel for High Color sharing.

11.6 Taking control of a shared application

If you are a Presenter then you will take control of a shared application if either the Presenter hosting the application, or the Presenter currently in control of the application, passes control to you. If you have been passed control of an application, you will see a drop down box under the Mode Selection tabs in the top right-hand corner of your Workspace Window.



If you are a Presenter who does not have control of the application, then you will see the name of the person in control.



Please note that

- the Presenter hosting the application can retake control at any time
- if there are no other Presenters in the conference then no drop-down box is displayed
- only one Presenter can share applications at a time.

11.6.1 Taking control of shared applications on Windows Vista

If the Presenter hosting the application is running Windows Vista, there are restrictions in which applications you can take control of. Avaya Web Conferencing will warn the host of these restrictions, and should make you aware of any applications on a shared desktop that you shouldn't try to access.

11.7 Annotating shared applications

If you are a Presenter then you may annotate the Workspace Window displaying a shared application. To do so, you should use the Annotation toolbar as described in "Annotating the Workspace Window" [p79].



Annotations will *not* move if you move the shared application. That is, annotations are static within the Workspace Window. So if necessary, you should reposition the shared application before you start annotating the Workspace Window.

If you or another Presenter switch to a different shared application then any annotations will remain in the same place on the Workspace Window. To remove these you must delete them as described in "Deleting all annotations" [p83], or "Deleting a single annotation" [p83].

11.8 Taking a snapshot



At any time, Presenters can click on the camera icon on the Annotation Toolbar to take a snapshot of the Workspace Window. This will show the current view of the shared (topmost) application and any annotations that are present.

A snapshot can also be taken by pressing the "Insert" key.

This snapshot is then added as a new slide to the end of the slide show so that you can refer to it later or make further annotations to it.

11.9 Avoiding problems with shared applications

There are a few things it is useful to know when sharing or controlling applications:

- Avoid minimizing applications you are controlling, because there is no way to restore them by remote control. (The person sharing the application must restore them.)
- Avoid pressing **Caps Lock** while others are controlling your shared applications, because it can cause case errors in the remote input.
- Controlling the Command Prompt/DOS Prompt only works if the host is Windows NT, 2000 or XP, and some command-line applications may not recognize remote input.
- Mouse wheel input is not supported for scrolling. However, if it is also being used as a third button, this is supported with applications that use this feature.

12 Slide Show

Slides are pictures that can be displayed in a predetermined order, just like in a presentation using a slide projector or transparencies. In Avaya Web Conferencing, slides can be snapshots of the Workspace Window (described in "Creating slides" [p66]), or they can be pictures or even an entire PowerPoint presentation, uploaded from a Presenter's machine (described in "How to Upload pre-prepared slides" [p67]).

Presenters can also create voting slides, which consist of a question and up to six possible answers (described in "How to create and upload voting slides" [p70]).


Presenters can select the Slide Show mode by clicking the Slide Show tab on the top right-hand side of the screen, or by going to the Workspace Window menu bar and clicking *View* then choosing *Slide Show* from the list that appears.



Please note that the Slide Show tab is only available if at least one slide has been created or uploaded during the conference.

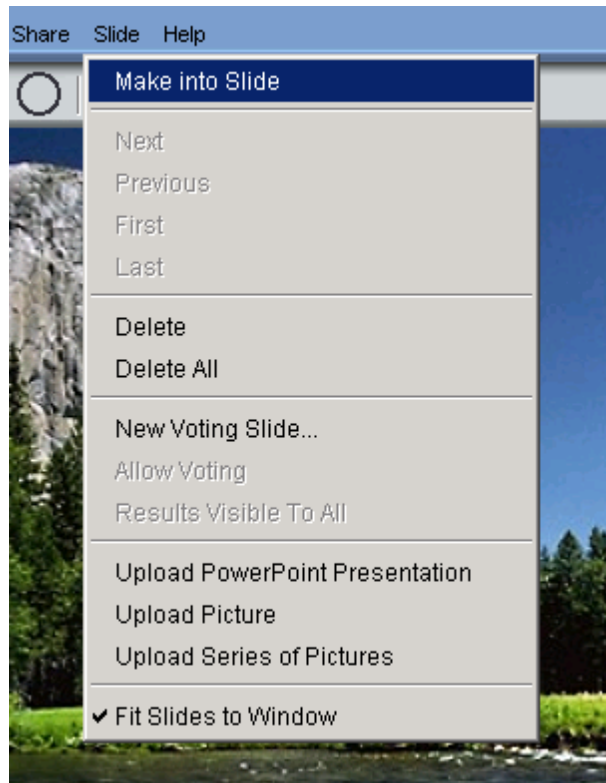
12.1 Creating slides

To create a new slide from the contents of the Workspace Window, take the following steps.

- On the Annotation Toolbar click on the camera icon. 
- Click *OK* when the confirmation box appears.

Alternatively, you can take the following steps.

- On the Workspace Window menu bar, choose *Slide*.



- Click *Make into Slide* on the menu.
- Click *OK* when the confirmation box appears.

This new slide is added to the Slide Show as the last slide. It is a part of the conference and will be lost when the conference closes.

Note that you cannot perform this procedure on voting slides.

12.2 How to Upload pre-prepared slides

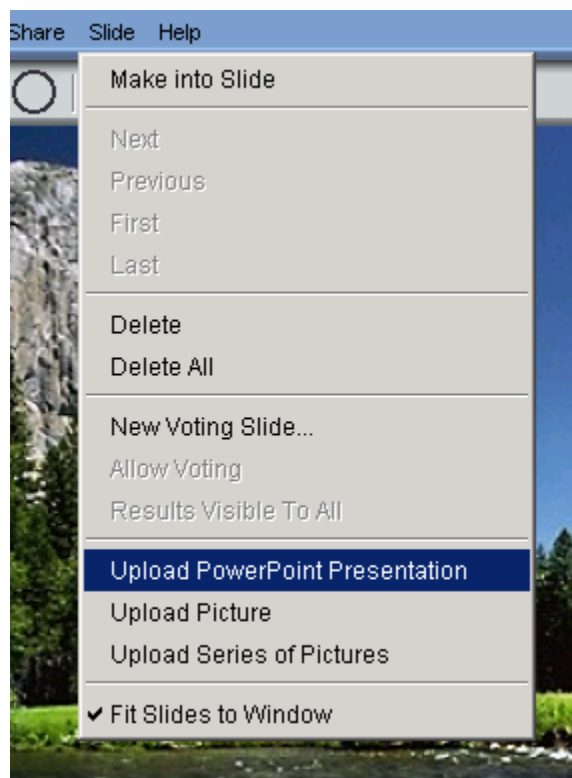
Presenters can upload images to the conference from their own machines. The images must be in one of the following formats.

- A PowerPoint presentation (a PPT file)
- One or more images in JPEG format

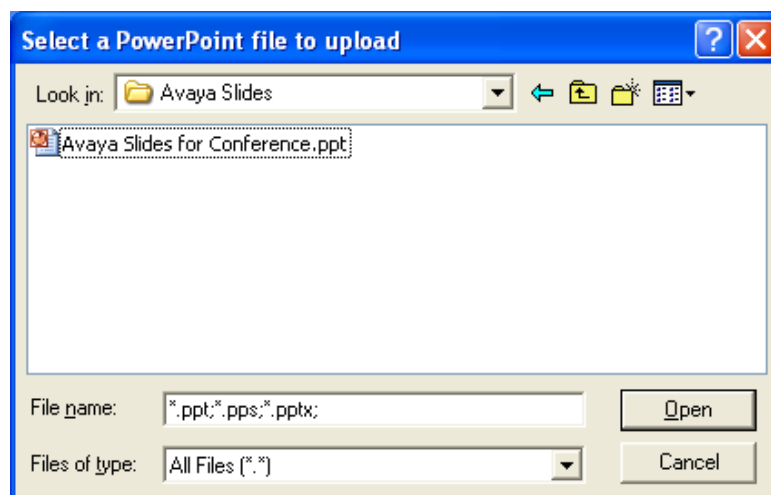
If you want to upload multiple JPEG images at once, they must all be consecutively numbered (for example, *Slide01.jpg*, *Slide02.jpg*...), and in the same directory. Avaya Web Conferencing will automatically upload the image you select, and all images in the sequence with a higher number.

To upload a PowerPoint presentation (PPT file) take the following steps.

- Choose *Slide* from the Workspace Window menu bar.



- Click on *Upload PowerPoint Presentation*



- Navigate to the location of the file you wish to add, or begin a sequence with.
- Click on its name.
- Click *Open*.

After you have uploaded the presentation, each page appears as a separate slide.

If you wish to upload a picture or series of pictures, you should click on the appropriate menu option under *Slide* and follow the same steps above.

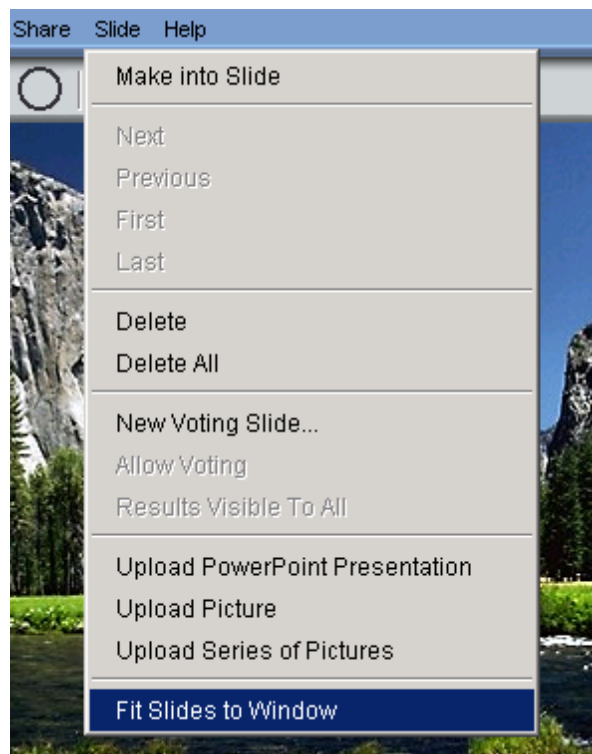
Note that you must have PowerPoint installed on your computer in order to upload a PowerPoint presentation (PPT file). The slides which are displayed in the conference are static images of the PowerPoint slides and hence do not retain the dynamic aspects of PowerPoint slides, for example slide transitions and embedded URLs.

The maximum image size supported by Avaya Web Conferencing for slides and pictures is 20MB. For a 24-bit image, this equates to a pixel size of approximately 2500 x 3500. The upload will fail if you attempt to upload a slide or picture that is larger than 20MB.

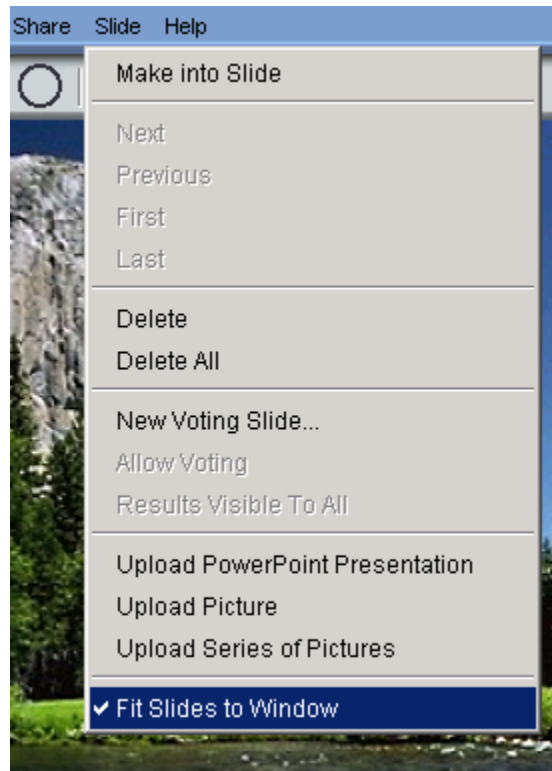
12.3 Making Slides Fit the Workspace Window

When you upload slides, you may find that they do not fit into the Workspace Window because they may be larger or smaller than the window. To change the size of your slides to fit the window, you should take the following step.

- Click *Slide* in the Workspace Window menu bar and select *Fit Slides to Window* from the menu that appears.



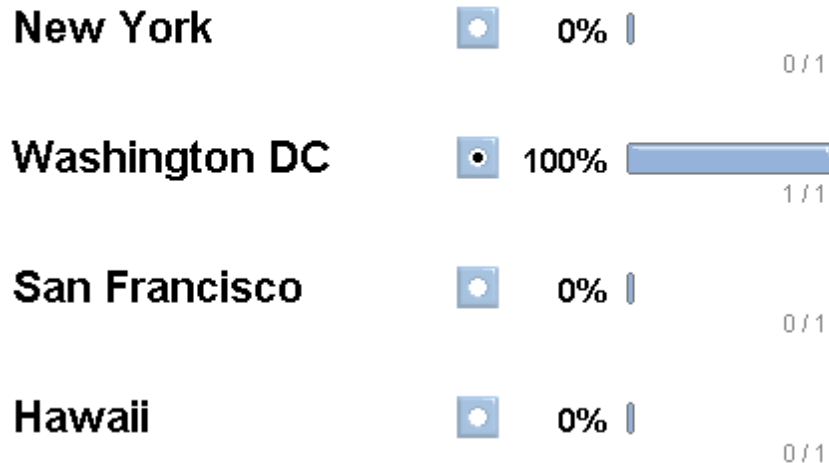
When this option has been selected, it appears in the *Slide* menu with a tick next to it. To turn this function off, select it again from the menu.



12.4 How to create and upload voting slides

Presenters can include one or more voting slides as part of a presentation. A voting slide is used to allow all of the Participants in a conference (Attendees and Presenters) to vote. Each voting slide consists of a single question with up to six possible answers and, optionally, a URL to a web page with more information on the vote. Voting slides can be single or multiple-choice. To vote, a Participant must click on the checkbox or radio button next to the answer they wish to give.

Where would you like to go?



If you create or upload a voting slide, you determine when other conference Participants can vote and whether they see the results of the vote. For example, you might want to stop the Participants from seeing the results until everyone has had a chance to vote.

When you allow the results to be visible to the Participants, they are displayed on the same slide.

You can create a voting slide in one of two ways.

- Prepare the voting slide beforehand, using Microsoft PowerPoint (versions 97, 2000, XP, or 2003), and upload it as discussed in "How to Upload pre-prepared slides" [p67].
- Create the slide from within Avaya Web Conferencing, as discussed in "Creating a voting slide from within Avaya Web Conferencing" [p71].

Before a Presenter can create a voting slide inside PowerPoint, they must install a PowerPoint add-in. This is described in "Installing the PowerPoint Add-In for voting" [p73].

12.4.1 Creating a voting slide from within Avaya Web Conferencing

To create a voting slide using Avaya Web Conferencing, take the following steps.

- Choose *Slide* from the Workspace Window menu bar.
- Select *New Voting Slide...* (This option is only available to Presenters.)
- When the following dialog box appears, enter your question and at least two answers.

Question:

Answers:

1. Yes

2. No

3.

4.

5.

6.

URL for more information (optional):

http://

☒ Only one answer allowed

☐ Multiple answers allowed

Insert Voting Slide Cancel

- Choose whether your vote will accept one answer from each voter or several answers from each voter.
- Optionally, you can enter the URL to a web page, accessible to all conference Participants, which gives more information about the vote. Please note that the URL is not validated and so you should check that it does link to the desired web page. URLs may not work if they are longer than 1000 characters.
- Click *Insert Voting Slide*.

Your new voting slide will be inserted after the current slide or at the end if you are currently in Whiteboard or Applications mode.

If you change your mind and do not wish to create a voting slide, press **Escape** or close the window.

12.4.2 Enabling and disabling voting

By default, when you add a new voting slide, voting is enabled so that any Participant can vote. If necessary, any Presenter can disable or enable voting at any time.

To change the voting permissions, do the following.

- Choose *Slide* from the Workspace Window menu bar.

- Select *Allow Voting* (this option is only available to Presenters) to toggle the voting permissions. If a tick appears next to *Allow Voting*, voting is allowed for the current slide.

12.4.3 Publishing voting results

By default, when you create a new voting slide, the results are not displayed. To display the results of the vote, do the following.

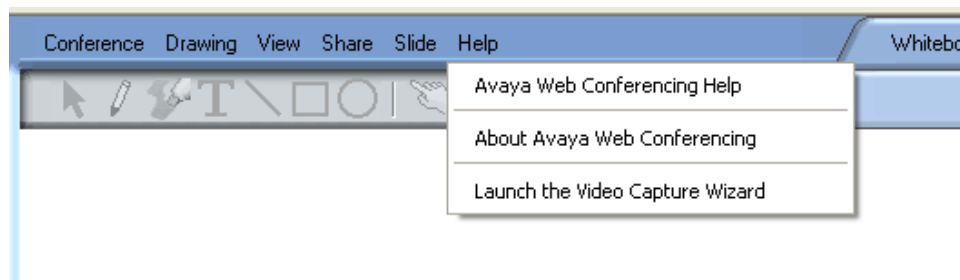
- Choose *Slide* from the Workspace Window menu bar.
- Select *Results Visible to All* to toggle the result visibility. (This option is only available to Presenters.) If a tick appears next to *Results Visible to All*, all Participants can see the results of the vote.

12.4.4 Installing the PowerPoint Add-In for voting

To create a voting slide inside PowerPoint, you must first install a PowerPoint add-in. The PowerPoint add-in is available from a link on the in-conference help page.

To get to the link on the in-conference help page, take the following actions.

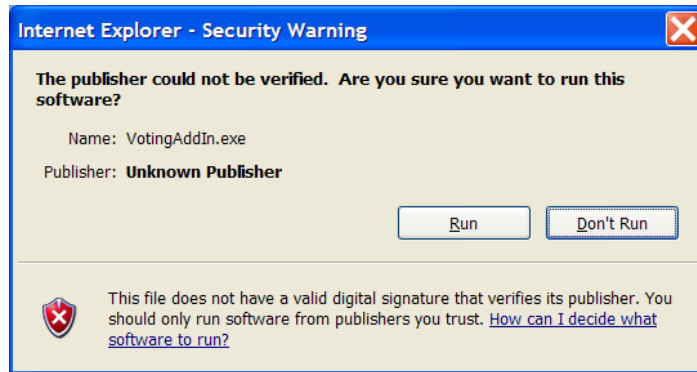
- Choose *Help* from the Workspace Window menu bar
- Choose Avaya Web Conferencing Help from the menu that appears



- On the page that appears, click *Voting (and creating votes)*
- On the page that appears, click *Voting Add-In for PowerPoint*

On the page that appears, click *Download the Voting Add-In for PowerPoint* for whichever version of PowerPoint you have. If the help pages are being displayed in Internet Explorer, choose *Open* or *Run*; (if you are using a different browser, choose to save the file to disk, and once it has downloaded, run it from wherever you have saved it). The Add-In will automatically install.

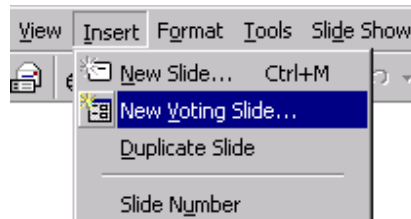
If you are running Windows XP SP2, when you have clicked *Run*, you may see the following additional security warning. Click *Run* again and the Add-In will automatically install.



12.4.5 Creating a voting slide from within PowerPoint

Before creating voting slides, please ensure you are in PowerPoint's Normal view mode (*View* menu, *Normal* option).

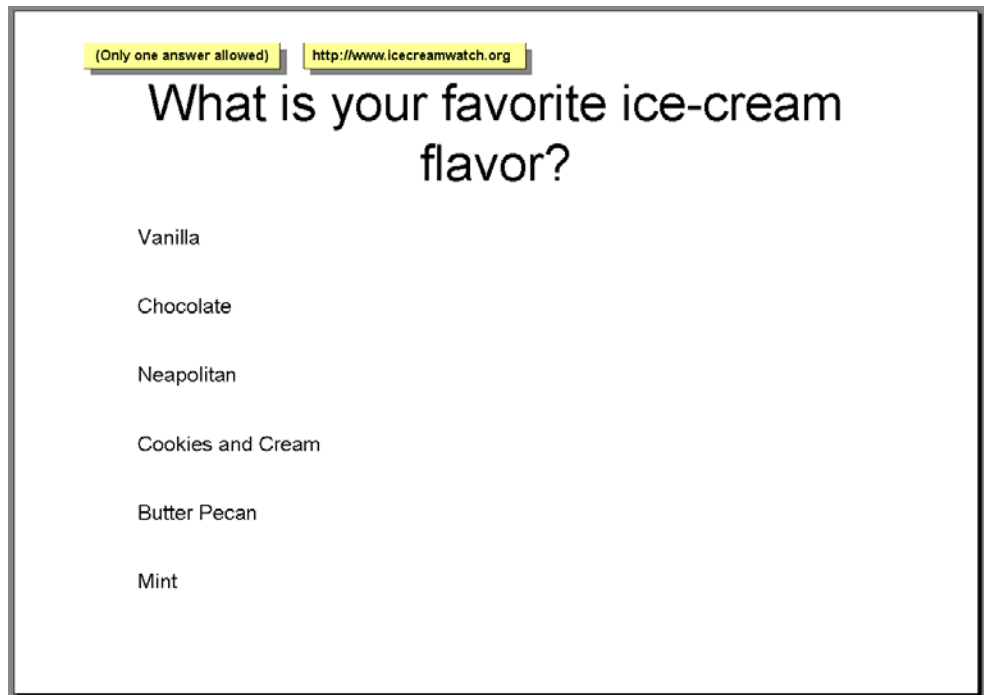
Once the add-in is installed, the Insert menu inside PowerPoint will have a *New Voting Slide...* option directly underneath *New Slide...*



There is also a *New Voting Slide* toolbar button, with the same icon as the menu item.

Clicking either of these will produce a dialog box which looks very like the in-meeting one, described above. Fill in the fields in the same way, and click OK.

A voting slide will be added. (The slide will pick up any default corporate branding from your copy of PowerPoint, and so the inserted slide may not look like the screenshot below.) You may edit the question, answer and URL further after slide insertion.



12.4.6 Uploading the voting slide from PowerPoint

Uploading a pre-prepared voting slide from PowerPoint as part of a complete presentation is the same as uploading a normal PowerPoint slide. Please follow the instructions in "How to Upload pre-prepared slides" [p67]. The voting slide will be detected and converted during the upload process.

Note that the resulting voting slide will not reflect any styles applied to it in PowerPoint - it will look exactly like a voting slide created directly in the meeting.

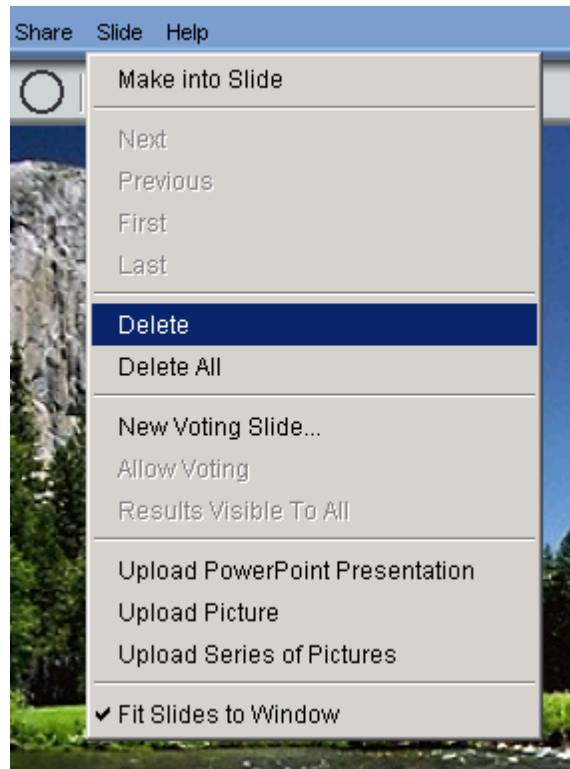
12.4.7 Uninstalling the PowerPoint Add-In for voting

To uninstall the voting add-in,

- Select *Add or Remove Programs* from the *Control Panel*
- select *Avaya Web Conferencing Voting Add-In for PowerPoint*
- click on the *Remove* button and follow the instructions.

12.5 Deleting a single slide

Click *Slide* in the Workspace Window menu bar and select *Delete* from the menu that appears.



A warning pop-up will appear asking you to confirm that you wish to delete the current slide. If you confirm this action, the current slide will be removed, and subsequent slides renumbered.

12.6 Annotating slides

The Annotation toolbar allows Presenters to make annotations to slides.



All of the notes about annotation in "Annotating the Workspace Window" [p79] apply to slides.

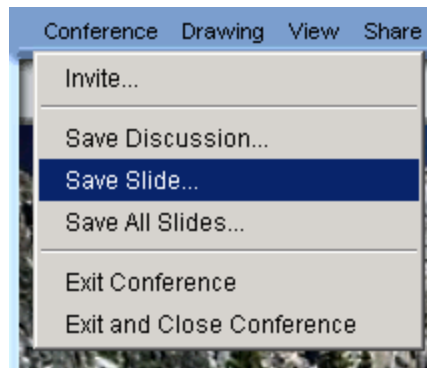
12.7 Saving slides

Presenters can save slides to their own computer. You have the option to save slides individually, as well as the option to save all of the slides in the presentation at once.

12.7.1 Saving individual slides in a presentation

To save an individual slide, take the following steps.

- Navigate to the slide you want to save.
- Click *Conference* in the Workspace Window menu bar and select *Save Slide* from the menu that appears.



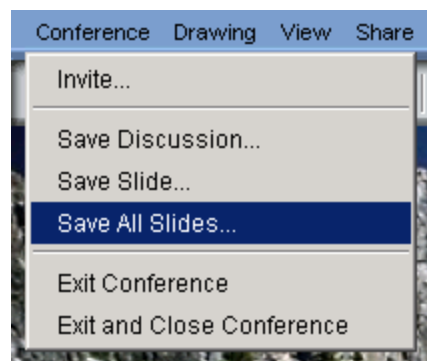
- A prompt will appear asking you to decide where on your machine you wish to save the current slide. When you confirm this action, the current slide will be saved as a JPEG file in the location you choose.

If you are running Internet Explorer in Protected mode, Avaya Web Conferencing automatically selects a directory that IE is allowed to access, and you will be told where the slide will be saved. It will be called Slide1.jpg.

12.7.2 Saving all slides in a presentation

To save all of the slides in a presentation, take the following steps.

- Click *Conference* in the Workspace Window menu bar and select *Save All Slides* from the menu that appears.



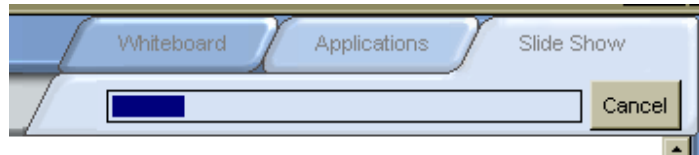
- A box will appear asking you to decide the location and new folder on your machine in which you wish to save the slides. The default folder name is a combination of the conference ID number and the date of the conference.

If you confirm this action, all of the current slides will be saved as JPEG files in the folder and location you choose.

Note, you are specifying a folder (not a file) and the folder must not already exist, however the folder in which you are placing this new folder must exist.

If you are running Internet Explorer in Protected mode, Avaya Web Conferencing automatically selects a directory that IE is allowed to access, and you will be told where the slide will be saved.

In both cases, a status bar will be displayed that shows you the progress of the save.



If you are saving all slides, there will be a Cancel button. If you press the Cancel button, the currently saving slide will finish saving and then the save will stop.

If your browser is running in Vista Protected Mode then you cannot choose the location for the slides to be saved. Vista forces them to be saved in a fixed location. You will see a popup informing you of the directory that contains the saved slides.

12.8 Taking a snapshot

At any time except when viewing a voting slide, Presenters can click on the camera icon



to take a snapshot of the current annotated slide.

A snapshot can also be taken by pressing the "Insert" key.

This snapshot is then added as a new slide (after the existing slides) so that you can refer to it later or make further annotations. For example, you may want to take a snapshot of a slide that has been updated with annotations, to keep a record.

13 Annotating the Workspace Window

The Annotation Toolbar allows Presenters to make annotations to the Whiteboard, slides, and shared applications. The color of the icon next to your name in the Participants List will be the color of the annotations you make. You can use the following tools to make annotations. Their use is described in detail in the following sections.



13.1 Selecting an element of the drawing



The Select Tool chooses an element of the drawing to alter or delete. To use the Select tool, take the following steps.

- Select it from the toolbar.
- Click on the part of the drawing you wish to alter or delete.

If you wish, you can now change the thickness or color of the element or, if the element is a line, you can make it into an arrow. If you wish to delete the element, press **Delete** on your keyboard (or select *Delete* on the Drawing menu).

It is possible to select multiple elements at the same time by holding down either the **SHIFT** or **CTRL** key whilst selecting elements.

13.2 Drawing freeform lines



The Draw Line tool is used to draw freeform lines, as if you were using your mouse as a pencil. To use the Draw Line tool, take the following steps.

- Select it from the toolbar.
- Click and hold the left mouse button while you draw the desired shape.
- Release the mouse button.

If you wish to change the thickness of the line, select it and use the Line thickness tool.

If you wish to change the color of the line, select it and use the Palette tool.

If you wish to make the line an arrow, select it and use the Arrow Style tool.

13.3 Drawing highlights



Use the Draw Highlight tool to cover an area with a wash of your annotation color. To use the Draw Highlight tool, take the following steps.

- Select it from the toolbar.
- Move your mouse to your starting point.
- Click and hold the left mouse button while you highlight the desired area.
- Release the mouse button.

If you wish to change the color of the highlight, select it and use the Palette tool to change your annotation color. Note that the color of the image that you are highlighting will affect the appearance of the highlight.

13.4 Adding text to annotations



Use the Draw Text tool to add text to your annotation. To use the Draw Text tool, take the following steps.

- Select it from the toolbar.
- Click the left mouse button where you want the text to appear.
- Type the desired text.
- Click your left mouse button outside the text box.

Please note that the font and size of the text cannot be changed. If you wish to change the color of the text, select it and use the Palette tool. The text cannot be edited once added.

13.5 Drawing straight lines



Use the Draw Straight Line tool to draw a straight line. To use the Draw Straight Line tool, take the following steps.

- Select it from the toolbar.
- Move your mouse to your starting point.
- Click and hold the left mouse button while you draw the line.
- Release the mouse button.

If you wish to change the thickness of the line, select it and use the Line thickness tool.

If you wish to change the color of the line, select it and use the Palette tool.

If you wish to make the line an arrow, select it and use the Arrow Style tool.

13.6 Drawing rectangles



Use the Draw Rectangle tool to create rectangles of various sizes. To use the Draw Rectangle tool, take the following steps.

- Select it from the toolbar.
- Position your mouse where you would like a corner of your rectangle to be.
- Click and hold the left mouse button while you drag the rectangle to the size you want.
- Release the mouse button.

If you wish to change the thickness of the rectangle, select it and use the Line thickness tool.

If you wish to change the color of the rectangle, select it and use the Palette tool.

13.7 Drawing ellipses



Use the Draw Ellipse tool to create ellipses and circles of various sizes. To use the Draw Ellipse tool, take the following steps.

- Select it from the toolbar.
- Position your mouse where you would like to start drawing the ellipse.
- Click and hold the left mouse button while you drag the ellipse to the shape and size you want.
- Release the mouse button.

If you wish to change the thickness of the ellipse, select it and use the Line thickness tool.

If you wish to change the color of the ellipse, select it and use the Palette tool.

13.8 Using the pointer



Use the Toggle Pointer tool to position a pointer symbol on the screen to identify a specific point. To use the Toggle Pointer tool, take the following steps.


- Click the icon on the toolbar. A hand pointer will appear on the Workspace Window.

- To move the pointer, click on it and hold down your mouse button while you drag it to the place you want it.
- To remove the pointer, click the icon on the menu again, or double-click.

If you decide to turn the pointer on again, it will appear in the last place you put it.

13.9 Using the palette tool




The Palette tool  changes the color of any annotation you have selected and any annotations you will make in future. Please be aware that if you change your color to the same color another person is using, the resulting annotations could be confusing. To use the Palette tool, take the following steps.

- Select it from the menu.
- On the menu that appears, click on the color you wish to annotate with.

13.10 Changing the thickness of lines




Use the Line Thickness tool  to change the thickness of the lines you are going to draw (or have already drawn). You can make your lines 1, 5, or 10 pixels wide. To use the Line Thickness tool, take the following steps.

- If you wish to change the thickness of a line you have already drawn, first select that line using the Select Tool.
- Select the Line Thickness tool from the toolbar.
- On the menu that appears, click on the pixel width you wish your lines to have.

13.11 Changing the style of arrows



Use the Arrow Style tool  to choose whether lines you draw (or have already drawn) have no arrowhead at all, an arrowhead at one end, or an arrowhead at both ends. To use the Arrow Style tool, take the following steps.

- If you wish to change the arrow style of a line you have already drawn, first select that line using the Select Tool.
- Select the Arrow Style tool from the toolbar.
- On the menu that appears, click on the type of arrowhead you wish your line to have.

13.12 Deleting all annotations

If you wish to remove all of the annotations from the whiteboard, take the following steps.


- Choose *Drawing* from the Workspace Window menu bar.
- Select *Delete All* from the menu that appears. Please note that you will *not* be prompted to confirm this action and it is not reversible.

You can also remove all annotations by taking the following steps.

- Choose *Drawing* from the Workspace Window menu bar.
- Click *Select All* on the menu that appears.
- Choose *Drawing* from the Workspace Window menu bar and select *Delete*, or press **Delete** on your keyboard.
- If you decide you do not wish to remove all annotations, you can choose *Deselect All* from the *Drawing* menu.

13.13 Deleting a single annotation

You can remove a single annotation by following these steps.

- Choose the Select Tool  from the Annotation Toolbar.
- Click the annotation you wish to remove.
- Press **Delete** on your keyboard, or choose *Drawing* from the Workspace Window menu bar and select *Delete*.

14 Workspace Window menu options

This section provides a quick overview of all the possible menu options on the Workspace Window. Those that you see will depend on the functions available as determined by your Service Provider.

Presenters will be able to use all of these options. Attendees will be able to use some of the menu options (the remaining menu items are grayed).

Menu Options

Menu option	Submenu option	Function
<i>Conference</i>		Allows you to invite people, save conference data locally, or exit the conference
	<i>Invite</i>	Allows you to send an email to another person in order to invite them to the conference
	<i>Call</i>	Allows you to call a number so that someone can join the audio part of the conference. This menu option only appears on a system where audio conferencing is accessed using a telephone.
	<i>Lock Audio/Video Conference</i>	Locks the audio/video part of the conference so that no one else can dial in to it. This menu option only appears on a system that has been set up to provide audio or video conferencing.
	<i>Mute All</i>	Mutes all the other participants in the audio part of the conference to prevent them from speaking. This menu option only appears on a system that has been set up to provide audio conferencing.
	<i>Unmute All</i>	Unmutes all the other participants in the audio part of the conference to enable them to speak. This menu option only appears on a system that has been set up to provide audio conferencing.
	<i>Save Discussion</i>	Allows you to save the current contents of the chat discussion.
	<i>Save Slide</i>	Allows you to save the slide that is currently displayed
	<i>Save All Slides</i>	Allows you to save all the slides in the slide show
	<i>Exit Conference</i>	Allows you to leave the conference
	<i>Exit and Close Conference</i>	Allows you to leave the data conference and close it at the same time. This option is only available to Presenters.
<i>Drawing</i>		Allows you to modify all or some of the annotations on the active tab
	<i>Select All</i>	Allows you to select all of the annotations

	<i>Deselect All</i>	Allows you to clear your annotation selection
	<i>Delete</i>	Allows you to delete the selected annotation
	<i>Delete All</i>	Allows you to remove all of the annotations at once
<i>View</i>		Allows you to switch the view between the Whiteboard, Applications, and Slide Show, to make the Discussion or Participants areas visible.
	<i>Whiteboard</i>	See the area where you can draw a new picture
	<i>Applications</i>	See the area where you can see any shared applications
	<i>Slide Show</i>	See the area where you can see any slides that have been taken from the Whiteboard or shared applications, as well as any slides that have been uploaded
	<i>Audio/Video Controls</i>	Display or hide the Media Frame, which includes the Audio Controls Panel.
	<i>Discussion Area</i>	See the area where all of the text chat in the conference is displayed
	<i>Participants</i>	See the area where the list of Participants (Attendees and Presenters) is displayed
	<i>Maximize Workspace</i>	Make the Workspace Window take up all the browser window, removing the Avaya Web Conferencing Toolbar, tabs and menus.
<i>Share</i>		Allows you to share and unshare applications with other users and to select options for shared applications
	<i>Whole Desktop</i>	Allows you to share your entire desktop with the other users in the conference
	<i>Application</i>	Allows you to share a specific open application on your computer, chosen from the list that pops up when you click this option
	<i>Unshare</i>	Allows you to stop sharing a specific application (chosen from the menu that pops up when you click this option) or all shared applications.
	<i>Use High Color Sharing</i>	Allows you to send screen data from your shared applications using high quality
<i>Slide</i>		Allows you to create and delete slides, upload slides, and navigate among slides
	<i>Make into Slide</i>	Allows you to take a snapshot of the drawing, slide, or application that is currently displayed. The snapshot will be added to the Slide Show at the end.
	<i>Next</i>	Allows you to navigate to the next slide in the Slide Show
	<i>Previous</i>	Allows you to navigate to the previous slide in the Slide Show
	<i>First</i>	Allows you to navigate to the first slide in the Slide Show
	<i>Last</i>	Allows you to navigate to the last slide in the Slide Show

	<i>Delete</i>	Allows you to delete the slide that is currently displayed
	<i>Delete All</i>	Allows you to delete all the slides in the slide show
	<i>New Voting Slide...</i>	Allows you to create a new voting slide within the presentation
	<i>Allow Voting</i>	Turns voting on or off.
	<i>Results Visible to All</i>	Shows or hides the results of a vote.
	<i>Upload PowerPoint Presentation</i>	Allows you to choose a presentation from your own machine to upload to the conference
	<i>Upload Picture</i>	Allows you to choose an image from your own machine to upload to the conference
	<i>Upload a Series of Pictures</i>	Allows you to choose a series of images from your own machine to upload to the conference
	<i>Fit Slides to Window</i>	Allows you to display the slides so that they fit exactly within the slide display
<i>Record</i>		
	<i>Start Recording</i>	Starts recording the conference.
	<i>Stop Recording</i>	Stops recording the conference.
	<i>View Recordings</i>	Logs you in to the recording management area using the current conference reference number and the security code you used to log in to the conference.
<i>Help</i>		Allows you to view Avaya Web Conferencing's online help files, and to view the About box.
	<i>Avaya Web Conferencing Help</i>	Allows you to view Avaya Web Conferencing's online help files
	<i>About Avaya Web Conferencing</i>	Displays basic copyright, version, and license information about Avaya Web Conferencing
	<i>Launch the Tuning Wizard</i>	Launches the audio/video tuning wizard. This menu option only appears on a system that has been set up to provide audio or video conferencing.
	<i>Show Java Diagnostic Console</i>	Displays Java diagnostic information about the Avaya Web Conferencing client.
	<i>Show HTML Diagnostic Console</i>	Displays HTML diagnostic information about the Avaya Web Conferencing client.

Menu option	Submenu option	Function
<i>Participant List Pop-up Menu</i>		Allows you to modify a Participant
	<i>Promote</i>	Promote the user from attendee to presenter
	<i>Force Off</i>	Force user out of the conference

	<i>Edit Name</i>	Edit the name of the selected participant
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