C4 Meet Me Conferencing User Guide

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COMMUNICATIONS™

Web Collaboration

Overview

Web Collaboration is a powerful, yet simple-to-use tool that allows secure displays of real-time presentations on the Internet. Requiring minimal training and support, it provides the most common features needed for web presentations.

Web Collaboration starts quickly and has a simple sign-in process. Presentations can be planned or unplanned, where simplicity and flexibility are required. There is no need to reserve anything.

Meet Me Web Collaboration sessions use Meet Me conferencing for an effortless user experience. From the PC Client, dial in to the Meet Me conference. The collaboration session is then pushed to the participants automatically.

Presentations can consist of anything a user wants to share from a computer. Users can publish and review Microsoft Office® documents (PowerPoint, Word, and Excel), or leverage online content during presentations. Users can also share desktop applications for software demonstrations and application training.

Web Collaboration is flexible and secure. Joining presentations requires only a browser and an Internet connection. Participants can join from any computer or web appliance.

For application sharing mode, a small Java applet must be installed. All communications are encrypted with 128 bit SSL to keep presentations confidential.

Conferencing functions and tools are easily accessed through a simple Toolbar and Attendee Roster. From the Toolbar, the presenter controls the presentation and determines what participants see in conference windows.

Language selection and use in the collaboration session is based upon a Meet Me Conference alias which a user dials. The available aliases are listed for a user in the Personal Agent under the Meet Me Preferences.

This preference permits language selection for the Graphical User Interface (GUI) for tool tips, dialog boxes, and user help. It does not translate the presenter's presentation.

Available languages include:

- English
- Parisan French
- Latin America Spanish
- German
- Japanese
- Traditional Chinese
- Simplified Chinese
- Korean

Restrictions and limitations of Web Collaboration include:

- The language used for Meet Me Audio prompts and for the Web Collaboration pages is based on the Meet Me Alias dialed, as opposed to the language selected in the settings of a user's Personal Agent.
- Web Collaboration Servers may not be clustered or pooled.
- No participant summary or collaboration session logs are available to the chairperson.
- Web pushes for the presenter are sent to the chairperson's userid. As a result, Meet Me Web Collaboration accounts cannot be shared by using another userid to start the conference.
- When the Presenter deletes a user from the Web Collaboration session, they are not removed from the audio conference.
- PSTN clients cannot chat.

- All Web communications with participant Web browsers may be encrypted using SSL through the HTTPS protocol. The connection between the MAS and the Web Collaboration Server uses HTTP.
- If a user ends a collaboration session prior to the point where the chairperson can publish a document, then the session will properly end and a Pop-Up warning window may appear. This warning can be ignored.
- If a participant hangs up the Web Collaboration session is ended. If they re-open the Web page, they can rejoin the collaboration session without being involved with the Meet Me conference. The Presenter will see the user re-enter on the roster.
- If a participant leaves the Meet Me Web Collaboration conference they lose their Web collaboration session. Examples include consultative transfer and transfer.
- When a participant of a Meet Me call, who is also a member of a foreign domain, parks their leg, the retrieved call will not receive the Web push required for Web Collaboration. This is a limitation between client contact information and call park.

Features of Meet Me Web Collaboration

Meet Me Web Collaboration offers the following functions:

- Extends the capability of Meet Me conferencing.
- Adds the ability to launch a Web Collaboration session.
- Allows users to present Microsoft Office documents.
- Allows users to share desktop applications.
- Supports Client on Netscape* and Internet Explorer*. Microsoft Windows 98/NT/ME/2000/XP/Server2003* on the user's computer with Internet Explorer 5.5 or higher (preferred), Netscape 7.1 or higher.
- Allows optional SSL/HTTPS browser sessions for security.
- Offers service package control of the feature as an increment to Meet Me.
- Offers Personal Agent enhancements for additional session joining options.
- Offers multilingual support for the collaboration Web pages.

Using the Meet Me Web Collaboration Conference Manager

This chapter contains the following sections:

Web Collaboration conferences are explicitly started by the chairperson of a Meet Me conference. The chairperson (now the presenter) starts the Web Collaboration conference by pressing the **9 1** keys.

When participants start a collaboration conference, they view the presenter's web page which provides the interface for enabling desktop sharing or publishing of documents to the web.

Note: Both presenter and participants must disable pop-up blockers in order to use Web Collaboration.

Pressing **9 2** ends the Web Collaboration conference. The Meet Me conference continues. Pressing **9 1** again starts a new Web Collaboration conference.

Web Collaboration features

- Microsoft Office documents may be presented (Word, Excel, PowerPoint).
- Presenter privilege may be handed over to another participant and taken back.
- Participants may raise their hands, which the presenter sees graphically on the roster.
- The presenter may use polls to ask questions. Results are tabulated and graphed.
- The presenter may send files to an individual participant.
- The presenter can share desktop applications (some or all).
- The presenter can give a participant remote control of the presenter's PC.

System Requirements

Joining conferences

The PCs of people joining a collaboration session must meet the following minimum requirements to view published pages:

- Processor Speed should be 600MHZ or more with at least 128MB RAM.
- A 56K bps or higher connection speed is recommended.
- Microsoft Windows 98/NT/ME/2000/XP/Server2003 with Internet Explorer 5.5 or higher (preferred), Netscape 7.1 or higher.
- Cookies, pop-ups and scripting must be enabled in web browsers.

Application and desktop sharing

For application and desktop sharing, the sharing system must meet the following additional requirements:

- Ability to run ActiveX sharing controls or pre-install sharing components.
- 128K bps or higher connection speed is recommended.
- Java Virtual Machine(JVM) is required to view or control shared screens. The Microsoft or Sun JVM may be used. The latest service pack and patches should be applied to all windows operating systems.

  Note: For full functionality, ensure the JVM is version 1.5 build.

Memory requirements for application sharing and publishing

Memory requirements for application sharing is mainly dependent on the graphic area shared. Sharing a single application (that is full screen) requires the same amount of memory as sharing multiple applications on the same display. Sharing a single application that is smaller than the display will require less memory than sharing that application and another one. In general, the amount of memory required for application sharing is approximately 50MB. When a participant is in application viewing mode and also using remote control, then the memory requirement increases to 70MB. The presentation publishing mode (for both presenter and participant) requires approximately 50MB of memory. In the publishing mode, application sharing does not utilize extra system memory.

Starting a Web Collaboration conference

Web Collaboration conferences are coupled with Meet Me conferencing. The Meet Me Conferencing service is required for Web Collaboration. Joint audio and Meet Me Web Collaboration conferences are launched by:

- Calling into a Meet Me conference (collaboration pages are automatically pushed to Multimedia PC or Web clients).
- Accessing a unique URL for the conference (used for PSTN audio participants with browser capabilities to access Web based collaboration material, since Web pushes are not possible to PSTN Meet Me participants).

  Note: A Web Collaboration conference should be started using a PC or Web client. A PSTN user, who is not logged in through a PC or Web client, should not try to start a Web Collaboration conference using a PSTN phone.

Starting a Web Collaboration conference using PC or PC Client

To start a Web Collaboration conference:

1. Provide the Meet Me conference contact information to the participants including Meet Me dial-up number, access code, date, and time of the conference.
2. Tell participants to use the PC Client, or have Web access and use the provided URL (which you obtain from your Personal Agent under Preferences, Services, Meet Me).
3. Call the Meet Me conference number.
4. After logging in with a PIN, start the conference by pressing **1**.
5. Press **9 1** to start the collaboration session.

   The presenter’s Web page is pushed to users. From this page, publish material by providing a pathname or browsing to a specific Microsoft Office document. Alternatively, users may choose to share their desktop.

The selected document for collaboration is converted to Web format and pushed to all the multimedia enabled clients on the conference. Users see the same screen simultaneously.

6. Use navigation controls to present the material.

   The interactive roster allows participants to raise their hands for questions or to be polled. It also allows you to remove attendees from the conference.

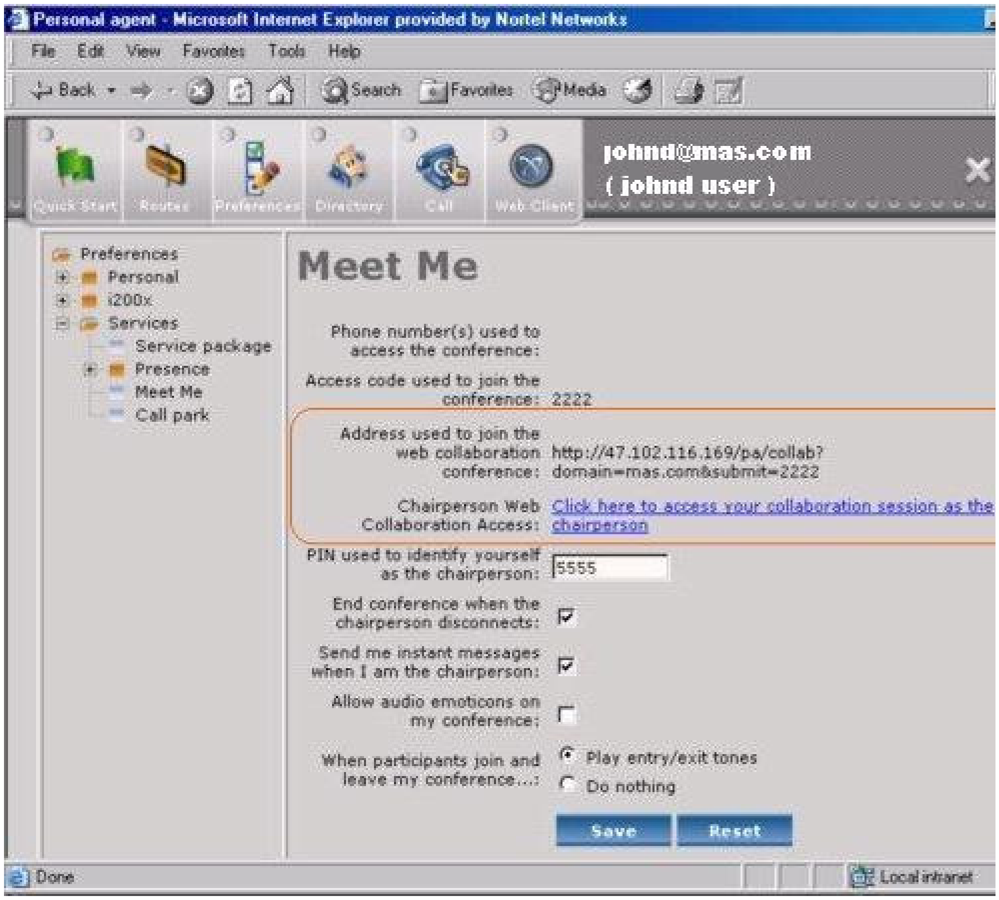
7. Use integrated annotation tools or allow application sharing during the conference.

   Note: Late participants who join the collaboration conference are pushed the current page being viewed by the other participants.

Starting a Web Collaboration conference by accessing a unique URL for the conference

The Meet Me preferences screen of the chairperson's Personal Agent displays a collaboration URL used by participants to join a future or current conference. This URL must be provided to participants that are calling in from a location where they do not have access to their PC Client or Personal Agent Web Portal but do have access to a Web browser.

After a collaboration conference is activated, the chairperson's Personal Agent is updated with a link allowing the chairperson to enter the conference as the presenter. This is provided for those who have used a non-multimedia phone set to start the conference but still have a PC with a browser. This is an alternate chairperson login method to the automatic web push.



To log in as a PSTN participant:

1. Review the system requirements.
2. Complete the system compatibility tests.
3. Visit the guest log-in URL provided by the presenter.
4. Obtain and complete the login form.
5. Enter the access code you received from the presenter.

Locking conferences

The Conference Lock is used to close conference attendance. When a conference is locked, no additional attendees can join.

To lock the conference:

→ From the Meet Me Web Collaboration window, press the **Lock** icon to lock attendees out of conference.

To unlock the conference:

Press the **Unlock** icon to release the lock.

Note: Only the presenter of a conference can lock or unlock the conference. This control is not passed when you pass presentation control to another attendee.

Presenter view

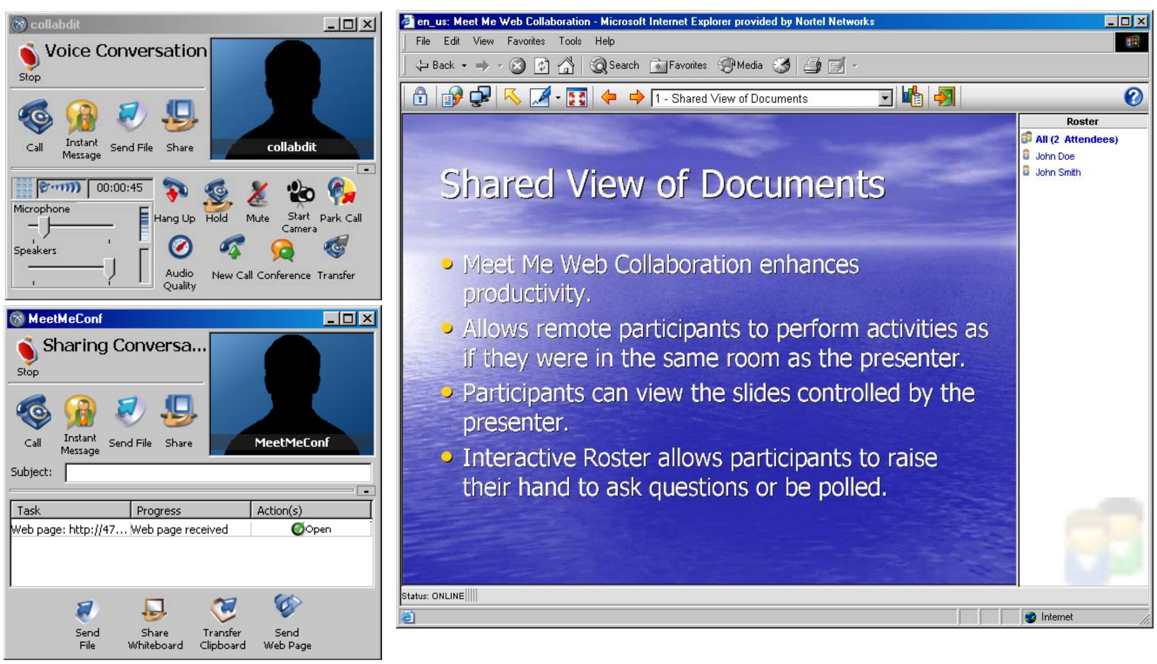
The presenter's complete Meet Me Web Collaboration conference consists of two windows (shown side-by-side):

- The PC Client conversation window with its instant messages, audio controls, and active video panel.
- The Web Collaboration window with its presenter's toolbar, roster, and view of the published content.

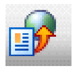
Together, these windows provide the presenter with a versatile set of tools for information sharing:

- Simultaneous audio/video conferencing.
- Shared document viewing.

The following shows the Presenters Client Call Control window.



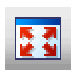
Presenter toolbar

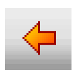

Allows the presenter to specify the file to be published. After selecting the desired file the document is converted to a Web publishable HTML format.

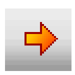

Allows the presenter to graphically share the view of any running program on their computer with participants.


Provides the presenter with an active mouse controlled pointer for the published document.


Provides mouse annotation tool for the published document. All participants can see the resulting mark-ups.


Toggles Full-Screen mode. Allows a presenter to enter/exit the full screen collaboration mode (only for their own screen).


Navigates to the previously displayed document page.


Navigates to the next document page.


Displays slide numbers and titles in a selectable drop down list providing the ability to quickly jump between slides.


Launches a polling mechanism, which allows the presenter to enter a question and multiple choice answers and get instant tabulated results.


Ends the collaboration conference.


Displays online user help.


Locks the Web portion of the collaboration session so that no new users can join. This does not impact the audio portion of the conference. Toggles into an Unlock button when locked.

Attendee Roster

The interactive roster allows the presenter to see a current list of participants and to graphically view which participants are raising their hands.

The Attendee Roster provides the presenter with a list of conference participants and indicates each participant's Web and audio conference status.

Additionally, it provides access to conference functions specifically affecting individual participants or the group of all participants.

→ Click an entry in the Roster to open the Context Control Menu.

This menu contains a list of all commands applicable for the selected participant in the current context.

→ Click **All Attendees**.

The menu lists only commands that apply to all participants. The image below shows the commands which may appear in the Option Menu, but not all options appear simultaneously.

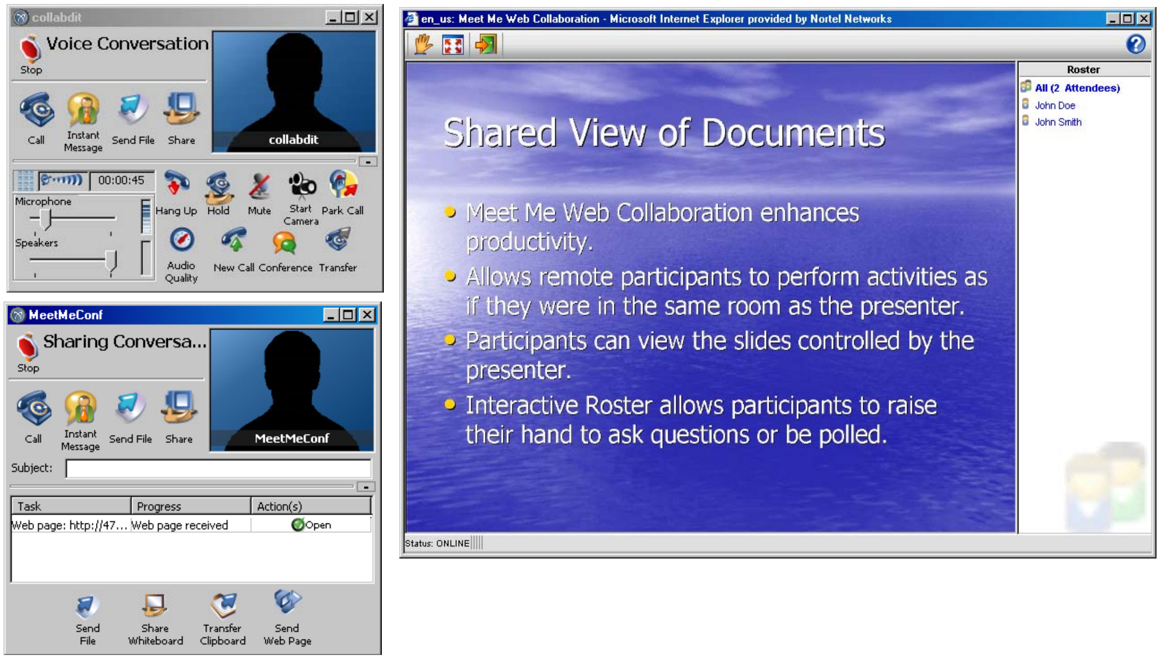
Hovering over a participant's entry in the Roster displays the participant information box. The information displayed in the box may include the participant's name, company, email and telephone number if provided at log-in.

Participant view

The participant’s Meet Me Web Collaboration conference display also consists of two windows:

- The Multimedia Client conversation window with its sharing control panel, audio controls, and active video panel.
- The Web Collaboration window with its view of the published content and participant toolbar.

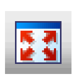
The following shows the received Web page in the Client Sharing Control window.



The participants have a roster showing other participants. Participant options, available on the tool bar, differ from those of the presenter.

Participant toolbar


Allows the participants to toggle raising their hand. The presenter's roster shows a raised hand icon next to the participant's name.


Allows a participant to enter/exit the full screen collaboration mode (only for their own screen).


Removes participant from the collaboration conference. The Meet Me Audio conference connection for the participant is unaffected.


Displays online user help.

Web Collaboration for PSTN participants

If a participant only has PSTN access for the audio portion of the conference and access to a Web browser, they can login to the collaboration conference using a URL provided by the presenter.

As a PSTN participant, access the Meet Me conference using the dial-in information. You will not, however, be automatically pushed a web page due to the connection and client limitation.

Using the browser and the presenter-provided URL takes the participant to a collaboration login screen. Once logged in, users have the same capabilities as any other participant.

Conference setups

Using pop-ups

Web Collaboration uses pop-ups for several application functions.

When a conference is started, the Conference Window pops up. If this window fails to open, attendees receive a warning that a pop-up blocker may be active. Although this warning page gives the option of bypassing the pop-up process by clicking a hyperlink to open the window, it recommends users configure the pop-up blocker and try again.

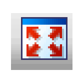
For optimal functionality, configure the pop-up blocking software to allow pop-ups for the application. If users choose to avoid configuring or disabling pop-up blocking, they are prompted to take additional action each time they attempt to join a conference.

Using the Full Screen option

The Full Screen option is available on both the presenter and participant toolbars. This option reduces the amount of desktop space used by the conference window and maximizes the size of the presentation or document.

Use the full screen option to enlarge the presenter and participant screens.

Participants can close the full screen at any time. To close the full screen:

- Select the **Close Full Screen** button .

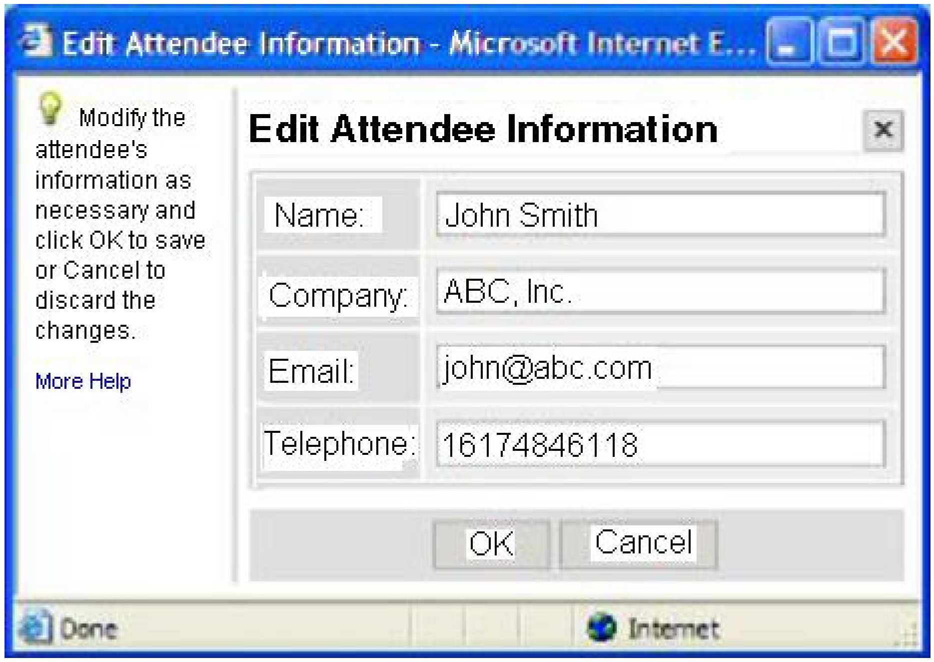
Use of the Close Full Screen option by a participant affects only the user's individual screen.

Editing participant information

If a participant's information in the Attendee Roster is incomplete, the presenter may edit this information.

To edit a participant's information:

1. In the Attendee Roster, click the participant's entry to display the Attendee Option Menu.
2. Select **Edit Info**.



3. Fill in the correct information for the participant.
4. Click **OK**.

Changing the role of a participant

The role of a participant may be changed to that of a presenter, as desired.

Transferring control to a participant

To transfer control of Web Collaboration to a participant:

1. Right-click the participant's name in the Attendee Roster.
2. Choose **Make Presenter**.

Note: This does not transfer control of voice.

Regaining control of the application

To regain control of the application:

→ Click on the presenter icon on the toolbar.

Raising your hand

The Hand Raising tool enables participants to raise a virtual hand either to capture the attention of the presenter or to respond to a question asked by the presenter.

To use the Hand Raising tool:

1. Click on the hand icon on the toolbar.

   A hand appears in the Attendee Roster on the presenter's screen next to each participant with a raised hand.

2. Click again to lower the hand.

As a presenter, you receive a tally of the number of hands raised at any point in time. This allows presenters to ask a question and quickly count the number of participants in agreement based on the number of hands that are raised.

Note: The hand raising tally is dynamic and changes as participants raise and lower their hands. The totals are not captured or stored by the application.

Conference documents

Publishing a document

Document publishing provides a simple, efficient way to share PowerPoint, Word and Excel documents with a group of participants. No downloads are required to publish or view documents, making it the most effective way to present common Microsoft Office suite documents. To share other document types or to modify document content during the conference, use the Application Sharing tool.

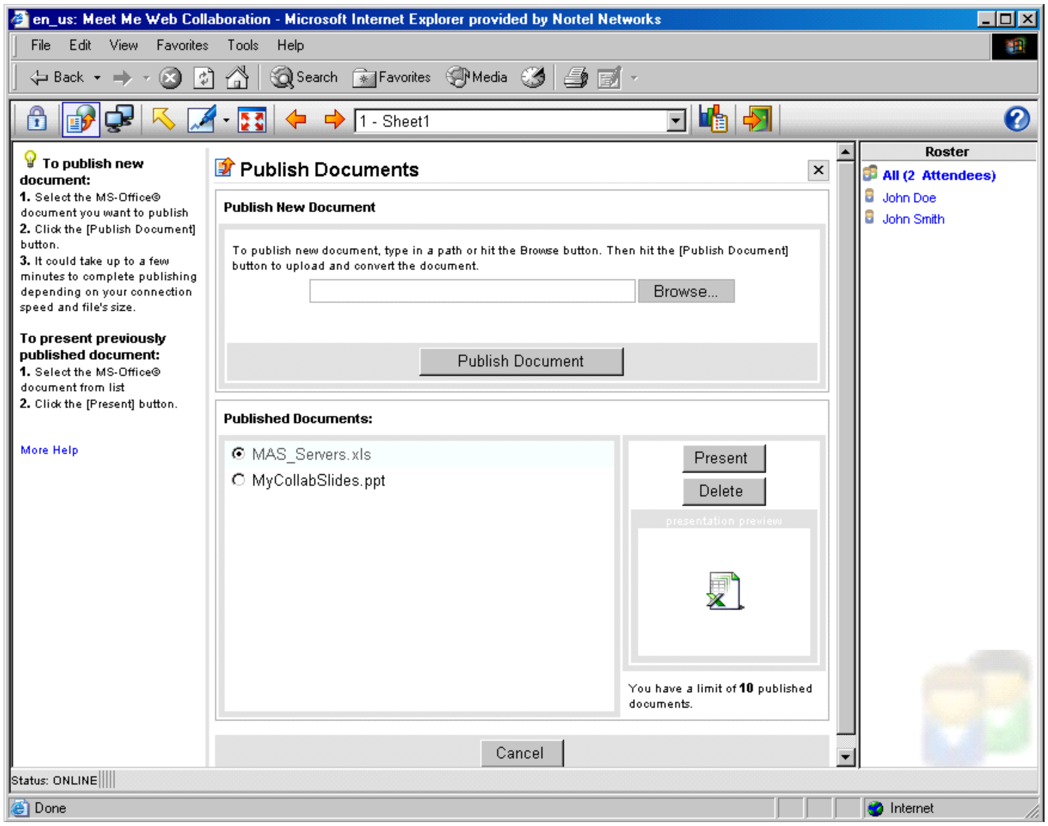
The presenter can pre-publish up to 30 documents, eliminating download time during the conference.

Note: All pre-published documents are deleted when the Collaboration session is ended.

To publish a document:

1. From the Presenter toolbar, click on the **Publish Documents** icon. 

2. The Publish Documents window is displayed.



3. Click on the **Browse** button, and navigate to the directory containing the document to publish. Select the document.
4. Click on the **Open** button.

   The user is returned to the Publish Documents window and the full path to the document is displayed.

5. Click on the **Publish Document** button.

   The document is displayed in the main window. Note that uploading a document can take several minutes, depending on the speed of the network connection and the size of the document.

6. Click on the **Present** Documents icon  to return to the Publish Document window to present other documents.
7. To present previously published documents, select the document from the Published Documents list and click on the **Present** button.

   Published documents may be deleted by clicking on the **Delete** button.

Important: Microsoft provides a password protection feature for Microsoft Office documents that Web Collaboration does not support. If users attempt to publish a password-protected document, a failure notice is displayed. To prevent this problem, open the document in Microsoft Office and save the document without a password and then publish it.

Note: Microsoft Excel documents containing macros or scenarios are not supported.

Using the Document Pointer

Presenters may choose to use the semi-transparent Document Pointer to direct participants attention to document content. The Pointer is toggled on and off through the Toolbar. As the presenter's mouse is moved, the Pointer moves on all participants screens.

When the presenter moves to the next (forward arrow) or previous slide (back arrow) and then returns to the marked slide, all marks (as well as pointer) are removed from the presenter and participants view. This limitation applies only to Powerpoint and Excel documents, as each page is translated into separate html files and pointer/marker settings are not maintained between files. Word documents are translated into a single html file, therefore pointer/marker settings are maintained between page movements.

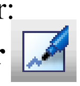
Smart Scrolling

If the presenter points at content that falls outside of a participant’s view, the content in the participant's window is adjusted or scrolled. This ensures that everyone is able to see to what the presenter is pointing.

Annotating a document

As the presenter, you can use the Marker to mark up published documents (including PowerPoint, Word, and Excel) and annotate slides in real time. Access the Marker through the toolbar.

To use the Marker:

1. Click **Marker**  on the toolbar.

   The cursor changes to a marker, and the presenter may begin annotating the slides. Participants see the annotation in real time.

2. To erase the markings, advance to the next slide.

   Markings are not stored or retained in the presentation.

3. To change marker colors, click the arrow next to the marker on the toolbar.

   A box displaying colors appears

4. Select a new color for the marker.
5. To turn off the marker, click **Marker**.

Navigating a published document

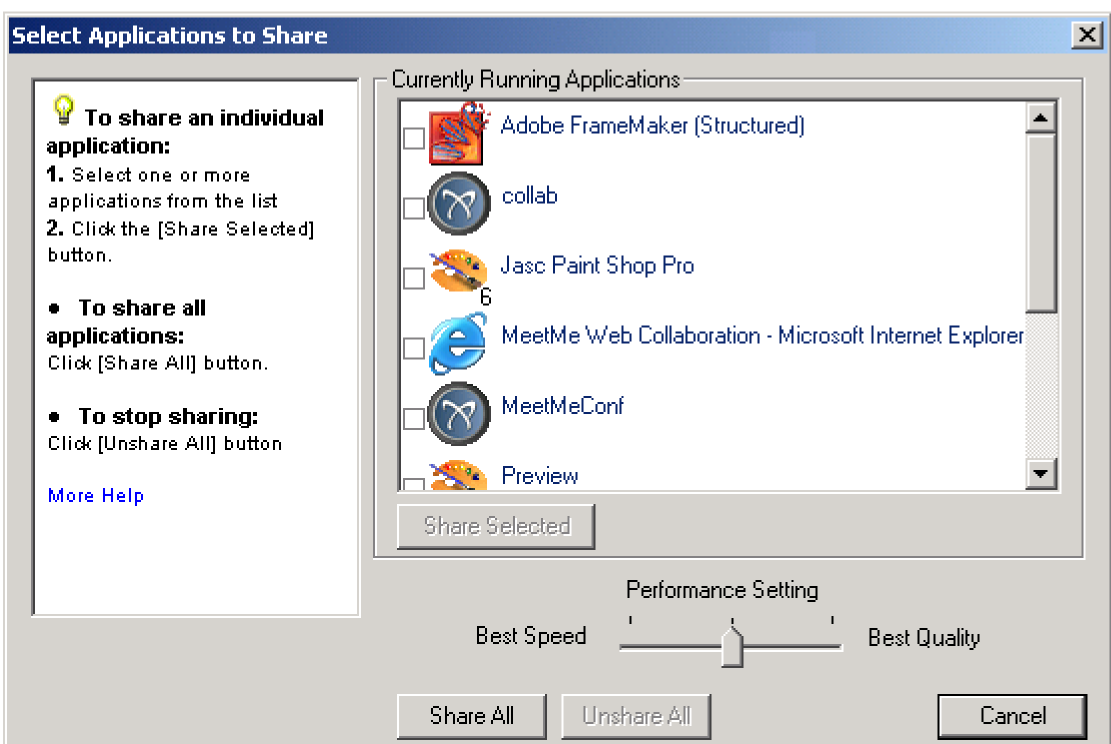
After a document has been published and a conference has been started, the presenter must navigate through the presentation using the simple toolbar navigation buttons. Only the presenter has the ability to direct the presentation. However, the presenter can promote another participant to the presenter role, allowing that participant to direct the presentation.

To control a slide presentation:

1. Publish the presentation as described in Publishing a document.
2. Click **Start** to begin the conference and invite participants.
3. To move forward to the next slide in the presentation, click the right arrow on the toolbar.
4. To return to the previous slide in the presentation, click the left arrow on the toolbar.
5. To jump directly to a slide, use the dropdown box on the toolbar to choose the slide by title or by number.

Sharing applications using Web Collaboration

The **Share** button allows the presenter to share individual applications or the entire desktop. After the presenter has selected the **Share** button, he or she receives a dialog box that shows a list of currently running applications.



To share an individual application:

1. Select one or more applications from the list.
2. Click the **Share Selected** button.

To share all applications:

→ Click the **Share All** button.

To stop sharing:

1. Open/restore the application window.
2. Click the **Unshare All** button.

or

1. Double-click the Application Sharing icon in the system tray.
2. Click the **Unshare All** button.

As presenter, you now have the ability to alter your application, and participants can view changes as they are made. To allow a participant to make changes to his or her application, transfer control to that participant.

Using Remote Control

Remote Control allows the presenter to control applications on a conference participant's computer. Both the presenter and the participant have the ability to control the applications while Remote Control is enabled.

To initiate remote control of a participant's applications:

1. Click the participant's name in the Roster to display the available commands.
2. Select **Remote Control** from the menu.

The participant receives a dialog box that lists the applications that are currently running.

The participant must then:

1. Select one or more applications from the list.
2. Click either the **Share Selected** or **Share All** button.

To stop remote control:
In the Roster, right click on the participant's name and choose **Stop Remote Control**.

Transferring files

As a presenter, you can access the File Transfer tool through the Attendee Roster to transfer any document to one or all of the conference attendees.

Transferring a file to a single attendee

1. From the Roster, select the attendee.
2. From the Attendee Options Menu, select **Send File**.
3. Using the file browse dialog box, select the target file to be transferred.
4. Click **Send File**.

The file is transferred to the attendee. The attendee to whom the file is being sent receives a popup window with two sections. The upper section contains the link for downloading the file. The lower section may be used for Instant Messaging of short messages between the participant and presenter.

To download and open the file:

1. Left-click the file link and navigate to the desired location.
2. Click **Save**.

To save the file without opening it:

1. To save the file without opening it, right-click on the file link and select **Save Target As** and enter a filename.
2. Click Sa**ve**.

Transferring a file to all attendees

To send a file to all attendees:

1. On the Roster, select **All Attendees**.

   The Attendee Options Menu opens.

2. Using the file browse dialog box, select the target file to be transferred.
3. Click **Send File**.

   All attendees receive a pop-up window with two sections. The upper section contains the link for downloading the file.The lower section may be used for Instant Messaging of short messages.

To download and open the file:

4. Left-click the file link and navigate to the desired location.
5. Click **Save**.

To save the file without opening it:

1. To save the file without opening it, right-click on the file link and select **Save Target As** and enter a filename.
2. Click **Save**.

Polling

The Poll tool allows the presenter to conduct interactive question-and-answer sessions. Poll results are gathered in real-time. The presenter may share them with all attendees.

Creating a Poll Question

1. Click **New** to clear the **Question** field.
2. Type in the poll question.
3. Type in the answer text.

   Note: You may type over any answers that already exist.
4. If you need more answers, click **Add**.
5. To remove an answer, select **Extra Questions** and click **Remove**.
6. To reorder the answers, select an entry and click up or down.
7. Select a color for the bar graph tabulation.
8. Click **Save** to save the question.

or

1. Click **Conduct** to send the question immediately to all attendees.

Polling with a Saved Question

1. Click **Poll**.
2. Select the saved question.
3. Click **Conduct**.

   The question is sent to all attendees. The presenters view changes to wait for the poll answers. As the results are gathered, the presenter is shown an actual vote count, as well as a percentage figure and bar graph for each of the possible answers.

4. Click **End Poll** and **Share Results** to broadcast the results to all attendees.

or

1. Click **End Poll** to return to the poll window to conduct another poll.
2. Click **Cancel** to exit the polling tool and return to the presentation.

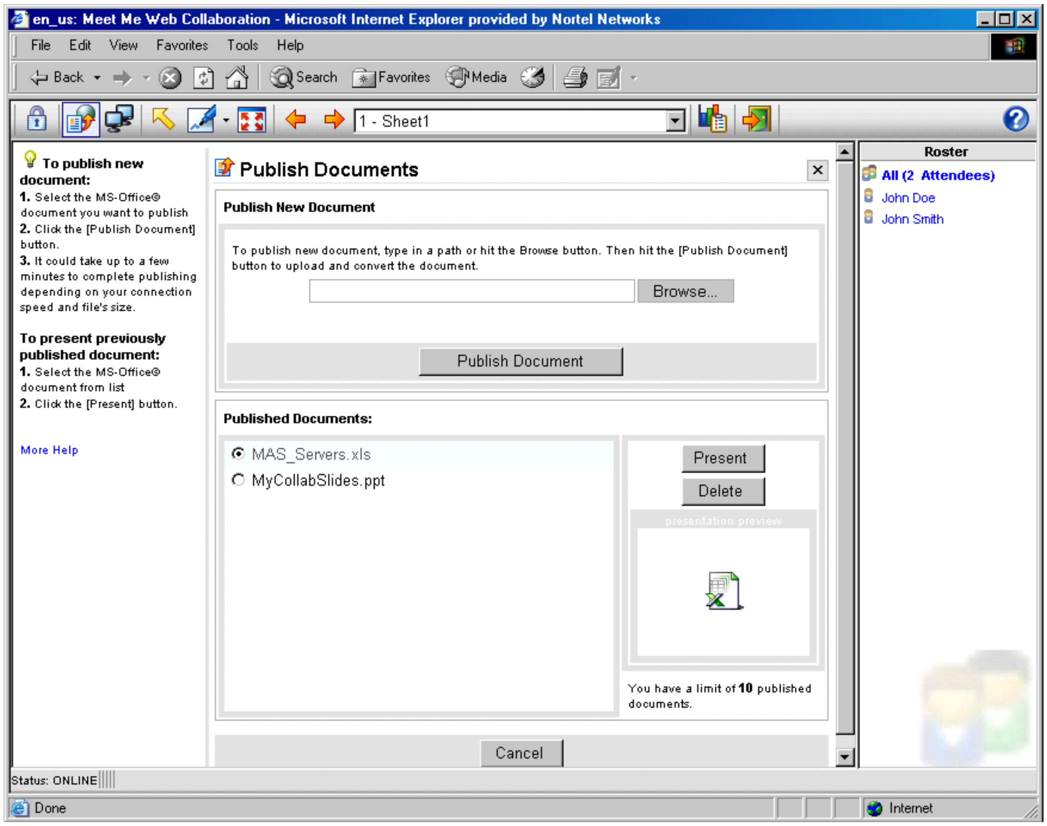
Removing published documents

Web Collaboration allows a single document to be published and hosted at a given time. Each time a new document is published the current document is replaced. Published documents are retained in the account until they are replaced or removed.

To remove a published document from the system:

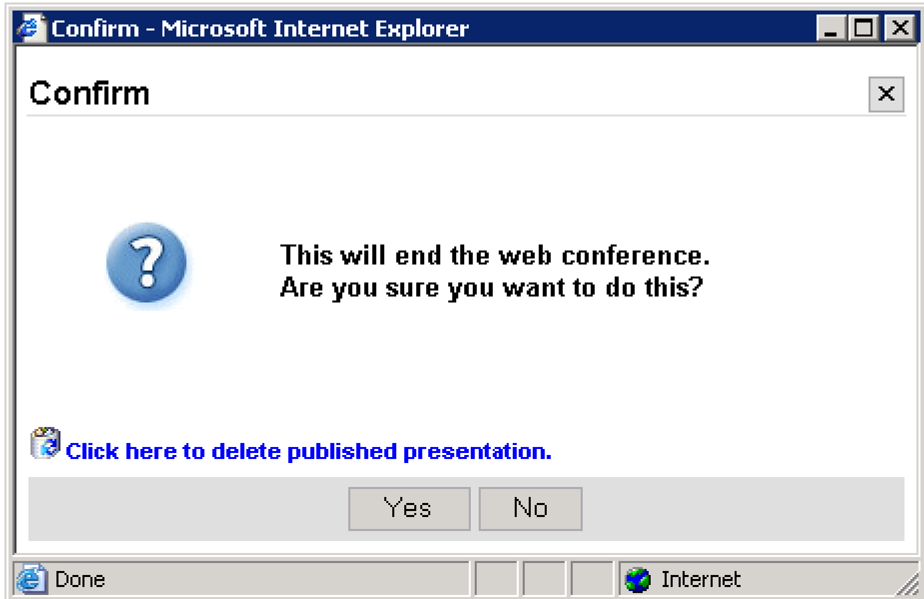
1. From the Presenter toolbar, click **Publish Document** icon.

2. Select the document from the Published Documents list and click **Delete**.



Alternatively, each time you end a conference, the system prompts for confirmation. This confirmation dialog box also provides the opportunity to remove the current presentation before exiting.

1. To immediately remove the presentation before closing the conference, click the Delete Published Presentation button.



2. Click **Yes**.

Disconnecting conference participants

As a presenter, you can disconnect participants from the web or audio conference through the Attendee Option Menu.

To disconnect a participant from the web conference:

1. Click the participant's entry in the Attendee Roster to display the Attendee Option Menu.
2. Select the **Disconn**ect option from the menu.

Selecting **Disconnect** for All Attendees ends the web conference.

Ending conferences and logging out

Ending a conference

To end a Web Collaboration conference:

1. Click **Stop** on the toolbar.

   A dialog window appears to confirm that the conference should be ended.

2. Use the link on the Confirmation Dialog to remove any remaining published documents before ending.

   Note: After you stop the conference, billing ceases and all participants are disconnected from the conference. Stopping the web conference does not affect an active audio conference.

Logging-Out

Click **Logoff** to sign out of your account and close the Conference Control window.

Note: If you attempt to close the Conference Control window by clicking the X button in the browser's upper right-hand corner, the program requests confirmation before terminating. It is recommended that you use the **Stop** and **Logoff** buttons to stop and log out, respectively.