

SpeakSpace. Inc.

SpeakSpace Web Conferencing (SWC)

Release 4.1.10 User Guide

1/3/2008

© 2008 SpeakSpace Inc. All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, SpeakSpace Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

Documentation disclaimer

SpeakSpace Inc. is not responsible for any modifications, additions, or deletions to the original published version of this Documentation unless such modifications, additions, or deletions were performed by SpeakSpace.

Link disclaimer

SpeakSpace Inc. is not responsible for the contents or reliability of any linked third party Web sites referenced elsewhere within this Documentation and SpeakSpace does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Third-party Components

Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information identifying the copyright holders of the Third Party Components and the Third Party Terms that apply is available on SpeakSpace's web site at: <http://support.SpeakSpace.com/ThirdPartyLicense/>

For full information, please see the complete document, SpeakSpace Third Party Terms, Document number 04-601558. To locate this document on the website, simply go to <http://www.SpeakSpace.com/support> and search for the document number in the search box.

Warranty

SpeakSpace Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, SpeakSpace's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site:

<http://www.SpeakSpace.com/support>.

Trademarks

SpeakSpace and the SpeakSpace logo are registered trademarks of SpeakSpace Inc. in the United States of America and other jurisdictions. Unless otherwise provided in this Documentation, marks identified by "®," "™" and "SM" are registered marks, trademarks and service marks, respectively, of SpeakSpace Inc. All other trademarks are the property of their respective owners.

For the most current versions of documentation, go to the SpeakSpace support Web site: <http://www.SpeakSpace.com/support>

CONTENTS

Chapter 1: Introduction.....	4
Chapter 2: Glossary.....	7
Chapter 3: Joining a Conference.....	10
Chapter 4: Leaving a Conference.....	22
Chapter 5: Participants List.....	25
Chapter 6: Attendees.....	31
Chapter 7: Presenters.....	35
Chapter 8: Chatting.....	41
Chapter 9: Recording a Conference.....	44
Chapter 10: Using the Whiteboard.....	51
Chapter 11: Sharing Applications.....	52
Chapter 12: Slide Show.....	57
Chapter 13: Annotating the Workspace Window.....	64
Chapter 14: Workspace Window menu options.....	69
Chapter 15: Audio-only Conferences.....	73

CHAPTER 1: INTRODUCTION

This is the User Guide for SpeakSpace Web Conferencing 4.1.10. The following sections provide a general overview of SpeakSpace Web Conferencing.

WHAT IS SPEAKSPACE 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, SpeakSpace Web Conferencing allows you to set up an online data conference, in which users can communicate using a range of methods.

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 SpeakSpace 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 on page 34 and Presenters on page 31.

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.

COMBINED AUDIO AND DATA CONFERENCING

In addition to data conferencing, SpeakSpace Web Conferencing 4.1.10 also has an audio conferencing capability. Participants access audio conferencing in only one of these two methods.

- By using a headset connected to the computer and an Audio Controls Panel within SpeakSpace Web Conferencing
- By using a telephone and dialing into the conference.

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

Joining a Conference on page 10 and Participants List on page 25 explain the different ways of accessing audio and provide full details on how to use the combined audio and data conferencing features of SpeakSpace Web Conferencing.

AUDIO-ONLY CONFERENCING USING YOUR TELEPHONE

Audio-only conferences are only available if a telephone is used to connect to the conference and the Service Provider allows that option. Audio-only conferencing is not available to Participants who connect using a headset connected to a computer. Audio-only Conferences on page 73 gives more information on audio-only conferencing.

DO I NEED TO INSTALL SPEAKSPACE WEB CONFERENCING?

You do not have to install SpeakSpace 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 SpeakSpace Web Conferencing. Please refer to Checking the configuration of your Computer on page 14 for more information.

BROWSERS AND PLATFORMS SUPPORTED BY SPEAKSPACE WEB CONFERENCING

SpeakSpace Web Conferencing supports ordinary Web browsers such as Internet Explorer (IE) 6 or above and Firefox v1 .0 or above on Windows (2000 Professional and XP), and Safari (versions depending on operating system) on Macs (OS X). Note, not all functions are available on all browsers.

Both Java and JavaScript need to be enabled in your web browser if you wish to be a Presenter in a conference. However, it is possible to join a conference as an Attendee without having Java support. This is explained in further detail in Attendees on page 31. In order to install Java you must have Administrator privileges on your computer.

On Windows, Internet Explorer must have ActiveX enabled. SpeakSpace Web Conferencing checks for ActiveX when you log in to a conference for the first time. This is explained fully in the section on Checking the configuration of your Computer on page 14.

In general, SpeakSpace Web Conferencing works with popular pop-up blockers enabled.

MORE INFORMATION ABOUT SPEAKSPACE WEB CONFERENCING

You can visit us online at <http://www.speakspace.com> for more information about SpeakSpace Web Conferencing.

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

CHAPTER 2: GLOSSARY

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

Term	Description
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 SpeakSpace Web Conferencing conference in which the Participants can communicate using their phones or headsets (depending on their particular SpeakSpace Web Conferencing system) as well as by using the features of a data conference.
Audio-only Conference	Some SpeakSpace Web Conferencing systems offer an audio-only conference facility, in which all Participants communicate using their phones but there is no data conferencing functionality. The names of all the Participants are displayed in a list on screen during the conference.
Audio Control Panel	The panel that appears in the top left hand corner of the SpeakSpace Web Conferencing screen in SpeakSpace Web Conferencing systems using a headset for audio conferencing. This enables Participants to connect to, or disconnect from, an audio conference, and control the volume of their headset earphones and microphone.
Audio Wizard	Allows the user to check whether they have the right software configuration to participate in audio conferences using a headset and runs the Windows Media Tuning Wizard to set volume levels on the headphones and microphone.
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. SpeakSpace 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 SpeakSpace 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).
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.)
Large Conference Mode	SpeakSpace Web Conferencing enters this mode when there are more than 50 participants in a conference. The list of Attendees in the Participants List is hidden and some of the participants in a conference. The list of Attendees in the Participants List is hidden and some of the function relating to Attendees is not available.
Licenses	A license is required for each Participant in a conference. Licenses are governed by the Service Provider. The total number of available SpeakSpace Web Conferencing licenses will vary, depending on the installation. Different, separate licenses are required for audio, recording, and data conferencing.
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	The Participants List displays the list of all Participants in the conference, shows their current status, and shows your details. This is sometimes also referred to as the Roster.
Playback	The act of playing a conference recording. 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.

Presenter	Someone who is in control of a conference. Presenters can use the full functionality in SpeakSpace 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.
Promote	To change an Attendee to a Presenter. This requires the user to have Java installed on their computer.
Recording	A facility that allows a Presenter to record the two parts of a conference. 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.
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).
Whiteboard	The area of SpeakSpace Web Conferencing where Presenters can draw using the annotation tools provided.
WMP	Windows Media Player a Microsoft application used to play back data and audio conferences that have been recorded on a recording-enabled SpeakSpace Web Conferencing system.

CHAPTER 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 on page 11.
- If you have the necessary security details (a conference Reference Number and a Security Code) 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 on page 12. If you have a Participant 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 audio conferencing alongside data conferencing. It is possible that either your version of SpeakSpace Web Conferencing or your computer may not be set up to use audio conferencing.

You can access audio conferencing in one of two ways, determined by your Service Provider.

- If you have been provided with a headset, you use this to talk and listen to other Participants once you have logged into the data conference. There is no facility within SpeakSpace Web Conferencing for you to dial into the conference by telephone.

Note:

Please be aware that, because this method of accessing audio conferencing requires specific operating system and browser support, not all participants in the data conference are able to use audio conferencing. If you have difficulty accessing audio within a conference, you can use the Chat feature to inform the other Participants that you cannot hear what is being said.

- 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. You can either hold a combined audio and data conference, or an audio-only conference.

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

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, depending on whether you access audio conferencing via a headset or by using your telephone.

CONFERENCE EMAIL INVITATION FOR DATA AND AUDIO CONFERENCING VIA A HEADSET

When you receive an email invitation, you can simply click on the link to join the conference. If you wish to use audio conferencing (providing your SpeakSpace Web Conferencing system has audio capability and your computer and browser are configured correctly), you should ensure that you have a headset connected to your computer. Once you have joined the data conference, you will be able to access audio conferencing by clicking on the Phone-off-hook icon on the Audio Controls panel. See What you will see when joining a conference on page 16 for more information.

If this is the first time you have joined a SpeakSpace Web Conferencing conference you will need to go through a checking process to ensure that your computer and headset are configured correctly. This process is described in detail in Checking the configuration of your Computer on page 14.

CONFERENCE EMAIL INVITATION FOR DATA AND AUDIO CONFERENCING VIA A TELEPHONE

If you don't have a headset, when you receive the email invitation, you can join the data conference by clicking on the link. If you are joining a combined data and audio conference, 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. Please see Instructing the conference to dial out on page 74.

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 SpeakSpace 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 Changing a Participant's Details on page 26.

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 security code 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 Promoting and demoting on page 26.

- 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 Attendees on page 31 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. You will see a slightly different screen, depending on whether you access audio conferencing using

- a headset (see Login page for data and audio conferencing using a headset on page 13)
- a telephone (see Login page for data and audio conferencing using a telephone on page 13).

LOGIN PAGE FOR DATA AND AUDIO CONFERENCING USING A HEADSET

If you will be using a headset to access SpeakSpace Web Conferencing audio conferencing feature, perform the following steps to access a conference:

- Enter
 - your conference reference number
 - your Security Code
 - a name by which you will be known in the conference if this box is blank
- Click the **Enter Conference** button to join the conference.
- You can change your name at any time during the conference. Please look at Changing a Participant's Details on page 26.

LOGIN PAGE FOR DATA AND AUDIO CONFERENCING USING A TELEPHONE

If you will be using a telephone to access SpeakSpace Web Conferencing audio conferencing feature, perform the following steps to enter a conference:

- 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 Changing a Participant's Details on page 26.

CHECKING THE CONFIGURATION OF YOUR COMPUTER

When you browse to the SpeakSpace 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 SpeakSpace Web Conferencing on your machine. These tests will vary depending on whether you access the audio conferencing feature of SpeakSpace Web Conferencing using

- a headset (see Login page for data and audio conferencing using a headset on page 13)
- a telephone (see Login page for data and audio conferencing using a telephone on page 13).

COMPUTER CONFIGURATION CHECK – DATA AND AUDIO CONFERENCING USING A HEADSET

If you access audio using a headset, the Computer Configuration check will include a **Checking Audio** option. If audio is installed correctly, the Computer Configuration check screen displays a correction mark next to each check it makes.

SpeakSpace Web Conferencing requires specific operating system and browser support and it may be necessary to perform several configuration tasks the first time that you try to enter a conference.

Internet Explorer 6 or above with ActiveX enabled is required to use audio conferencing with a headset. Checking that ActiveX is enabled is done in the **Checking Attendee** part of the Computer Configuration check. If ActiveX is not available the login screen displays an "X" mark next to "Checking Attendee".

Clicking on **reconfigure or upgrade your browser** takes you to a page that explains how to configure your browser to enable ActiveX support.

If you have not yet configured the audio feature in SpeakSpace Web Conferencing, the Computer Configuration checker displays an "X" mark next to "Checking Audio".

Click on **Configure Audio** to launch the **Audio Wizard**. This will run in a new window and works when some pop-up blockers are used.

AUDIO WIZARD

The Audio Wizard is launched from the Configuration Check at login. It will also be started by clicking the **Phone-off-hook** icon within the SpeakSpace Web Conferencing conference screen if you do not already have ActiveX installed on your computer.

On the Audio Wizard, there are **Next/Back/Finish/Cancel** buttons at each stage as appropriate.

The first screen is a welcome screen.

- When you click **Next**, the checks for the correct Operating System and browser, and that ActiveX scripting is enabled, are repeated. If they fail, you will see error text that includes a link to the help for enabling ActiveX, and the Audio Wizard will stop.
- If the OS/browser/ActiveX settings are OK, and the ActiveX object is not yet installed, you will be prompted to install it. You should accept the security warning pop-ups.
- The Audio Controls frame flickers, and the next screen of the Audio Wizard confirms that the ActiveX object has been installed successfully. Once installed, the ActiveX object detects whether the required Real-Time Communication Application Programming Interfaces (RTC APIs) are present. If they are, you should click Next. If not, you will see a link to the Microsoft site from where they may be downloaded. These are essential to enable your computer to make telephone calls. You should click **Next** when you have completed this installation, and the check will be repeated.
- Once the ActiveX object and the RTC APIs have been installed, you will see a link on the next screen allowing you to run the Windows Media Tuning Wizard. This is launched in a new window.
- This allows you to tune your microphone and headphones. Click **Next** when you have completed this. You should then click **Finish** to confirm that you are happy with your audio settings and to exit the Audio Wizard.
- You can also launch the Tuning Wizard from the **Help** menu within SpeakSpace Web Conferencing.
- If the indicator in the Audio Tuning Wizard does not reach the yellow area when speaking in a normal voice, you may need to boost your microphone.

COMPUTER CONFIGURATION CHECK – DATA AND AUDIO CONFERENCING USING A TELEPHONE

If you access the audio feature of SpeakSpace Web Conferencing using your telephone, you will see the Computer Configuration Check on the left of the screen when you open the SpeakSpace 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 SpeakSpace Web Conferencing on your machine. If you see a correction mark next to "Checking Attendee", "Checking Presenter", and "Connection Speed", your computer is correctly configured for all SpeakSpace 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 code. They would however be able to enter as an Attendee by entering an Attendee code.

Some browser settings are not compatible with SpeakSpace Web Conferencing. Meeting Server will detect this on the login page and display an information dialog.

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

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 headset (see Login page for data and audio conferencing using a headset on page 13)
 - a telephone (see Login page for data and audio conferencing using a telephone on page 13).
- you are joining an audio-only conference by telephone (Audio-only conference by telephone on page 19).

DATA CONFERENCES USING AUDIO CONFERENCING WITH A HEADSET

If you use a headset to access audio conferencing, you will see the SpeakSpace Web Conferencing main screen, once you have logged in to the conference. This main screen consists of an Audio Controls panel in the top left of the screen, a Discussion Area in the left of the screen, a Participants List in the lower left of the screen, and a Workspace Window in the center

and right of the screen. The main screen also contains a Menu Bar, an Annotation Toolbar, and Selection Tabs at the top of the screen.

- The **Audio Controls** panel contains a
 - **Phone-off-hook/Phone-on-hook** button which displays either **Connect** or **Hang up** when you mouse over it
 - volume slider and volume indicator for the headset speakers and microphone. These are all controlled using the mouse.

You can hide the Audio Controls panel by clicking the X in the top right-hand corner. This will minimize it up to the top of the screen, and the Discussion Area will expand upwards.

If your Operating System or browser is not capable of running audio, or the conference is configured to be data-only, then the Audio Controls panel is not displayed.

- The **Discussion Area** is the place where all of the Participants in the conference can chat with each other, as described in Chatting on page 41.
- The **Participants List** lists all of the Participants in the conference and indicates whether they are Presenters or Attendees. If there are more than 50 Participants in a conference, the individual list of Attendees is not shown but the Participants List will display the total number of Attendees currently in the conference. If you are an Attendee, you will be able to see your individual entry. Please refer to Participants List on page 25 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 whether they are an Attendee or Presenter) to
 - exit the conference
 - invite other Participants by sending an email
 - set options for drawings and shared applications
 - set options for, and navigate between slides
 - view the SpeakSpace Web Conferencing online help files.

For more information about the menu options in the Workspace Window menu bar, see Workspace Window menu options on page 69.

- The **Annotation Toolbar** allows Presenters to create and alter annotations, as described in Annotating the Workspace Window on page 64.

If you can see the Workspace Window but not the Audio Controls, Discussion Area or Participants List then you can use the View option in the Workspace Window menu bar. Select **View** then select **Audio Controls, 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. This feature is not supported on the Macintosh platform, due to browser limitations.

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 the SpeakSpace Web Conferencing main screen. This main screen consists of an Audio Controls panel in the top left of the screen, a Discussion Area in the left of the screen, a Participants List in the lower left of the screen, and a Workspace Window in the center and right of the screen. The main screen also contains a Menu Bar, an Annotation Toolbar, and Selection Tabs at the top of the screen.

- The **Discussion Area** is the place where all of the Participants in the conference can chat with each other, as described in Chatting on page 41.
- The **Participants List** lists all of the Participants in the conference and indicates whether they are Presenters or Attendees. If there are more than 50 Participants in a conference, the individual list of Attendees is not shown but the Participants List will display the total number of Attendees currently in the conference. If you are an Attendee, you will be able to see your individual entry. Please refer to Participants List on page 25 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 SpeakSpace Web Conferencing online help files.

For more information about the menu options in the Workspace Window menu bar, see Workspace Window menu options on page 69.

- The **Annotation Toolbar** allows Presenters to create and alter annotations, as described in Annotating the Workspace Window on page 64.

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. This feature is not supported on the Macintosh platform, due to browser limitations.

AUDIO-ONLY CONFERENCE BY TELEPHONE

Once you have dialed into an audio-only conference, you will see a list of the participants. Some of the conference options are only available to Presenters, so if you are not a Presenter, some options will not appear. For more information about audio conferences, please look at Audio-only Conferences on page 73.

- The **Participants List** is a list of all the Participants in the conference. The list shows:
 - The Participant's name, if known.
 - The Participant's phone number, if known.
 - The Participant's status. If there is nothing in the status column, then the Participant has logged in to the conference, but has not yet dialed in. Otherwise, an icon appears to indicate the Participant's status. For more information, please see The status icon on page 87. You can also bring up the user status window without going through the right-click menu. Do this by double-clicking on the Participant's name in the Participants List.
- The top right of the screen displays your name and your phone number. You can change your name or phone number by editing the details and pressing **Enter** on your keyboard.
- The left of the screen shows the phone number and Security that you need to dial to join in the audio conference. In this section you can also do the following.
- Add the current conference to your browser favorites menu, by clicking **Add to favorites**. (This option is available on Windows Internet Explorer only. It is not available on Firefox or on the Mac.)
- Open the online help pages, by clicking **Help**.

- Once there are more than 50 Participants in a conference, the Participants List will no longer give individual details of each Attendee. Instead, an "attendee list unavailable" message will be shown and the Participants List will only display the total number of Attendees. Each Attendee will see and be able to change their own entry, but Presenters will be unable to make changes to individual Attendees within the conference.

DIAGNOSING PROBLEMS

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

USING ONLINE HELP

SpeakSpace 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 **SpeakSpace Web Conferencing Help** from the menu that appears.

SPEAKSPACE WEB CONFERENCING WITH AUDIO CONFERENCING USING A HEADSET

If you are having problems while in a conference then you may wish to use the diagnostic features of SpeakSpace 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.

You can also launch the Tuning Wizard from the **Help** menu to set the volume and intensity of your headset microphone and earphones.

Boosting your microphone level

If other conference participants report that your voice frequently cuts out, or if the indicator in the Audio Tuning Wizard does not reach the yellow area when speaking in a normal voice, you may need to boost your microphone level.

To do this,

- Open the Windows volume control utility, either by double-clicking on the speaker icon at the bottom right of your screen, or by opening the **Control Panel**, selecting **Sounds And Audio Devices**, and clicking on **Advanced** in the **Device volume** section.
- Go to the **Options** menu and select **Properties**.
- Select **Recording** and click **OK**.
- Go to the **Options** menu again, and make sure **Advanced Controls** is ticked.
- You should now see an **Advanced** button below the microphone controls. Click this button.
- Tick the **Mic** boost option, and click **Close**.

Note that not all sound cards support this feature, and some may provide it under another name.

SPEAKSPACE 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 SpeakSpace 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.

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 (that is in Audio-only conference mode or Data conference mode).

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.

CHAPTER 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 conference by choosing **Exit and Close Conference** from the **Conference** menu instead. If you choose this option, a warning pops up. Click **OK** on the warning dialog to end the conference.

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 on page 30 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 on page 11. You should use the same Name. If the conference includes audio, you will also need to reconnect to audio conferencing (by clicking the **Phone-off-hook** icon if using a headset or by dialing in using your telephone).

AUTOMATIC CLOSING OF CONFERENCES

If you are a Presenter, you can close a conference at any time by choosing the **Exit and Close Conference** option on the **Conference** menu. The conference ends immediately, and all the other participants automatically leave the conference.

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

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 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 clicking the **Phone-off-hook** icon if using a headset or by dialing in using the telephone).

NO ATTENDEES REMAIN IN THE CONFERENCE

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

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.

CHAPTER 5: PARTICIPANTS LIST




This section describes the features available in the Participants List.

If you are participating in an audio-only conference using your telephone, you should refer to Viewing status information about one of the Participants on page 73 because the Participants List is displayed differently in that type of conference.

Once there are more than 50 Participants in total in the conference, the Participants List enters "large conference mode". In this mode, the list of individual Attendees is no longer displayed and some of the function described in this chapter will no longer be available. Please refer to Participants List in "Large Conference Mode" on page 30 for more information.

WHO IS IN THE CONFERENCE?

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

- A colored arrow represents a Presenter 
- A colored arrow with a stem represents the current Presenter 
- A colored circle represents 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, status icons appear in the right hand status column of the Participants List.

- A telephone icon indicates that the Participant is connected, using either a headset or a telephone (as determined by the Service Provider), and can use audio conferencing.
- A telephone icon with a green circle indicates that the Participant is able to use audio conferencing, and is currently speaking.
- A telephone icon with a red "X" mark indicates that the Participant should be able to use audio conferencing, but has been muted. Please see Muting a Participant on page 77 for more information about how to mute and unmute Participants.

VIEWING STATUS INFORMATION ABOUT ONE OF THE PARTICIPANTS IN AN AUDIO CONFERENCE USING A HEADSET

You can obtain more information about the status of any of the Participants at any time.

- Move your mouse to the participant's name in the Participants List (no need to click) to display status information, such as their bandwidth strength.

CHANGING A PARTICIPANT'S DETAILS

You can change the name used for you at any time during a data conference by doing the following.

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

If you are a Presenter, you can change the name of any participant. You can also use the other two menu options available by right-clicking on the mouse and selecting the option you require.

PROMOTE/DEMOTE

If you are a Presenter, you can promote an Attendee to a Presenter, or demote a Presenter to an Attendee. Please see Promoting and demoting on page 38 for full details.

FORCE OFF

A Presenter can remove any other Participant (Attendee or Presenter), other than the Owner, from a SpeakSpace Web Conferencing conference. Please see Removing a Participant on page 39 for full details.

VIEWING STATUS INFORMATION ABOUT ONE OF THE PARTICIPANTS IN AN AUDIO CONFERENCE USING A TELEPHONE

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

CALL

This option is only available if you are using SpeakSpace 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**.

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, SpeakSpace 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 SpeakSpace Web Conferencing, then SpeakSpace 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.

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.

IDENTIFYING YOURSELF USING THIS IS NOT MY PHONE

If SpeakSpace 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**.

CORRECTING A PHONE NUMBER THAT HAS BEEN INCORRECTLY LINKED WITH A PARTICIPANT

If you are a Presenter, and notice that SpeakSpace 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.

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.

PARTICIPANTS LIST IN "LARGE CONFERENCE MODE"

The conference enters "large conference mode" when the total number of Participants in a conference passes 50. This results in the following changes to the behavior of the Participants List.

- Active speaker notifications are not broadcast.
- The list of Attendees is not available. The section heading in the Participants List will display the number of Attendees, but the individual entries for Attendees are not displayed.

Presenters will see a Participants List in which the full list of Presenters is always shown but the Attendees list will only show the number of Attendees currently participating in the conference.

Attendees will see a Participants List in which their individual details are shown in addition to the number of Attendees and the "Attendee list unavailable" text:

Note that:

- Unlinked Phones are displayed as normal and Attendees can still use the "this is my phone" function by right-clicking on the unlinked phone icon and selecting "this is my phone".
- The server updates the number of attendees on a timer basis instead of sending an update for every attendee that joins / leaves.
- The conference never reverts to "small conference mode", even if the number of Participants subsequently falls below 50 while the conference is in progress.

When the conference switches into "large conference mode", Presenters can no longer carry out the following functions:

- Mute, promote or force off an individual Attendee.
- Send private chat to a named Attendee (but attendees can still chat, so their name will appear in the chat window next to any message they type.).
- Edit an individual attendee's name or phone.
- Link / unlink phones with attendees (in particular, they cannot undo an attendee having linked to their phone).
- Use the shortcut dial out to Attendees.
- View the Attendee's name and telephone number, or the Attendee's bandwidth.

In "Large Conference Mode" a presenter can be demoted. However, once a Presenter has become an Attendee he or she cannot be promoted again.

The Chat and Participant List recording is unaffected by this change in conference mode.

CHAPTER 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 on page 11.

Your name will appear in the Participants List with a colored circle icon. This icon indicates that you are an Attendee.

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 either using a headset or your telephone, provided your computer supports audio and you have not been muted by yourself or one of the Presenters.

ALL CONFERENCES

Attendees cannot use any other SpeakSpace 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.

MEETING ENTRY

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 a pop-up dialog.

The **OK** button on this pop-up dialog 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 [Joining a Conference](#) on page 10.

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.

"LARGE CONFERENCE MODE"

If there are more than 50 Participants in a conference, the conference will enter "large conference mode" and as an Attendee you will no longer be able to see the full list of Attendees, although you will continue to see and change your own entry on the Participants List.

Presenters will not be able to promote Attendees to Presenters once the conference is in this mode.

HOW DO I CONTRIBUTE TO THE CONFERENCE?

You can contribute to the conference either by using audio via a headset or your phone (depending on your SpeakSpace Web Conferencing system), or by using the chat feature of the data conference, as described in Chatting on page 41. You can send chat messages to the conference as a whole or to individual Participants. Please note that if the conference is in "large conference mode" you will not be able to send private chat messages to individual Attendees.

You can also 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.

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, to do this you must have pop-up blockers disabled.

If you wish to contribute in any other way, you must ask a Presenter to promote you. You cannot promote yourself.

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.

An Attendee cannot be promoted to a Presenter if the conference has more than 50 Participants and has entered "large conference mode", where the full list of Attendees is no longer visible on the Participants List.

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, Menu bar, Annotation Toolbar and Mode Selection Tabs. It also automatically turns on SpeakSpace Web Conferencing's **Fit Slides to Window** feature. For more information, see Making Slides Fit the Workspace Window on page 66. Select **View** from the Workspace Window menu bar and then select **Maximize Workspace** from the menu that appears.

Note: Maximize Workspace mode is not available on Macintosh platforms.

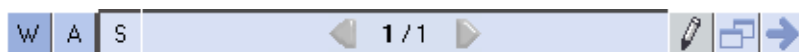
When you maximize the Workspace window, a number of icons are grayed-out unless you are a Presenter but are used to tell you information about which view mode you are in and what slide is being shown. These icons are displayed at the top, left of the screen.

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.
- The restore icon allows you to return to the usual Workspace window size.
- 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.



CHAPTER 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 security code 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. SpeakSpace 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](#) on page 14 for full details of the Computer Configuration check.

To join a conference, follow the instructions given in [Joining a Conference](#) on page 10. Your name will appear in the Participants List with one of the following icons.

- A colored arrow icon to indicate that you are a Presenter.
- A colored arrow icon with a stem 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.

WHAT CAN PRESENTERS DO?

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

- join and leave conferences
- control conferences (as explained in [Controlling a conference](#) on page 38)
- 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 there are more than 50 Participants in a conference, the conference will enter "large conference mode". Presenters will no longer be able to see the full list of Attendees on the Participants List or promote, mute or force off an individual Attendee once the conference is in this mode. Please refer to Participants List in "Large Conference Mode" on page 30 for a full description of the behavior of the Participants List in this mode.

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

You cannot administer SpeakSpace 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 on page 38. The other functions are described in detail in later chapters of this guide.

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 on page 43)
- 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 (Promoting and demoting on page 38).

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 SpeakSpace Web Conferencing browser detects a network outage the browser generates a security pop-up dialog.

This is because SpeakSpace 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.

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".

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.

PROMOTING AND DEMOTING

You cannot promote or demote yourself.

TO PROMOTE AN ATTENDEE

Note:

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 SpeakSpace Web Conferencing that the promotion has failed. Please refer to Promotion from Attendee to Presenter on page 38 for more details.

Note:

If a promoted Attendee clicks refresh in their browser, they will revert to an Attendee. Additionally, you will not be able to promote an Attendee if the conference has entered "large conference mode" where you cannot see the list of individual Attendees.

TO DEMOTE A PRESENTER

In the Participants List, right-click on the Presenter name 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. However, it will not be possible to promote a Presenter again if the conference enters "large conference mode" because there are more than 50 Participants in the conference and the full Attendees list is no longer visible.

AUDIO CONFERENCE MODERATOR/ATTENDEE ROLES

If you are participating in an audio conference or a simultaneous audio and data conference, then your audio conference will have moderator roles corresponding to SpeakSpace Web Conferencing's Presenter roles. Audio conference moderators have rights to control the conference by keying in special codes on their telephone keypad (e.g. *7 "lock conference").

Promoting an Attendee affects only their ability to control the conference via SpeakSpace Web Conferencing. It does not affect their audio conference moderator/attendee status.

Similarly, demoting a Presenter affects only their SpeakSpace Web Conferencing capabilities, not their audio conference moderator/attendee status.

REMOVING A PARTICIPANT

If you are a Presenter, you can remove any other Participant (Attendee or Presenter), other than the Owner, from a SpeakSpace 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.

If the conference enters "large conference mode" Presenters will only be able to force off other Presenters. They will not be able to force off individual Attendees.

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 Promoting and demoting on page 38.
- Enter their email addresses in the To: field.
- Click **Send** to send the invitation.
- When using SpeakSpace 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 Instructing the conference to dial out on page 74 for further details. You will be able to see who has dialed into the conference by checking their status on the Participants List.

CHAPTER 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 on page 16). 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 SpeakSpace 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. This feature is not supported on the Macintosh platform, due to browser limitations.

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 toggle icon in the Discussion Area title bar 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 it back both the Discussion Area and the Participants list if have been minimized.

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.

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.

If the conference has entered "large conference mode" because there are more than 50 Participants, you will no longer be able to send private chat messages to individual Attendees.

SAVING CHAT CONVERSATIONS

If you are a Presenter, you can save the messages from your Chat conversation to a file on disk at any time. The conversation is saved as a text file. To save the current contents of your Chat conversation, do the following.

- Choose **Conference** from the Workspace Window menu bar.
- Choose **Save Discussion**.
- Browse to a suitable location on your disk using the file browser, enter a suitable filename, and click **OK**.

Please note that saving your conversation only saves the conversation up to the current time. In order to save any subsequent messages, you must save the conversation again.

OPENING SAVED CHAT CONVERSATIONS

The Chat conversation is saved as a text file, which you can open in most applications that read text files, for example, Notepad or Internet Explorer. To open the file in Microsoft Word, you must open the file as a UTF-8 encoded text file. To ensure that you use the correct setting, do the following.

- In Microsoft Word, go to the **Tools** menu and choose **Options**.

Saving Chat conversations

- Click the **General** tab.
- Ensure that **Confirm Conversion at Open** is selected.
- Open the file, and select **Encoded Text>>Other encoding>Unicode (UTF-8)** when prompted.

CHAPTER 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.

WHAT IS RECORDED?

A conference recording can only be made from a full data or data and audio 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.

A separate log of the Chat messages and Participant List (Roster) activity is also recorded.

RECORDING A MEETING

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

- To start the recording, choose **Start Recording** from the **Record** menu. A red dot 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. 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, if nobody stops the recording it will continue until the conference ends.

Note:

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.

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 SpeakSpace 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.

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 SpeakSpace Web Conferencing data. To check whether you have installed the correct version of Windows Media Player, and to install the SpeakSpace Web Conferencing plug-in, 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 SpeakSpace Web Conferencing login page, and click the **View Recordings** tab.
- SpeakSpace 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.

Note:

On this pop-up dialog, 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-in. If you do not have permission to install software, contact your system administrator for assistance with the software installation.

INSTALLING THE WINDOWS MEDIA PLAYER PLUG-IN

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

When you click the link, a pop-up dialog is displayed. On this pop-up dialog, 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 SpeakSpace before you can install the plug-in.

Once the plug-in has 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.

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. SpeakSpace Web Conferencing automatically runs the computer configuration check. If there are any problems, follow the instructions on screen to install the appropriate software.

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. SpeakSpace 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 SpeakSpace Web Conferencing login page and click the **View Recordings** tab. Log in using your conference reference number and Security Code.

SpeakSpace 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 the **Play Workspace**. You can also view the Chat & Roster Log by clicking on **View Chat & Roster Log**.

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 SpeakSpace Web Conferencing login page (Viewing published recordings on page 47).

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

SpeakSpace Web Conferencing displays a list of all the recordings associated with the conference reference number.

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."

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 embedded within Internet Explorer).

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.

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.

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.

UNINSTALLING THE WINDOWS MEDIA PLAYER PLUG-IN

As described in System requirements for viewing recordings on page 49, in order to view a conference recording, you must install a special plug-in for Windows Media Player. The plug-in remains 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 SpeakSpace Web Conferencing deployment.

If you wish to uninstall the plug-in, 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 **SpeakSpace - 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-in and **SpeakSpace - 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-in is installed until you close all your browser windows and restart your browser.

CHAPTER 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.

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 on page 64. All the function discussed can be applied to the Whiteboard.

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.

CHAPTER 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 SpeakSpace Support 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 SpeakSpace 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. On Macintosh systems all the items on the **Share** menu are unavailable, although Macintosh users can take control of an application being shared by another presenter by selecting to do so from the drop-down box on the Applications tab.

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

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/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.

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.

Note:

If you wish to share the whole desktop, select the **Whole Desktop** menu item. SpeakSpace 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. SpeakSpace 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**.

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**.

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.

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.

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 numbers 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.

High Color sharing is not supported on Windows XP Tablet PC Edition. If you attempt to switch to High Color, your browser may hang.

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.

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](#) on page 64.

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](#) on page 68, or [Deleting a single annotation](#) on page 68.

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.

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.

CHAPTER 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 SpeakSpace Web Conferencing, slides can be snapshots of the Workspace Window (described in Creating slides on page 67), 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 on page 58).

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 on page 59).

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.

Note:

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

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:

You cannot perform this procedure on voting slides.

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. SpeakSpace 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.

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.

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.

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](#) on page 58.
- Create the slide from within SpeakSpace Web Conferencing, as discussed in [Creating a voting slide from within SpeakSpace Web Conferencing](#) on page 59.

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](#) on page 62.

CREATING A VOTING SLIDE FROM WITHIN SPEAKSPACE WEB CONFERENCING

To create a voting slide using SpeakSpace 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.)
- On the resulting pop-up dialog, enter your question and at least two answers.
- 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.

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.

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.

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 SpeakSpace 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 an additional security warning. Click **Run** again and the Add-In will automatically install.

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.) You may edit the question, answer and URL further after slide insertion.

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 on page 58. The voting slide will be detected and converted during the upload process.

Note:

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.

UNINSTALLING THE POWERPOINT ADD-IN FOR VOTING

To uninstall the voting add-in,

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

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.

ANNOTATING SLIDES

The Annotation toolbar allows Presenters to make annotations to slides.

All of the notes about annotation in Annotating the Workspace Window on page 64 apply to slides.

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.

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.

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.

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.

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.

CHAPTER 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 these tools to make annotations. Their use is described in detail in the following sections.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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.

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**.

CHAPTER 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
Conference		Allows you to invite people, save conference data locally, or exit the conference
	Invite	Allows you to send an email to another person in order to invite them to the conference
	Call	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.
	Lock Audio Conference	Locks the audio 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 conferencing.
	Mute All	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.
	Unmute All	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.
	Save Discussion	Allows you to save the current contents of the chat discussion.
	Save Slide	Allows you to save the slide that is currently displayed
	Save All Slides	Allows you to save all the slides in the slide show

Exit Conference	Allows you to leave the conference
Exit and Close Conference	Allows you to leave the conference and close it at the same time. This option is only available to the first person that entered the conference with the Presenter security code (the owner).conference

Drawing	Allows you to modify all or some of the annotations on the active tab
Select All	Allows you to select all of the annotations
Deselect All	Allows you to clear your annotation selection
Delete	Allows you to delete the selected annotation
Delete All	Allows you to remove all of the annotations at once

View	Allows you to switch the view between the Whiteboard, Applications, and Slide Show, to make the Discussion or Participants areas visible.
Whiteboard	See the area where you can draw a new picture
Applications	See the area where you can see any shared applications
Slide Show	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
Discussion Area	See the area where all of the text chat in the conference is displayed
Participants	See the area where the list of Participants (Attendees and Presenters) is displayed
Maximize Workspace	Make the Workspace Window take up all the browser window, removing the Meeting Server Toolbar, tabs and menus.

Share	Allows you to share and unshare applications with other users and to select options for shared applications
Whole Desktop	Allows you to share your entire desktop with the other users in the conference
Application	Allows you to share a specific open application on your computer, chosen from the list that pops up when you click this option
Unshare	Allows you to stop sharing a specific application (chosen from the menu that pops up when you click this option) or all shared applications.

Use High Color Sharing	Allows you to send screen data from your shared applications using high quality
------------------------	---

Slide	Allows you to create and delete slides, upload slides, and navigate among slides
Make into Slide	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.
Next	Allows you to navigate to the next slide in the Slide Show
Previous	Allows you to navigate to the previous slide in the Slide Show
First	Allows you to navigate to the first slide in the Slide Show
Last	Allows you to navigate to the last slide in the Slide Show
Delete	Allows you to delete the slide that is currently displayed
Delete All	Allows you to delete all the slides in the slide show
New Voting Slide...	Allows you to create a new voting slide within the presentation
Allow Voting	Turns voting on or off
Results Visible to All	Shows or hides the results of a vote
Upload	Allows you to choose a presentation from your own machine to upload to the conference PowerPoint Presentation
Upload Picture	Allows you to choose an image from your own machine to upload to the conference
Upload a Series of Pictures	Allows you to choose a series of images from your own machine to upload to the conference
Fit Slides to Window	Allows you to display the slides so that they fit exactly within the slide display

Record	
Start Recording	Starts recording the conference.
Stop Recording	Stops recording the conference.
View Recordings	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.

Help	Allows you to view SpeakSpace Web Conferencing's online help files, and to view the About box.
SpeakSpace Web Conferencing Help	Allows you to view SpeakSpace Web Conferencing's online help files

About SpeakSpace Web Conferencing	Displays basic copyright, version, and license information about SpeakSpace Web Conferencing
Show Java Diagnostic Console	Displays Java diagnostic information about the SpeakSpace Web Conferencing client.
Show HTML Diagnostic Console	Displays HTML diagnostic information about the SpeakSpace Web Conferencing client.

CHAPTER 15: AUDIO-ONLY CONFERENCES

This section describes the features that only apply to audio-only conferences using the telephone.

If you access audio conferencing using a headset, you do not need to read this chapter.

VIEWING STATUS INFORMATION ABOUT ONE OF THE PARTICIPANTS

You can obtain information about the status of any of the Participants at any time by moving your mouse over their name.

THE STATUS ICON

You can see the current audio status of each Participant in the right-hand column..

A telephone icon indicates that the Participant is currently dialed in to the conference.

A telephone icon with a green dot next to it indicates that the Participant is currently dialed in to the conference, and is currently speaking.

A telephone icon with a red "X" mark next to it indicates that the Participant is currently dialed in to the conference, but has been muted. Please see [Muting a Participant](#) on page 91 for more information about how to mute and unmute Participants.

If there is no icon the Participant has either not yet dialed into the conference, or their phone has not yet been linked. See [Identifying yourself and others in an Audio-only conference](#) on page 75 for further information.

"LARGE CONFERENCE MODE"

If there are more than 50 Participants in a conference, the conference enters "large conference mode" and you will no longer be able to see the complete list of all Attendees.

- If you are a Presenter, you will see details of all the Presenters in the Participants List but only the number of Attendees will be displayed along with an "attendee list unavailable" message. You will no longer be able to promote, mute or force off or carry out any other function on individual Attendees.
- If you demote another Presenter to an Attendee, you will not be able to reverse this.
- If you are an Attendee, you will still see your individual Participants List entry and will be able to amend it. You will also be able to see a full list of Presenters. However, you will not see details of any other Attendees.

INVITING SOMEONE TO JOIN THE CONFERENCE

If you are a Presenter, you can use the **Invite...** option to invite someone to join the conference. To invite someone to join the conference, take the following steps.

- Click **Conference** on the Participants List menu bar.
- Choose **Invite...** from the menu that appears.
- An email message containing the login details for the conference opens in your default email client. Modify the message as necessary to include any personal comments, add the email addresses of the people you want to invite to join the conference, and click **Send**.

INSTRUCTING THE CONFERENCE TO DIAL OUT

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 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 system 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 appears 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

In order to instruct the system to call someone else so that they can talk to the other participants in the conference, take the following steps.

- Click **Conference** on 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**.

IDENTIFYING YOURSELF AND OTHERS IN AN AUDIO-ONLY CONFERENCE

When you dial in to the audio conference, SpeakSpace 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 SpeakSpace Web Conferencing, then SpeakSpace 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.

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.

IDENTIFYING YOURSELF USING THIS IS NOT MY PHONE

If SpeakSpace 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**.

CORRECTING A PHONE NUMBER THAT HAS BEEN INCORRECTLY LINKED WITH A PARTICIPANT

If you are a Presenter, and notice that SpeakSpace 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.

EDITING A PARTICIPANT'S PHONE NUMBER

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.

Specifying a phone number for the Participant

- Right-click on the name of the Participant in the list.
- Choose **Edit** and then **Phone** from the menu that appears, and type the correct 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.

LOCKING THE AUDIO CONFERENCE

If you are a Presenter, you can lock an audio conference to prevent any new Participants from joining the audio conference. To lock the conference, follow these steps.

- Click **Conference** on the Participants List menu bar.
- Choose **Lock Audio Conference** from the menu that appears.
You can unlock the conference at any time by repeating the above steps.

MUTING A PARTICIPANT

If you are a Presenter, you can mute any Participant (including yourself), apart from the Owner (unless you are the Owner). If you are an Attendee, you can only mute and unmute yourself. Any Participant who has been muted will not be able to talk during the conference, although the Participant will still be able to hear any other Participants who have not been muted.

TO MUTE A PARTICIPANT

In the Participants List, right-click on the name of the Participant you wish to mute. Choose **Mute** from the menu that appears.

The Participant will now be muted. An **X** appears next to the Participant's phone icon.

TO UNMUTE A PARTICIPANT

In the Participants List, right-click on the name of the currently muted Participant that you wish to unmute.

Choose **Unmute** from the menu that appears. The Participant will no longer be muted.

MUTING ALL THE OTHER PARTICIPANTS

If you are a Presenter, and you are in an audio conference, or a data conference with audio, you can mute all the other Participants to prevent them from talking during the conference, although they will still be able to hear any Participants who have not been muted. If you are giving a presentation,

you might find it useful to mute all the other Participants in order to limit background noise while you are talking.

TO MUTE ALL THE OTHER PARTICIPANTS

- Click **Conference** on the Participants List menu bar.
- Choose **Mute All** from the menu that appears.

The phone icon next to each muted Participant changes to indicate that the Participant has been muted. The Participant will not be able to talk in the conference unless a Presenter unmutes them individually, as described in Muting a Participant on page 77, or unmutes all the Participants in the conference, as described below.

TO UNMUTE ALL THE OTHER PARTICIPANTS

To unmute all the other Participants in the conference, follow these steps.

- Click **Conference** on the Participants List menu bar.
- Choose **Unmute All** from the menu that appears.

The phone icon next to each unmuted Participant reverts to its original form.

SWITCHING TO A FULL DATA CONFERENCE

If you are a Presenter, and you are currently in an audio conference, you can switch to a full data conference by selecting the **Start Web Conference** option from the **Conference** menu.

When you select this option, all the Participants in the conference will switch to the full data conference with you.

FULL TABLE OF CONTENTS

Chapter 1: Introduction	4
What is SpeakSpace Web Conferencing?	4
Data Conferencing	4
Combined audio and data conferencing	5
Audio-only conferencing using your telephone	5
Do I need to install SpeakSpace Web Conferencing?	6
Browsers and platforms supported by SpeakSpace Web Conferencing	6
More information about SpeakSpace Web Conferencing	6
Chapter 2: Glossary	7
Chapter 3: Joining a Conference.....	10
You have been invited to join a conference	11
Conference email invitation for data and audio conferencing via a headset.....	11
Conference email invitation for data and audio conferencing via a telephone	11
Participant Name	12
Joining a conference via the conference login URL.....	12
Login page for data and audio conferencing using a headset	13
Login page for data and audio conferencing using a telephone	13
Checking the configuration of your Computer	14
Computer Configuration check – data and audio conferencing using a headset	14
Audio Wizard	14
Computer Configuration check – data and audio conferencing using a telephone.....	15
What you will see when joining a conference	16
Data conferences using audio conferencing with a headset.....	16
Data conferences using audio conferencing via telephone.....	18
Audio-only conference by telephone.....	19

Diagnosing problems.....	20
Using online help	20
SpeakSpace Web Conferencing with audio conferencing using a headset	20
SpeakSpace Web Conferencing with audio conferencing using a telephone	21
Joining a conference after it has started	21
Chapter 4: Leaving a Conference	22
Leaving a Conference but returning later.....	22
Automatic closing of conferences.....	23
Attendees remain in the conference.....	23
No attendees remain in the conference.....	23
Conference Duration	23
Chapter 5: Participants List	25
Who is in the conference?	25
Viewing status information about one of the Participants in an audio conference using a headset	26
Changing a Participant's Details	26
Promote/Demote.....	26
Force Off	26
Viewing status information about one of the Participants in an audio conference using a telephone	27
Call.....	27
Identifying yourself and others using This Is My Phone, This Is Not My Phone and Wrong Phone.....	28
Identifying yourself using This Is My Phone.....	28
Identifying yourself using This Is Not My Phone.....	28
Correcting a phone number that has been incorrectly linked with a Participant.....	29
Editing a Participant's phone number	29
Participants List in "Large Conference Mode"	30

Chapter 6: Attendees	31
What can Attendees do?	31
All conferences.....	31
Meeting Entry	32
Changing your details during a conference.....	32
"Large conference mode"	32
How do I contribute to the conference?	33
Promotion from Attendee to Presenter	33
Maximizing the Workspace window.....	34
Chapter 7: Presenters	35
What can Presenters do?.....	35
Asking other Participants to join the conference.....	36
Security Warnings	37
The Owner	37
Controlling a conference.....	38
Promoting and demoting	38
To promote an Attendee.....	38
To demote a Presenter	38
Audio conference moderator/attendee roles	39
Removing a Participant	39
Inviting others to a conference	39
Chapter 8: Chatting.....	41
What to do if you cannot see Chat.....	41
Sending messages to all people in a conference.....	41
Sending private messages to one other Participant in a conference	42
Saving Chat conversations.....	42

Opening saved Chat conversations.....	42
Chapter 9: Recording a Conference.....	44
What is recorded?.....	44
Recording a meeting	44
How do I view a recording?.....	45
System requirements for viewing recordings.....	45
Installing the Windows Media Player plug-in.....	46
I have received an email link to a recorded conference.....	47
Viewing published recordings	47
Managing recordings	47
Viewing a recording.....	48
Publishing a recording.....	48
Emailing a link to a recording	49
Uninstalling the Windows Media Player plug-in	49
Chapter 10: Using the Whiteboard	51
Annotating the Whiteboard.....	51
Taking a snapshot	51
Chapter 11: Sharing Applications	52
Viewing shared applications.....	52
How to share an application	53
Making a shared application private.....	53
Using high color application sharing.....	54
Taking control of a shared application	55
Annotating shared applications.....	55
Taking a snapshot	55
Avoiding problems with shared applications	56

Chapter 12: Slide Show	57
Creating slides	57
How to Upload pre-prepared slides	58
Making Slides Fit the Workspace Window	58
How to create and upload voting slides.....	59
Creating a voting slide from within SpeakSpace Web Conferencing	59
Enabling and disabling voting	60
Publishing voting results.....	60
Installing the PowerPoint Add-In for voting	60
Creating a voting slide from within PowerPoint	61
Uploading the voting slide from PowerPoint.....	61
Uninstalling the PowerPoint Add-In for voting.....	62
Deleting a single slide	62
Annotating slides	62
Saving slides	62
Saving individual slides in a presentation	62
Saving all slides in a presentation.....	63
Taking a snapshot	63
Chapter 13: Annotating the Workspace Window.....	64
Selecting an element of the drawing	64
Drawing freeform lines.....	64
Drawing highlights.....	65
Adding text to annotations.....	65
Drawing straight lines	65
Drawing rectangles.....	66
Drawing ellipses.....	66

Using the pointer.....	66
Using the palette tool.....	67
Changing the thickness of lines.....	67
Changing the style of arrows.....	67
Deleting all annotations	68
Deleting a single annotation.....	68
Chapter 14: Workspace Window menu options.....	69
Menu Options	69
Chapter 15: Audio-only Conferences.....	73
Viewing status information about one of the Participants.....	73
The status icon	73
"Large conference mode"	73
Inviting someone to join the conference.....	74
Instructing the conference to dial out.....	74
Calling yourself	74
Calling someone else.....	75
Identifying yourself and others in an Audio-only conference.....	75
Identifying yourself using This Is My Phone.....	75
Identifying yourself using This Is Not My Phone.....	76
Correcting a phone number that has been incorrectly linked with a Participant.....	76
Editing a Participant's phone number	76
Locking the audio conference	77
Muting a Participant.....	77
To mute a Participant	77
To unmute a Participant	77
Muting all the other Participants	77

To mute all the other Participants.....78
To unmute all the other Participants78
Switching to a full data conference78