

***TelSpanExpress***  
**Host/Moderator Guide**





<b>Table of Contents</b> .....	Page 1
<b>1.0 Introduction</b> .....	Page 3
1.1 Overview of <i>TelSpanExpress</i> .....	Page 3
1.2 Do I Need to Install <i>TelSpanExpress</i> ?.....	Page 3
<b>2.0 Glossary of Terms</b> .....	Page 3
<b>3.0 Getting Started</b> .....	Page 4
3.1 Joining a Conference.....	Page 5
3.1.1 Security Warnings.....	Page 5
3.1.2 Joining an In-Progress Conference.....	Page 6
3.1.3 Conference Duration.....	Page 6
3.1.4 Leaving a Conference.....	Page 6
3.1.5 Leaving a Conference But Returning Later.....	Page 6
3.2 What You Will See.....	Page 7
3.3 Who is in the Conference?.....	Page 8
3.4 Online Help.....	Page 8
<b>4.0 Participants</b> .....	Page 8
4.1 What Can You Do?.....	Page 8
4.2 Chatting.....	Page 9
4.2.1 Sending Messages to All People in a Conference.....	Page 9
4.2.2 Sending Private Messages to One Other Person in a Conference.....	Page 9
4.3 Saving Chat Conversations.....	Page 9
4.3.1 Opening Saved Chat Conversations.....	Page 10
<b>5.0 Hosts/Moderators</b> .....	Page 10
5.1 What Can You Do?.....	Page 10
5.2 Chairing a Conference.....	Page 11
5.2.1 Promoting and Demoting Others.....	Page 11
5.2.2 Removing a Participant.....	Page 11
5.2.3 Making the Workspace Window Full Screen.....	Page 12
5.2.4 Viewing Status Information About One of the Participants.....	Page 13
5.2.5 The Status Icon.....	Page 14
5.2.6 Instructing the Conference to Dial Out.....	Page 14
5.2.7 Calling Yourself.....	Page 14
5.2.8 Calling Someone Else.....	Page 15
5.2.9 Identifying Yourself and Others Using This Is My Phone, This Is Not My Phone and Wrong Phone.....	Page 15
5.2.10 Identifying Yourself Using This Is My Phone.....	Page 15
5.2.11 Identifying Yourself Using This Is Not My Phone.....	Page 16
5.2.12 Correcting a Phone Number that has been Incorrectly Linked with a Participant.....	Page 16
5.2.13 Editing a Participant's Phone Number.....	Page 17
5.2.14 Locking the Audio Conference.....	Page 18
5.2.15 Muting a Participant.....	Page 19
5.2.16 To Mute a Participant.....	Page 19
5.2.17 To Unmute a Participant.....	Page 19
5.2.18 Muting All the Other Participants.....	Page 20
5.2.19 To Mute All the Other Participants.....	Page 20
5.2.20 To Unmute All the Other Participants.....	Page 21
5.3 Inviting Others to a Conference.....	Page 21
5.4 Using the Whiteboard.....	Page 21
5.4.1 Select a Tool.....	Page 22
5.4.2 Draw Line.....	Page 22
5.4.3 Draw Highlight.....	Page 23
5.4.4 Draw Text.....	Page 23
5.4.5 Draw Straight Line.....	Page 23
5.4.6 Draw Rectangle.....	Page 24
5.4.7 Draw Ellipse.....	Page 24
5.4.8 Toggle Pointer.....	Page 25
5.4.9 Palette.....	Page 25
5.4.10 Line Thickness.....	Page 26
5.4.11 Arrow Style.....	Page 26
5.4.12 Taking a Snapshot.....	Page 26
5.4.13 Deleting All Annotations.....	Page 26
5.4.14 Deleting a Single Annotation.....	Page 27
5.5 Sharing Applications.....	Page 27
5.5.1 Viewing Shared Applications.....	Page 28
5.5.2 How to Share an Application.....	Page 28
5.5.3 Unsharing an Application.....	Page 28
5.5.4 Passing Control to Another Host/Moderator.....	Page 29
5.5.5 Using High Color Application Sharing.....	Page 30
5.5.6 Taking Control of a Shared Application.....	Page 30
5.5.7 Annotating Shared Applications.....	Page 31
5.5.8 Taking a Snapshot.....	Page 31
5.5.9 Avoiding Problems with Shared Applications.....	Page 31
5.6 Giving a Slide Presentation.....	Page 31

5.6.1 Creating Slides.....	Page 32
5.6.2 Uploading Slides.....	Page 32
5.6.3 Making Slides Fit the Workspace Window.....	Page 33
5.6.4 Switching Between Slides.....	Page 33
5.6.5 Changing the Order of Slides.....	Page 33
5.6.6 Slide Thumbnails.....	Page 33
5.6.7 Saving Slides.....	Page 34
5.6.8 Deleting a Single Slide.....	Page 35
5.6.9 Annotating Slides.....	Page 36
5.6.10 Taking a Snapshot.....	Page 36
5.7 Polling Your Participants/Taking a Vote.....	Page 36
5.7.1 Creating a Voting Slide from within <b>TelSpanExpress</b> Web Conferencing.....	Page 36
5.7.2 Enabling and Disabling Voting.....	Page 38
5.7.3 Publishing Voting Results.....	Page 38
5.7.4 Installing the PowerPoint Add-In for Voting.....	Page 38
5.7.5 Creating a Voting Slide from within PowerPoint.....	Page 38
5.7.6 Uploading the Voting Slide from PowerPoint.....	Page 39
<b>6.0 Workspace Window Menu Options.....</b>	<b>Page 39</b>
6.1 Is My Browser Supported?.....	Page 44
6.2 I am trying to join a conference but I do not see one or more of the Discussion Area, the Participants List or the shared applications.....	Page 44
6.3 I am experiencing problems while sharing an application and the other Participants say I am continually leaving and rejoining the conference.....	Page 44
6.4 I cannot share applications.....	Page 44
6.5 When I try to share an application, several of my windows get shared, not just the one I select.....	Page 45
6.6 My shared applications are coming out as black or mostly black rectangles with only small areas that contain application information.....	Page 45
6.7 My shared applications are coming out as duplicated rectangles (tiling) and I am using Nvidia TNT hardware acceleration.....	Page 45
6.8 I am unable to do anything in a conference except send chat messages.....	Page 45
6.9 The colors in my shared application are not displayed correctly—they show banding.....	Page 45
6.10 My workspace window keeps reloading and saying there was a problem connecting to the conference.....	Page 45
6.11 My highlight annotations seem to delete each other.....	Page 45
6.12 I get the message "Could not start PowerPoint™" or "PowerPoint™ is not installed" when I try to upload presentations.....	Page 45
6.13 My browser hung or crashed while I opened a menu.....	Page 46
6.14 My browser hung or crashed when I opened a new browser window.....	Page 46
6.15 I am trying to share an application using Netscape 4.7 and I am told that my security settings do not allow hosting.....	Page 46
6.16 I am trying to download the PowerPoint™ Add-In for Voting and my browser complains about "Authenticode signature not found" or "Enhanced security configuration".....	Page 46
6.17 My browser hung when I attempted to use High Color Hosting on a Tablet PC.....	Page 46
6.18 I see a blank screen when I try to bring up a browser client.....	Page 46
6.19 When I try to bring up a Netscape browser client, I see a blank screen.....	Page 47
6.20 When I leave a conference, Internet Explorer locks up.....	Page 47
6.21 The mouse wheel has no effect when I am controlling or sharing an application from a web browser.....	Page 47
6.22 My PC stops responding to mouse and keyboard input.....	Page 47
6.23 When I control shared applications, the right and left-hand keyboard keys are not differentiated.....	Page 47
6.24 When I am in control, Alt+f4 is not sent to remote client.....	Page 47
6.25 My chat output panel goes gray, and client inputs become inactive, then activity is restored.....	Page 48
6.26 When I join a conference using a browser with the Sun JVM installed, two proxy server login dialog boxes appear.....	Page 48
6.27 I cannot install Windows Media Player version 9, or the plug-in.....	Page 48
6.28 The client fails to connect to a server behind a web proxy server.....	Page 48
6.29 My client is ejected from a conference approximately every 7 minutes.....	Page 48
6.30 I cannot enter the conference by clicking on an invitation URL from Outlook Express.....	Page 48
6.31 Invites do not work fully on Internet Explorer 5.0.....	Page 49
6.32 I get a Security Exception when making the workspace window full screen.....	Page 49
6.33 I can join a meeting, but the discussion and workspace windows do not appear (I am running Norton Personal Firewall).....	Page 49
6.34 When clicking on an e-mail invitation URL the browser tries to join the wrong conference.....	Page 49
6.35 I get an error message when joining a conference.....	Page 49
6.35.1 Conference reference or Security Code not recognized. Please try again.....	Page 50
6.35.2 That conference has not yet started. Please try again soon.....	Page 50
6.35.3 That conference has already finished.....	Page 50
6.35.4 Your conferencing service provider has exceeded the number of clients that may be connected to conferences concurrently.....	Page 50
6.35.5 The system is too busy right now.....	Page 50
6.35.6 Unknown login error (n). Please try again.....	Page 50
6.35.7 A data conference has not been set up for this audio conference.....	Page 50
6.35.8 The conference has not yet started. Please try later.....	Page 50
6.35.9 The conference has already finished.....	Page 50



## 1.0 Introduction

### 1.1 *Overview of TelSpanExpress*

**TelSpanExpress** is an innovative WebConferencing tool that allows you to hold online meetings with multiple users. An online WebConference allows computer users in different locations to work together and collaborate as though they were sitting at the same computer, talking to each other, and viewing and controlling the same programs.

You are probably familiar with setting up an audio TeleConference call, where groups of people from different locations hold a Conference over the telephone. In a similar way, **TelSpanExpress** allows you to set-up a Conference, but in this case people have the added visual dimension that dramatically increases the effectiveness of a TeleConference.

When you utilize **TelSpanExpress**, you are able to:

- **Chat** (send messages in text format).
- **Use a Whiteboard** (free-form text and drawings).
- **Share Applications** (the Host/Moderator can share a program running on their computer, while the Participants see the program in operation; another user can even take control and work with the program as though the program were running on their own computer).
- **Present Slide Shows** (snapshots of the Whiteboard or applications, PowerPoint slides, or JPEG images, which you can annotate as you discuss them).

Within **TelSpanExpress** there are two types of users: Participants and Hosts/Moderators. Hosts/Moderators can use the full functionality of the product, while Participants can view the presented material and use the chat function. Hosts/Moderators can use a "Promote" function to change Participants into Host/Moderators during the Conference, provided that participants have a Sun Java VM installed on their machine. The functions available to Participants and to Hosts/Moderators are described in detail in [Chapter 4.0, "Participants"](#) and [Chapter 5.0, "Host/Moderators."](#)

### 1.2 *Do I Need to Install TelSpanExpress?*

You do not have to install **TelSpanExpress** on your own machine because **TelSpanExpress** is a web-based application.



## 2.0 Glossary of Terms

This section describes some of the terms used throughout this manual.

<b>Administrator</b>	The person who provides the Conference Reference Number and Host/Moderator Code you need to create your own Conferences.
<b>Annotation</b>	Using the drawing and text tools to mark part of a Conference (the Whiteboard, a slide, or a shared area or application) with notes that others in the Conference can see.
<b>Participant</b>	Someone who can participate in a Conference only by viewing the Conference and using the Chat function. A Participant is <i>not</i> in control of a Conference. A Participant cannot annotate, create a slideshow, or promote or demote anyone.
<b>Chat</b>	The text side of <b>TelSpanExpress</b> , where the Participants can see each other's typed comments in real-time.
<b>Current Host/Moderator</b>	The Host/Moderator who last changed or modified the presentation (switched a slide or shared a new application).
<b>Demote</b>	To make someone who was previously a Host/Moderator a Participant.
<b>Host/Moderator</b>	Someone who is in control of a Conference. Hosts/Moderators can use the full functionality of <b>TelSpanExpress</b> . They can also promote other users to Host/Moderator level and demote them to Participant level. Host/Moderator level can be attained by joining the Conference with the Host/Moderator code, or by being promoted by another Host/Moderator.
<b>Promote</b>	To make someone who was previously a Participant a Host/Moderator.
<b>Participant List</b>	The list of Conference Participants.
<b>Polling</b>	The act of asking the audience questions and receiving their votes.
<b>Share</b>	To allow others in the Conference to see applications or your whole desktop.
<b>Slide Show</b>	A series of snapshots of slides created from the Whiteboard or uploaded from a Host/Moderator's machine.
<b>Whiteboard</b>	The area of <b>TelSpanExpress</b> where Hosts/Moderators may draw using the tools provided.

## 3.0 Getting Started

When you open the **TelSpanExpress** login page, you will see the Computer Configuration Check on the left of the screen.

After a few seconds, the test displays a brief report of any possible compatibility problems, or issues that may degrade the performance of **TelSpanExpress** on your machine. In the following example, the user's computer is correctly configured for all **TelSpanExpress** features apart from sending video.

**Computer Compatibility**

Checking Participant ✓

Checking Presenter ✓

Connection Speed ✓

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

### 3.1 Joining a Conference

Please start your conference 30 minutes prior to the scheduled start time.

To join a Conference, start your browser and go to the Conference login page:

<http://www.telspan.com/express>

You will be presented with a login page with four fields:

1. **Conference Reference** - the unique number that identifies your Conference.
2. **Conference Code** - the code that allows you to enter the Conference.
3. **Name** - the name by which you will be known in the Conference. (Limit 30 Alpha, Numeric and Spaces, No Punctuation Marks or Special Characters)
4. **Phone** – the phone number you are dialing from.

Fill in the Conference Ref and Conference Code you have been given, a name by which you will be known in the Conference, your phone number, then click "Join Meeting."

#### 3.1.1 **Security Warnings**

The first time you attempt to enter a Conference, your web browser may generate a security warning. In order to attend the Conference, you need to say that you trust the conferencing provider. This security prompt will mention either Spectel, Data Connection Corporation, or **TelSpan** as the conferencing provider. Choose "Always trust" to avoid seeing the warning on future Conference entries.

### **3.1.2 Joining an In-Progress Conference**

If you enter a Conference after the Conference has started, you can see all of the previous chat. Simply scroll up and down the Discussion Area using the scroll bar.

### **3.1.3 Conference Duration**

The Conference exists from the time the first Host/Moderator joins to when the Conference is either explicitly ended by a Host/Moderator, or all Participants have left. All Conference data (record of the entries in the discussion area, Application Sharing, annotations and presentations) are deleted at the end of each Conference.

### **3.1.4 Leaving a Conference**

To leave a Conference as a presenter , follow these steps:

1. Click “Conference” on the Workspace Window Menu bar.
2. Choose “Exit Conference” from the drop-down menu that appears.

OR

3. If you would like to completely shut down the event and disconnect all participants, choose “Exit and Close Conference” from the drop-down menu that appears.

The Workspace Window and the Discussion Window will close. If you wish to log in again, click on “Log in again” on the browser window that appears.

However, if all the Hosts/Moderators leave a conference without closing it, **TelSpanExpress** automatically closes the conference 10 minutes later. Any Participants who remain in the data conference after the last Host/Moderator has left see a timer in the top right of the screen. The time counts down the time remaining until the conference closes automatically, and at the end of the 10-minute period, the conference closes.

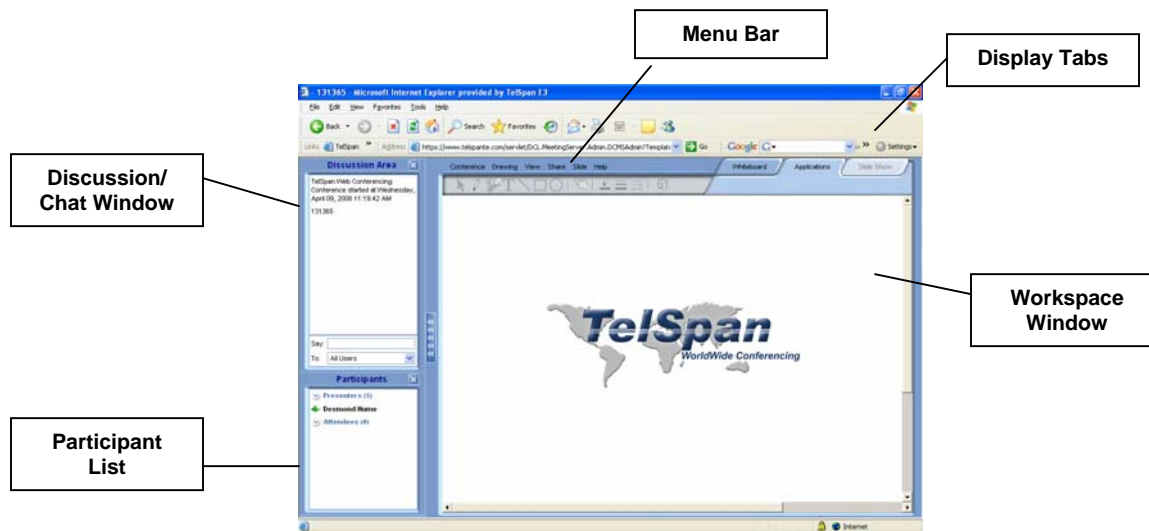


If a Host/Moderator rejoins the conference before the end of the 10-minute period, the timer stops and disappears from the screen. If the last Host/Moderator leaves the conference without closing it again, the timer starts counting down again (starting from 10 minutes).

### **3.1.5 Leaving a Conference But Returning Later**

You can leave and rejoin a running Conference. If you choose to do so, the other Participants will see you disappear and reappear in the Participants List. When you rejoin, you will still be able to see all of the previous chat, but you will *not* be able to see any private messages that were sent to you before you logged out.

### 3.2 What You Will See






1. The **Discussion Area** is the place where all of the users in the Conference can chat with each other.
2. The **Participant List** lists all of the attendees in the Conference and indicates whether they are Hosts/Moderators or Participants. **Please note that this list is not available in large conferences.**
3. The **Discussion Window** is comprised of the Discussion Area and the Participants List.
4. The **Workspace Window** is the area of the page where users can view and annotate the Whiteboard, shared applications, or slides.
5. The **Display Tabs** allow a Host/Moderator to switch between the Slide Show, shared applications, and the Whiteboard.
6. The **Menu Bar** allows users (depending on permissions) to:
  - Exit the Conference
  - Invite other users
  - Set options for drawings and shared applications
  - Set options for, and navigate between slides
  - View the **TelSpanExpress** online help files.



7. The **Annotation Toolbar** allows Hosts/Moderators to create and to alter annotations.

### **3.3 Who is in the Conference**

The Participants List shows a list of other users in the Conference. This window displays icons showing whether users are Hosts/Moderators or Participants, as well as which Host/Moderator is currently in charge of the presentation.

-  Represents a Host/Moderator.
-  Represents the Host/Moderator who is currently in charge of the presentation.
-  Represents a Participant.

Each user will have a different colored icon. The color of the icon is the color in which that user's annotations to the Whiteboard appear. These color differences provide a quick reference for distinguishing between annotations.

### **3.4 Online Help**

**TelSpanExpress** has an online help function. To use online help, follow these steps:

1. Click on "Help" on the Workspace Window Menu bar.
2. Choose "Conferencing Help."

## **4.0 Participants**

### **4.1 What Can You Do?**

As a Participant you will be able to do the following:

- Join and leave Conferences.
- See all chat messages sent to you personally and to the entire Conference.
- Chat with other Participants and Hosts/Moderators.
- View a list of names of all users who are in the Conference via the Participant List.
- See any shared applications.
- Watch slide shows.
- Watch as Hosts/Moderators create diagrams on the Whiteboard.
- Watch as Hosts/Moderators annotate slides or shared applications.

\*Participants *cannot* use any other **TelSpanExpress** function unless a Host/Moderator promotes them to Host/Moderator level.



## **4.2 Chatting**

Chatting is carried out in text form using the Discussion Area pane in the Conference Roster Window (in the left-hand window, above the Participants List). This pane contains a record of Chat messages that have been sent during the Conference.

If you cannot see the Discussion Area window, select "View" on the Workspace Window Menu bar and choose "Discussion Area." Change the vertical size of the Discussion Area by dragging the divider between the window and the Participants List.

Messages prefixed by "**TelSpan WebConferencing**" have been sent automatically, for example, to record the Conference start time. Other messages are those that have been sent by users in the Conference, and are prefixed by the name of the sender.

### **4.2.1 Sending Messages to All People in a Conference**

To chat with other people in the Conference, follow these steps.

- Select "All Users" if not displayed in the "Send To" box in the Discussion Area.
- Type your message in the Message box.
- Press "Enter" on your keyboard.

### **4.2.2 Sending Private Messages to One Other Person in a Conference**

To send a private message to one person in the Conference, follow these steps:

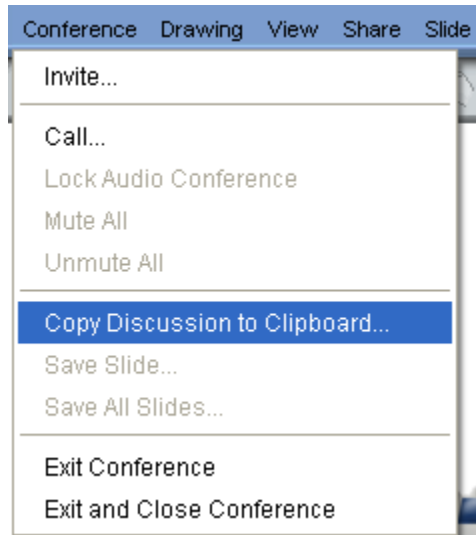
- Choose that person's name from the "Send To" drop-down box in the Discussion Area.
- Type your message in the Message box.
- Press "Enter" on your keyboard.

*\*Please note that if you later wish to send a message to all of the users, you must choose "All Users" from the "Send To" drop-down box.*

## **4.3 Saving Chat Conversations**

If you are a Host/Moderator, you can copy the messages from your Chat conversation to a file on your computer at any time. The conversation is saved to the Clipboard. To save the current contents of your Chat conversation, do the following.

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



- Choose “*Copy Discussion to Clipboard*”.
- Browse to a suitable file on your computer, right click in the document and then click paste.

## 5.0 Hosts/Moderators

### 5.1 *What Can You Do?*

Hosts/Moderators can use all **TelSpanExpress** features. Hosts/Moderators have the ability to do the following:

- Chair a Conference.
- Invite visitors to the Conference.
- Use the Whiteboard.
- Present a slide show.
- Share and manipulate a document or application.

Anyone who joins the Conference with the Host/Moderator code is automatically a Host/Moderator. A Host/Moderator can promote other Participants to Host/Moderator status.

Hosts/Moderators have special administrative rights that allow them to control the Conference, as discussed in the next section, "Chairing a Conference." The extra communications functions they may use, such as the Whiteboard, Application Sharing, and Slides, are discussed in sections entitled, "[Using the Whiteboard](#)", "[Sharing Applications](#)" and "[Giving a Slide Presentation](#)".

### 5.2 **Chairing a Conference**

Hosts/Moderators manage a Conference. The following sections describe the Host/Moderator management functions.

### **5.2.1 Promoting and Demoting Others**

\*You cannot promote or demote yourself.

#### **To promote another user:**

From the Participants List, right-click on the user you wish to promote. Choose “Promote” from the drop-down menu that appears. The user will then switch to a Java mode. If they do not have Java on their system, they will be informed.

#### **To demote another user:**

From the Participants List, right-click on the user you wish to demote. Choose “Demote” from the drop-down menu that appears. The user will now have Participant status.

### **5.2.2 Removing a Participant**

If you are a Host/Moderator, you can remove any other user (Participant or Host/Moderator) from a **TelSpanExpress** Conference.

To do this, follow these steps:





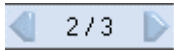

- Right-click on the user's name in the Participants List.
- Choose “Force Off” from the drop-down menu that appears.
- Click “Yes” to confirm this action.

The user will immediately leave the Conference and will receive a confirmation that they have been removed from the Conference. However, the user can re-enter the Conference if they know either of the Conference Codes.

### **5.2.3 Making the Workspace Window Full Screen**

If you wish, you can put the Workspace window into a Maximized Screen mode. This will hide the Discussion Window, Menu bar, Annotation Toolbar and Mode Selection Tabs. Select “View” from the Workspace Window menu bar and then select “Maximize Workspace” from the menu that appears.

Full Screen mode combines well with the **TelSpanExpress** “Fit Slides to Window” feature. You need to enable Fit Slides to Window before entering Full Screen mode. Note that Full Screen mode is not available on Macintosh platforms. Making the Workspace window Full Screen will change your view.

The icons ,  W  A  S and  allow you to navigate **TelSpanExpress** from this view. The arrow button  allows you to move the Full Screen toolbar if it obscures some important part of your slide or shared application. It will toggle the position of the toolbar from the left to the right hand side.

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


-To view the Whiteboard, click on the “W” mode selection button.

-To view shared Applications, click on the “A” mode selection button.

-If you are viewing a shared Application, the “Take Control” button will be shown between the mode selection buttons and the restore icon.

-To view the Slide Show, click on the “S” mode selection button.

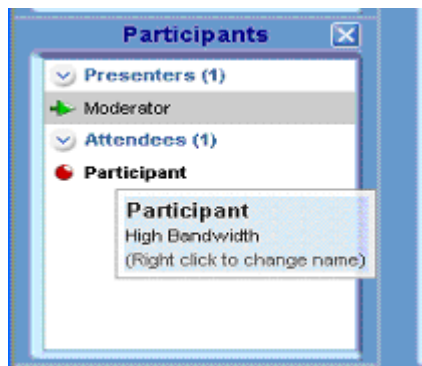
If you are viewing the Slide Show, the number of the slide you are viewing and the total number of slides are displayed. To navigate through the set of slides, click on the left and right arrows.

-To toggle the current annotation tool between the pen tool and the select tool, click on the annotate button. 

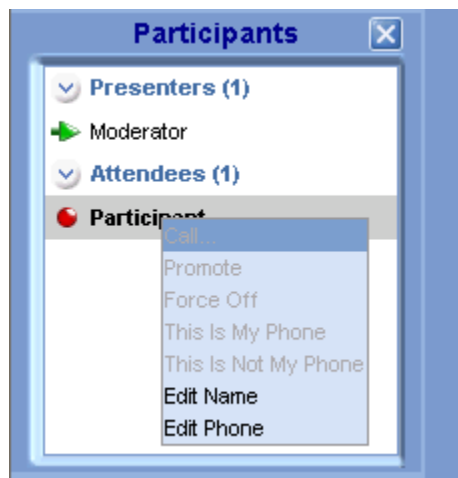
#### 5.2.4 Viewing Status Information About One of the Participants

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

- Scroll your pointer over the Participant’s name in the Participants List.





- Right Click on the participant’s name
- A window similar to the following pops up.




### 5.2.5 The Status Icon

This section describes the icons that appear in the status column of Participants List.

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

The  icon indicates that the Participant is currently dialed in to the conference, and is currently speaking.

The  icon indicates that the Participant is currently dialed in to the conference, but has been muted. Please see "Muting a Participant" for more information about how to mute and unmute Participants.

### 5.2.6-8 Instructing the Conference to Dial Out

This feature is currently disabled, but the framework is in place so that future upgrades will allow this feature.

### 5.2.9 Identifying Yourself and Others Using This Is My Phone, This Is Not My Phone and Wrong Phone

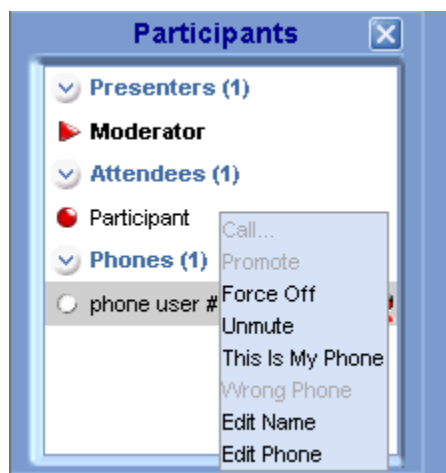
When you dial in to the audio conference, **TelSpanExpress** Web Conferencing automatically tries to link you to one of the Participants listed in the Participants List. If you did not provide a phone number when you logged in to **TelSpanExpress** Web Conferencing, then **TelSpanExpress** Web Conferencing 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 Host/Moderator, you have some additional options that enable you to identify the other Participants in the conference. These options are also described in this section.

### 5.2.10 Identifying Yourself Using This Is My Phone

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

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



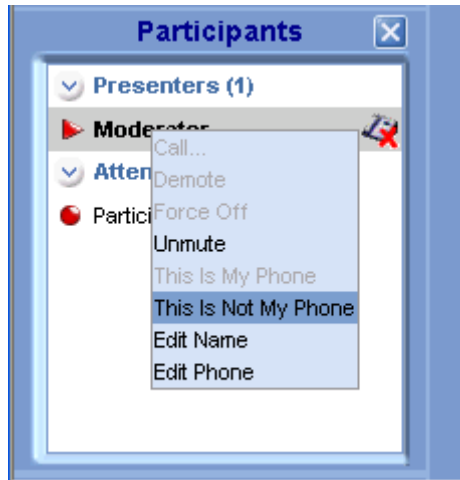
- Choose "This Is My Phone" from the menu that appears.

### 5.2.11 Identifying Yourself Using This Is Not My Phone

If **TelSpanExpress** Web Conferencing links the wrong phone number with you, for example because you incorrectly entered your extension number, then you can resolve this by using the

“*This Is Not My Phone*” option. To separate your name from a phone number that has been linked to it, take the following steps.

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

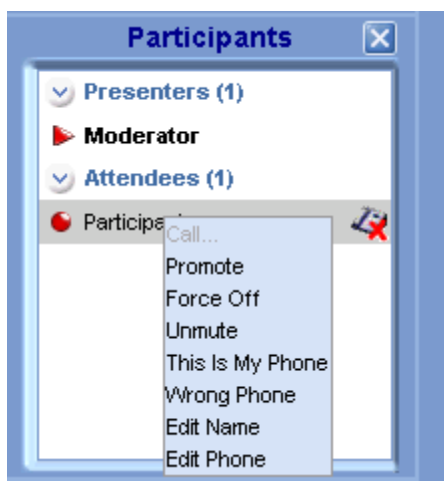


- Choose “*This Is Not My Phone*” from the menu that appears.
- You can now associate yourself with the correct phone number using “*This Is My Phone*”.

#### 5.2.12 Correcting a Phone Number that has been Incorrectly Linked with a Participant

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

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



- Choose one of the following options.
  - If the Participant has been incorrectly linked with your phone number, choose “*This Is My Phone*”. The phone number is automatically linked with you instead.

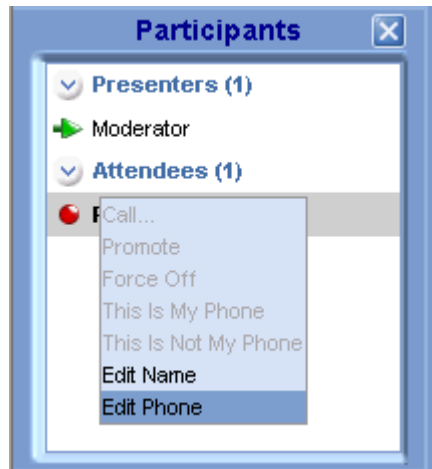
- If the Participant has been incorrectly linked with someone else's phone, choose "Wrong Phone". The phone number and Participant are separated in the Participants List.

### 5.2.13 Editing a Participant's Phone Number

If you are a Host/Moderator, 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

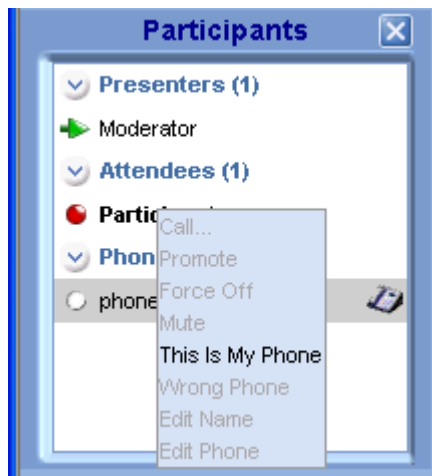
- Right click on the name of the Participant in the list.



- 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.

#### Specifying a name for the phone number

- Right click on the unassigned phone number in the list.



- Choose "Edit Name" from the menu that appears.

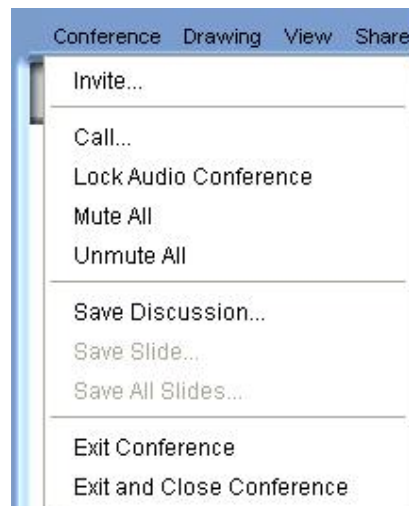


- Either type the correct name in the box that appears, or click on the drop-down arrow to the right and select one of the Participants in the conference from the list.

#### 5.2.14 Locking the Audio Conference

If you are a Host/Moderator, you can lock an audio conference to prevent any new Participants from joining the 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.

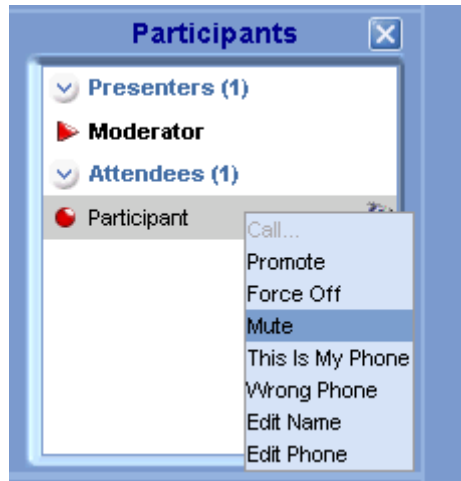
You can unlock the conference at any time by repeating the above steps.

#### 5.2.15 Muting a Participant

If you are a Host/Moderator, and you are in an audio conference, or a data conference with audio, you can mute any Participant (including yourself), apart from the Owner (unless you are the Owner). If you are a Participant, 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.

**5.2.16 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.

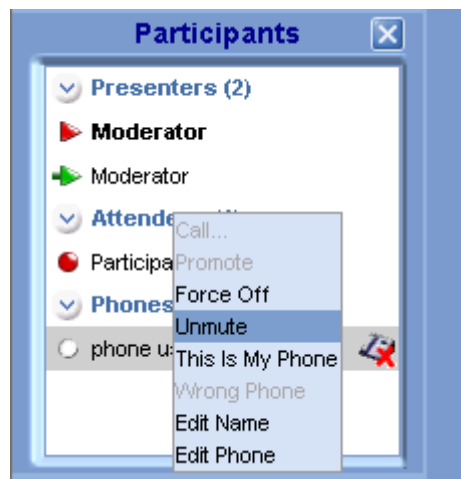


The Participant will now be muted. An X appears next to the Participant's phone icon.

**5.2.17 To Unmute a Participant**

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

In the menu that appears, “Choose “Unmute” from the menu to unmute the Participant.



The Participant will no longer be muted.

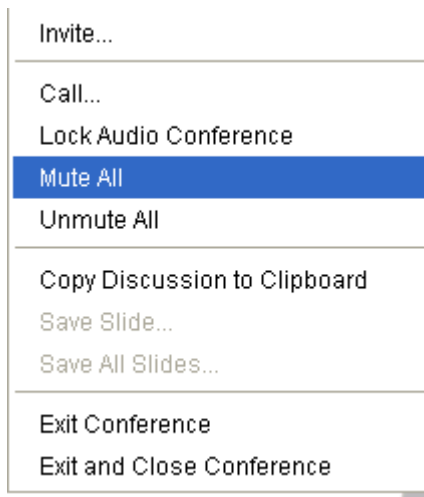
**5.2.18 Muting All the Other Participants**

If you are a Host/Moderator, 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.

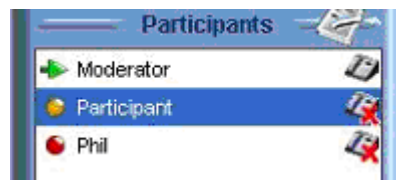
### 5.2.19 **To Mute All the Other Participants**

- Click “*Conference*” on the Participants List menu bar.



- Choose “*Mute All*” from the menu that appears.

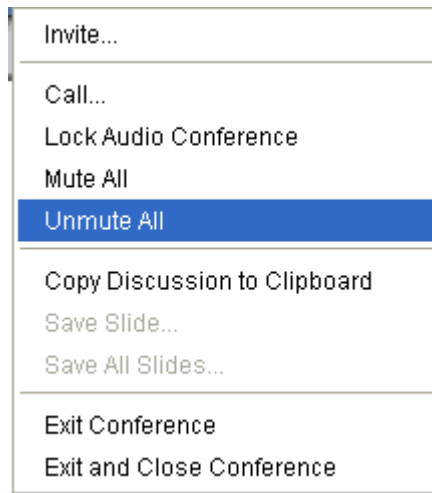
The phone icon next to each muted Participant changes to indicate that the Participant has been muted. The Participant will not be able to talk in the conference unless a Host/Moderator unmutes them individually, as described in "Muting a Participant" or unmutes all the Participants in the conference,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



### 5.2.20 **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.

### **5.3 Inviting Others to a Conference**

From the Workspace Window Menu bar, click on “Invite.” This action will generate a default email in your email client. Make sure to include the Conference Code in your email. A link will automatically be generated in your email that contains the Conference Reference Number. Enter the invitees' email addresses in the “To” field and click “Send” to send the invitation.

### **5.4 Using the Whiteboard**

The Whiteboard mode is selected using the leftmost of the three tabs on the top right-hand side of the large Conference window. You can also select the Whiteboard mode by clicking “View” in the Workspace Window Menu bar and choosing “Whiteboard” from the list that appears.

In the Whiteboard, the right-hand pane displays an initially blank white area in which Hosts/Moderators can communicate using drawings or text annotations. Please note that any Host/Moderator can take control at any point. The Host/Moderator who is currently in control will have a special icon next to their name as described in the section entitled [“Who’s in the Conference?”](#)

The Drawing toolbar allows you to make annotations. The color of the icon next to your name in the Participants List will be the color of the annotations you make. You can use the tools listed below to make annotations. Their use is described in detail in the sections that follow.

- Select Tool
- Draw Line
- Draw Highlight
- Draw Text
- Draw Straight Line
- Draw Rectangle
- Draw Ellipse

- Toggle Pointer
- Palette
- Line Thickness
- Arrow Style
- Take a Snapshot

#### **5.4.1 Select a Tool**



The Select Tool chooses an element of the drawing to alter or delete.

To use the Select tool, follow these steps:

- Choose “Select” from the toolbar.
- Click on the part of the drawing you wish to alter or delete.
- Press “Delete” on your keyboard (or select Delete on the Drawing menu) to delete the element, or choose one of these items to change the thickness or color of the element or to make a line an arrow.

#### **5.4.2 Draw Line**



The Draw Line tool can draw freeform lines, as if you were using your mouse as a pencil.

To use the Draw Line tool, follow these steps:

- Select “Draw Line” from the toolbar.
- Move your mouse to your starting point.
- Click and hold the left-mouse button while you draw the desired shape.
- Release the mouse button.

If you wish to change the thickness or color of the line, or if you wish to make the line an arrow, see the following sections:

- Palette
- Line Thickness
- Arrow Style

#### **5.4.3 Draw Highlight**



Use the Draw Highlight tool to cover an area with a wash of your annotation color.

To use the Draw Highlight tool, follow these steps:

- Select “Draw Highlight” 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, see section Palette.

#### **5.4.4 Draw Text**



Use the Draw Text tool to add text to your annotation.

To use the Draw Text tool, follow these steps:

- Select “Draw Text” 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, see Palette.

#### **5.4.5. Draw Straight Line**



Use the Draw Straight Line tool to draw a perfectly straight line.

To use the Draw Straight Line tool, follow these steps:

- Select “Draw Straight Line” 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 or color of the line, or if you wish to make the line an arrow, see the following sections:

- Palette
- Line Thickness
- Arrow Style

#### **5.4.6 Draw Rectangle**



Use the Draw Rectangle tool to create rectangles of various sizes.

To use the Draw Rectangle tool, follow these steps:

- Select “Draw Rectangle” 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 or color of the rectangle, see the following sections:

- Palette
- Line Thickness

#### **5.4.7 Draw Ellipse**



Use the Draw Ellipse tool to create ellipses and circles of various sizes.

To use the Draw Ellipse tool, follow these steps:

- Select “Draw Ellipse” 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 or color of the ellipse, see the following sections:

- Palette
- Line Thickness

#### **5.4.8 Toggle 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, follow these steps:

- Click “*Toggle Pointer*” on the toolbar.
  - A hand pointer appears in the Workspace Window.
- Click and hold down your mouse button while you drag the pointer to the new location. You will not see the hand move, but it will appear after you release the mouse button.
- To remove the pointer, click the icon on the menu again.

*\*If you decide to turn the pointer on again, the pointer re-appears in its last location.*

#### **5.4.9 Palette**



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, follow these steps:

- Select “*Palette*” from the menu.

On the drop-down menu that appears, click on the color you wish to annotate with.

#### **5.4.10 Line Thickness**



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, follow these steps:

- If you wish to change the thickness of a line you have already drawn, select that line using the “Select” Tool.
- Select the Line Thickness from the toolbar.

\*On the drop-down menu that appears, click on the pixel width you wish your lines to have.

#### **5.4.11 Arrow Style**



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, select that line using the “Select” Tool.
- Select “Arrow Style” from the toolbar.

On the drop-down menu that appears, click on the type of arrowhead you wish your lines to have.

#### **5.4.12 Taking a Snapshot**



At any time you can click on the camera icon to take a snapshot of the current annotated image. 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.

You may want to take several snapshots throughout a Conference, so that you have a record of each stage of the Conference rather than just the final agreed position.

#### **5.4.13 Deleting All Annotations**

If you wish to remove all of the annotations from the Whiteboard, choose “Drawing” from the Workspace Window menu bar and select “Delete All” from the drop-down menu that appears. Please note that you will *not* be prompted to confirm this action and the action 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 drop-down 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.

#### **5.4.14 Deleting a Single Annotation**

You can also remove a single annotation by following these steps:

- Choose the “Select” Tool.
- Click the annotation you wish to remove.

Press “Delete” on your keyboard, or choose “Drawing” from the Workspace Window Menu bar and select “Delete.”

### **5.5 Sharing Applications**

Hosts/Moderators 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.



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 **TelSpanExpress** Web Conferencing logo is displayed. You cannot make annotations on the blank screen.

When you share an application you, and any other Hosts/Moderators, 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 Host/Moderator may share applications at any one time, although the Host/Moderator may share more than one application simultaneously.

#### **5.5.1 Viewing Shared Applications**

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

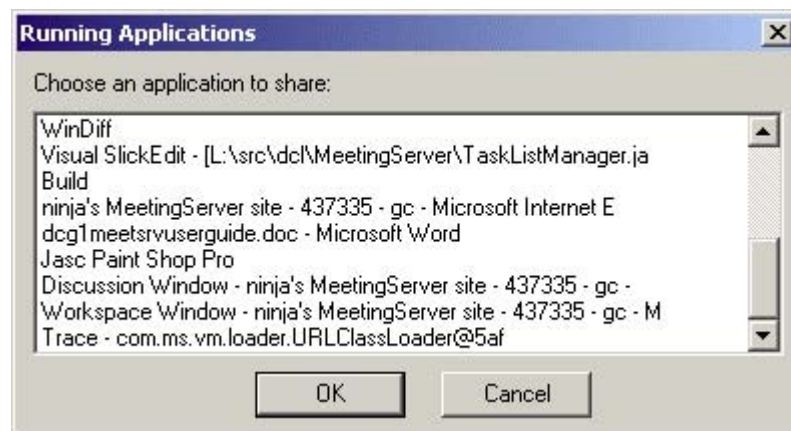
A Host/Moderator can either share an application or the whole desktop (not both at the same time). If a Host/Moderator is sharing an application and wants to share the desktop, they must first “*unshare*” the application.

If a Host/Moderator 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.

### 5.5.2 How to Share an Application

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

- Start the application you want to share.
- In the Applications mode, choose “*Share*” from the Workspace Window menu bar.
- If you wish to share the whole desktop select the “*Whole Desktop*” menu item.  
**TelSpanExpress** 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.  
**TelSpanExpress** 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



### 5.5.3 Unsharing an Application

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”.

#### 5.5.4 **Passing Control to Another Host/Moderator**

If you have shared an application then you may allow another Host/Moderator to take control of that application by passing control of the application to the Host/Moderator. The Host/Moderator who has control may use the function of the application as if it were on his or her own machine.

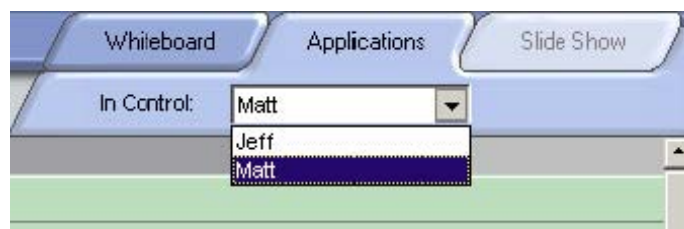
Only one Host/Moderator can be in control of the shared application at any one time. After you have passed control to another Host/Moderator:

- The Host/Moderator who is in control can designate another Host/Moderator to take over control.
- As the host of the application, you can designate another Host/Moderator to take control, or take back control yourself.

Attendees cannot take control of applications.

To allow another Host/Moderator to take control, you should take the following steps.

- Choose the name of the Host/Moderator you want to take control from the drop-down box next to “In Control” (under the mode selection tabs).



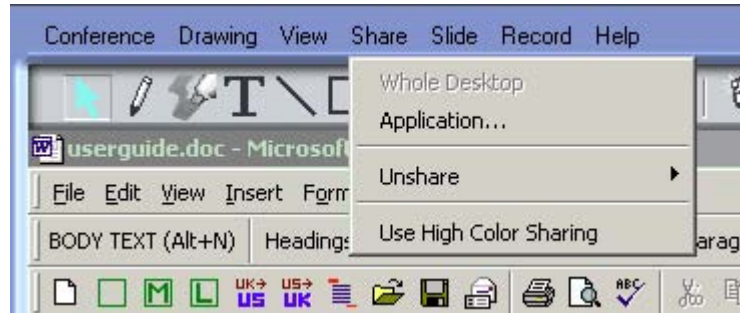
The Host/Moderator that you have passed control to now has control of the application, although as the application Host/Moderator, you can take back control at any time by clicking the mouse or pressing a key on the keyboard.

If the Host/Moderator who is in control is demoted or leaves the conference, control passes back to the Host/Moderator of the application. Also, if the Host/Moderator who is in control clicks on an annotation tool, control passes back to the Host/Moderator of the application.

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

### 5.5.5 Using High Color Application Sharing

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



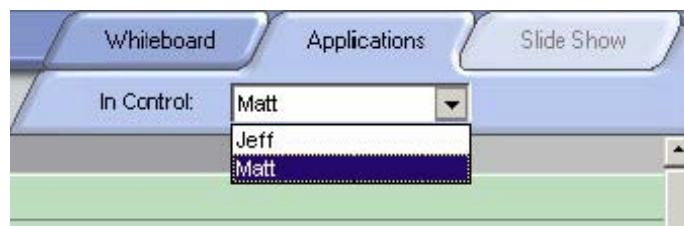
If you find, when sharing your applications, that the quality is reduced to an unacceptable level as a result of this color reduction you can switch to High Color application sharing by selecting “Use High Color Sharing” from the “Share” menu.



High Color hosting sharing is not supported on Windows XP Tablet PC Edition.

### 5.5.6 Taking Control of a Shared Application

If you are a Host/Moderator then you will take control of a shared application if either the Host/Moderator hosting the application, or the Host/Moderator 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 Host/Moderator who does not have control of the application, then you will see the name of the person in control.



Please note that:

- The Host/Moderator hosting the application may retake control at any time.
- If there is no other Host/Moderator in the conference then no drop-down box is displayed.
- Only one Host/Moderator can share applications at a time.

### **5.5.7 Annotating Shared Applications**


If you are a Host/Moderator 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".



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 Host/Moderator 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", or "Deleting a single annotation".

### **5.5.8 Taking a Snapshot**

At any time, Host/Moderator 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.

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

### **5.5.9 Avoiding Problems with Shared Applications**

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

- Avoid minimizing applications you are controlling, because there is no way to restore them by remote control (the person sharing the application must restore them).
- Avoid pressing *CAPS LOCK* while others are controlling your shared applications, because it can cause case errors in the remote input.
- Controlling the Command Prompt/DOS Prompt only works if the host is Windows NT, 2000 or XP, and some command-line applications may not recognize remote input.
- Mouse wheel input is not supported.
- Web based java applications may not appear. This includes any of the conference windows, for example the discussion window drop-down menus may not appear.

## **5.6 Giving a Slide Presentation**

To create a slide show, select the rightmost of the three tabs on the top right-hand side of the window or by navigating to the Workspace Window Menu bar and choosing "View" then "Slide Show."

Slides are pictures that are displayed in order, just like a slide projector presentation. In **TelSpanExpress**, slides can be snapshots of the Workspace Window at a given moment, or they can be pictures uploaded from a Host/Moderator's computer.



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

### **5.6.1 Creating Slides**

To create a slide from the Workspace Window, follow these steps:

1. On the Annotation toolbar, click on the camera icon.
2. Press "OK" when the confirmation box appears.

*\*Alternatively, you can take the following steps.*

1. On the Workspace Window Menu bar, choose "Slide."
2. Click "Make into Slide."
3. Press "OK" when the confirmation box appears.

### **5.6.2 Uploading Slides**

Host/Moderators can upload images to the Conference from their own computers. The images must be in one of the following formats.

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

To upload the PowerPoint presentation, follow these steps:

- Choose "Slide" from the Workspace Window Menu bar.
- Click on "Upload PowerPoint Presentation."
- You can now choose to add one file or all of the image files in a directory.
- 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 image will appear as a separate slide.

To upload a picture or series of pictures, follow these steps:

- Choose "Slide" from the Workspace Window Menu bar.
- Click on "Upload PowerPoint Picture" or "Series of Pictures."
- You can now choose to add one file or all of the image files in a directory.
- Navigate to the location of the file you wish to add, or begin a sequence with.
  - Click on its name.

-Click “Open.”

If you want to upload multiple JPEG images at once, they must all be sequentially numbered, and in the same directory. **TelSpanExpress** will automatically upload all images in the sequence with a higher number than the one you select. Note that you cannot upload a second sequence from the same directory without overwriting the first one.

### **5.6.3 Making Slides Fit the Workspace Window**

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

-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 check next to it. To turn this function off, select it again from the menu.

### **5.6.4 Switching Between Slides**

You can navigate between slides in two ways:

1. Use the left and right arrow buttons in the top right-hand corner of the window.
2. Use the double-headed arrows to take you to the beginning or end of the slides.

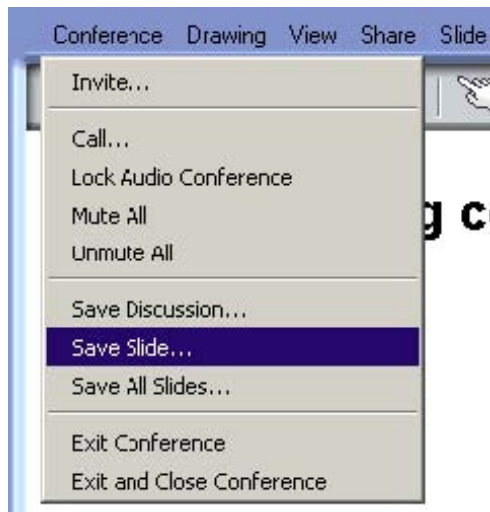
### **5.6.7 Saving Slides**

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

#### **1. Saving individual slides in a presentation**

To save an individual slide, take the following steps.

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

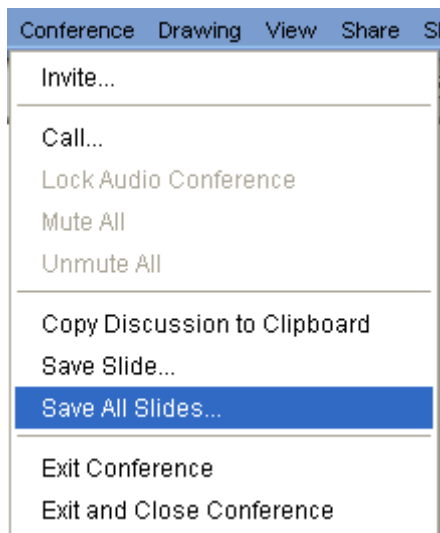


- A prompt may appear asking you to decide where on your machine you wish to save the current slide. When you confirm this action, the current slide will be saved as a JPEG file in the location you choose.

## 2. Saving all slides in a presentation

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

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



- A box may 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.

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.

### 3. Taking a snapshot



At any time except when viewing a voting slide, Hosts/Moderators can click on the camera icon to take a snapshot of the current annotated slide.

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.

#### **5.6.8 Deleting a Single Slide or all**

Click “Slide” in the Workspace Window Menu bar and select “Delete” from the drop-down 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, all of the contents of the current slide will be removed permanently.

Alternatively, you can also delete all slides if you choose that option from the “Slide” menu.

#### **5.6.9 Annotating Slides**

The Annotation toolbar allows you to make annotations to slides. All of the notes about annotation in the section “Using the Whiteboard” apply to slides and shared applications.

#### **5.6.10 Taking a Snapshot**



At any time, you can click on the camera icon to take a snapshot of the current annotated slide.

This snapshot is then added as a new slide (after the existing slides) so that you can refer to the slide 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.

### **5.7 Polling Your Participants/Taking a Vote**

### 5.7.1 Creating a Voting Slide from within TelSpanExpress Web Conferencing

To create a voting slide, take the following steps:

- Choose “Slide” from the Workspace Window menu bar.
- Select “New Voting Slide” (this option is only available to Hosts/Moderators).
- When the following dialog box appears, enter your question and at least two answers.



- Choose whether your vote will accept one answer from each participant or several answers from each participant.
- Optionally, you may 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 the *Escape* key or close the window.

Note that overly long character strings entered as options may be truncated in the resulting voting slide. Use single spaces in the string to avoid this.

### **5.7.2 Enabling and Disabling Voting**

By default, when you add a new voting slide, voting is enabled so that any participant can vote. If necessary, any Host/Moderator 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 Hosts/Moderators) to toggle the voting permissions. When a check appears next to “*Allow Voting*”, voting is allowed for the current slide.

### **5.7.3 Publishing Voting Results**

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

- Choose “*Slide*” from the Workspace Window menu bar.
- Select “*Results Visible to All*” (this option is only available to Hosts/Moderators) to toggle the result visibility. When a check appears next to *Results Visible to All*, all participants can see the results of the vote.

### **5.7.4 Installing the PowerPoint™ Add-In for Voting**

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

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

- Choose “*Help*” from the Workspace Window menu bar.
- Choose Conferencing Help from the menu that appears.
- Click “[Presenter-only features on the right-hand side of the page.](#)”
- On the page that appears, click “*Creating and managing votes*”
- On the page that appears, click “*Voting Add-In for PowerPoint*” in the first paragraph.

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*”; (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.

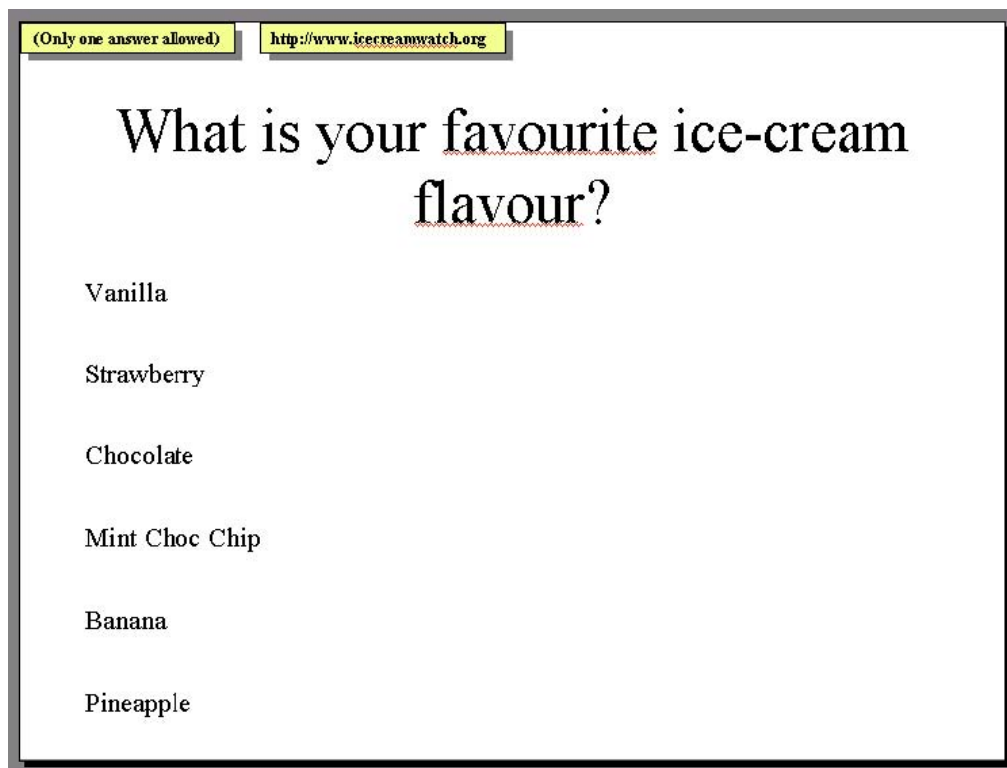
### 5.7.5 Creating a Voting Slide from within PowerPoint™

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-conference one, described above. Fill in the fields in the same way, and click OK.

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



### 5.7.6 Uploading the Voting Slide from PowerPoint™

Uploading a 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". 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 conference.

## 6.0 Workspace Window Menu Options

This section provides a quick overview of the possible menu options on the Workspace Window. Hosts/Moderators will see all of these options. Participants will see only some of the menu options. If you are using a system that is not integrated with an audio bridge, you will not see the options related to audio operations, regardless of whether you are a Host/Moderator or a Participant.

<b>Menu option</b>	<b>Submenu option</b>	<b>Function</b>
<i>Conference</i>		Allows you to invite people, exit the conference, or exit and close the conference.
	<i>Invite</i>	Allows you to send an email to another person in order to invite them to the conference.
	<i>Call</i>	Not currently enabled.
	<i>Lock/Unlock Audio Conference</i>	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 integrated with an audio bridge to provide audio conferencing. Unlock reverses this effect.
	<i>Mute All</i>	Mutes all the other participants in the audio part of the conference to prevent them from speaking. This menu option only appears on a system that has been integrated with an audio bridge to provide audio conferencing.
	<i>Unmute All</i>	Unmutes all the other participants in the audio part of the conference to enable them to speak. This menu option only appears on a system that has been integrated with an audio bridge to provide audio conferencing.

	<i>Copy Discussion to Clipboard</i>	Allows you to copy the current contents of the chat discussion.
	<i>Save Slide</i>	Allows you to save the slide that is currently displayed.
	<i>Save All Slides</i>	Allows you to save all the slides in the slide show.
	<i>Exit Conference</i>	Allows you to leave the conference.
	<i>Exit and Close Conference</i>	Allows you to leave the conference and close it at the same time. This option is only available to those that entered the conference with the Moderator code (the conference owner).
<i>Drawing</i>		Allows you to modify all or some of the annotations on the active tab.
	<i>Select All</i>	Allows you to select all of the annotations.
	<i>Deselect All</i>	Allows you to clear your annotation selection.
	<i>Delete</i>	Allows you to delete the selected annotation.
	<i>Delete All</i>	Allows you to remove all of the annotations at once.
<i>View</i>		Allows you to switch the view between the Whiteboard, Applications, and Slide Show, and to make the Discussion area active.

	<i>Whiteboard</i>	See the area where you can draw a new picture.
	<i>Applications</i>	See the area where you can see any shared applications.
	<i>Slide Show</i>	See the area where you can see any slides that have been taken from the Whiteboard or shared applications, as well as any slides that have been uploaded.
	Discussion Area	See the area where all of the text chat in the conference is displayed.
	<i>Participants</i>	See the area where all of the participant names are displayed. Not available in large conferences.
	<i>Maximize Workspace</i>	See the conference within the full area of your screen.
<i>Share</i>		Allows you to share and unshare applications with other users and to select options for shared applications.
	<i>Whole Desktop</i>	Allows you to share your entire desktop with the other users in the conference.
	<i>Application</i>	Allows you to share a specific open application on your computer, chosen from the list that pops up when you click this option.
	<i>Unshare</i>	Allows you to stop sharing a specific application (chosen from the menu that pops up when you click this option) or all shared applications.
	<i>Use High Color Sharing</i>	Allows you to send screen data from your shared applications using high quality.
<i>Slide</i>		Allows you to create and delete slides, upload slides, and navigate among slides.

	<i>Make into Slide</i>	Allows you to take a snapshot of the drawing, slide, or application that is currently displayed. The snapshot will be added to the Slide Show at the end.
	<i>Next</i>	Allows you to navigate to the next slide in the Slide Show.
	<i>Previous</i>	Allows you to navigate to the previous slide in the Slide Show.
	<i>First</i>	Allows you to navigate to the first slide in the Slide Show.
	<i>Last</i>	Allows you to navigate to the last slide in the Slide Show.
	<i>Delete</i>	Allows you to delete the slide that is currently displayed.
	<i>Delete All</i>	Allows you to delete all the slides in the slide show.
	<i>New Voting Slide...</i>	Allows you to create a new voting slide within the presentation.
	<i>Allow Voting</i>	Turns voting on or off.
	<i>Results Visible to All</i>	Shows or hides the results of a vote.
	<i>Upload</i> 1. PowerPoint 2. Picture or Series of Pictures	Allows you to choose a presentation or images from your own machine to upload to the conference.
	<i>Fit Slides to Window</i>	Allows you to display the slides so that they fit exactly within the slide display. Only available to Moderators.



<i>Help</i>		Allows you to view <b>TelSpanExpress</b> Web Conferencing's online help files, and to view the About box.
	<i>Conferencing Help</i>	Allows you to view <b>TelSpanExpress</b> Web Conferencing's online help files.
	<i>About Conferencing</i>	
	<i>Show Diagnostic Console</i>	

## **Troubleshooting**

### **6.1 Is my browser supported?**

**TelSpanExpress** Web Conferencing supports the following browser clients for joining conferences (with the described limitations). The supported browsers and operating systems for playing back recordings are listed in "Playing back recordings".

- Windows 2000 and higher, Moderators must be on a PC.
- Sun Java 1.5 and higher for Moderators.
- Microsoft Internet Explorer 6.0 and higher; or Firefox
- Participants on MACs can use Safari

### **6.2 I am trying to join a conference but I do not see one or more of the Discussion Area, the Participants List or the shared applications.**

Sometimes web browsers can encounter resource problems running Java applets. Try closing down all your browser windows and restarting your browser to fix this.

### **6.3 I am experiencing problems while sharing an application and the other Participants say I am continually leaving and rejoining the conference.**

A poor quality network connection is the likely cause of this. The network is losing your connection to the conference, and so the system has to reconnect you. Try reducing the amount of data by, for example, not using high color application sharing; sharing fewer applications; sharing a window rather than the whole desktop.

### **6.4 I cannot share applications.**

If you are having problems sharing applications, or if the options on the "Share" menu are unavailable, it could be due to one of the following reasons:

- Application sharing may not be supported on your system. Please see "Is my browser supported?" to check whether your system supports application sharing.



- If you logged in to the conference as a Participant, you will not be able to share applications, because conference Participants do not have permission to share applications. In order to share applications, you must ask one of the Hosts/Moderators to promote you to a Host/Moderator.
- If you are logged in to the conference as a Host/Moderator, but another Host/Moderator is currently sharing applications, you will not be able to share anything because only one Host/Moderator can share applications at a time. If another Host/Moderator is currently sharing applications this is shown in the main window when you click the “Applications” tab in the top right corner; you must wait for the Host/Moderator to stop sharing applications before trying to share your applications again.
- The first time you try to share applications, a popup window prompts you to accept a security certificate. If you do not accept the security certificate, you will not be able to share applications. If you have declined the security certificate and subsequently want to share applications you must do the following:
  - Leave the conference by choosing “Exit Conference” from the “Conference” menu
  - Close all instances of your browser
  - Open a new browser and navigate to the conference login page
  - Rejoin the conference (if you were the only Host/Moderator in the conference, you must rejoin the conference within 10 minutes of leaving it to avoid the conference being automatically closed)
  - Select the application sharing menu option again, and accept the security certificate when prompted.

**6.5 When I try to share an application, several of my windows get shared, not just the one I select.**

Some applications, such as Microsoft Word, open multiple documents within the same process.

**6.6 My shared applications are coming out as black or mostly black rectangles with only small areas that contain application information.**

Try updating your display drivers to the latest version. If this does not fix the problem then try changing the color depth of your desktop to True Color (24 or 32 bit) mode.

**6.7 My shared applications are coming out as duplicated rectangles (tiling) and I am using Nvidia TNT hardware acceleration.**

Nvidia TNT hardware acceleration is not supported.

**6.8 I am unable to do anything in a conference except send chat messages.**

You have joined the conference as a Participant. If you have been invited to join as a Host/Moderator, make sure you have entered the Host/Moderator Security Code.

**6.9 The colors in my shared application are not displayed correctly—they show banding.**

The conference Host/Moderator who is sharing the application has not specified high color application sharing. Ask him/her to turn on high color application sharing.

**6.10 My workspace window keeps reloading and saying there was a problem connecting to the conference.**



The conference may have just closed down as you were trying to join it. Try closing all your browser windows and then connecting to the conference again.

**6.11 My highlight annotations seem to delete each other.**

Highlights work by swapping colors in such a way that two annotations on top of each other cancel each other out. Try deleting one of the highlights, or arranging your highlights so they don't overlap.

**6.12 I get the message "Could not start PowerPoint™" or "PowerPoint™ is not installed" when I try to upload presentations.**

Uploading of PowerPoint™ presentations is only supported on Windows systems where Microsoft PowerPoint 97 or above is installed. Receiving one of these messages indicates that PowerPoint™ is not installed on the computer. Note that installing the PowerPoint™ viewer is not sufficient to be able to upload PowerPoint™ presentations. JPEG files may still be uploaded.

**6.13 My browser hung or crashed while I opened a menu.**

If your browser is forced out of the conference while you have a menu open (either in the Participants List or in the Workspace Window) your browser may hang or crash. This is the result of a flaw in the Java language. You can be forced off either because another Participant excluded you from the meeting or because of a connection problem to the server.

**6.14 My browser hung or crashed when I opened a new browser window.**

If you do a File/New/Window menu selection (or Ctrl N) then Internet Explorer brings up a second copy of the current page. This can cause problems when the current page is one running **TelSpanExpress** Web Conferencing, as the java applet is reloaded and then tries to do the same operations as the one in the original page. You will need to close down all browser sessions, start up a new browser session and re-enter the meeting.

**6.16 I am trying to download the PowerPoint™ Add-In for Voting and my browser complains about "Authenticode signature not found" or "Enhanced security configuration".**

The PowerPoint™ Add-In for Voting installer is a Windows executable. Internet Explorer on Windows 2003 Server has been changed to warn users when downloading executables. Either click "Yes" (in the case of the "Authenticode signature not found" error) or follow the procedure to add the **TelSpanExpress** Web Conferencing site to your list of trusted sites (in the case of "enhanced security configuration" errors).

**6.18 I see a blank screen when I try to bring up a browser client.**

If you see a blank (usually gray) screen when you try to start your browser client, this usually means that your browser has failed to download the **TelSpanExpress** Web Conferencing client java applet. A common reason for this is that there is a proxy between your browser and the server. The proxy may be configured to block the download of all, or specifically signed, Java applets. The only work around here is to reconfigure the proxy or use HTTPS, which will often let you get through proxies that block **TelSpanExpress** Web Conferencing's HTTP traffic.

**6.20 When I leave a conference, Internet Explorer locks up.**



If a user is running any popup blocking software on their machine then there can be problems when leaving a conference using Internet Explorer. Currently the only way around this problem is to disable any popup blocking software when using **TelSpanExpress** Web Conferencing.

***6.21 The mouse wheel has no effect when I am controlling or sharing an application from a web browser.***

Application sharing and controlling do not support mouse wheel input. However, where the mouse wheel also acts as a third button, applications that use this feature are supported.

***6.22 My PC stops responding to mouse and keyboard input.***

When sharing your desktop, you may find that your PC suddenly ignores your mouse and keyboard input. This can happen if you share your desktop then try to control it using your own viewing window. Press Ctrl-Esc or Ctrl-Alt-Del to restore normal mouse and keyboard operation.

***6.23 When I control shared applications, the right and left-hand keyboard keys are not differentiated.***

When controlling a shared application, there is no differentiation between right-hand and left-hand versions of the same key (for example no difference between right and left shift or the enter key on the main keypad from the one on the numeric keypad). This is caused by a limitation of Java applets; they cannot differentiate between right-hand and left-hand keys. If you share an application that requires those keys to be differentiated, you must change the key mappings to remove that requirement.

***6.24 When I am in control, Alt+F4 is not sent to remote client.***

If a client hosts an application and a browser client controls it, the Alt-F4 key sequence cannot be sent to the hosting client. Instead of sending the key sequence to the host, the controlling browser is closed (since Alt-F4 is the Close keyboard shortcut).

***6.25 My chat output panel goes gray, and client inputs become inactive, then activity is restored.***

The client is undergoing a silent reconnection to the server because of a network problem. After a silent reconnection, the client loses control of shared applications, and the current annotation color may change. You can regain control of shared applications and change your annotation color in the usual way.

***6.26 When I join a conference using a browser with the Sun JVM installed, two proxy server login dialog boxes appear.***

Normally the JVM downloads applets from the server using its own connection. However, some web/proxy servers require users to login for authentication. In such cases, the browser will first encounter the request and bring up a login dialog box. After the HTML page is downloaded, the JVM will try to download the class or jar files for the applets. Since the JVM has no access to the login information that the browser previously obtained, it will bring up its own login dialog box. This usually occurs with an MSProxy or ISA2000 proxy server configured to use NTLM (or Integrated Windows Authentication).

***6.28 The client fails to connect to a server behind a web proxy server.***

If your Sun JVM is earlier than version 1.4.1\_03 and the server is behind an ISA2000 proxy configured to require NTLM authentication, the required proxy server authentication dialog will not appear on the browser. If your server is behind such a proxy and your browser uses the Sun JVM, you must upgrade to Sun JVM 1.4.1\_03 or later.



### **6.29 My client is ejected from a conference approximately every 7 minutes.**

This can occur when the client is connected to a server that is behind a Cisco Content Switch proxy. There is an OS patch to the Cisco Content Switch that corrects this problem. The upgrade is to v5.0B63 of the *CSS11000 Operational Network Boot* available under the maintenance releases section of the WebNS software area for the CSS11000 family of switches. The filename is ap0500063.zip.

### **6.30 I cannot enter the conference by clicking on an invitation URL from Outlook Express.**

If your e-mail client is Outlook Express, and you receive a conference invitation e-mail, you may find that you cannot get into the conference when you click on the conference URL (in the e-mail). This is because Outlook Express starts Internet Explorer in a mode where Java is not available. To overcome this, start up a new Internet Explorer session and paste the conference invitation URL into the address bar.

### **6.33 I can join a meeting, but the discussion and workspace windows do not appear (I am running Norton Personal Firewall).**

When joining a meeting from a client running the Norton Personal Firewall with the default configuration, it is possible to join a meeting but the discussion and workspace windows are not displayed. Clicking on the "view discussion window" or "view workspace window" links on the main browser window has no effect.

This problem occurs because, by default, Norton Personal Firewall blocks all popup windows.

To turn popup blocking off bring up the Norton Personal Firewall control centre and do the following.

- Select "Norton Personal Firewall" on the left panel
- Select "Ad Blocking" at the bottom of the middle panel
- Select "Configure" at the bottom of the right panel
- Uncheck the check box for "Turn on Popup Window Blocking"
- Press OK.

This has now disabled the blocking of popup windows and will allow the *TelSpanExpress* Web Conferencing client to function correctly.

### **6.34 When clicking on an e-mail invitation URL the browser tries to join the wrong conference.**

You may be using a password manager, such as the one that comes with Netscape, or the Google toolbar. If so, and you have clicked on an invitation e-mail, then the password manager has over-written your login credentials with those it has remembered from a previous login. You can type in the login details manually by copying them out of your e-mail. Alternatively, turn off the password manager for your *TelSpanExpress* Web Conferencing login site, and then click on the invitation link again.

### **6.35 I get an error message when joining a conference.**

The possible error messages are explained as follows.

#### **6.35.1 Conference reference or Security Code not recognized. Please try again.**

You must obtain a conference reference and security code from your service provider before you can use *TelSpanExpress* Web Conferencing. You may be using a password manager, such as the one that comes with Netscape, or the Google toolbar. If so, and you have clicked on an invitation e-mail, then the password manager has over-written your login credentials with those it has remembered from a previous login.



**6.35.2 That conference has not yet started. Please try again soon.**

The conference owner has not yet started the conference. Try again in a few minutes. You may want to phone the person who invited you to the conference to check they haven't forgotten.

**6.35.3 That conference has already finished.**

The conference was scheduled for a fixed period of time and has already ended.

**6.35.4 Your conferencing service provider has exceeded the number of clients that may be connected to conferences concurrently.**

Please contact your provider. You may be able to join a conference if you try again later.

**6.35.5 The system is too busy right now.**

The system can only support a certain number of clients at any one time. Contact your service provider and suggest that they add more lines.

**6.35.6 Unknown login error (n). Please try again.**

Try again. If the problem persists then contact your conferencing service provider. If you are using **TelSpanExpress** Web Conferencing together with audio conferencing then you may see these additional messages.

**6.35.7 A data conference has not been set up for this audio conference.**

To use data conferencing you must select the data conference option when you schedule your audio conference.

**6.35.8 The conference has not yet started. Please try later.**

The audio conference is scheduled for a later time. You cannot join a data conference outside the time period of a scheduled conference.

**6.35.9 The conference has already finished.**

The audio conference has already ended. You cannot join a data conference outside the time period of a scheduled conference.