

MiCollab AWW Quick Reference Guide

Overview

MiCollab Audio, Web and Video Conferencing (MiCollab AWW) allows you to schedule and manage your audio, web and video conferences.

After your MiCollab AWW account has been created, you may receive a welcome e-mail message that provides the URL to the MiCollab End User portal and your login credentials. Retain this e-mail message in a secure location for future reference.

Use the MiCollab End User portal to schedule and manage your conferences, and to install MiCollab AWW Client. MiCollab AWW Client allows you to start instant conferences and join conferences from your desktop.

Features

Install the MiCollab AWW Client on your PC or use the MiCollab AWW web client to attend and run conferences.

MiCollab AWW Client and MiCollab AWW web client offer different features, as per the table below. These features apply to all conference types regardless of the method used to create or schedule your conference.

Features	MiCollab AWW Client		Web Client
	Leader	Participant (Collaborating participant)	Participant (View-only participant)
Share	Yes	Yes	Yes
Video	Yes	Yes	No
Chat	Yes	Yes	Yes
Recorder	Yes	No	No
Audio	2-way audio (using headset)	2-way audio (using headset)	1-way (listen only)
Manage Documents	Yes	View Only	No
Remote Control	Yes	Yes	View only
White board	Yes	Yes	View only
Help	Yes	Yes	No
Exit Meeting	Yes	Yes	Yes
End Meeting	Yes	No	No

Installing MiCollab AWW Client



Time: Installation time varies dependent upon network speed. Typical installation takes under two minutes.

The following procedure is generic and will vary based on the MiCollab AWW supported web browser, operating system and security settings of your PC.

1. Click the link to join your conference (either from an email or calendar invitation).
2. Click **Join** to join the conference via the web. Click **Share** to lead the conference from your PC. Click **Verify Client** to download the MCAC-Launcher.exe to install the MiCollab AWW Launcher.
3. Select the acceptance to run MiCollab AWW. The MiCollab AWW Client download starts in the background.
4. You will join the conference once the installation is complete.

Installation notes:

- MiCollab AWW Launcher can be installed whether or not your browser supports Java. If Java is not present, the executable is renamed: MCAC-Launcher_<server>_<SID>_<UID>_<PID>_<Type>.exe
- If using Java, version 1.8 or higher is recommended for optimal use.
- The browser may also present a dialog asking you to confirm the download of MCAC-Launcher.exe. Some browsers present more than one confirmation window as well as a popup blocker. If prompted, you will need to confirm the download and run the file. Disable Popup if required.
- Windows 8 specific: A dialog box may appear once you select the AWW-launcher file stating that "Windows SmartScreen prevented an unrecognized app from starting", click More info and click Run anyway to resume the installation.
- If you encounter an issue upgrading MiCollab Audio, Web and Video Conferencing client, select **Run as administrator** to upgrade the client.
- Net Framework 4.5 or higher is required. If Net Framework is not installed prior to launching the executable, you will see a popup asking to update .Net Framework. Click **Yes** to go to the Microsoft .Net Framework download page and download the latest .Net Framework.

Opening MiCollab AWW Client

To open MiCollab AWW Client, click the MiCollab AWW Client icon



under your Start menu or click the MiCollab AWW Client shortcut on your desktop.

MiCollab AWW Launcher opens:



Tips:

- To allow MiCollab AWW Launcher to open up automatically on your PC, add MiCollab AWW Launcher to your **Startup program**.
- To allow MiCollab AWW Launcher to always be visible and easily accessible, set the option to **Always show the AWW Launcher on top of other Windows** under **Options, Other**.
- Set some or all of your regular meeting(s) as **Favorites**.
- Use *i* to get **Conference Information** to quickly view details of a conference.

If you would like to know more about MiCollab AWW Launcher, select **Help** from the MiCollab AWW Launcher drop-down menu.

Conference tasks

Joining a conference

You may join a conference using your installed MiCollab AWW Client or your web browser.

Using the **MiCollab AWW Launcher**:

- **Drag/drop a conference link** (*recommended*).
Occasionally, you may need to join a conference on a new or a different server. In which case, enter both the server name and the access code using the following format:
<**server name/access code**> and click **Join**. It sometimes helps to check with the conference leader or organizer.
Note: The ability to join a conference by dragging and dropping the conference link is not supported in Windows 10.
- or type an access code and click **Join**.
Note: Occasionally, you may need to join a conference on a new or a different server. In which case, enter both the server name and the access code using the following format:
<**server name/access code**> and click **Join**.
It sometimes helps to check with the conference leader or organizer.
- or select a **recent** or **favorite** conference from drop-down menu.
Note: the **Start** button is used to create an Instant Conference and appears once you have defined your profile attributes (i.e. have an account on the server).

Using your web browser:

- Click on the link in the calendar or e-mail invitation to open a browser.
- Click **Join**.

Creating an instant conference

Using the **MiCollab AWW Launcher**:

1. Click **Start** (or use drop-down Start Conference).
2. Enter **Topic** and **Conference Type** (optional).
3. Click **Start** again to launch the conference.
4. Communicate the **access code** and **server** information to other parties.

Scheduling a conference

Log into **MiCollab End User Portal** and click the **MiCollab Audio, Web and Video Conferencing** tab. Schedule a recurring meeting or large webinar.

1. Select the conference type (One-time, Recurring or Reservationless).
2. Set the conference details and features.
3. Click **OK** to schedule the conference.

Selecting Audio options

Choose one of the following audio options:

- **Telephone:** join the audio portion of a conference via telephone.
- **Client:** join via 2-way PC audio using a headset.
- **Browser:** join via 1-way (listen-only) audio via a web browser.

Managing and updating a conference

Log into **MiCollab End User Portal** and click the **My Conferences** tab to access:

- **Conference Details:** specific information about your conference.
- **Documents:** files & documents to be uploaded and published.
- **Approval:** view and approve participant's requesting approval.
- **Participants:** list participants while a conference is in progress.

Recordings, Settings and Reports:

- From the **Recordings** tab: manage and view recordings.
- From the **Settings** tab: modify your password, phone number, invitation preferences, Personal ID and assign a delegate.
- From the **Reports** tab: generate conference details reports.

Sharing during a conference

What to share:

- **Application:** select and share a specific application
- **Desktop:** share entire desktop
- **Region:** share a specific section or region of your desktop.

Sharing Options	Sharing Modes	
	Basic	Advanced
Start/Stop Recording	Yes	Yes
Pause/Stop Sharing	Yes	Yes
Access Whiteboard tools	Yes	Yes
View/Manage Participants	No	Yes
Public/Private Chats	No	Yes
Video	No	Yes

Recording an Audio / Web or Web Only conference:

From the Collaboration Client Leader console

1. Click the **Record** button on the Share bar.
2. Enter a name and select a location to save your recording.
3. Click **Save**, the recording starts automatically.

Recording an Audio Only conference:

1. Log into **MiCollab End User Portal**, and click **My Conferences**.
The Start Recording link appears above the conference tabs.
2. Click **Start Recording**; the link changes to Stop Recording.

Audio Conferencing - Phone Interface Options

While an audio conference is in-progress, as a leader you can access special conference options from your phone.

- Press **##** to enter the options menu.
- Press **1** to mute; ***** to unmute
- Press **2** to place a call
- Press **3** to hear the number of participants
- Press **4** to enter your personal ID
- Press **5** to lock the conference
- Press **6** to end the conference
- Press ***** to return to the conference.