

MITEL

Your Assistant 3.3

COLLABORATION GUIDE

 **MITEL** | it's about **YOU**

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About Your Assistant Collaboration Module

The Your Assistant Collaboration Module is designed to help you overcome physical barriers when presenting information to other users who are connected to the Internet.

The Your Assistant Collaboration Module client is an online conferencing application that assists with real world business needs. It is designed to help you conduct online meetings and presentations, and to provide interactive support and training. The Your Assistant Collaboration Module delivers information, including user presence, documents, desktop views, annotation, chat, video conferencing data and all other conferencing information between users in real time.

This manual is designed to help you manage your collaborations.

About this User Guide

This guide contains information about the Mitel Your Assistant Collaboration Module features. It assumes you have:

- Familiarity with Graphical User Interfaces (GUIs).
- An understanding of the Windows Operating System.

System Requirements

The hardware and software you need to use the Your Assistant Collaboration Module depends upon the role you wish to take during conferences.

Conference attendees belong to one of three groups - Hosts, Presenters, and Participants. Hosts, who create and lead conferences, require the most system resources. Presenters use the sharing features to lead presentations, and therefore have higher video requirements than the attendees, who view the conference. These roles are not fixed. You may choose to host, present or attend a conference, but you should be aware that the system requirements differ for each role.

Computers to be used for all roles require the following:

- One of the following browsers:
 - Microsoft® Internet Explorer v5.0 or later
 - Firefox v1.5 or later
 - Netscape v7.0 or later
 - Opera v8.5 or later
- URL, static IP address, or fully qualified domain name of the Your Assistant Collaboration server.

It is important to ensure that your computer has all the necessary components and security privileges before entering a conference session. The following requirements must be met:

- All the necessary service packs and drivers must be installed (applies to Presenters and Hosts only).
- Internet Explorer security settings are set to Medium (or more permissive), or the equivalent for other browsers.
- If the workstation sits behind a Proxy server (such as Microsoft ISA server), the proxy client must be installed on the workstation.

Host

Most of the work is executed on the Host and Presenter's computers, so it is important that these workstations have the most power. One of the most useful additions to a Host or Presenter workstation is an accelerated video card, which will greatly improve the quality of videoconferencing and the sharing features.

Hosts control conference options and content, although they may also simply attend and participate in conferences.

Minimum requirements:

- Pentium 4 / 1.4 GHz
- 256MB RAM
- 100 MBit Network card
- Valid TCP/IP address
- Microsoft® Windows 2000 w/SP3, Windows XP or Windows 2003
- Microsoft® PowerPoint® 97 and above for presentations (optional)

Recommended:

- Pentium 4 / 2 GHz
- 512MB RAM
- 100 MBit Network card
- Video capture device for videoconferencing (USB or Firewire webcam recommended)
- Accelerated video card
- Valid TCP/IP address
- Microsoft® Windows 2000 w/SP3, Windows XP or Windows 2003
- Microsoft® PowerPoint® 97 and above for presentations (optional)

Presenter

Presenters attend conferences and present materials in the conference, but do not control conference options.

Minimum requirements:

- Pentium 4 / 1.4 GHz
- 256MB RAM
- 100 MBit Network card
- Valid TCP/IP address
- Microsoft® Windows 2000 w/SP3, Windows XP or Windows 2003
- Microsoft® PowerPoint® 97 and above for presentations (optional)

Recommended:

- Pentium 4 / 2 GHz
- 512MB RAM
- 100 MBit Network card
- Video capture device for videoconferencing (USB or Firewire webcam recommended)
- Accelerated video card
- Valid TCP/IP address
- Microsoft® Windows 2000 w/SP3, Windows XP or Windows 2003
- Microsoft® PowerPoint® 97 and above for presentations (optional)

Participant

Participants attend conferences but do not control the conference or its contents.

Minimum requirements:

- Pentium 3 / 800 MHz
- 128 RAM
- 10/100 MBit Network card
- Valid TCP/IP address
- Microsoft® Windows 95 SR2, 98, ME, NT4 (SP3), 2000, XP or 2003

Recommended:

- Pentium 4 / 1.4 GHz
- 512 RAM
- 100 Mbit Network card
- Video capture device for videoconferencing (USB or Firewire webcam recommended)
- Valid TCP/IP address
- Microsoft® Windows 2000 or XP

Mitel Support

To contact support, please visit our web site at: <http://www.Mitel.com>
or send an email to: support@Mitel.com

Conferencing

Managing Conferences

A single conferencing server can host any number of conferences as long as there are sufficient resources available on the server. All conferences are stored on the server and the conference activity is relayed from the host computer to the server and all attendees.

Conference Properties

- **Topic:** The topic of the conference is essentially its title. This is a user-defined property that is simply a label for the conference.
- **Password Protection:** Conferences may be protected by a password. If a conference is password protected, anybody wishing to join the conference must enter the password in order to join.
- **Public vs. Private:** Conferences can be either public or private. Public conferences are designed to be accessible to anyone who connects to the conference server, although they can be secured with a password if necessary. Private conferences require the attendee to know the conference ID or be invited in order to join the conference.
- **Conference ID:** Each conference has a code that uniquely identifies the conference to the server. The conference ID is normally a short randomly-generated code (X70, for example), but it may be defined by the conference creator. The conference ID is also useful to attendees, as it can be used to join the conference.

Typically, the conference ID is seen only as part of a larger URL. For example, in the join conference link “http://198.168.1.121/?join=A7104”, the conference ID is A7104, and the server is 198.168.1.121.

Managing Conferences using Mitel Your Assistant

The Mitel Your Assistant provides a link to the Your Assistant Collaboration Module. The options in the Mitel Your Assistant **Collab** menu allow you to create, customize, join, and remove conferences. You may also start a conference from the People shutter.

Starting an Ad-Hoc Conference from the People shutter

Mitel Your Assistant allows you to quickly create a conference with a contact listed in your People shutter, provided that the contact is running Mitel Your Assistant at the time.

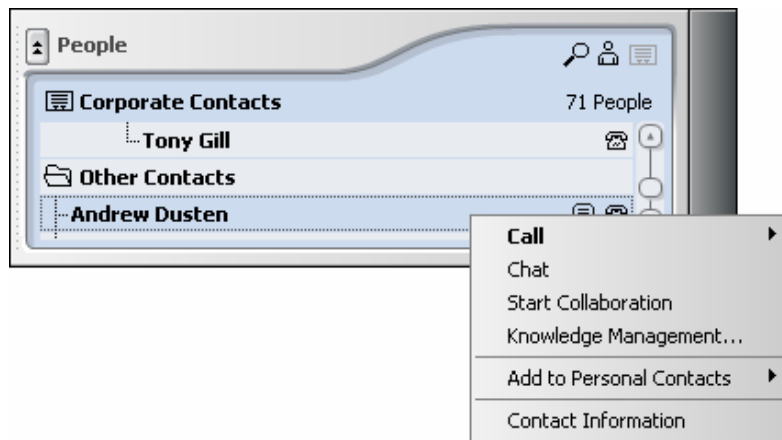


Figure 1: Starting a Conference from the People Shutter

To start a conference with a contact:

- Right click on the contact and select **Start Collaboration** from the context menu. This option is available only if you are using Your Assistant and have a Your Assistant Collaboration Module account.

When you select the **Start Collaboration** option, an invitation showing your name is sent to the target contact. Once the invitation is sent, the Your Assistant Collaboration Module will open and the conference will start with you as a Host.

The invitee can accept or decline your invitation. If they accept your invitation, the invitee joins the conference. If the invitee declines, you will receive no notification.

Conferences created using the People shutter will begin with the default conference options:

- Video: Active, using the H.263+ codec
- Chat: Active
- Layout Style: Style 1, with users list shown
- Public vs. Private: Private
- Topic: No title

Receiving a Conference Invitation from Mitel Your Assistant

If you use Mitel Your Assistant, you may receive a conference invitation generated by another user. Conference invitations look much like an incoming call notification or a chat request:

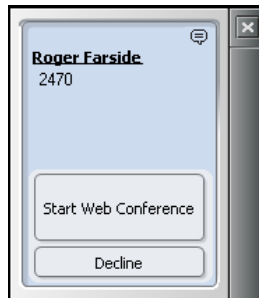


Figure 2: Conference Invitation

The name of the inviter, who will be the Host of the conference, is shown. To join the conference, click **Start Web Conference**; the Your Assistant Collaboration Module will start and place you in the conference. Otherwise, click **Decline**. If you click **Decline**, the invitee will not be notified.

Starting an Ad-Hoc Conference from the Collab Menu

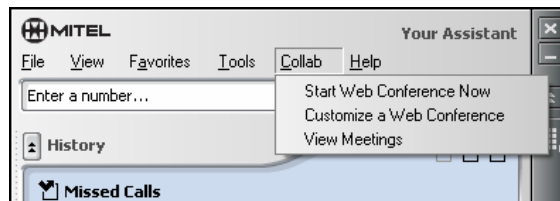


Figure 3: Start Web Conference Now Option

The fastest and easiest way to start a conference through Mitel Your Assistant is to use the **Start Web Conference Now** option in the Mitel Your Assistant **Collab** menu. Clicking this option causes the Start Web Conference Now window to appear.

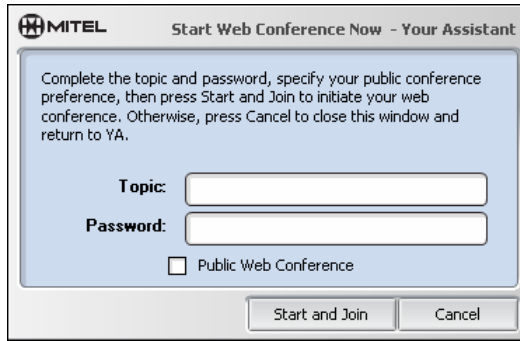


Figure 4: Start Web Conference Now Window

1. Enter the conference topic or title into the **Topic** field.
2. The **Password** field can be left empty if you do not need the conference to be password protected. Otherwise, enter a password.
3. Check the **Public Web Conference** option if you want to create a public conference. If you leave this field blank, you will create a private conference.
4. Click **Start and Join** to begin the conference.

When you begin the conference, the Your Assistant Collaboration Module will open and the conference will start with you as the Host and only conference member. You may invite additional attendees. Conferences created using the Start Web Conference Now window will begin with the default conference options:

- Video: Active, using the H.263+ codec
- Chat: Active
- Layout Style: Style 1, with users list shown
- Public vs. Private: Private
- Topic: No title.

Setting Up or Starting a Custom Conference

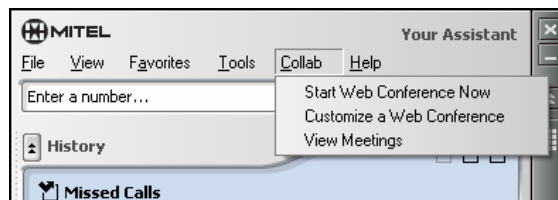


Figure 5: Customize Web Conference

To set up a conference with customized options, including one that will start in the future, use the **Customize a Web Conference** option in the Mitel Your Assistant **Collab** menu. Clicking this option causes the YA Web Conference Settings window to appear.

Figure 6: YA Web Conference Settings Window

- **Conference Info:** The conference info includes the topic, password, and whether or not the conference is public.
 - Enter the conference topic or title into the **Topic** field.
 - The **Password** field can be left empty if you do not need the conference to be password protected. Otherwise, enter a password.
 - Check the **Public Web Conference** option if you want to create a public conference. If you leave this field blank, you will create a private conference.
- **Participants' Hyperlink:** The value you enter here becomes the conference ID. The server uses the conference ID as a unique identifier for the conference, and attendees can use the ID to join the conference.

If you leave the field blank, the server will assign a short, arbitrary ID to the conference (X70, for example). This ID will be displayed in conference lists and may be used to join conferences.

- **Start Date/Time:** By default, conferences you create start immediately. However, the Start Date/Time option allows you to define the conference start time. Select the **Start on** option and fill in the date and time information.
- **Layout:** The Layout options allow you to define the appearance of the Your Assistant Collaboration Module for this conference, and whether conference attendees have the right to alter the layout for their workstation. See *The Your Assistant Collaboration Module Interface* on page 18 to see the possible layout schemes.
 - Choose a **Default** layout for the conference. All attendees will start the conference in this layout.
 - Deselect the **Show the users list** option if you do not want the users list to be visible at conference startup.
 - Deselect the **Participants may change their layouts** option if you want to enforce the use of the default interface layout you selected above.
- **Video:** The video options allow you to choose whether videoconferencing will be enabled automatically at the start of the conference, and what video codec will be used. Note that if you don't have videoconferencing automatically enabled, it may be enabled during the conference if needed.
 - Deselect **Show video automatically** if you do not want videoconferencing to start automatically at the beginning of the conference.
 - Select a new video codec if the H.263+ codec does not meet your needs.

- **Chat:** The chat options allow you to choose whether chat will be enabled automatically at the start of the conference, and who can participate in the chat session. If you do not have chat automatically enabled, it may be enabled during the conference if needed.
 - Deselect **Text chat with everyone** if you do not want an all-attendee chat session to start automatically at the beginning of the conference.

Once you have set your custom options, click **Start Conference** to start the conference without joining, or **Start & Join Conference** to start the conference and join it as a Host. If the conference is set to start at some time in the future, click the **Start Conference** button to commit the scheduled conference to the server (the **Start & Join Conference** button will be greyed out). The conference will start at the appointed time.

Using the YA Meetings window

The YA Meetings window, accessible through the Mitel Your Assistant main window, provides a list of public conferences on the Your Assistant Collaboration server. From the YA Meetings window, you may:

- Join public conferences.
- Remove conferences from the server.
- Copy meeting URLs.

To reach the YA Meetings window, click the **Collab** menu and select **View Meetings**.

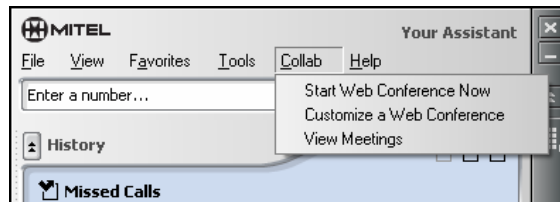


Figure 7: Your Assistant Collaboration Module, View Meetings Link

The YA Meetings window will appear. This window shows all conferences on the server and their details.

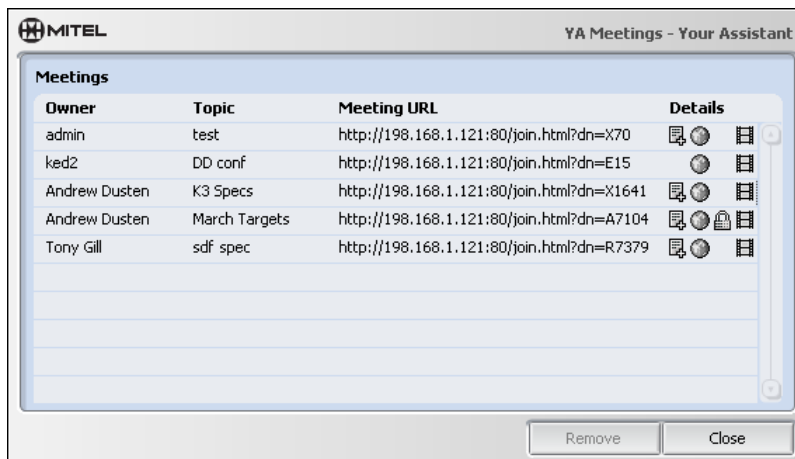






Figure 8: Your Assistant Collaboration Module, YA Meetings Page

The following properties are shown:

- **Owner:** The originator of this conference. The owner is also likely a conference attendee and Host, but this is not always the case.
- **Topic:** The topic or title of the conference.
- **Meeting URL:** The URL of the web conference.
- **Details:** The icons in the details section provide more information about the conference.

-  indicates that the conference is open; mouse over the icon to see how many attendees are in the conference. If this icon does not appear, the conference is scheduled but has not yet started.
-  indicates that the conference is public (rather than private). Since only public conferences are visible for most users, it is likely that all conferences listed will display this icon.
-  indicates that the conference is password protected.
-  indicates that videoconferencing is enabled.

Copying a Conference URL

You can copy a conference URL and enter it into your browser to join a conference and/or paste it into an email invitation to other participants.

To copy a conference URL:

Right click a conference and select **Copy URL** from the context menu.

Removing a Conference

If all conference attendees leave a conference without anyone ending it, the conference will continue to exist on the server despite there being no members. Dead conferences are waste of server resources and add clutter to the conference list. You may remove dead conferences, effectively ending them, if you are the conference Owner. Be sure that the conference is no longer needed before removing it - after all, a conference with no members could mean that the attendees have taken a break, or have not yet joined.

To remove a conference:

Right click a conference and select **Remove** from the context menu.

Joining a Conference

While you can join an open conference by entering its URL into your web browser, there is a much easier way to join a listed conference:

- Double click a conference.
- OR
- Right click a conference and select **Join** from the context menu.

If you join a conference that is password protected, you will be prompted to enter the password when the Your Assistant Collaboration Module opens.

Managing Conferences from the Your Assistant Collaboration Module Web Page

The Your Assistant Collaboration Module web page is created by the Your Assistant Collaboration server. You do not need to be connected to the internet to access the page; you do need to be able to access the Your Assistant Collaboration Module server using your browser.

The Your Assistant Collaboration Module web page provides a number of conference management features, including start, customize, join, and end conferences, or edit conference properties.

Accessing the Your Assistant Collaboration Module Web Page

The Your Assistant Collaboration Module web page can be accessed by typing in the name or IP address of your Your Assistant Collaboration server into your web browser. For example, in the graphic below, the server name "YA4" was entered into the browser to find the web page. Using the server IP address of "198.168.1.121" would have produced the same result.

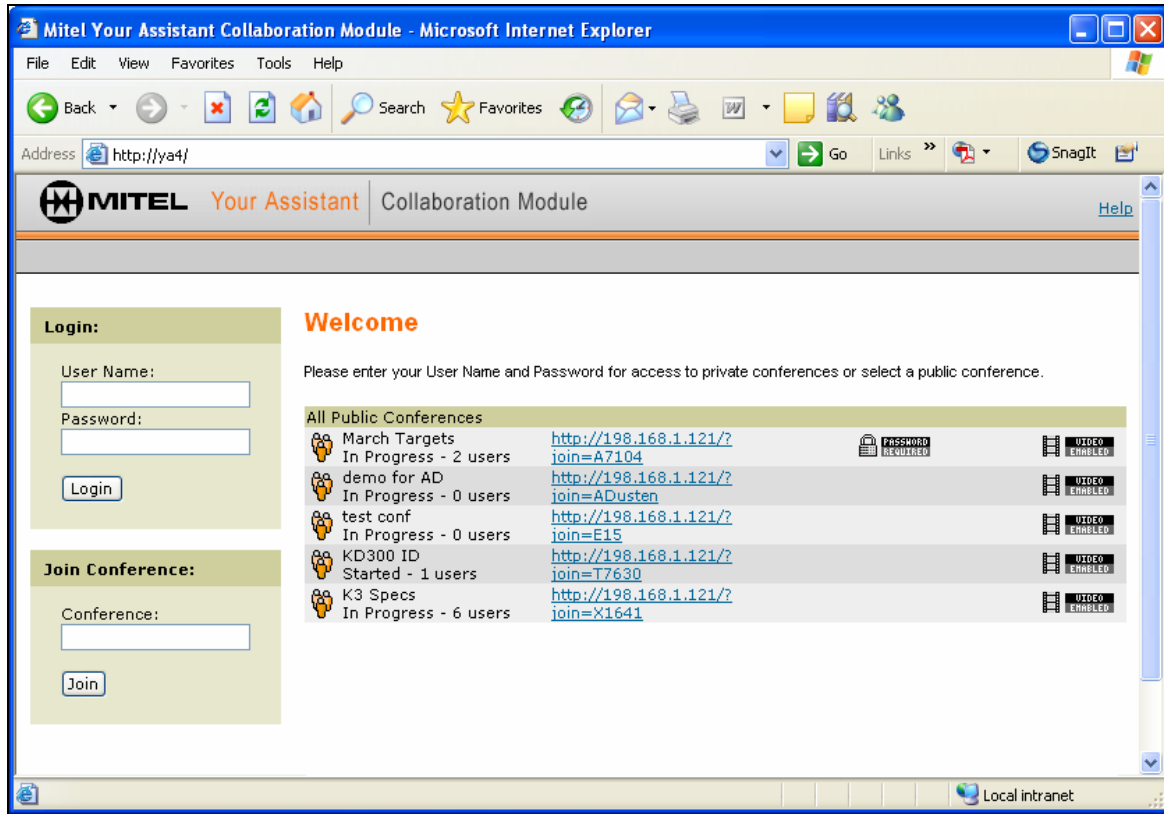


Figure 9: Your Assistant Collaboration Module Web Page

The Your Assistant Collaboration Module web page displays all public conferences on the server and their details. The list of conferences is sorted by conference ID.

Logging in to the Your Assistant Collaboration Module web page gives you additional options and information. To log into the web page:

1. Enter your **User Name** and **Password** into the appropriate fields.
2. Click **Login**.

Once you have logged in, the conference list will change to display the conferences you own, which includes all of the existing public and private conferences you have created.

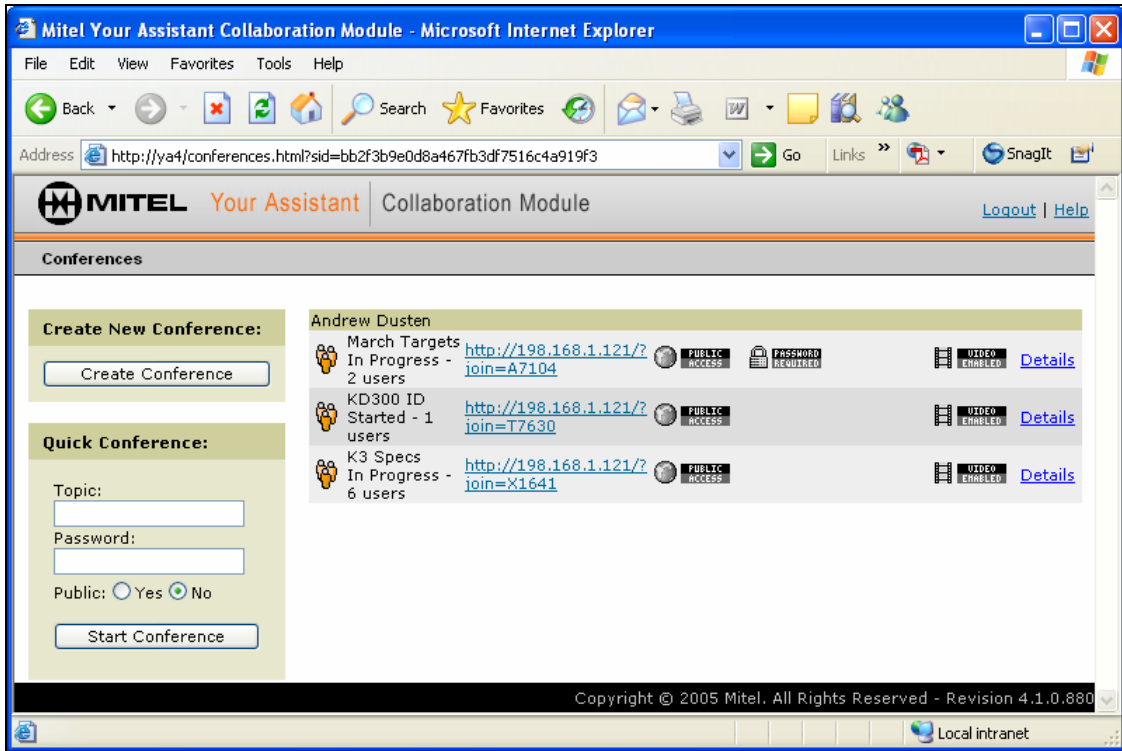


Figure 10: Your Assistant Collaboration Module Web Page

You may return to the original list of all public conferences by clicking the **Logout** link in the top right corner of the page.

Starting an Ad-Hoc Conference

The fastest and easiest way to start a conference through the Your Assistant Collaboration Module web page is to use the **Quick Conference** box available when you are logged in.

The image shows a close-up of the "Quick Conference:" form. It has a light green background and a dark green header. The form contains the following elements: a "Topic:" label followed by a text input field; a "Password:" label followed by a text input field; a "Public:" label followed by two radio buttons, "Yes" and "No", with "No" selected; and a "Start Conference" button at the bottom.

Figure 11: Quick Conference Box

1. Enter the conference topic or title into the **Topic** field.
2. The **Password** field can be left empty if you do not need the conference to be password protected. Otherwise, enter a password.
3. Use the radio buttons to define whether the conference is public or private.
4. Click **Start Conference** to begin the conference.

When you begin the conference, the Your Assistant Collaboration Module will open and the conference will start with you as the Host and only conference member. You may invite additional attendees. Conferences created using the Quick Conference box will begin with the default conference options:

- Video: Active, using the H.263+ codec
- Chat: Active
- Layout Style: Style 1, with users list shown
- Public vs. Private: Private
- Topic: No title

Setting Up or Starting a Custom Conference

To set up a conference with customized options, or to set up a conference that will start in the future, use the **Create Conference** button that is available once you have logged in.

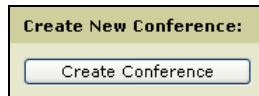


Figure 12: Create New Conference Button

Clicking the **Create Conference** button brings you to the Create New Conference page. From this page you may select custom options for your new conference.

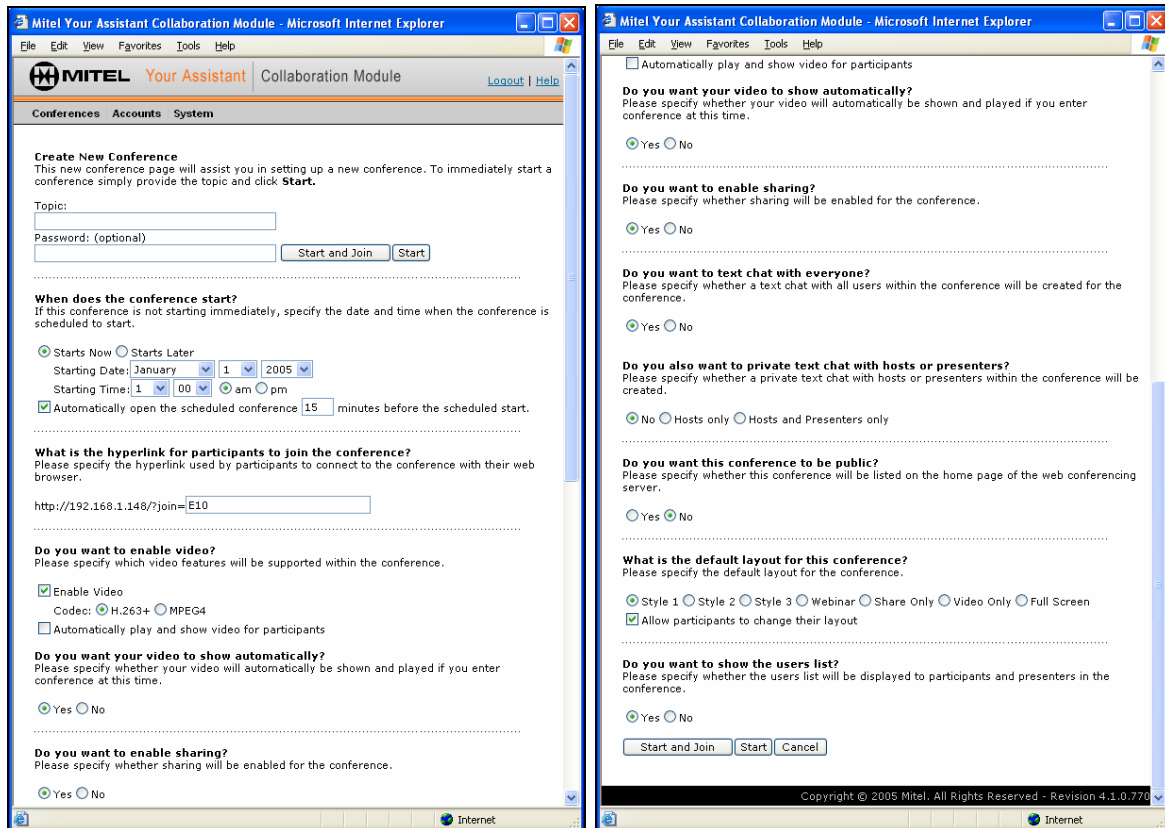


Figure 13: Create New Conference Page

- **Topic:** Enter the conference topic or title into this field.
- **Password:** This field can be left empty if you do not need the conference to be password protected. Otherwise, enter a password.
- **Starting Time:** By default, conferences you create start immediately. However, the starting date and time options allow you to define the conference start time as some time in the future.

The Starting Time option has a second feature: **Automatically open the scheduled conference X minutes before scheduled start**. Enabling this feature opens the conference early for Hosts and Presenters only. Participants that attempt to join before the scheduled start time are denied. The extra time before the conference starts gives the Host or Presenter time to prepare shared materials.

- **Conference Hyperlink:** The value you enter here becomes the conference ID. The server uses the conference ID as a unique identifier for the conference, and attendees can use the ID to join the conference.

If you leave the field blank, the server will assign a short, arbitrary ID to the conference (X70, for example). This ID will be displayed in conference lists and may be used to join conferences.

- **Video Options:** The video options allow you to choose whether videoconferencing will be enabled for the conference, whether it will start automatically at the beginning of the conference, and what video codec will be used. If you do not have videoconferencing set to start automatically, it may be started during the conference, provided that it is enabled. If you disable videoconferencing, it will not be available at any time during the conference. See *Videoconferencing* on page 43 for more information.
- **Enable Sharing:** You can choose to disable sharing. If you disable sharing, the **Share** menu will not be available and the conference will not be able to include any shared documents, PowerPoint presentations, applications, desktop space, whiteboards, or annotations (see *Sharing* on page 22 for more information on these features).
- **Chat Options:** The chat options allow you to choose whether a universal chat will be enabled automatically at the start of the conference, or if you want a private chat session with select users. You may select both options; multiple chat sessions can be run at the same time. If you don't have chat automatically start at the beginning of the conference, chat sessions may be started during the conference, provided that sharing is enabled. See *Chat* on page 41 for more information.
- **Public or Private:** By default, the new conference will be private. If you make it a public conference, it will be visible to all users in the conference lists on the Your Assistant Collaboration Module web page and YA Meetings window.
- **Layout Options:** The Layout options allow you to define the appearance of the Your Assistant Collaboration Module for this conference, and whether conference attendees have the right to alter the layout for their workstation. See *The Your Assistant Collaboration Module Interface* on page 18 to see what the layout schemes look like.

Deselect the **Allow participants to change their layout** option if you want to enforce the use of the default interface layout you select.

- **Users List:** You may define whether or not the users list is visible to conference attendees with Presenter or Participant status. See *User Status and Privileges* on page 20 for more information on what is meant by Presenter or Participant status, and *The Users List* on page 20 for more information regarding the users list.

Once you have set your custom options, click **Start** to start the conference without joining, or **Start and Join** to start the conference and join it as a Host. If the conference is set to start at some time in the future, click the **Start** button to commit the scheduled conference to the server (clicking the **Start and Join** button will also schedule the conference, but you will not be able to join the conference if it has not started yet!). The conference will start at the appointed time.

Joining a Conference

You may join any conference listed on the web page:

1. Click on the link associated with the conference to join the conference. The Your Assistant Collaboration Module will start.

2. If the conference is password protected, you will be prompted to enter the password when Your Assistant Collaboration Module starts.

If you are not logged in, the **Join Conference** box is shown at the bottom left of the web page. You may join any conference (public or private) using this feature.

1. Enter the conference number (e.g.: A7104) into the **Join Conference** box, and click the **Join** button. The Your Assistant Collaboration Module will start.

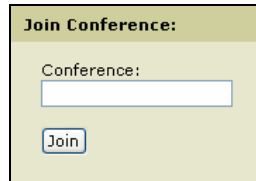
A small dialog box titled "Join Conference:" with a light green header. It contains a text input field labeled "Conference:" and a "Join" button below it.

Figure 14: Join Conference Box

2. If the conference is password protected, you will be prompted to enter the password when Your Assistant Collaboration Module starts.

Joining a Conference using the Browser Address Bar

If you know the name or IP of your Your Assistant Collaboration Module server and the conference ID of the conference you wish to join, you may join the conference from your web browser without going to the Your Assistant Collaboration Module web page or opening the Mitel Your Assistant. Type the following string into your web browser address bar:

http://<server name or IP address>/?join=<conference ID>

For example, if your server name was YA4 and its IP was 198.168.1.121 and the conference ID was A7104, you could use either of the following strings:

http://198.168.1.121/?join=A7104

http://YA4/?join=A7104

Viewing and Editing Conference Details

You may view and change the details of the conferences you created. To access the conference details, log into the web page and click the **Details** link at the right side of the conference list.

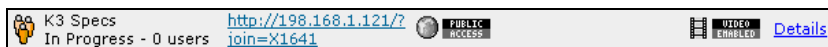


Figure 15: Conference Details Link

The conference details screen shows the conference topic, whether the conference is public or private, if it is possible to join the conference, and how many attendees it has. By clicking the **Set Password** link, you may also see the current password for the conference, if it has one.

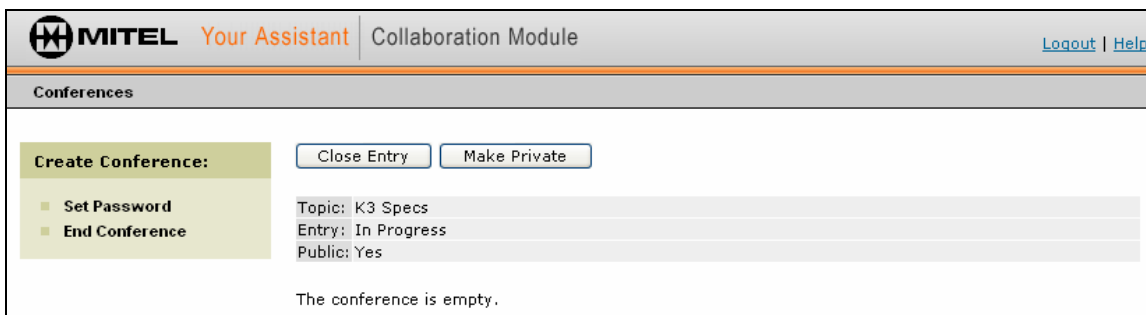
A screenshot of the "Conference Details" screen. At the top is the MITEL logo and "Your Assistant Collaboration Module" with "Logout | Help" links. Below is a "Conferences" header. The main content area shows "Create Conference:" with "Close Entry" and "Make Private" buttons. Below that are fields for "Topic: K3 Specs", "Entry: In Progress", and "Public: Yes". At the bottom, it says "The conference is empty."

Figure 16: Conference Details Screen

From this screen you may set the conference password, make the conference public or private, open or close conference entry, and end the conference.

Viewing or Changing the Conference Password

To view or change the conference password:

1. Click the **Set Password** link on the left side of the page.
2. The **Password** field will appear. If the field is already filled, this means that the conference is password protected and the contents of the field is the password. If the field is empty, the conference is not password protected.

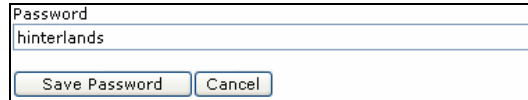


Figure 17: Password Field

3. Enter a password into the field, or change the existing password if needed. Alternately, leave the field blank or erase the existing password if you do not want the conference to be password protected. Click **Save Password** to commit your changes.

Changing the Public / Private Status of a Conference

You may change the public/private status of any conference you create. Click the **Make Private** button to make the conference private, or the **Make Public** button to make the conference public.

Opening and Closing Entry

You may open or close entry to any conference you created, permitting or denying new attendees to join. Click the **Open Entry** button to permit new attendees, or the **Close Entry** button to deny new attendees. Typically, conferences are open unless they are scheduled to start at a later date.

Ending the Conference

If all conference attendees leave a conference without anyone ending it, the conference will continue to exist on the server despite there being no members. Dead conferences are waste of server resources and add clutter to the conference lists. You may end dead conferences from the web site if you are the conference creator. Be sure that the conference is no longer needed before removing it - after all, a conference with no members could mean that the attendees have taken a break, or have not yet joined.


Click the **End Conference** button to end the conference.

Generating Conference Invitation Emails

You may extend an invitation to potential conference attendees using emails automatically generated by Your Assistant Collaboration Module. To do so, you must join the conference yourself, which brings up the Your Assistant Collaboration Module interface.

1. Join the conference as a Host, or join and then obtain Host user status (see *User Status and Privileges* on page 20 for more information). You may join any conference you created as a Host by joining it from the YA Meetings list or logging into the Your Assistant Collaboration Module web page and then joining it from the conference list.
2. Click the **Conference** menu and select **Invite**.

OR

Click the **Invite** button () at the upper right corner of the interface.

Your default email application will open and automatically generate an invitation email.

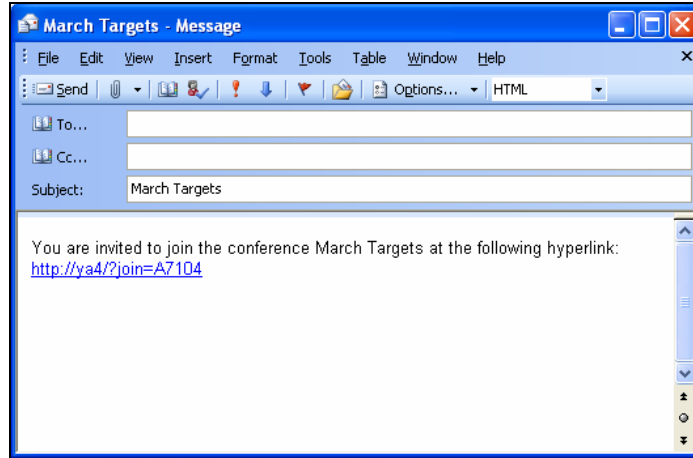


Figure 18: Your Assistant Collaboration Module, Sample Conference Invite

3. Modify the email, if required, and add one or more addressees. If the conference is password protected, you might want to include the password in the invitation. Send the email as normal.

Changing your default email client

If, after clicking the Invite button, you find that the email application that opens is not the one you wish to use, you can change your computer's default email application through Internet Options:

1. Log on as Administrator.
2. Open Internet Explorer, click the Tools menu, select Internet Options. Click the Programs tab and select your email client from the drop-down list. Click the OK button.

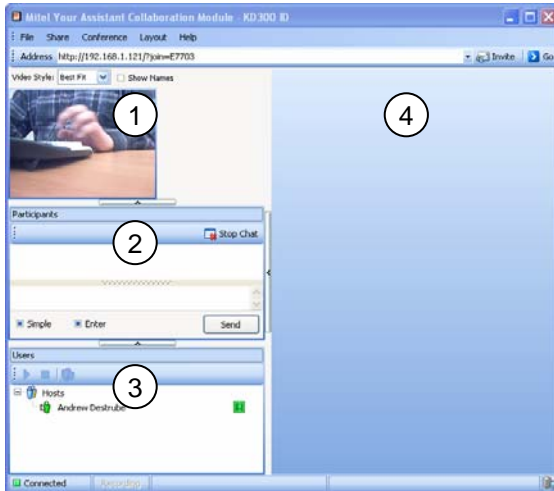
Receiving Conference Invitation Emails

Conference invitation emails are received just like other email. Click on the link in the invitation to open Your Assistant Collaboration Module and join the conference. Even if you receive an invitation, you still need to enter the correct password to join a password-protected conference.

The Your Assistant Collaboration Module Interface

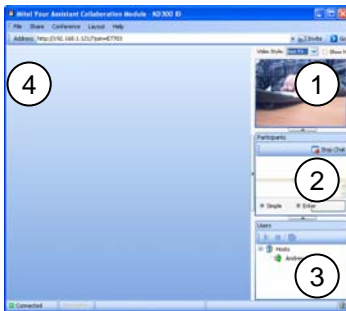
The default conference interface is divided into four major areas: the videoconferencing pane, the chat pane, the users list, and the shared objects pane.

Layout Style 1 (default layout)

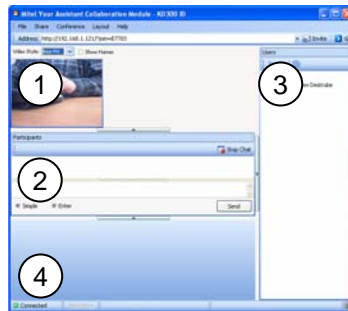


1. **Videoconferencing pane:** The videoconferencing pane contains live video from one or more of the conference attendees. See *Video* on page 43 for more information on the videoconferencing feature.
2. **Chat pane:** The chat pane contains any active chat sessions between you and the other conference attendees. See *Chat* on page 41 for more information on the chat feature.
3. **Users list:** The users list shows all conference attendees and each attendee's user status (Host, Presenter, or Participant).
4. **Shared objects pane:** The shared objects pane displays shared documents and PowerPoint presentations. This pane may not be disabled. See *Sharing* on page 22 for more details on sharing objects.

Layout Style 2



Layout Style 3



Webinar Layout

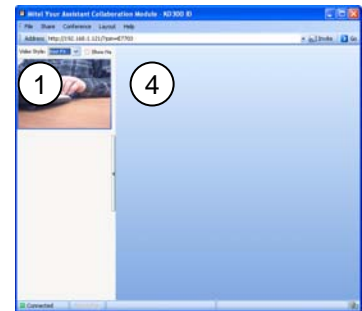


Figure 19: Your Assistant Collaboration Module Layout Styles

Customizing your Interface

You may customize your interface so that some panes do not appear, and you may resize them as required. Panes may be resized by clicking and dragging the pane dividers (☰). You may also hide panes using the dividers; double click the divider associated with the pane (the arrow on the divider points to its associated pane or panes) to hide the pane. Double click the divider again to redisplay the hidden pane or panes.

The chat and videoconferencing panes close automatically if there are no active chat or video streams, respectively. To display these panes once they are closed, start a new chat session or enable a video stream.

Choosing your layout

If you have sufficient permissions, you may change your interface layout.

1. Click the **Layout** menu.
2. Choose one of the following options:

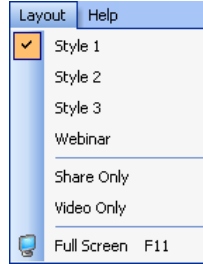


Figure 20: Layout Menu

- **Style 1:** This is the default layout style for ad-hoc conferences. See the images above for an example of this layout.
- **Style 2:** See the images above for an example of this layout.
- **Style 3:** See the images above for an example of this layout.
- **Webinar:** The webinar format shows only the videoconferencing and shared objects panes. See the images above for an example of this layout.
- **Share Only:** Only the shared objects pane is displayed. This layout is useful for large or detailed shared objects.
- **Video Only:** Only the videoconferencing pane is displayed. Note that video streams have a maximum size defined by the video resolution used, so Video Only mode will not necessarily give you a much larger video image.
- **Full Screen:** Much like Share Only, except that the shared objects pane takes up the entire screen. Click the **Cancel Full Screen** button (or press **F11**) to revert back to your last layout.



Figure 21: Cancel Full Screen Button

Defining Interface Appearance for all Attendees

If you have Host user status (see *User Status and Privileges* on page 20 for more details), you may force the layout you are using on all conference attendees. This is can be useful for Hosts who want to take advantage of the layout features to emphasize certain facets of their presentation, such as video or document/application sharing.

There are a number of ways to apply your layout to all attendees:

- Click the **Conference** menu and select **Apply My Layout**.

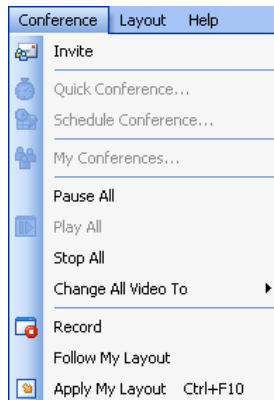


Figure 22: Apply My Layout Option

OR

- Use the Apply My Layout keyboard shortcut (default **Ctrl + F10**).

OR

- If you have a shared document or presentation, click the **Apply My Layout** button on the sharing toolbar.

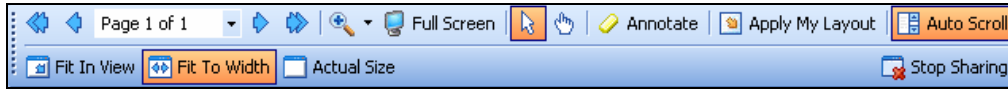


Figure 23: Sharing Toolbar

Follow My Layout

The Follow My Layout feature is essentially a continuous Apply My Layout command; with Follow My Layout active, Your Assistant Collaboration Module applies your layout to other users every time you make a layout change.

To toggle the Follow My Layout feature:

- Click the **Conference** menu and select **Follow My Layout**.

User Status and Privileges

There are three types of users in a conference:

- Host
- Presenter
- Participant

The Host has the highest rights in a conference and is typically the conference moderator. Typically, only one conference attendee has Host status, but one Host may promote other attendees to Host status. Hosts have access to all conference features and may control the conference entirely.

Presenters are attendees who are promoted and given the right to use the sharing features in a conference, allowing them to lead a presentation during the conference.

Participants are attendees who are considered the audience and view activities in a conference. They can be invited to chat sessions and may be able to change personal options such as their workstation's interface layout.

Hosts have all privileges -- they are able to control the navigation of shared objects, create annotations, change their layout, and look ahead in the presentation. Presenters and Participants have fewer privileges. Users with Host status may grant or remove privileges from other attendees as required.

The Users List

The Users List provides a list of all conference attendees, sorted by status. An attendee with Host status can use the users list to change attendees' status and grant privileges. Typically, the list appears at the bottom left corner of the interface, although it may appear somewhere else or not at all, depending on the conference options and layout.

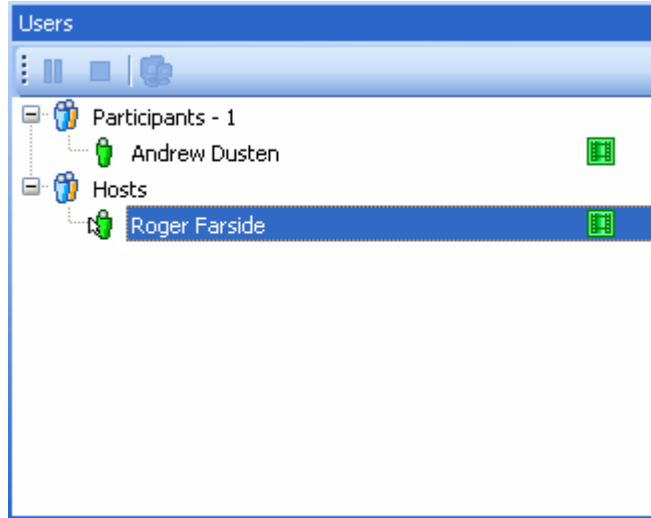


Figure 24: Users List

The users list is also used to control videoconferencing. See *Videoconferencing* on page 43 for more information.

Changing User Status

Only attendees with Host status can change the status of other attendees in a conference. To change the status of an attendee:

1. Right-click the user.
2. Select one of the **Make** options.

The options include:

- **Make Participant:** All attendees who join a conference are automatically assigned Participant status. Participants can only view the activities in a conference unless a Host grants the Participant additional privileges (see below).
- **Make Presenter:** Participants can be promoted to Presenters. Once promoted, a Presenter can share documents by using the sharing features.
- **Make Host:** This option makes an attendee a Host, which allows the attendee to change user status and grant privileges.
- **Make >:** The **Make** submenu provides options to change the user status as well as grant all privileges (see below). Using this submenu is simply a shortcut -- otherwise, you will need to change the user status and then grant privileges individually.

Granting Privileges

By default, only a Host or Presenter may navigate documents, control the presentation, add annotations, and change their layout. However, a Host may grant other conference attendees these privileges. A Host can elevate the privileges of an attendee by using the following method:

1. Right-click the user.
2. Select **Privileges** from the context menu.
3. Select the appropriate privileges.

Options include:

- **Give/Remove Control:** This option gives the attendee rights to control a shared document or presentation and the ability to use the Apply My Layout and Follow My Layout features. When this option is enabled for an attendee, an arrow will appear within the attendee's icon (👤) to indicate they can control the presentation. This option is best used when the Host wants another attendee to control the shared document.
- **Give/Remove Look Ahead:** This option allows the selected attendee the ability to move between slides or pages without affecting other attendee in the conference. Note that attendee with control rights still have overall control over shared PowerPoint presentation and document navigation.
- **Give/Remove Annotate:** This option allows the selected attendee to create annotations. The Annotate button will become visible for that attendee. See *Annotations* on page 36 for more details.
- **Give/Remove Change Layout:** Allows the attendee to change their layout using the **Layout** menu. Without this privilege, attendees must view the conference in the layout selected by the Host. All attendees have this privilege by default unless the custom conference options specifically removed it.

Attendee Flow

Unless the conference is closed to new entries (see *Opening and Closing Entry* on page 16), attendees may join or leave the conference as they please. Even the owner may leave the conference without ending it; conferences do not end unless specifically instructed to. Whenever an attendee joins or leaves the conference, all other attendees are notified with a popup and alert noise. These notifications may be customized or disabled; see *Notification Options* on page 63 for more information.

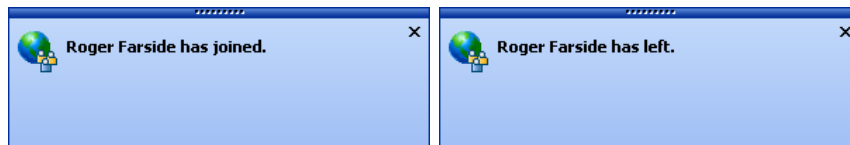


Figure 25: Conference Notifications

You can leave a conference at any time by clicking the close button (X) in the top right corner of the Your Assistant Collaboration Module, or by selecting **Leave Conference** from the **File** menu. See *Leaving and Ending Conferences* on page 54 for more information.

Sharing

Sharing allows the Host or Presenter to add a document, PowerPoint presentation, application, desktop, or blank whiteboard to a conference. Shared objects are visible to all conference attendees. Depending on what is being shared, shared objects may be browsed, modified, navigated, and annotated during the conference.

All share features are accessible from the Share menu at the top of the application.

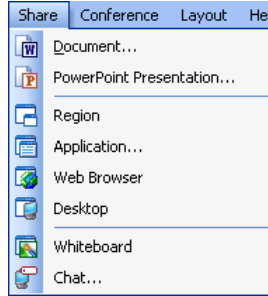


Figure 26: Your Assistant Collaboration Module Share Menu

How Sharing Works

Shared documents, applications, presentations, browsers, and regions are not actually reproduced on the computers of the conference attendees. Rather, the shared area is sent to the Mitel Printer and converted into a vector graphic which is displayed to the other attendees.

This arrangement has its advantages. When sharing an application, only the Host or Presenter needs to have the application installed because the conference attendees will be viewing a picture of the application rather than opening the application themselves. Furthermore, even attendees with a slow connection to the server will be able to keep up with those with fast connections because all attendees are navigating a vector image on their local computers instead of a document on a server.

Bandwidth Requirements

Shared document and presentation files are generally 500 KB to 4 MB per presentation. Using the Mitel Printer, the entire file is sent to the server by the sharer, and then from the server to other attendees. Thereafter, only slide change commands are relayed via the server. Document and presentation sharing can be done on dial-up connections (56kbps or less). For sizing purposes, use 8 kbps for transmission and receiving (average PowerPoint presentation size divided into 1 hour). Key note, after initial PPT transmit, traffic is very low.

Remote control, desktop and region sharing, application sharing, and browser sharing use up to 300 kbps for transmission and receiving while under load (user activity). Traffic is much less "lumpy" than document or presentation sharing, but there are long periods of no activity and no traffic.

If you wish to know more about your bandwidth requirements during a conference, you can track your bandwidth use using the Your Assistant Collaboration Module bandwidth monitor. See Appendix B: The Bandwidth Monitor on page 64.

Sharing Multiple Objects

One of the big advantages of the Your Assistant Collaboration Module is that you can share multiple objects simultaneously. There is no special procedure for sharing multiple objects: once one object is shared, you may share additional objects using the same procedure.

Shared regions, applications, and web browsers appear in their own windows, which may be individually closed. Shared whiteboards, documents, and PowerPoint presentations appear in the Your Assistant Collaboration Module; when you have more than one of these objects, you may switch between them using the tabs at the bottom of the application. Sharing a desktop also creates a tab, but the tab merely provides access to a **Stop Sharing** button.

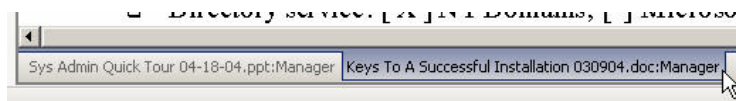


Figure 27: Shared Document Tabs

Graphics and Frame Rate Optimization

Depending on what you are sharing, your computer may experience slowdowns while sharing objects. Slowdowns become more likely as the area you share becomes larger (such as the entire desktop). To improve the performance of the sharing features, you can optimize the sharing parameters.

1. Click on the **File** menu and select **Options**.
2. In the Options window, select the **Sharing** tab.

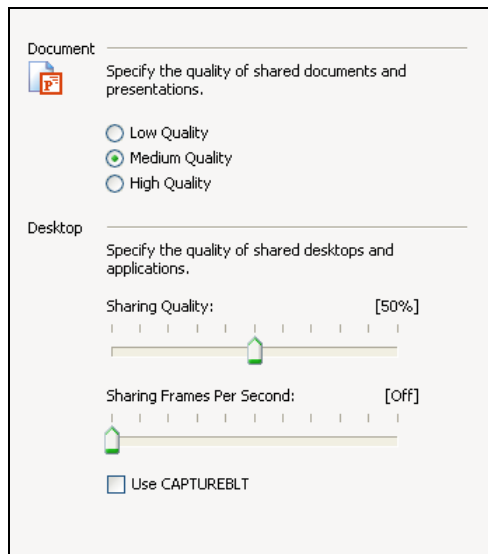


Figure 28: Your Assistant Collaboration Module Sharing Tab

The sharing options allow you to define the quality of the vector graphics shared with the other users. Choosing higher quality graphics makes the shared areas look better, but sacrifices the frame rate of the presentation and may lead to slowdowns. Alternately, for sharing your desktop or applications, you may define the frame rate. A higher frame rate is better for demonstrating tasks and actions, but sacrifices quality of graphics. If insufficient system resources or bandwidth prevent the Your Assistant Collaboration Module from meeting the quality and frame rate settings you choose, the Your Assistant Collaboration Module will first sacrifice frame rate, then image quality, until the available resources can meet the reduced demands.

You may set the sharing options for documents and PowerPoint presentations separately from other shared objects using the radio buttons in the upper portion of the window.

Use CAPTUREBLT

The **Use CAPTUREBLT** setting defines whether or not windows overlapping the shared region or application are included in the shared image. By default, they are not; what is shared is confined to the contents of the shared region, not what is layered on top of it. Select the **Use CAPTUREBLT** option to include objects layered on top of the shared region in your presentation.

Note that CAPTUREBLT is not supported by all video cards.

Sharing and Video Streams

Depending on what you are sharing, the Your Assistant Collaboration Module may need to free system resources to initiate the sharing process in a timely manner. Any video streams running when you begin sharing an object may be paused so that the Your Assistant Collaboration Module may devote more system resources to sharing. If this occurs, you will be notified by a “Paused (while sending)” message overlaid on the paused video streams. The pause is temporary; the video streams will come available again once the other attendees receive the shared object.

The Mitel Printer

The Mitel Printer is what Your Assistant Collaboration Module uses to “print” a shared document or presentation to the conference -- it is what enables you to share the document or presentation without sharing the application. The Mitel Printer can also be used to print directly from the document’s source application into the conferencing session; essentially, it can be used to access the Share Document or Share PowerPoint Presentation features from outside the Your Assistant Collaboration Module. This feature is ideal if you work in an application, like an accounting program for example, and only need to share a printed report with attendees in the conference.

Note that the Mitel Printer does not print anything to a real printer; it “prints” to a conference. The Mitel Printer installs automatically the first time you use the Share Document feature in Your Assistant Collaboration Module.

Installing the Mitel Printer

The Mitel Printer is installed automatically the first time you share a document through the Your Assistant Collaboration Module. However, you may install it earlier if you wish to print documents directly to the Mitel Printer without going through the Your Assistant Collaboration Module interface. Regardless of the method used to install the Mitel Printer, you must have administrative access to the workstation in order to install it.

1. Click the **File** menu and select **Options**.
2. Select the **General** tab.
3. Select the **Share printed documents automatically** option.

Using the Mitel Printer

While the Mitel Printer is used automatically whenever you share a document using the **Share** menu, you may wish to print the document directly to the Mitel Printer from its native application. This is useful for sharing documents from an application that is already open, or sharing the document without saving it and without sharing the application. Accessing the Mitel Printer in this fashion has the same effect as using the **Share** menu.

To print a document or presentation directly to the Mitel Printer:

1. Switch to the desired application, and open the document or presentation if it is not already open.
2. Select **File** from the menu bar.
3. Select **Print**.
4. Select the **Mitel Printer** from the printer dialog. Do not click the printer icon on the application toolbar because the default printer may not be the Mitel Printer.
5. Switch back to the web conferencing client to view the printed output.

Sharing a Document

The Share document feature is used by the Host or Presenter to share a document with other attendees in the conference. Shared documents may be navigated and annotated, but they may not be modified; shared documents are shared as read-only images through the use of the Mitel Printer. Therefore, this feature is best used when an attendee wants to share a document that is already complete and requires no changes. If you want to collaborate on a document, you must share the application (like Word or Excel for example). Use the Share Application feature in this case. Shared documents appear in the Shared Objects pane.

Before you share a document you must ensure the application that created the document is installed on your computer. The Mitel Printer is also required for sharing documents, but it installs itself automatically upon sharing your first document (see *The Mitel Printer*, above, for more information). Participants viewing the presentation do **not** need to have the application installed on their computer, nor do they require the Mitel Printer.


Using the Share Document Feature

To share a document:

1. Click the **Share** menu and select **Document**.
2. A file browser will appear. Use it to select the document you want to share.
3. After selecting the document, the application that created the document will start and will automatically print the selected document to the Mitel Printer. The output from the Mitel Printer is uploaded to the conference.

The shared document is displayed in the shared objects pane; no new window is opened.

The Share Document feature is designed to work with almost all Windows-based applications. However, if you encounter issues when sharing a document, consider printing the document from the application directly to the Mitel Printer using the application's Print feature. The printed output will be sent directly to the conference and not to an actual printer.

To stop sharing a shared document, click the **Stop Sharing** button located at the upper right corner of the application () , or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**).

Navigating a Shared Document

Only users with control or look ahead privileges can navigate a shared document; see *Granting Privileges* on page 21 for more details on granting privileges. Navigation is performed with the navigation controls that appear in the shared objects pane.

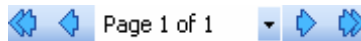


Figure 29: Navigation Controls

Sharing a PowerPoint Presentation

The Share PowerPoint Presentation feature allows a Host or Presenter to select any PowerPoint document and present it to attendees in a conference. To use this feature, the Host must have PowerPoint installed and have access to the PowerPoint document. Participants viewing the presentation do **not** need to have PowerPoint installed on their computer. Shared presentations appear in the Shared Objects pane.

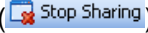
Note: All animations within the PowerPoint document are converted to transition steps after the document is shared.

Using the Share PowerPoint Presentation Feature

To share a PowerPoint document:

1. Click the **Share** menu and select **PowerPoint Presentation**.
2. A file browser will appear. Use it to select the presentation you want to share.

The shared presentation is displayed in the shared object pane; no new window is opened.

To stop sharing a PowerPoint presentation, click the **Stop Sharing** button located at the upper right corner of the application (), or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**).

Navigating a Shared Powerpoint Presentation

Only attendees with control or look ahead privileges can navigate a shared PowerPoint presentation; see *Granting Privileges* on page 21 for more details on granting privileges. Navigation is performed with the navigation controls that appear in the shared objects pane.

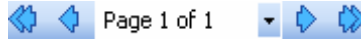


Figure 30: Navigation Controls

Sharing a Region

The Share Region feature is designed to allow the Presenter to display a section of the desktop to other attendees in the conference. This tool is an alternative to the desktop sharing tool, which shares the entire desktop.

Using The Share Region Feature

To enable the region share:

1. Click the **Share** menu and select **Region**.
2. A green-bordered Region window will appear. Everything within the boundaries of the window is visible to the other conference attendees. Click and drag the title bar to move the window so that it covers the area of the desktop you wish to share.

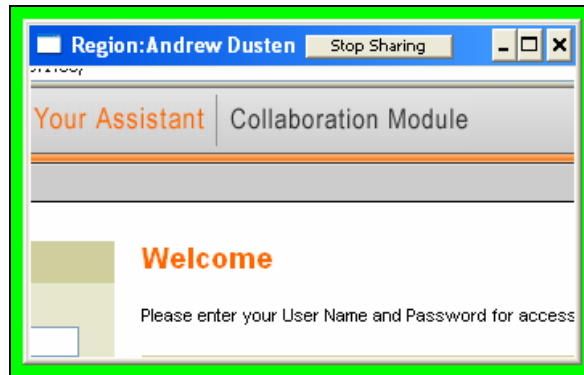



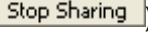


Figure 31: Your Assistant Collaboration Module, Shared Sample Region

The Region window is “transparent” (it is only a window boundary with no contents), and it remains on top of all other windows and applications. You may resize the Region window as required by clicking and dragging the corners of the window. The resize action is dynamic, so it can be done while attendees are actively viewing the shared region. You may also minimize or maximize the Region window if required; click the minimize button () to hide the window, or the maximize button () to share the entire desktop.

To stop sharing the region, close it by clicking the close button (), click on the **Stop Sharing** button in the top right corner of the Region window (), or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**).

Sharing an Application

The share application feature is used by the Host or Presenter to share almost any application that has a user interface. When active, the Share Application feature places a border around the application and will share everything within the border. This feature is ideal for a variety of purposes including training and online technical support.

Using The Share Application Feature

To use the share application feature

1. Click on the **Share** menu and select **Application**.
2. The Share Application window will appear so you can select the application. Use the radio buttons at the top of the window to define the list of applications to choose from.

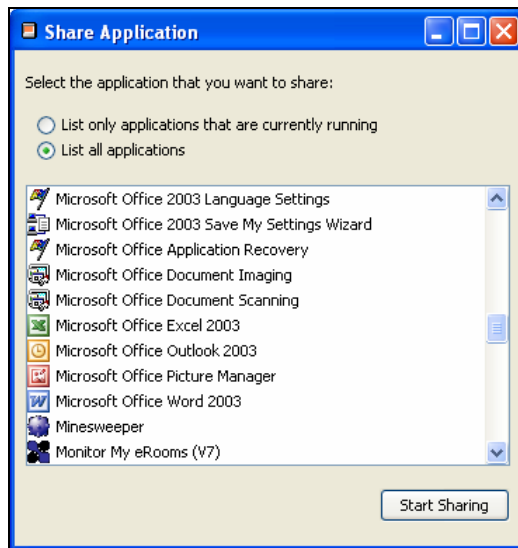


Figure 32: Share Application Window

3. Select an application from the list and click **Start Sharing**.
4. If the shared application is already running, the current instance will be shared. If you have chosen an application that is not running, the application will start up and then be shared. Once the application is available, the Your Assistant Collaboration Module will place a green window border around the shared application to indicate that it is shared.

Shared applications will appear as normal except that a **Stop Sharing** button is added to the upper right corner. The application (and its window border) may be moved and resized normally by dragging the title bar or borders **of the application**. Attempting to move or resize the green border directly has no effect. Move and resize the application, and the green border will adjust accordingly. You may minimize and maximize the application as normal.

Note: The Share Application feature will share child windows only if the child window is within the area of the application.

Close the application to stop sharing it. If you wish to stop sharing the application but leave it open, click the **Stop Sharing** button at the top right of the application, or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**). The application will minimize, but will not close (although it will no longer be shared).



Figure 33: Stop Sharing Button

Sharing a Web Browser


Sharing a web browser on the Host or Presenter's computer is a convenient way to display websites to attendees. Once enabled, the browser is launched and the entire region inside the browser window is displayed to all attendees in the conference. The mouse movements are synchronized in the view.


Using the Share Web Browser Feature

To use the Share Web Browser feature:

1. Click on the **Share** menu and select **Web Browser**.
2. Your Assistant Collaboration Module will open an instance of your default web browser, and place a green border around it to indicate it is shared. All browser contents within the green border are visible to other conference attendees. Use this browser as you would normally.

Note: You can share pop-up windows if the pop-up window is placed over the shared browser area.

A shared browser will appear as normal except that a **Stop Sharing** button () is added to the upper right corner. The application (and its border) may be moved and resized as normal by dragging the title bar or borders of the browser. Attempting to move or resize the green border directly has no effect; move and resize the browser, and the green border will adjust accordingly. You may minimize and maximize the browser as normal.

You may stop sharing the browser simply by closing it. To stop sharing the browser without closing it, click on the **Stop Sharing** button in the top right corner of the browser (), or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**).

Sharing a Desktop

The desktop sharing feature allows the Host or Presenter to share their desktop with all attendees in the conference. This is much like the Share Region feature, except that the region is the entire desktop.

Using The Share Desktop Feature

To share the desktop:

- Click on the **Share** menu and select **Desktop**. You will receive a popup informing you that your desktop is being shared, and the Your Assistant Collaboration Module will minimize.

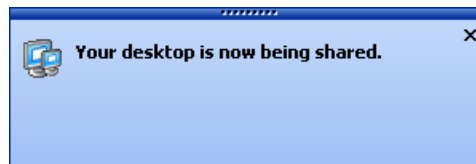


Figure 34: Shared Desktop Popup

You may redisplay the Your Assistant Collaboration Module at any time, but the Your Assistant Collaboration Module will attempt to display the shared image in the Shared Objects pane. This causes an odd recursive sharing effect reminiscent of two mirrors reflecting each other; it looks unusual, but it will not harm the application or the conference.

To stop sharing your desktop, either use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**), or redisplay the Your Assistant Collaboration Module and click the Stop Sharing button at the top right corner of the Shared Objects pane.

Optimize the view of the shared desktop

The Collaboration Module displays the shared desktop in its actual size by default. This view size may not be appropriate for attendees who have their screen resolution set lower than the person sharing their desktop.

To optimize the view of the shared desktop, attendees viewing the desktop can alter the view on their own computers by clicking the **Fit View** option on the toolbar. After selecting the **Fit View** option, the desktop view can be adjusted so the desktop image is displayed to the attendee's preferences. The adjustment is made by moving the splitter bar to the left or right.

Sharing a Whiteboard

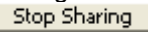
The Whiteboard feature is a scratch pad / drawing canvas for the conference session. When used in conjunction with the annotation features, the whiteboard feature can be an effective collaboration tool.

Using the Share Whiteboard Feature

To use the Whiteboard feature:

- Click on the **Share** menu and select **Whiteboard**.

A blank, white canvas and the annotation toolbar will appear in the Shared Objects pane. The canvas is visible to all attendees. The annotation toolbar contains drawing tools that allow you to create drawings and diagrams on the canvas; see *How To Use The Annotation Tools* on page 36 for more details.

To stop sharing the whiteboard, click on the **Stop Sharing** button in the top right corner of the browser () , or use the stop sharing keyboard shortcut (default: **Ctrl + Shift + S**).

Remote Control

The Remote Control feature allows you to control another attendee's shared desktop, or alternately, it allows another user to control your desktop. In this fashion, you may open, present, and edit files that reside on another attendee's workstation.


Remote control must be requested, so attendees cannot simply take over another's workstation without their permission.

Requesting and Using Remote Control

A Host may request remote control, which is the ability to control the desktop shared by another attendee. This allows the controlling attendee to run the presentation or demonstrate something using another attendee's desktop, applications, and files.

Requesting Remote Control

Only an attendee with Host rights can request remote control. Naturally, you cannot request remote control of yourself.

1. To initiate a remote control request, do one of the following:
 - Select the user in the users list and click the Remote Control button (.
 - Right-click a user in the users list and select **Remote Control** from the context menu. From the submenu, select **Request Remote Control**.

2. A request for remote control is sent to the attendee. They may accept or decline. In addition, if the potential controllee is of Participant status, requesting remote control automatically promotes them to Presenter status. The promotion occurs because being controlled means that you must share your desktop, and the Participant status does not grant the right to use the sharing features.
3. If the attendee accepts the request, you receive control of their shared desktop. If the attendee was not sharing their desktop when they accepted, the Your Assistant Collaboration Module begins to share their desktop now.

Operating Remote Control

How remote control appears and operates depends on whether you are the controller or the controllee. In either case, remote control does not give the controlling user exclusive control of the controlled workstation; the controllee can still use their keyboard and mouse normally. However, the controlling user has the same level of control using their keyboard and mouse. If both the controller and controllee provide input simultaneously, the controlled workstation will attempt to satisfy both inputs at the same time, resulting in confusion.

- **As the Controller:** When you receive remote control of another attendee's desktop, the Your Assistant Collaboration Module shows the shared desktop in a window over the shared objects pane, as normal. However, when you mouse over the shared desktop, you are given control of it; clicking icons will open files and applications, typing will edit text, etc.

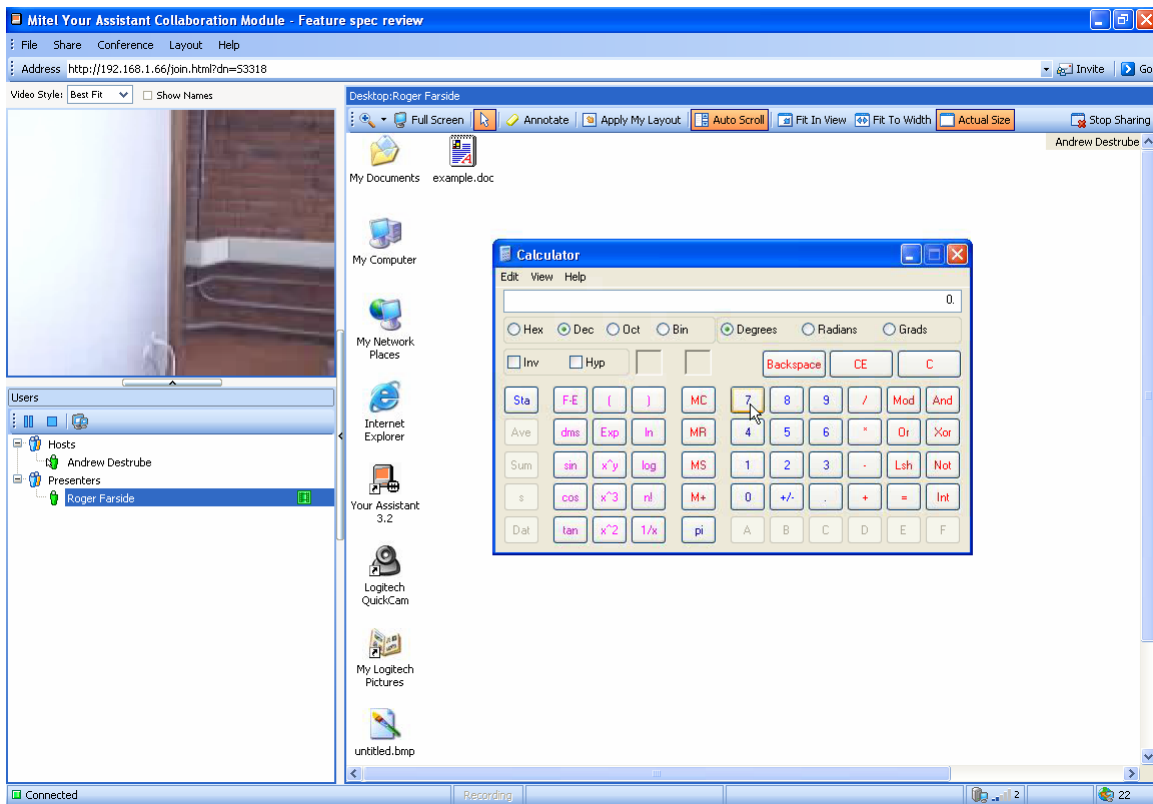


Figure 35: Shared Desktop

- **As the Controllee:** When another user takes control of your desktop, the Collaboration Module will automatically minimize in order that what is being shared is not simply another copy of the Collaboration Module. The name of the controller will be visible in the top right corner of the screen.

Ending Remote Control

Regardless whether you are the controller or the controlled party, you can stop the remote control session using the following method:

- Use the stop remote control keyboard shortcut (default: **Ctrl + Shift + R**).

Alternately, if you stop sharing the desktop, the remote control is also broken:

1. Maximize the Your Assistant Collaboration Module. Note that if you are the controlling party, this means you must maximize the controlled attendee's Collaboration Module (as your own will already be maximized).
2. Click the **Stop Sharing** button on the tool bar to stop sharing your desktop. This will stop sharing the controlled desktop and end remote control.

Receiving a Remote Control Request

Any time during a conference, you may receive a Remote Control popup request from another attendee.

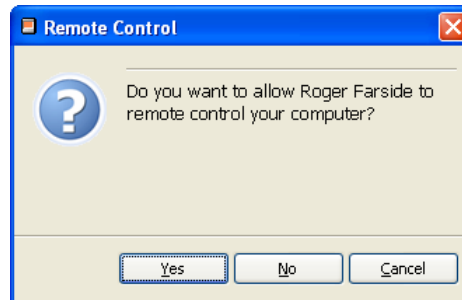


Figure 36: Your Assistant Collaboration Module, Remote Control Request

Click **Yes** to relinquish control of your shared desktop, or **No** if you wish to retain control.

Giving Remote Control to Another Attendee

If you wish to provide another attendee the ability to control or present materials on your desktop, you may give them remote control. This is useful if the user cannot request remote control themselves because they are not a Host.

You must have Host status in order to give another attendee remote control.

1. Share your desktop as normal (see *Sharing a Desktop* on page 29 for the procedure).
2. Right-click the attendee you wish to submit control to in the users list and select **Remote Control** from the context menu.
3. From the submenu, select **Give Remote Control**.

The selected attendee will be granted remote control of your desktop. Remote control granted in this manner is ended in the usual manner (see *Ending Remote Control*, above).

Working with Shared Objects

Once an object is shared, the Host or Presenter may navigate, annotate, highlight, and otherwise control the presentation using tools provided by the Your Assistant Collaboration Module. Other attendees can change how they view the shared object, but, unless they have been given specific privileges, their part in the presentation of the shared object is simply that of the passive audience.

How Shared Objects Appear and How to View Them

Shared objects – documents, Power Point presentations, browsers, applications, desktops, and whiteboards – appear differently for the conference attendee sharing the object (the sharer) and the audience (the sharees).

For the Sharer

For the sharer, shared documents, Power Point presentations, and whiteboards appear in the Shared Objects pane. Shared applications and browsers appear as normal in separate windows, although they have a green border to indicate that they are shared. Shared regions appear as a green window border with no contents. Shared desktops have no appearance; apart from a transient popup noting that your desktop is shared and the addition of a **Stop Sharing** button to the Shared Objects pane, the Your Assistant Collaboration Module and your other applications do not change.

If you are sharing multiple objects, you may be able to see several simultaneously. Shared regions are visible unless minimized and shared desktops are always visible. Shared applications and browsers appear in their own windows, and are visible as long as they are not minimized or obscured by other windows. Only one shared object is visible in the Shared Objects pane at a time, so only one shared document, presentation, or whiteboard may be visible. If you have multiple shared documents, presentations, or whiteboards, use the tabs at the bottom of the Shared Objects pane to select which one you wish to view. Shared desktops also create a tab, but this is only to provide access to a **Stop Sharing** button.

If you are sharing a document, presentation, or whiteboard at the same time other attendees are sharing objects, you must use the tabs at the bottom of the Shared Objects pane to select which object you wish to view. To avoid confusion over what each tab refers to, the name of the sharer appears beside each object name in the tabs.



Figure 37: Shared Objects Tabs

For the Sharee

Unless you are the attendee sharing the object, all shared objects appear in the Shared Object pane. Only one shared object is visible at a time; if there are multiple shared objects in the conference, use the tabs at the bottom of the Shared Objects pane to select the object you wish to view.

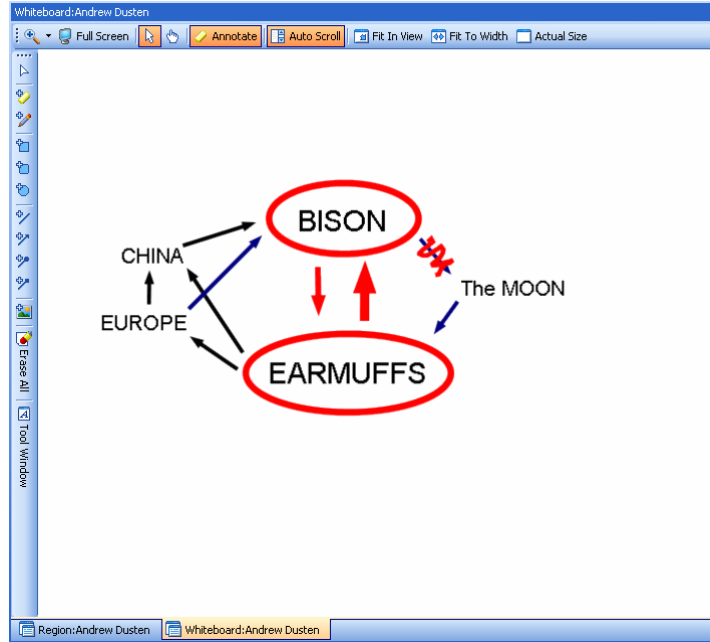


Figure 38: Shared Object Pane

Shared objects that are minimized or defocused by the sharer are not visible to the other attendees. For the audience, the Shared Objects pane will go grey and display a message noting that the shared object is not available for the time being.

The presenter has stopped focusing this shared application.

Figure 39: Sharing Message

Shared Objects Toolbar

Shared documents and PowerPoint presentations have a number of navigation and display controls provided by the Your Assistant Collaboration Module. All controls are accessible from the toolbar at the top of the Shared Objects pane, although which controls are visible depends on your user status and privileges.



Figure 40: Shared Objects Controls

- **Navigation Controls:** The Host and select attendees can navigate a shared document with multiple pages by using the navigation controls on the toolbar.

This control is only available to a Participant if the Host has granted them Look Ahead or Control rights.

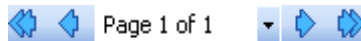




Figure 41: Navigation Controls

- **Zoom:** Users can enlarge sections of the document by using the zoom tool. Click the Zoom button (magnifying glass icon) and click on the document to zoom in. To zoom out or fit the document to the page, select the drop down menu to the right of the zoom icon and select an option.
- **Full Screen:** The Host or Presenter has the option to display shared objects in full screen mode. To enable full screen mode, click the **Full Screen** button on the toolbar.

Tip: If you have Host or Presenter status, this display mode can be applied to all attendees in the conference by using the **Apply My Layout** option located under the Conference menu, or using the keyboard shortcut (default: **Ctrl + F10**).


- **Pointer and Arrow tools:** The Pointer () and Arrow () tools are your cursor options. The pointer option is useful as it can be seen by other attendees; see The Pointer Tool, below, for more information.

The pointer tool is available only to attendees with Host or Presenter status.

- **Annotate:** The Annotation tool allows you to add annotations to the shared document or presentation. Clicking the **Annotate** button reveals the Annotation toolbar; see *Annotations* on page 36 for more information.

The annotation tool is only available to attendees with Annotation rights.

- **Apply My Layout:** This control allows you to force all other attendees to use your current interface layout: the position and size of your panes and windows. The effect is instantaneous – all other conference attendees will have their layout changed to match yours when you click the **Apply My Layout** button. Nothing, however, prevents them from changing it back to their preferred layout.

Only the attendees with control privileges (noted by the  icon in the users list) can use this control.

- **Auto Scroll:** This is a useful feature that automatically scrolls around a shared document or presentation if you move the pointer tool (see below) to the edge of the visible area of the document. In this manner, Auto Scroll allows you to scroll through the document without using the scroll bars. Auto Scroll also automatically scrolls through a shared document controlled by another attendee. If they are using the pointer tool on an area of the document that is outside of your view, your Shared Objects pane will scroll to that location.

Auto scroll is enabled by default, but all attendees have the option of disabling it by clicking the **Auto Scroll** button.

- **Fit In View:** Clicking the **Fit In View** button zooms the object in the Shared Objects pane so that one page or slide is entirely visible.

All attendees have access to the Fit In View button.

- **Fit To Width:** Clicking the **Fit To Width** button zooms the object in the Shared Objects pane so that the whole width of the page or slide is visible.

All attendees have access to the Fit To Width button.

- **Actual Size:** Clicking the **Fit To Width** button zooms the object in the Shared Objects pane so that it appears as actual size.



All Attendees have access to the Actual Size button.

- **Stop Sharing:** Clicking the stop sharing button will stop sharing the shared object currently displayed in the Shared Objects pane.

Only the attendee sharing the object and attendees with Host status can use this control.

The Pointer Tool

Normally, other conference attendees are unable to see your mouse pointer. The pointer tool is a pointer that is visible to the other users, so it can be used to direct their attention to a specific location on the shared document or whiteboard. When you enable the pointer, the pointer cursor will appear underneath your regular mouse pointer, as if you were dragging it. Conference attendees will only be able to see the new pointer.

The pointer tool is available only to attendees with Host or Presenter status. Click the pointer icon () to use the pointer tool. Click the arrow icon () to turn it off.

Annotations

The annotation tools provide a convenient way for attendees to draw or write a quick note in the conference. This feature works best with the whiteboard feature but can also be used with other sharing features (annotating documents and presentations). By default, only the Host and Presenters have rights to create annotations, but this right can be granted to other attendees.

The annotation tool works with the following sharing features:

- PowerPoint
- Documents
- Whiteboard

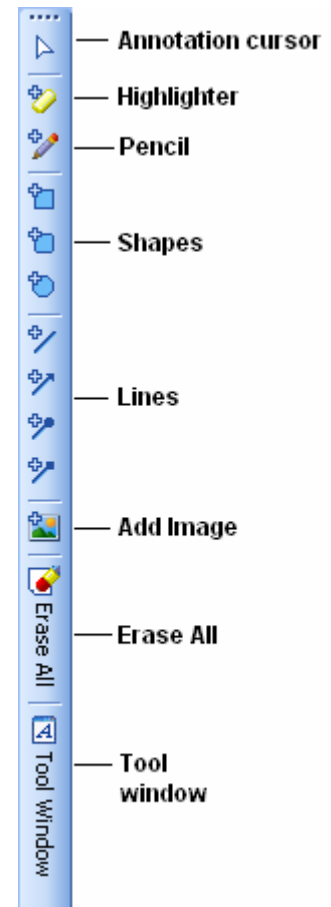
How To Enable Annotation

To enable the annotation feature, click the **Annotate** button ( Annotate). This will show the annotation toolbar.

How To Use The Annotation Tools

The annotation tool is similar to drawing tools found in most graphics applications. Click the appropriate icon and add the desired element to the shared document or whiteboard.

- **Annotation Cursor:** Annotation elements, including freehand lines created with the pencil or highlighter, are vector objects. They can be moved by selecting and dragging them with the annotation cursor. Also, you can delete an annotation element by selecting it with the cursor and pressing the **Delete** key.
- **Highlighter:** A wide, translucent brush for highlighting.
- **Pencil:** A narrow, opaque brush for creating freehand lines and doodles.
- **Shapes:** A selection of shapes. Click and drag to create the shape. Use the Tool window to select a fill color, if desired.
- **Lines:** A selection of lines and callouts. Click and drag to define the line.
- **Add Image:** Click this icon to add an image as a notation.
- **Erase All:** Erases all annotation elements.
- **Tool Window:** Click this icon to access the tool window. With this window you can format your drawings' elements and add text. Use the **Color**, **Fill Color**, (line) **Width**, and **Opacity** options to format elements selected with the cursor, and use the empty field at the bottom of the window to compose text. When you are satisfied with the text, click **Paste Text** to place it on the whiteboard or shared document.



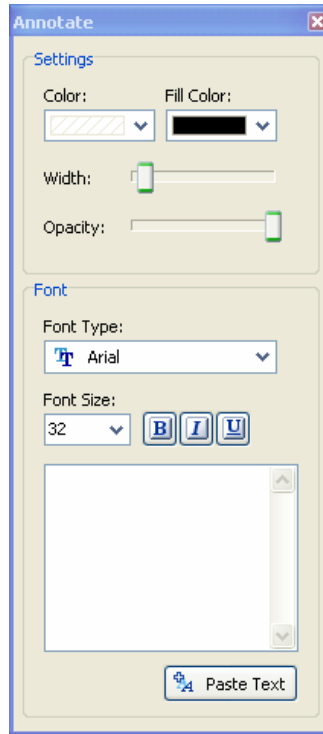


Figure 42: Annotate Window

Changing the Properties of an Annotation Element

Users with annotation rights can change the properties of an annotation object through the options in the Tool Window.

To modify an annotation element:

1. Open the Tool windows by clicking the **Tool Window** button.
2. Select the annotation cursor and use it to select the annotation element to be modified.
3. Adjust the properties in the Tool window according to your needs.

Granting Annotation Rights

The Host can enable the annotation tools for other attendees in the conference.

To grant annotation rights to an attendee:

1. Right-click the user.
2. Select **Privileges** from the context menu.
3. Select **Give Annotate**.

When the annotation rights are given to an attendee, the **Annotate** button will appear on that attendee's toolbar. By clicking the **Annotate** button, the attendee can access the annotation toolbar and create annotations as per the instructions above.

The Recorder Tool

You can use the recorder tool to record your presentation of shared objects. By default, the recorder tool creates a movie of a shared object in the conference, including any navigation or manipulation, and records the presence of the pointer tool. It does not record annotations. If multiple objects are shared in the conference, the recorder tool records the most recently shared object. However, using the **Record Actual Desktop** option, you may instead record an image of your desktop instead – such recordings will show annotations and the regular mouse pointer as you see them.

You must have Host status to use the recorder tool.

Configuring Your Assistant Collaboration Module for Recording

If you are the user sharing objects and you wish to use the recorder, you must set the shared application loopback option. This option is found in the preferences.

1. Click the **File** menu and select **Options**.
2. Click the **General** tab.

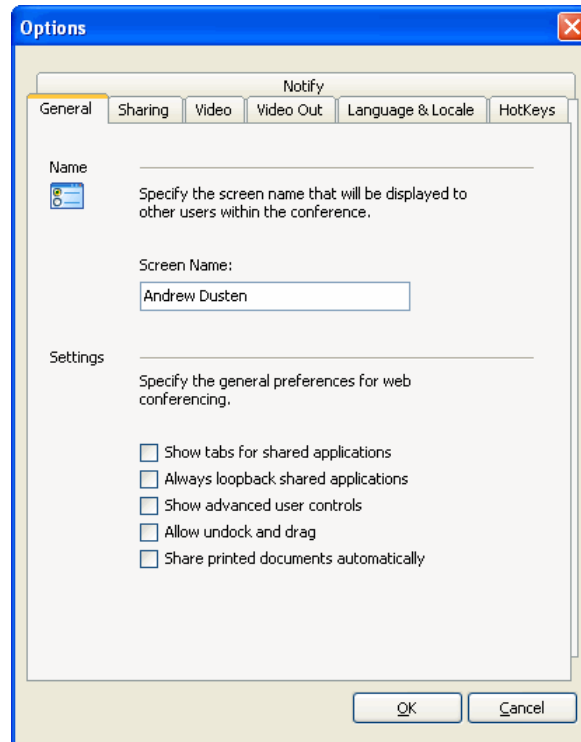


Figure 43: Your Assistant Collaboration Module Options, General Tab

3. Check the **Always loopback shared applications** option.
4. Click **OK** to confirm your changes.

Using the Recording Tool

To access the recording tool:

- Click the **Conference** menu and select **Record**. The recording tool will appear. Note that the recording tool is only available to attendees with Host status.

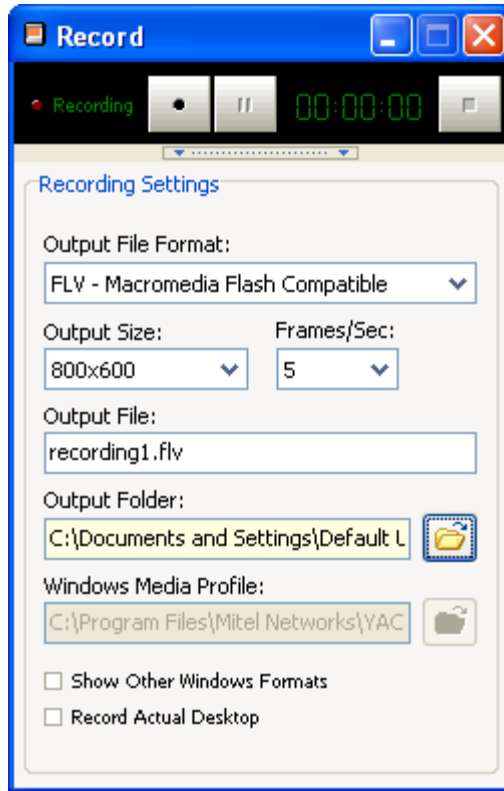


Figure 44: Recording Tool

Check that the finished file will meet your needs before you begin recording. Change the following options as required:

- **Output File Format:** The format for the finished recording. FLV files are compatible with the Your Assistant Collaboration Module Flash Player (see *Playing your Recordings*, below), and HTML files are compatible with web browsers, and WMV files are compatible with Windows® Media Player. You may select from additional file format options by enabling the **Show Other Windows Formats** checkbox.
- **Output Size:** The image resolution of the finished recording.
- **Frames/Sec:** You may select the maximum frames per second of the recording using this option. Note that the recording may capture fewer frames than the desired rate depending on your system resources; frame rate will be sacrificed for image quality if there are insufficient resources.
- **Output File:** The file name for the finished recording.
- **Output Folder:** The location for the finished recording. The default location for a recorded file is your desktop, but you select a different location by clicking the file browser icon (📁).
- **Windows Media Profile:** The Windows Media Profile contains settings important to the recording tool. This option cannot be changed.
- **Show Other Windows Formats:** Enabling this option makes AVI output file formats available. Tick the checkbox to gain access to various new file formats, and select one using the Output File Format list as required.
- **Record Actual Desktop:** This option allows you to record your entire desktop, instead of just recording the shared object only. Enable this feature if you wish to see your annotations. Note that this option is only available if you have installed the Media Enhancement Drivers available through the **Help** menu. See *Appendix C: Media Enhancement Drivers* on page 66 for more information.

Note that because making recordings using this feature records an image of the desktop, it is useful to make the shared objects as large as possible on the desktop using this mode. Maximize shared applications, and enable Full Screen mode for shared documents and presentations to get the most benefit from recording a full desktop.

To make a recording:

1. Click the Record button (●) to start your recording
2. Click the Pause button (⏸) to pause recording. Click Record again to continue.
3. Click the Stop button (■) to finish your recording and save the recording file.

Playing your Recordings

Your recordings are saved when you click the Stop button (■). Recordings are saved in the file format defined by the **Output File Format** option, named according to the **Output File** option, and are saved in the directory defined by the **Output Folder** option. To play the recording, simply find the saved file and double click the file icon. The appropriate player (depends on the file format you selected) will open and the recording will play.

If you have saved your recording as a .FLV file, the Your Assistant Collaboration Module Flash Player will open when you double click the file.

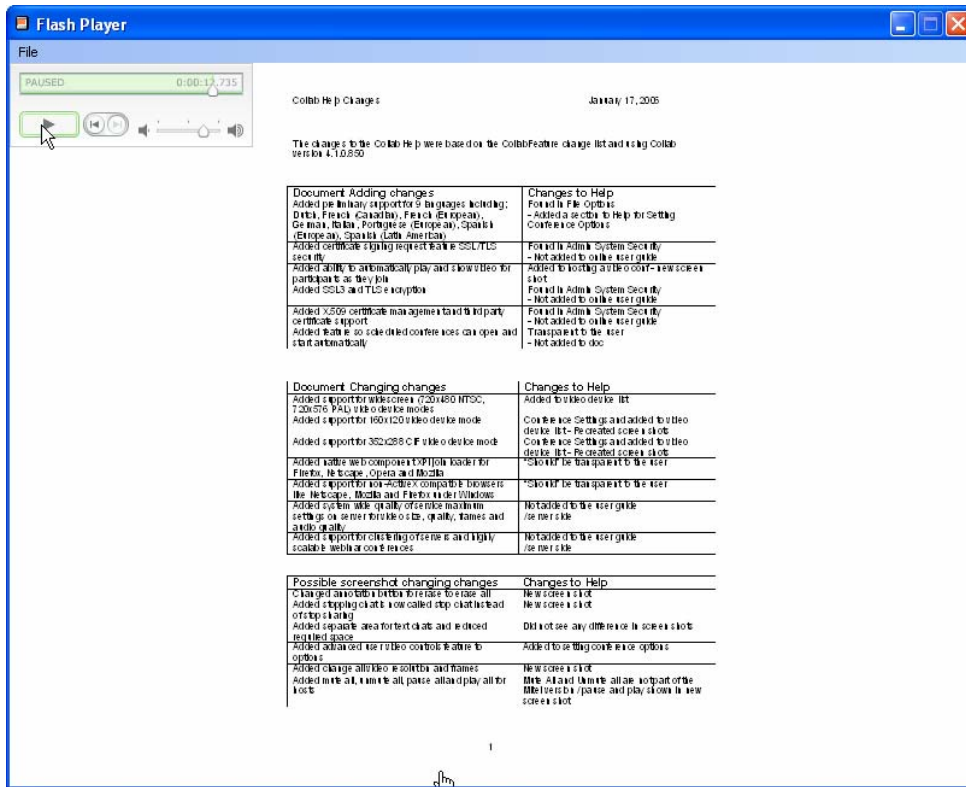


Figure 45: Your Assistant Collaboration Module Flash Player

The Flash Player will begin playing your .FLV file automatically. To access the play controls (play, pause, rewind, etc.), mouse over the minimized control panel (≡) in the upper left corner of the viewing area. The control panel will expand so that you may access the controls.

Close the Flash Player by clicking the close button (✕), or select **Exit** from the **File** menu.

Chat

The Chat feature is a great tool for users to communicate with each other without using the telephone. The chat tool offers advanced text formatting capabilities such as displaying text in rich text format, displaying images, hyperlinks, and drawings you create on the fly. Users can copy and paste text and images from other applications directly into the chat window.

The Chat Window

When you start the Your Assistant Collaboration Module, the Chat window will already be open in the left side of the application if default layout is used. By default, a chat session with all users is opened whenever a collaboration session is started.

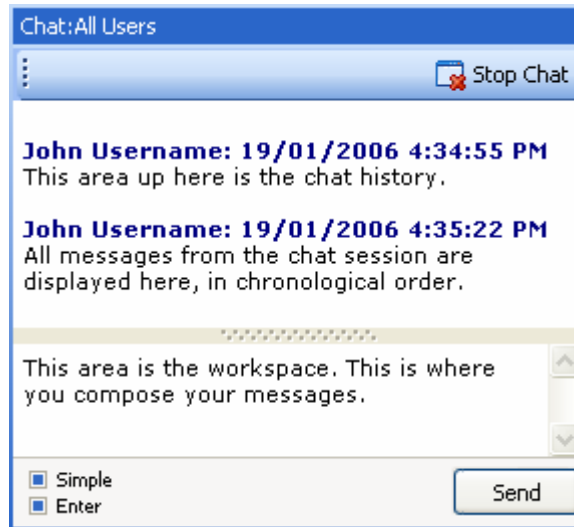


Figure 46: Sample Chat Window

The Chat window provides a standard text chat interface. Compose messages in the workspace in the lower half of the window and click **Send** or press the **Enter** key to send the messages to the other attendees. The chat history is displayed in the upper portion of the window.

The default chat interface is a simplified version of the Text Chat interface. You may access the full Text Chat interface as well as other chat features by disabling the **Simple** option.

Simple

The **Simple** option (default value: active) simplifies the chat interface, but reduces its features. Disabling this option brings up the Text Chat and Ink Chat tabs and toolbars. See Text Chat and Ink Chat, below, for more information.

Enter

The **Enter** option (default value: active) allows you to use the **Enter** key on your keyboard to send messages, just as if you had clicked the **Send** button. Disabling this option disables the keyboard shortcut, but allows you to use the **Enter** key to add line breaks to your messages instead.

Text Chat and Ink Chat

By default, the Your Assistant Collaboration Module opens with a simplified version of Text Chat. Disabling the **Simple** option brings up the Text Chat and Ink Chat toolbars. Note that in order to use Text Chat and Ink Chat effectively, you need to expand your workspace. Click and drag on the separator shown in the image below to expand your workspace.



Text Chat

Text Chat is a standard chat function that allows you to send text messages as well as pasted text, images, or links. Click on the **Text Chat** tab to access Text Chat.

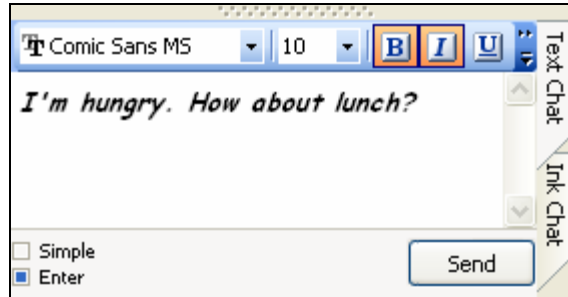



Figure 47: Text Chat Window

Select whatever text formatting options (font, size, bold, etc.) you need and compose your message in the workspace as normal. To choose a text color or paste text, an image, or link, click the more buttons icon () at the end of the toolbar and select an option from the menu. When you are satisfied with your message, click **Send**.

If you re-enable the **Simple** option after altering your text formatting, the Your Assistant Collaboration Module will remember your new text formatting and continue to use it when you compose new messages.

Ink Chat

Ink Chat allows you to create simple drawings to add to the chat session. Click on the **Ink Chat** tab to access Ink Chat. (Note: the Ink Chat tab may not appear if the workspace area is not large enough to display it. If you do not see the Ink Chat tab, expand the workspace).

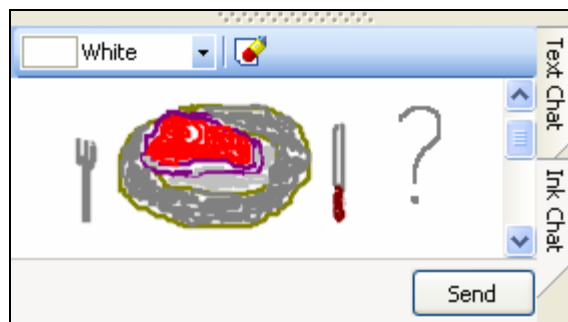



Figure 48: Ink Chat Window

In Ink Chat, use the mouse to create images in the workspace. Select the color of your “pen” using the drop down list in the tool bar, and click the clear icon () to erase the workspace if needed. When you are satisfied with your image, click **Send**.

Starting and Stopping Chat Sessions

By default, whenever you open the Your Assistant Collaboration Module, a chat session to all users is automatically started. However, you may start additional simultaneous chat sessions with select users, and stop (close) chat sessions individually. If you stop all your chat sessions, the Chat window will close. If you have multiple chat sessions, you may switch between them using the tabs at the bottom of the chat window.

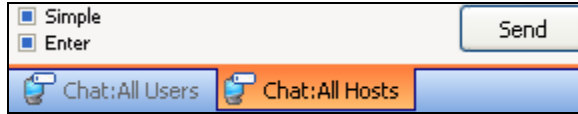


Figure 49: Multiple Chat Session Tabs

Starting a Chat Session

Note that only a Host or Presenter can initiate a chat session.

1. From the Collaboration Module click the **Share** menu and select **Chat**.

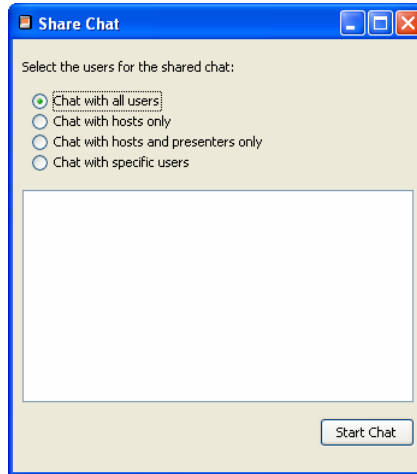


Figure 50: Share Chat Window

2. The Share Chat window will appear. Using the radio buttons to select a chat preference. The choices are:
 - o Chat with all users
 - o Chat with Hosts only
 - o Chat with Hosts and Presenters only
 - o Chat with specific users

If you select **Chat with specific users**, you must select the users you wish to participate from the list in the lower half of the window.

3. Click **Start Chat** to start the new chat session.

Stopping a Chat Session

You can stop (close) a chat session by clicking the **Stop Chat** button at the top right of the Chat window. If you have multiple chat sessions open, only the active chat session is closed. If you close all the chat sessions, the Chat window will close.

Videoconferencing

The videoconferencing feature is a true client/server application where all video streams are routed through the conferencing server.

The video stream from one attendee is sent to the conferencing server, and the server relays the video stream to all users in the conferencing session.

Any user in a conference with a PC-compatible video camera can send video. For best performance, a USB 2.0 compatible camera connected to a USB 2.0 port is highly recommended.

Requirements and Setup

Note that these requirements only apply to the attendee or attendees transmitting video in the conference. Conference attendees that are viewing but not transmitting video do not need to install any special software or hardware.

To transmit video, you must have the following:

- DirectX 8.1 or above. You can verify the version of DirectX on your computer by running the DXDIAG utility as described in the YA administration Guide. Note that DirectX 8.1 comes pre-installed with Windows XP.
- A webcam, camcorder, or conference room camera which interfaces with the DirectShow component of the DirectX suite. This includes any of the following options:
 - A USB camera attached to the USB port on the computer.
 - A firewire camera attached to a firewire port.
 - A camcorder attached to a video card that offers a certified WDM driver and applicable connector like an S-video input.
 - An external conference room camera attached to a video card with a certified WDM driver.

For the best video quality, you should use a good quality webcam or video camera. The quality of the image transmitted to users in a conference is affected by a webcam's ability to capture good quality images. For best video image quality, Mitel recommends using the Logitech Quickcam Pro 4000. This Logitech webcam model is USB 2.0 certified and produces one of the best quality images in the Your Assistant Collaboration Module. Note that if you are using a USB 2.0 camera and connect it to a USB 1.x port, the camera will operate at USB 1.x speed resulting in less than optimal video quality. You can verify if your computer supports USB 2.0 by checking the Windows Device Manager.

Bandwidth Requirements

Video conferencing requires approximately 256 kbps for 320x240 resolution video at 20-30 frames/second (H263+ codec); and approximately 56 kbps for 176x144 resolution video at 1-5 fps. For sizing purposes, use 256 kbps for standard conferencing. This should allow 320x240, 6 fps, both transmitting and receiving (i.e., a good user experience). Traffic is normally sustained during a video conference. Note that the Your Assistant Collaboration Module is easily capable of boardroom quality video conferencing using industry standard web cams. When set at full size, 640x480, 30 fps, allow for approximately 384-512 kbps. IT administrators can limit this capability.

WARNING: DSL and other asymmetric internet services may not offer full 256 kbps on the uplink; attendees that use video (i.e., that encode and transmit video to the web conferencing server) must have full 256 kbps or better for a quality video conferencing experience.

Enabling Videoconferencing

Your Assistant Collaboration Module has videoconferencing enabled by default. However, if videoconferencing is disabled for some reason, it may be re-enabled using the Your Assistant Collaboration Module options.

1. Click the **File** menu and select **Options**.
2. Click the **Video** tab.

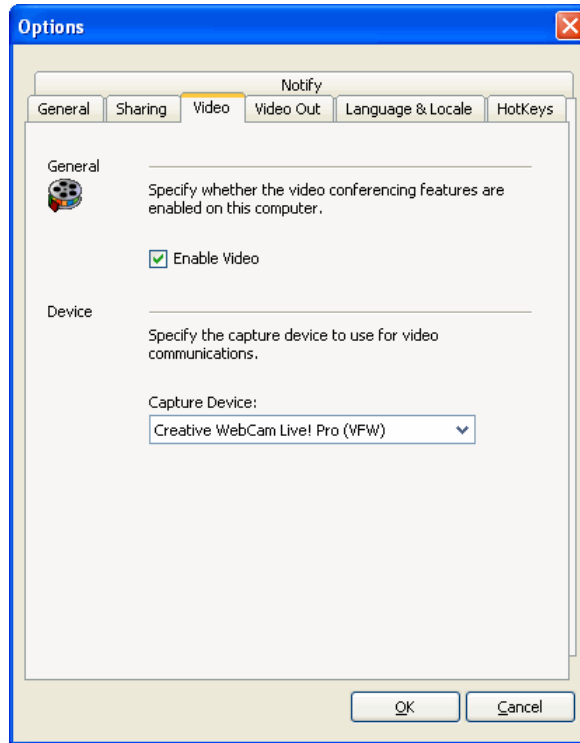


Figure 51: Your Assistant Collaboration Module, Options, Video Tab

3. Check the **Enable Video** option.
4. Click **OK** to confirm your changes.

Selecting your camera

The Your Assistant Collaboration Module uses your system default camera as the video capture device for videoconferencing. If you have multiple cameras connected to your PC and do not want to use the system default camera for videoconferencing, or if you have no system default despite having a camera, you may set the Your Assistant Collaboration Module to use a camera other than the system default.

1. Click the **File** menu and select **Options**.
2. Click the **Video** tab.
3. Select a camera option from the **Capture Device** list.
4. Click **OK** to confirm your changes.

Starting a Video-Enabled Conference

Creating a videoconference is no different than creating any other type of conference. Simply create a conference as normal, and ensure that you do not disable the video option (video is enabled for all conferences by default). If you use one of the quick methods to create an ad-hoc conference, video will automatically be enabled.

See the *Managing Conferences* section (starting on page 5) for information on how to start conferences.

Activating Videoconferencing

If you have an active camera, videoconferencing starts by default when you start a conference. If the conference options specify that video should not start automatically at the beginning of the conference, then an attendee with Host status must manually activate it.

Video can be enabled from the **Conference** menu or from the users list. Video streams may be enabled for all attendees under a group, or on an individual basis.

The Video Pane

The video pane contains the video for the conference, and is capable of handling multiple, simultaneous video streams. The location of the video pane on your interface depends on what interface layout you are using, but typically the video will appear in the top left corner of the screen. The video pane will not be visible if no video streams are playing, but it will appear automatically when video is active.

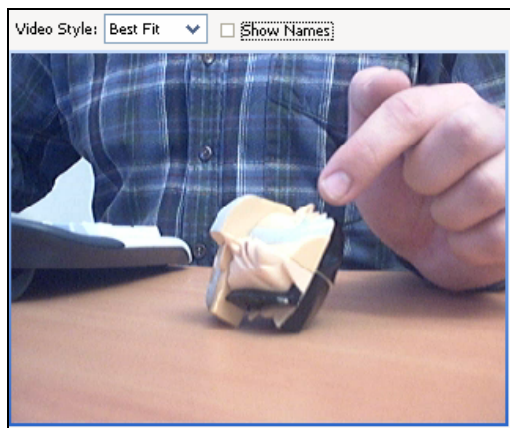


Figure 52: Your Assistant Collaboration Module Video Pane

The video pane contains the Video Style and Show Names options, and right-clicking on a video stream brings up a context menu which provides more options.

Video Style

The **Video Style** (default value: Best Fit) determines how the conference video streams are displayed.

- **Best Fit:** multiple video streams are fitted into the display area.

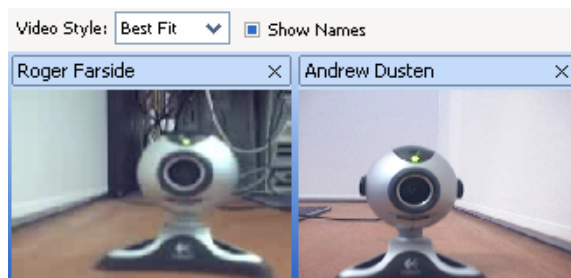


Figure 53: Your Assistant Collaboration Module, Best Fit Video Pane

- **Tabs:** only one video stream will be displayed, although you may switch between multiple video streams using tabs.

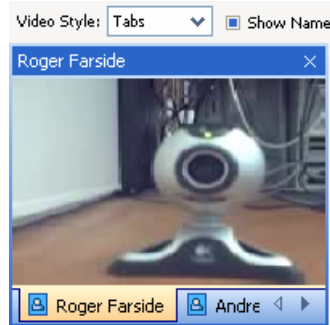


Figure 54: Your Assistant Collaboration Module, Tabs Video Pane

- **Floating:** each video stream will have its own independent window, which may be moved about and resized as required.

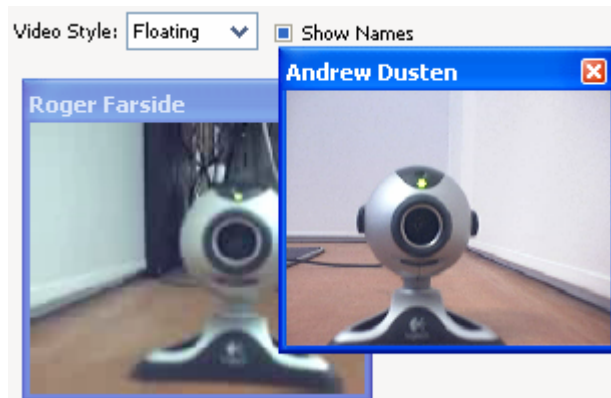


Figure 55: Your Assistant Collaboration Module, Floating Video Panes

Show Names

The **Show Names** feature (default value: disabled) displays the name of conference attendee providing the video above their video stream. Note that in Floating video style, the name of the attendee providing the video stream is shown at the top of the window regardless of this option.

Floating Video Streams Individually

While the Floating video style option (see above) places all video streams in separate floating windows, you may also “float” video streams individually, so that some streams are floating and the rest remain in the video pane.

Managing Video Streams



Only a Host may control video playback. Video may be started, paused, and stopped (closed), and these actions may be applied to all video, video from certain groups, or from individual users. Video Streams can be controlled from the users list, from the **Conference** menu, and from the video pane itself.

Users List Video Icons

The users list displays the status of each user’s video stream using icons.



Figure 56: Your Assistant Collaboration Module Users List

The video icon to the right of the attendee can be green () indicating that the attendee's video stream is displayed, or grayed out () which indicates that the attendee's video stream is inactive. If the attendee has no video icon to the right of their name, the attendee does not have a video capture device and is unable to stream video.


Starting or Restarting Video Streams

Starting an attendee's video stream causes the video captured by their camera to appear in the video pane of all attendees. Each attendee's video stream may be started independently, but you may also start video for all members in a status group (Hosts, Presenters, or Participants), or enable all streams.

To start all attendees' video streams:

- Click the **Conference** menu and select **Play All**.


To start a group's video streams:

1. Select the group in the users list.
2. Click the Play button ()

OR

1. Right-click the group in the users list.
2. From the context menu, select **Play Video**.

To start an individual attendee's video stream:

1. Select the attendee in the users list.
2. Click the Play button ()


OR

1. Right-click the attendee in the users list.
2. From the context menu, select **Play Video**.

Pausing Video Streams

Pausing a video stream is the same as pausing a movie - you get a freeze frame of whatever is displayed at the time. You may pause the streams individually by attendee, by status group (Hosts, Presenters, or Participants), or you may pause all video streams.

To pause an individual attendee's video stream:

1. Select the attendee streaming the video in the users list.
2. Click the Pause button ()

OR

1. Right-click the attendee streaming the video in the users list.
2. From the context menu, select **Pause Video**.

OR

1. Right-click the video stream in the video pane (or the window if it is floating).
2. From the context menu, select **Pause**.

To pause the video streams from all users in a group:

1. Select the group in the users list.
2. Click the Pause button (⏸).

OR

1. Right-click the group in the users list.
2. From the context menu, select **Pause Video**.

To pause all video streams:

- Click the **Conference** menu and select **Pause All**.

Stopping (closing) Video Streams

Stopping an attendee's video stream causes it to disappear in the video pane of all attendees. Each attendee's video stream may be stopped independently, but you may also stop video for all members in a status group (Hosts, Presenters, or Participants), or stop all video streams.

To stop an individual attendee's video stream:

1. Select the attendee streaming the video in the users list.
2. Click the Stop button (⏹).

OR

1. Right-click the attendee streaming the video in the users list.
2. From the context menu, select **Stop Video**.

OR

- If the video stream is floating or has its name shown (using the Show Names option), click the close button (✖) at the upper right of the stream.

To stop the video streams from all users in a group:

1. Select the group in the users list.
2. Click the Stop button (⏹).

OR

1. Right-click the group in the users list.
2. From the context menu, select **Stop Video**.

To stop all video streams:

- Click the **Conference** menu and select **Stop All**.

Using Advanced Video Controls

The Your Assistant Collaboration Module has optional advanced video controls that allow you to ignore video streams without stopping them for other attendees, stop transmitting your video stream to other users while continuing to watch it yourself, and videoconference with another attendee without third-party attendees seeing them.

Accessing Advanced Controls

The advanced controls are not normally visible. Even after they become available, you must have Host status in order to use them.

To access the advanced controls:

1. Click the **File** menu and select **Options**.
2. Select the **General** tab in the Options window.
3. Check the **Show advanced user controls** option.
4. Click **Okay** to confirm your changes.

The advanced controls will appear at the top of the users list. The new controls consist of the **Show / Stop Showing** button (📺 / 📺✖) and the **Watch / Stop Watching** (📺 / 📺) button.

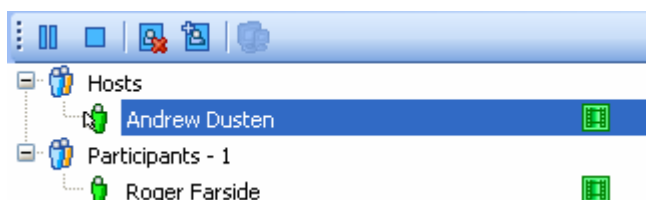


Figure 57: Your Assistant Collaboration Module, Show Advanced User Controls Window

To view your video stream without transmitting it:

1. Select yourself in the users list. Ensure that your video stream is playing.
2. Set the Watch option so that you are watching your own stream (the **Stop Watching** button (📺) will be visible).
3. Set the Show option so that you are not showing your video stream (the **Show** button (📺) will be visible).

Your video stream will disappear from the screens of other attendees, but will remain visible on yours.

To close another attendee's video stream on your screen without closing it for other attendees:

1. Select an attendee other than yourself in the users list. Ensure that their video stream is playing.
2. Set the Watch option so that you are not watching their stream (the **Watch** button (📺) will be visible).
3. Set the Show option so that you are not showing their video stream (the **Show** button (📺) will be visible).

Their video stream will disappear from your screen, but will remain visible on theirs.

To view another attendee's video stream without it being available to third-party attendees:

This feature is useful for privately conferencing with another attendee as part of a larger conference. Both you and the transmitting attendee can see their video stream, but no other attendees will see it. Note that if it is active, your video stream will still be visible to all attendee.

1. Select an attendee other than yourself in the users list. Ensure that their video stream is playing.
2. Set the Watch option so that you are watching their stream (the **Stop Watching** button (📺) will be visible).
3. Set the Show option so that you are not showing their video stream (the **Show** button (📺) will be visible).

Their video stream will disappear from all third-party attendees' screens.

Video Options and Preferences

Each video stream has options and preferences to customize their source, image quality, frame rate, and size. Most options are available only to attendees with Host status.

Camera Selection and Properties

You may choose the camera used to capture video for streaming, and change the camera properties using the camera software.

- Right click a video stream, and select one of the following options from the context menu:
 - **Capture Device:** determines the video camera used in the conference.
 - **Properties:** opens the camera properties window. The content of this window is camera-specific and is defined by the camera software rather than the Your Assistant Collaboration Module, but it is likely that it will contain settings such as contrast and brightness levels.

Image Resolution, Quality, and Frame Rate

You may choose the maximum frame rate, image resolution, and image quality.

- Right click a video stream, and select one of the following options from the context menu:
 - **Frames per Second:** Determines the maximum FPS of the video feed. The higher the number the more bandwidth is used.
 - **Video Resolution:** Controls the resolution of the video viewing area for that video stream. The choices are 160x120, 176x144, 320x240, 352x288, although note that larger view areas (above 320x240) are only available on faster computers (2 GHz CPU or faster). The default is 320x240. Choosing a new resolution will force the video stream to resize.
 - **Quality:** Quality sets the image quality of the video output, giving you the option of having crisper video or using less bandwidth. The options are High, Medium and Low. High produces the best quality and uses the most bandwidth. Low quality is light on bandwidth but quality is sacrificed.

If insufficient system resources or bandwidth prevent the Your Assistant Collaboration Module from meeting the quality and frame rate settings you choose, the Collaboration Module will first sacrifice frame rate, then image quality, until the available resources can meet the reduced demands.

Changing All Video Streams

You may change all video streams to a generic preset size and quality combinations, or change the codec, resolution, or frames per second individually.

- Click the **Conference** menu and select **Change All Video To...**

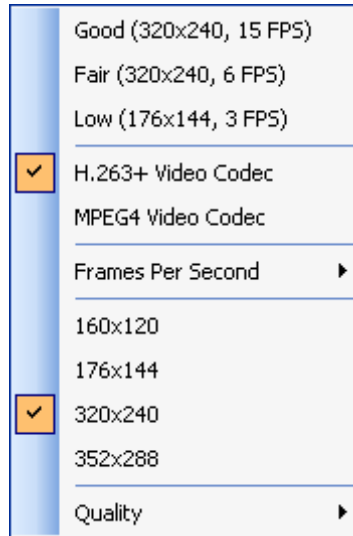


Figure 58: Your Assistant Collaboration Module, Conference Submenu

A submenu will appear, presenting a number of video options.

Selecting Presets

You may change all video streams to one of three generic preset size and quality combinations, making all video streams uniform in appearance. The following options are available:

- Good Video (320x240, 15 frames per second)
- Fair Video (320x240, 6 frames per second)
- Low Video (176x144, 3 frames per second)

Video Codec

You may change the video codec used for all video streams. In most situations, this will have little effect on the conference, but changing the codec may be useful in certain circumstances depending on the attendees' hardware and software configurations.

Your options are:

- H.263+
- MPEG4

Image size, Quality, and Frame Rate

The frame rate, image quality, and size settings available to individual video streams (see above) may also be applied to all video streams.

The Video Priority Feature

The video priority feature allows you to override the default settings imposed by the Your Assistant Collaboration Module when the video feature is enabled. Using this feature, you can increase the priority of assigning resources to the video stream, resulting in a better frame rate or image quality.

The video priority setting is not designed for novices. Unless you have knowledge of the bandwidth between the conferencing server to each attendee in the conference and the capabilities of each attendee's computer, you should leave the video priority setting alone and allow the conferencing software to optimize the video settings automatically.

To change the video priority setting:

1. Click the **File** menu and select **Options**.
2. Select **Video Out** tab from the dialog

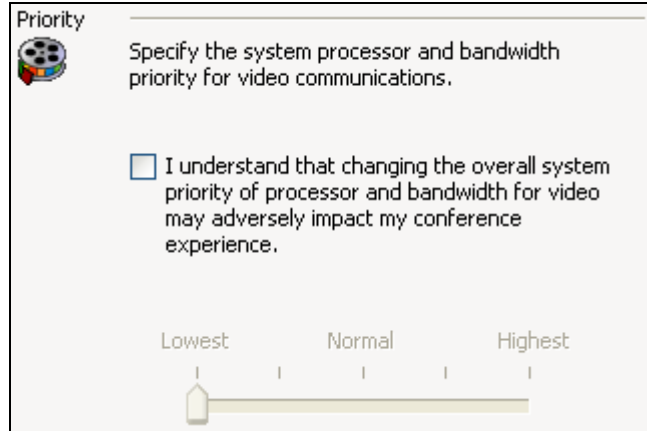


Figure 59: Your Assistant Collaboration Module, Video Out Tab

3. Enable the Video Priority feature by checking the checkbox
4. Use the slider to define the Video Priority. The higher the priority, the more resources will be devoted to the video streams, and the better your video quality will be.

If your computer has a 2 GHz CPU, the Normal Position will work well for you. If you have a faster PC, like a 3 GHz CPU computer, you can consider using a higher setting and this will allow you to use the 640 x 480 video size setting at 10 or 15 FPS.

In the event you experience video syncing issues, whether it results from a lack of bandwidth or insufficient computer processing resources, you can revert the settings back to Low and uncheck the checkbox to turn off the Video Priority feature. This returns the Your Assistant Collaboration Module to its default state and allows it to adjust the video automatically.

Troubleshooting Videoconferencing

When using the video conferencing feature, you can improve the quality and experience by following the recommendations below:

Improving Frame Rate

The most reliable way to improve frame rate is to reduce the quality of the video image. By reducing the image quality from high to medium, you can reduce the bandwidth usage by 50%.

1. Right click on the image and select **Quality** from the context menu.
2. Select a lower quality setting.

Another method to potentially improve the actual frame rate is to reduce the maximum frame rate. The default frame rate in a video conference session is 10 FPS (frames per second). Reduce the FPS from 10 to 8, 7 or even 5 FPS if needed. To reduce the FPS:

1. Right click on the video image.
2. Select **Frames Per Second**.
3. Select the desired FPS value.

Correcting Unresponsive or Non-Displaying Video

The first thing to always check is that your camera's field of view is not obstructed (particularly if it has a lens cap!). Otherwise, attempt the following solutions:

Verify your Capture Device selection

1. Click the **File** menu.
2. Select **Options**. The Options dialog will appear.
3. Select the **Video Device** tab.
4. Ensure that the selected capture device is the appropriate camera.

Verify your DirectX version

Check to ensure the version of DirectX on your workstation is version 8 or higher. Your DirectX version can be determined by running the DXDIAG utility; see The YA Administrator Guide for more information. If you do not have the DXDIAG utility, you need to install DirectX.

Verify your camera drivers

Make sure you have the latest drivers for the webcam. Visit the manufacturer's website to obtain the latest drivers, if required. If your workstation has drivers for multiple cameras, uninstall the drivers for cameras that you no longer use as they may be the source of slowdowns.

Leaving and Ending Conferences

Leaving a conference and ending a conference have the same superficial effect -- you no longer participate in the conference. However, ending a conference also removes the conference from the server, meaning that the conference is over for all attendees, not just you.

Any attendee can leave a conference at their convenience. Only users with Host status can end a conference.

Leaving a Conference

Leaving a conference removes you as an attendee and exits the Your Assistant Collaboration Module. All attendees have the ability to leave a conference. Whenever an attendee leaves a conference, all other attendees are notified with a popup and alert noise. These notifications may be customized or disabled; see *Notification Options* on page 63 for more information.

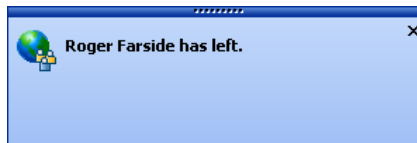


Figure 60: Conference Notification

Note that even if all attendees have left the conference, the conference will persist on the server until it is ended. This way, the conference may be re-joined later.

To leave a conference:

- Click the **File** menu and select **Leave Conference**.

Ending a Conference

Ending a conference removes you as an attendee and exits the Your Assistant Collaboration Module, but it also removes the conference from the server, effectively ending the conference for all attendees. Once a conference is ended, no new attendees can join.

To end a conference:

- Click the **File** menu and select **End Conference**.

You may also end a conference you created without entering the conference. This may be done from the Your Assistant Collaboration Module web page or from the YA Meetings List; see *Managing Conferences* on page 5 for more details.

Appendix A: Options

The Your Assistant Collaboration Module is highly customizable; individual features may be enabled and disabled and their quality adjusted, and aspects of the interface may be altered to suit your needs. Customization options are accessed using the Options window.

System Rating

While your System Rating contains no options, it is useful in providing an idea of your workstation's performance. This allows you to make an educated decision on whether or not you wish to enable certain features or increase video or sharing quality.

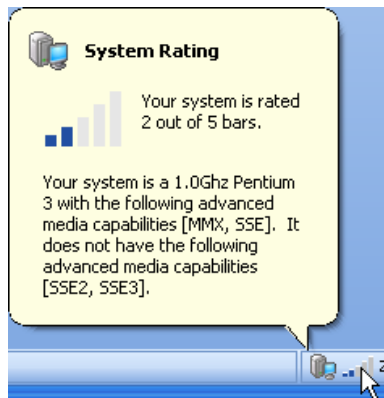


Figure 61: Your Assistant Collaboration Module, System Rating

To view your system rating, mouse over the five-bar icon along the bottom of the Your Assistant Collaboration Module interface. A System Rating popup will appear.

Your workstation is rated one (worst) to five (best) bars. If your workstation rates five bars, you should be able to have high quality video and sharing without sacrificing much in the way of frame rate. Lower rated systems must compromise. A workstation rated at one bar or two bars will likely have a low frame rate while sharing regardless of the sharing quality.

Options

The settings in the Options window allow the user to control features in their conferencing client and ultimately their conferencing session. The Options window is accessible from the **File** menu. Click the **File** menu and selection **Options**.

General Options

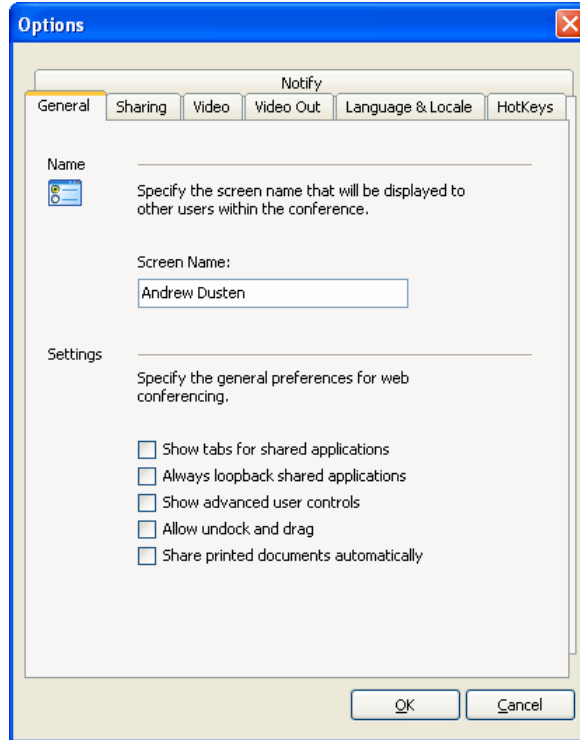


Figure 62: Your Assistant Collaboration Module, Options Window, General Tab

Name

By default, the Collaboration Module will use your Windows logon name as the visual identity in a conference. This option allows attendees to set their own screen names in the event their logon name is ambiguous.

Settings

The options under the Settings menu allow you to expose some of the advanced features in the Collaboration Module.

Adjust Video Splitters for Best Fit

Since each video feed can have a different display size, this option forces the Collaboration Module to automatically size the vertical splitter to the largest video display in a multi video conferencing session. It is useful when viewing multiple video streams in “best fit” mode.

This option is active by default.

Show Tab for Shared Applications

This option forces the Collaboration Module to display tabs at the bottom of the shared application. It is useful when sharing multiple applications.

This option is disabled by default.

Always Loopback Shared Applications

This option causes your shared object to be looped back into the shared region space. It is required when using the recording feature while using a sharing feature.

This option is disabled by default.

Show Advanced User Controls

This feature exposes the advance controls for setting the video settings in the Collaboration Module. See Using Advanced Video Controls on page 49 for more information on these controls.

This option is disabled by default.

All Undock and Drag

This option allows the user to manually control and move portions of the user interface off the main parent window. It is useful for computers using the multi monitor setup.

This option is disabled by default.

Share Printed Documents Automatically

When checked, documents sent to the Mitel Printer are automatically displayed in a document sharing window. Enabling this option also installs the Mitel Printer if it has not already been installed.

This option is disabled by default.

Sharing Options

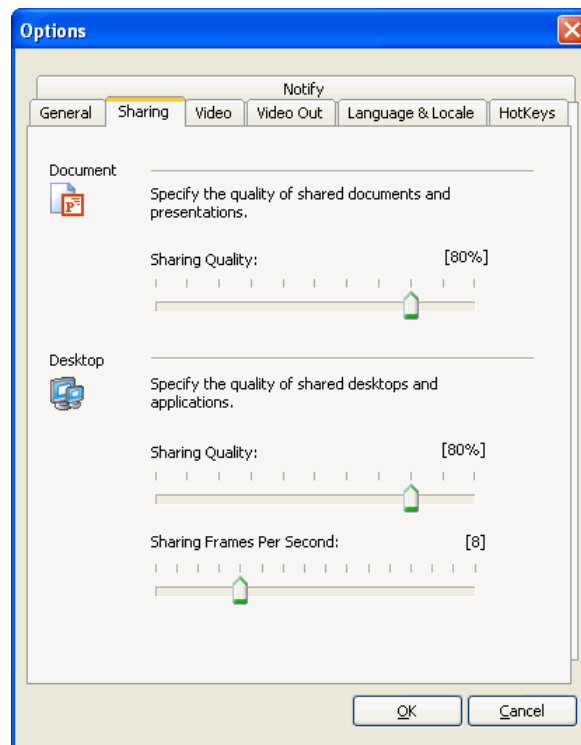


Figure 63: Your Assistant Collaboration Module, Options Window, Sharing Tab Document

The document quality setting affects the resolution of shared documents and PowerPoint presentations. A higher quality setting will produce a crisper shared image of the document or presentation, but will require more resources to share.

Desktop

The desktop quality settings affect shared desktops and applications.

Sharing Quality

This slider sets the quality of image for a shared application or desktop. A higher quality setting produces a crisper image, but requires more resources. If there are insufficient system or server resources, the Collaboration Module will sacrifice frame rate in order to attempt to maintain the image quality.

Sharing Frames Per Second

This slider sets the maximum frames per second for shared desktops and applications. A higher frames per second maximum produces smoother editing and cursor movement, but requires more resources. If there are insufficient system or server resources, frame rate is the first thing to be sacrificed.

Use CAPTUREBLT

CAPTUREBLT is an application program interface (API) designed to capture all screen changes, including mouse movement, in Windows. Enabling CAPTUREBLT improves the shared desktop feature. However, not all video cards/drivers support CAPTUREBLT. If your video driver is out date or if it does not support the CAPTUREBLT API, enabling this option will cause problems.

This option is disabled by default. If you use an older workstation and are unsure if your video drivers support the CAPTUREBLT API, contact your system administrator before enabling this option.

Video Options

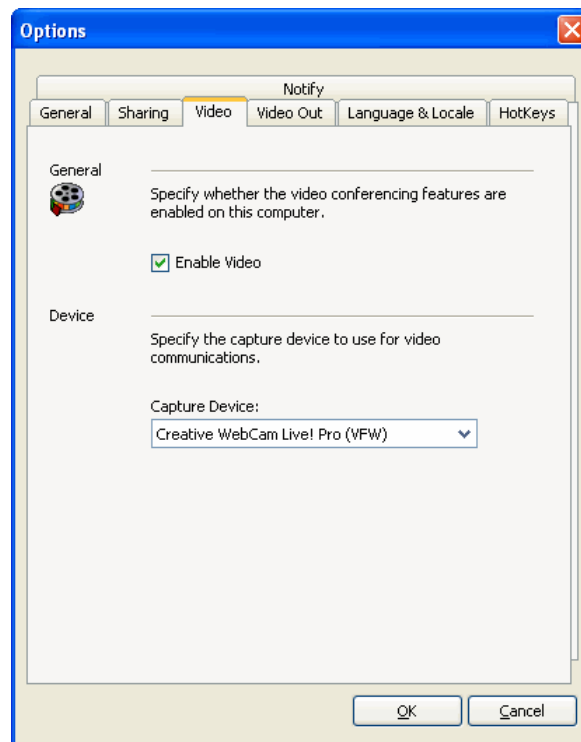


Figure 64: Your Assistant Collaboration Module, Options Window, Video Tab

General

The Enable Video option allows the user to use a webcam or other approved cameras to transmit video for videoconferencing. This option is checked by default.

Device

The capture device setting defines which video capture device the workstation will use to capture video for videoconferencing. By default, this is set to the Windows default capture device.

Video Out Options

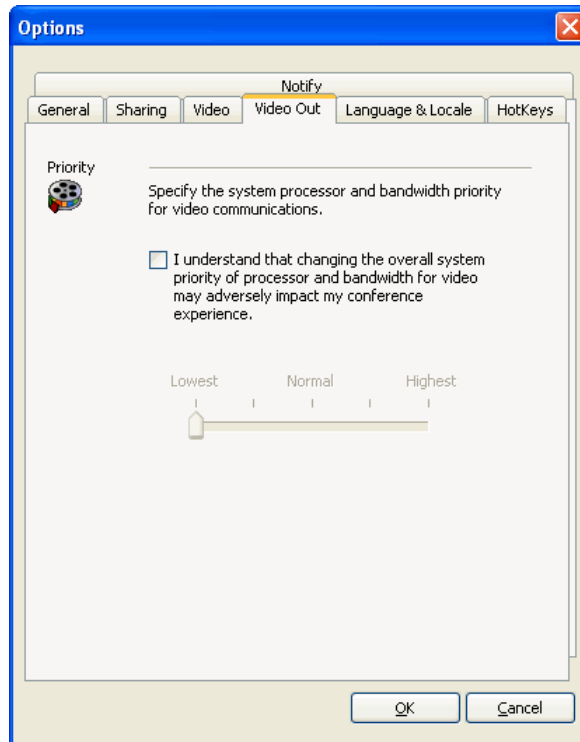


Figure 65: Your Assistant Collaboration Module, Options Window, Video Out Tab

Priority

While there are two controls here (a checkbox and a slider), it is part of the same option; the checkbox enables the Priority slider. By increasing video priority, one can increase the priority of assigning resources to the video stream, resulting in a better frame rate or image quality. However, increasing video priority has the potential to reduce the performance of non-video aspects of the conference. See *The Video Priority Feature* on page 52 for more information.

This option is disabled by default. It is recommended that this option be left disabled unless the consequences of increasing video priority are understood.

Language and Local Options

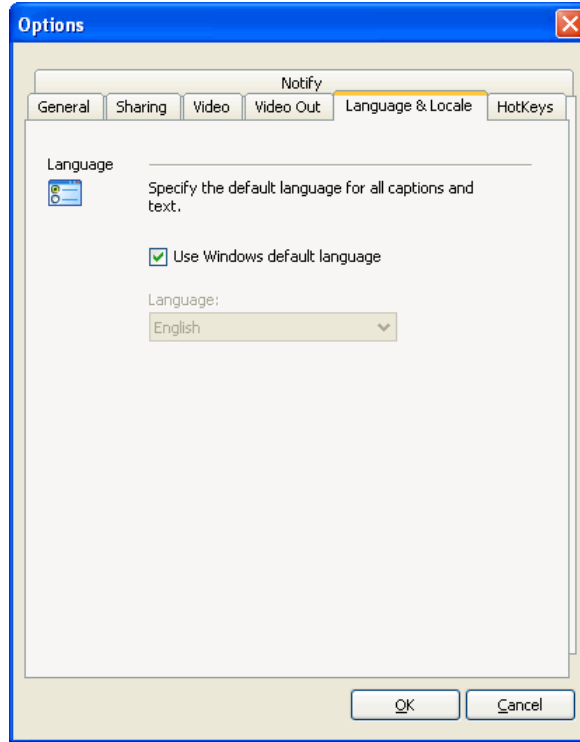


Figure 66: Your Assistant Collaboration Module, Options Window, Language and Locale Tab
Language

Use Windows default language

When this option is selected, the Your Assistant Collaboration Module uses the Windows default language as the language for the Collaboration Module interface.

This option is active by default.

Language

If you choose not to use the Windows default language (as per the option above), select a language for the interface using the Language combo box.

Hotkey Options

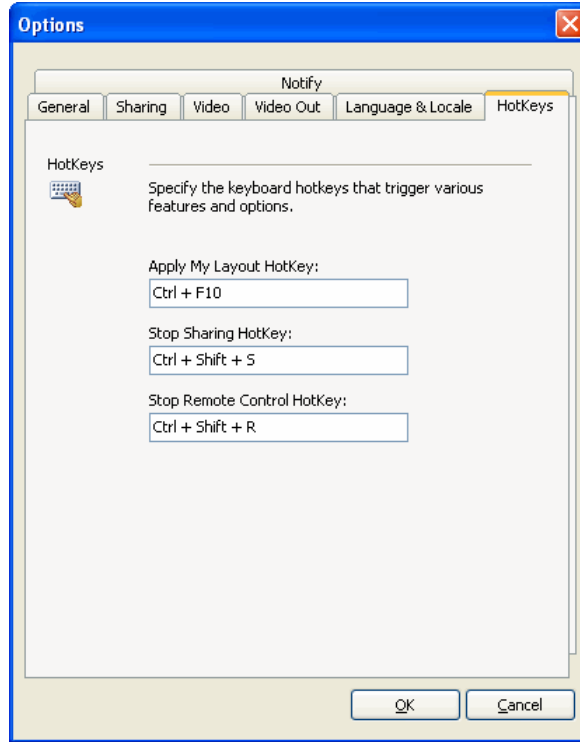


Figure 67: Your Assistant Collaboration Module, Options Window, Hotkeys Tab

Apply My Layout

Use this key command to apply your interface layout to all other attendees.

Stop Sharing

Use this key combination to stop sharing an object you are currently sharing. If you are sharing multiple objects, the stop sharing command will apply to the active shared object.

Stop Remote Control

Use this key combination to end remote control. This hotkey is applicable regardless if you are the controller or the controllee.

Notification Options

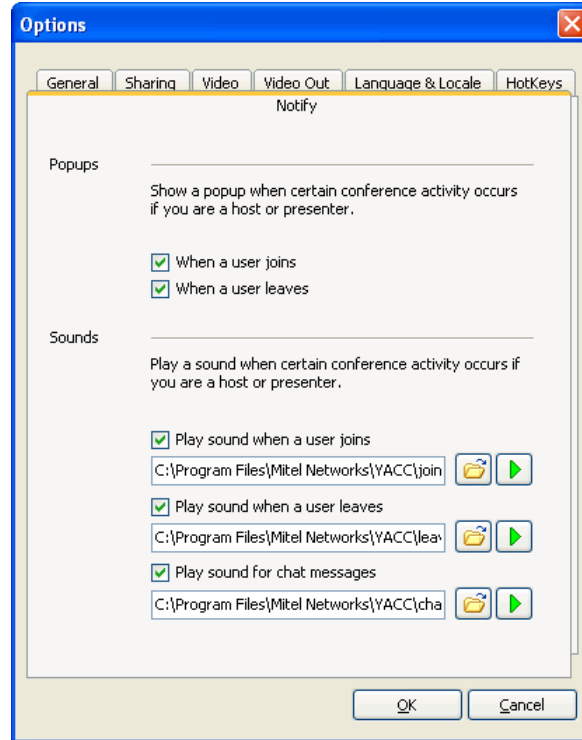


Figure 68: Your Assistant Collaboration Module, Options Window, Notify Tab

Popups

The popup options allow you to define when notification popups appear.

Sounds

The sound options allow you to define if notification sounds are played for certain events, and what sounds files are used.

Play sound when user joins

This feature plays a sound whenever an attendee joins a conference. You may customize the sound as desired by typing in a new file path into the text box, or using the file browser by clicking the **Open** button (📁). You may also play the sound file by clicking the **Play** button (▶). This feature is enabled by default.

Play sound when user leaves

This feature plays a sound whenever an attendee leaves a conference. You may customize the sound as desired by typing in a new file path into the text box, or using the file browser by clicking the **Open** button (📁). You may also play the sound file by clicking the **Play** button (▶). This feature is enabled by default.

Play sound for chat messages

This feature plays a sound whenever a new message is added to an active chat session. You may customize the sound as desired by typing in a new file path into the text box, or using the file browser by clicking the **Open** button (📁). You may also play the sound file by clicking the **Play** button (▶). This feature is enabled by default.

Appendix B: The Bandwidth Monitor

The Your Assistant Collaboration Module includes a Bandwidth Monitor tool to aid you in tracking how much bandwidth your conference requires, and how each aspect of a conference affects your bandwidth requirement.

To access the Bandwidth Monitor:

1. Start the Your Assistant Collaboration Module by joining or creating a conference. The conference does not need to have other attendees - you just need access to the Your Assistant Collaboration Module interface.
2. Click the **Help** menu and select **Bandwidth Monitor**. The Bandwidth Monitor will appear.

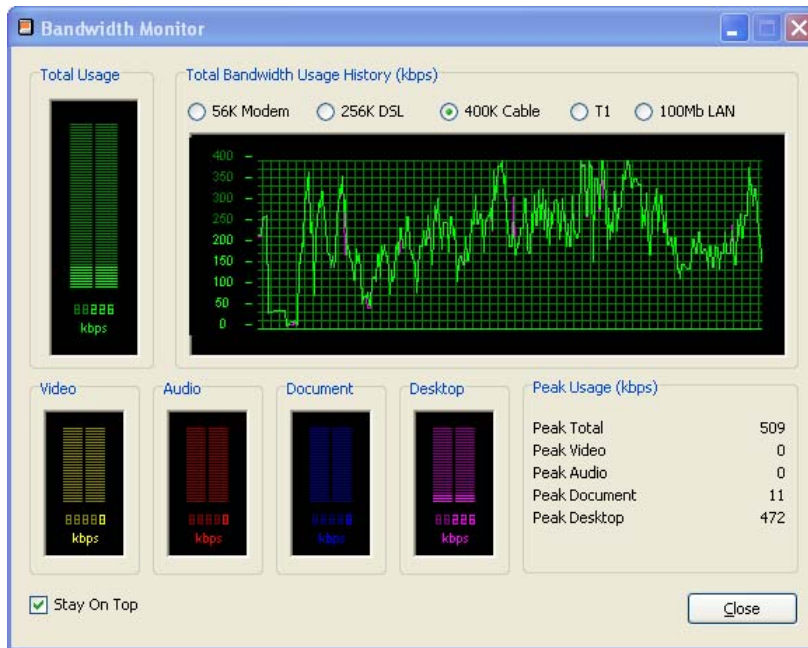


Figure 69: Your Assistant Collaboration Module, Bandwidth Monitor

The Bandwidth Monitor displays a number of gauges that display bandwidth usage. All gauges measure usage in kilobytes per second.

Total Usage: An instantaneous measure of the total bandwidth used by the Your Assistant Collaboration Module.

Total Bandwidth Usage History: A graph of bandwidth usage over time. To select the maximum value of the graph's Y coordinate, select one of the radio button options above the graph.

Video: Displays bandwidth devoted to your video stream, if you are displaying one.

Audio: Displays bandwidth devoted to audio transmission. However, as audio transmissions are covered by Mitel Your Assistant rather than the Your Assistant Collaboration Module, this gauge will not have much to display.

Document: Displays bandwidth devoted to sharing documents or presentations.

Desktop: Displays bandwidth devoted to sharing your desktop, regions of your desktop, or applications.

Peak Usage: A record of the peak bandwidth usage in each category. The values are reset each time you open the Bandwidth Monitor.

Stay on Top: This option prevents the Your Assistant Collaboration Module from obscuring the Bandwidth Monitor when the Collaboration Module has focus. It does not prevent other applications from obscuring the Bandwidth Monitor, however.

Close: Click this button to close the application.

Appendix C: Media Enhancement Drivers

The Media Enhancement Drivers are an optional set of drivers that can be installed from the Your Assistant Collaboration Module interface. The Media Enhancement Drivers allow you to record your entire desktop with the Recording tool without sharing your entire desktop.

Installing the Media Enhancement Drivers

In order to install the Media Enhancement Drivers, you must be logged in with administrative access to your workstation. Once you have administrative access, use the following procedure to install the drivers:

1. Start the Your Assistant Collaboration Module by joining or creating a conference. The conference does not need to have other attendees - you just need access to the Your Assistant Collaboration Module interface.
2. Click the **Help** menu and select **Install Media Enhancement Drivers**. If this option does not appear, the Media Enhancement Drivers are already installed.
3. The Media Enhancement Display Driver Setup Wizard will appear. Follow the instructions in the wizard to install the drivers.

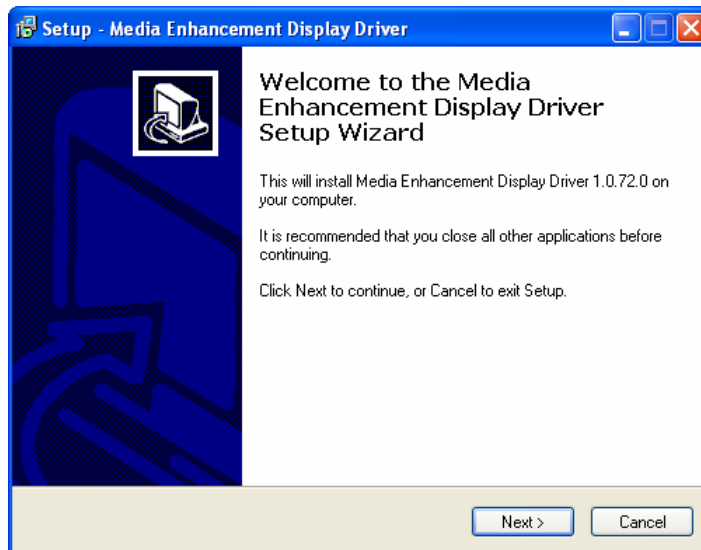


Figure 70: Your Assistant Collaboration Module, Media Enhancement Display Driver

4. During the installation you will receive a pair of Windows warnings stating that the drivers have failed Windows Logo testing. These may be ignored; click **Continue Anyway** to continue to install the drivers. You do not need to restart your workstation once the drivers are installed for them to take effect.

Uninstalling the Media Enhancement Drivers

While there are no known conflicts or issues with the Media Enhancement Drivers, you may desire to uninstall them at some point. Like most things installed under Microsoft® Windows, The Media Enhancement Drivers can be uninstalled using the Add or Remove Programs utility.

1. Click the Windows Start Menu and select **Settings**. In the submenu, select **Control Panel**.
2. The Control Panel will open. Double click **Add or Remove Programs**.
3. The Add or Remove Programs utility will open. Select the Change or Remove Programs button on the left side of the interface, if it is not already selected.

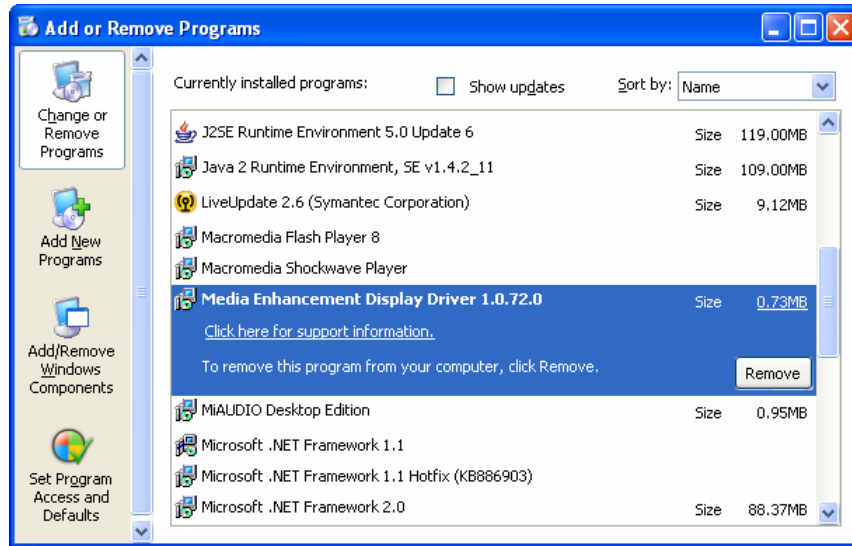


Figure 71: Windows, Add or Remove Programs Window

4. Scroll through the list of currently installed programs until you find **Media Enhancement Display Driver 1.0.72.0**. Select the driver and click the **Remove** button.
5. A confirmation will appear - click **Yes** to continue. Once the uninstall is complete, you will need to restart your workstation before it can take full effect.