

# EventCenter

## Getting Started Guide



### For more information:

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www.intercall.com  
info@intercall.com

InterCall, in partnership with WebEx™, provides EventCenter™ web conferencing services. Because EventCenter is powered by WebEx, this guide makes several references to the company name, platform and features.

## Joining an Event

If the host invites you to an event, you receive an invitation email message that contains a link you can click to join the event. Once you click the link, the Panelist Entrance page appears. On that page, provide the required information before you can join the event.

If you did not receive an invitation email message for an event, contact your host to obtain the URL for the Panelist Entrance page. Then join the event from the URL.

If you have not yet set up Event Manager on your computer, you can do so before joining an event to avoid a delay. Otherwise, once you join an event, your EventCenter website automatically sets up Event Manager on your computer.

## ABOUT THE PANELIST ENTRANCE PAGE

To access this page: In your invitation email message, click the link for joining the event.

Panelists join an event via the Panelist Entrance page. Before joining an event, you must provide required information on that page.

Provide the following information, as required, on the Panelist Entrance page and then click **Submit**:

- + First name, last name and email address – The information you provide here must match what the host specifies when scheduling the event. Otherwise, you cannot join the event.
- + Panelist Password – The invitation email message you receive from the host contains the panelist password, if any.
- + Do not share the panelist password with event attendees. Attendees must join an event from a different "entrance." By not disclosing the panelist password, you can prevent attendees from entering the event as panelists.

*Note: If a message appears informing you that you did not type the matching information, verify it in your invitation email message or contact the host.*

## JOINING AN EVENT FROM AN EMAIL INVITATION

If you receive an invitation email message for an event, you can join it from the email message. You can enter the event before the host starts it.

To join an event from an invitation email message:

- 1 Open the email message and then click the appropriate link. The Panelist Entrance page appears.
- 2 Provide the required information and then click **Submit**.

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- 3 Click **Join**. The Event Manager window appears. If you are the first participant in the event, the host will join shortly.

### JOINING AN EVENT FROM A URL

If you did not receive an invitation email message for an event, contact the event host to obtain the URL for the Panelist Entrance page.

To join an event from the URL for the Panelist Entrance page:

- 1 Go to the URL that the host gave to you. The Panelist Entrance page appears.
- 2 Provide the required information and then click **Submit**. The Event Information page appears.
- 3 Click **Join**. The Event Manager window appears. If you are the first participant in the event, the host will join shortly.

### OBTAINING EVENT INFORMATION

From the Event Information page, you can obtain the event information, such as viewing other panelists' information and event descriptions and downloading event materials.

On this page, you can also upload the files you are going to use in the event so the host can view or organize them before the event starts.

To access the Event Information page:

- 1 Do *one* of the following as appropriate:
  - a. Open the invitation email message you received and then click the appropriate link.
  - b. Go to the URL that the host gave to you.
- 2 Provide the required information and then click **Submit**.

### UPLOADING FILES

Before the event starts, you can upload files that you are going to use in the event so the host can view or organize them.

This option is available only if the host specifies it.

To upload files to the host:

- 1 On the Event Information page and in the Event files section, click **Upload**.
- 2 In the Upload Event File window that appears, select the files you want to upload and then click **OK**.

The files you upload become available on your and the host's Event Information pages respectively and in the host's personal folder on the EventCenter web site.

## Setting Up Event Manager

To participate in an event, you must set up Event Manager software on your computer. Once you schedule, start or join an event for the first time, your event service Website starts the setup process. However, to save time, you can set up Event Manager at any time before scheduling, starting or joining an event.

## SYSTEM REQUIREMENTS FOR EVENT MANAGER FOR WINDOWS

The minimum system requirements for installing Event Manager for Windows are:

- Windows 98, NT, 2000, XP, 2003 or Vista
- Microsoft Internet Explorer 6, 7, Mozilla 1.7, Firefox 1.5, 2.0 or Netscape 7.2
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection

A localized version of Windows is required to host or attend fully interactive events on Asian versions of Event Center (Japanese, Traditional Chinese and Simplified Chinese).

**IMPORTANT:** If you want to share a presentation that was created using Microsoft PowerPoint® 2002 for Windows XP, an Intel Celeron or Pentium 500 MHz or faster processor is highly recommended.

## SETTING UP EVENT MANAGER FOR WINDOWS

Before installing Event Manager, ensure that your computer meets the minimum system requirements.

If you are not using the Windows operating system, please refer to our FAQ, which includes information about setting up Event Manager on other operating systems.

To go to the list of FAQs:

- 1 Go to [www.intercallcenters.webex.com](http://www.intercallcenters.webex.com) and click **EventCenter**.
- 2 Scroll down to the Documentation section and click **FAQ (Frequently Asked Questions)**.
- 3 A list of questions displays, arranged by topic. Look for your information about your operating system under Minimum System Requirements.

*Notes:*

- *If you want to share a presentation that was created using Microsoft PowerPoint 2002 for Windows XP, an Intel Celeron or Pentium 500 MHz or faster processor is highly recommended.*
- *Sign in to your computer as an administrator before starting or joining an event for the first time.*
- *Have a Windows NT or 2000 administrator set up your computer for you.*
- *Subsequently starting or joining an event does not require administrator privileges.*

To set up Event Manager for Windows:

- 1 On the navigation bar, expand Set Up and then click **Event Manager**. The Set Up page appears.
- 2 Click **Set Up**. If a security dialog box appears, do one of the following:
  - a. If you are installing Event Manager on Microsoft Internet Explorer, click **Yes**.
  - b. If you are installing Event Manager on Netscape Navigator, click **Grant**.
- 3 Setup continues. A progress message box appears, indicating the progress of setup.
- 4 Once setup is complete, the Setup Complete page appears.
- 5 Click **OK**. You can now start, schedule or join an event.

*Notes:*

- *Alternatively, you can download the Event Manager for Windows Installer from the Support page on your EventCenter website and then install Event Manager on your Web browser. This option is useful if your system does not allow you to install Event Manager directly from the Set Up page.*

- If you or another attendee plans to share Universal Communications Format (UCF) media files during an event, you can verify that the required components are installed on your system to play the media files.

## UNINSTALLING EVENT MANAGER

You can easily uninstall or remove Event Manager for Windows on your computer.

To uninstall Event Manager for Windows

- 1 Do one of the following:
  - a. For Windows 98, 2000, ME or NT: On your computer's desktop, double-click **My Computer** and then open the Control Panel folder.
  - b. For Windows XP: Click **Start** and then click **Control Panel**.
- 2 Double-click **Add/Remove Programs** or **Add or Remove Programs**, depending on your computer's operating system. A dialog box appears, showing a list of programs installed on your computer.
- 3 In the list, select **WebEx**.
- 4 Click **Add/Remove** or **Change/Remove**, depending on your computer's operating system. A message appears, asking you to confirm that you want to remove the software.
- 5 Click **Yes**. The Uninstall WebEx Software dialog box appears.
- 6 Select **Event Manager**.
- 7 Click **Uninstall**.
- 8 Once the software is removed, click **Finish**. Select an option to restart your computer now or later.

## CHECKING YOUR SYSTEM FOR UCF COMPATIBILITY

If you intend to play or view Universal Communications Format (UCF) media files during the event, either as a presenter or an attendee, you can verify that the following components are installed on your computer:

- + Flash Player, for playing a Flash movie or interactive Flash files
- + Windows Media Player for playing audio or video files

Checking your system is useful if you or another presenter plans to share a UCF multimedia presentation or standalone UCF media files.

To check your system for UCF compatibility:

- 1 On the navigation bar, do *one* of the following:
  - a. If you are a new event service user, click **New User?**.
  - b. If you are already an event service user, expand **Set Up**, then click **Event Manager**. The Set Up page appears.
- 2 Click **Verify your rich media players**. The Verify Rich Media Players page appears.
- 3 Click the links to verify that the required players are installed on your computer.

*Note: The option to check your system for required rich media players is available only if your EventCenter website includes the UCF option.*

## Understanding the Event Window

The Event window displays the content viewer on the left side, where you share documents, applications, desktops and other items with attendees. The right side of the Event window contains panels, which you can display or hide as you need them.

This chapter gives you a quick overview of the Event window and the elements that compose it.

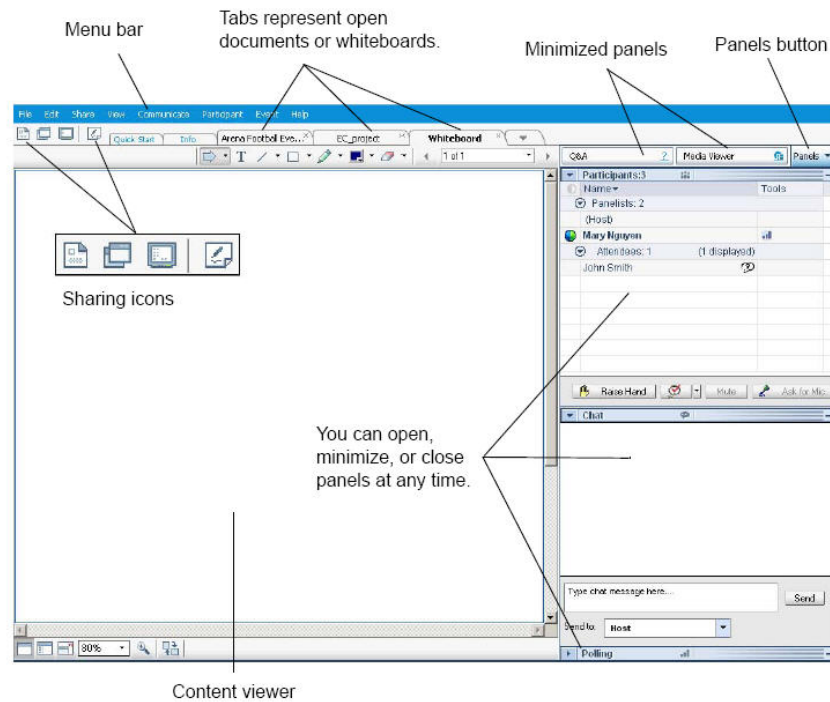
## **A QUICK TOUR OF THE EVENT WINDOW**

The Event window provides the online environment where event participants interact.

In the Event window, you can share documents, presentations, desktops and web content, send chat messages, coordinate polls and perform other event management tasks.

## **YOUR FIRST LOOK OF THE EVENT WINDOW**

- + The following figure shows the basic components of the Event window:
- + menu bar
- + content viewer
- + sharing icons in the upper left corner, which provide easy access to the presentations, documents, applications, desktops or whiteboards that you want to share
- + panels, which you can manipulate by using a mouse click to open, close and minimize them



## MENU BAR

File Edit Share View Communicate Participant Event Help

The following table describes what you can do with each menu.

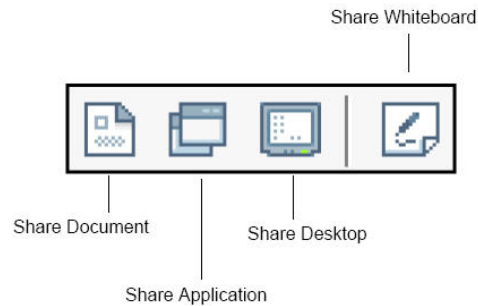
Menu	Description
File	Provides commands for saving, opening or printing files during an event; and ending or leaving an event.
Edit	Provides commands for editing shared content in the content viewer.
Share	Provides commands for sharing documents, presentations, applications, Web browsers, desktops, multimedia web content and whiteboards.
View	Provides commands for displaying information in the content viewer on a host's, presenter's or attendee's screen.
Communicate	Provides commands for the audio conference.
Participant	Provides commands pertaining to participants, such as inviting a participant to an event, assigning roles and privileges and so on.
Event	Provides commands pertaining to the event, such as viewing event information and restricting access to the event.
Help	Provides information about the EventCenter service

## CONTENT VIEWER

The content viewer displays one or more documents, presentations, applications and whiteboards that you share during an event. Tabs at the top of the viewer allow you to switch among multiple shared documents, presentations, whiteboards and web contents.

## SHARING ICONS

You can open a document, whiteboard, desktop or application to share using the sharing icons in the upper left corner.



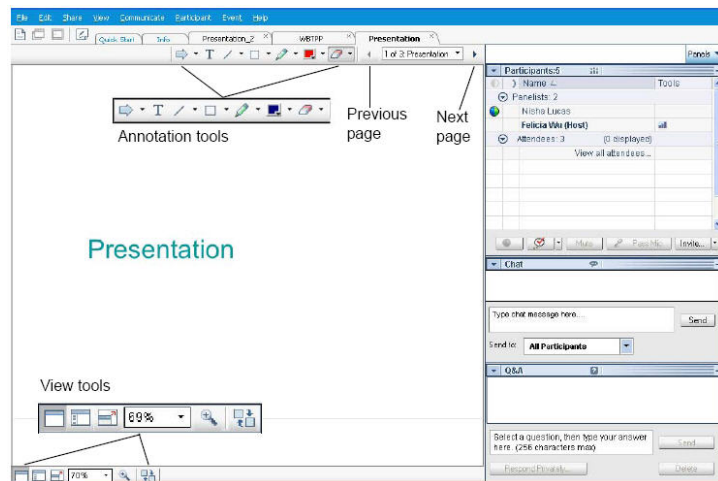
## TOOLS FOR SHARING

As you start sharing documents and applications during your event, tools are available at your fingertips.

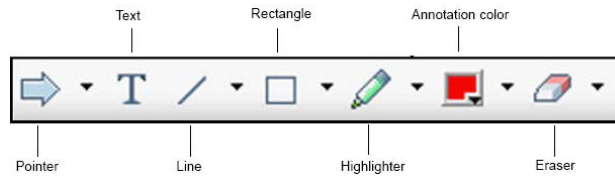
You have access to:

- + annotation tools for highlighting and referring to elements in the presentation or application you are sharing
- + view tools for displaying document and presentations in different ways, such as showing thumbnails of the pages
- + Previous Page and Next Page buttons, for moving around in a document

In the following figure, the host has opened several presentations to share with event participants. Documents and whiteboards you have opened appear as tabs at the top of the Event window.



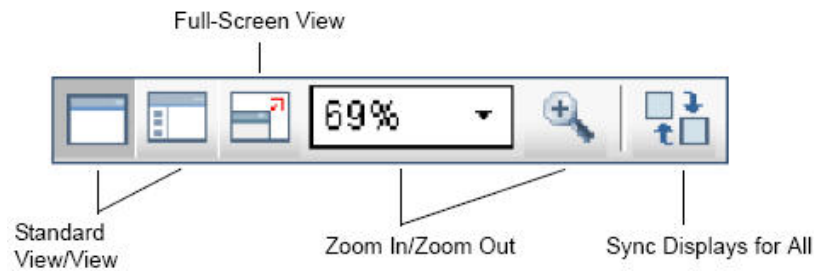
## ANNOTATION TOOLS



The following table describes what you can do with the annotation tools.

Tool	Description
Pointer	<p>Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.</p>
Text	<p>Lets you type text on shared content. Attendees can view the text once you finish typing it and click your mouse in the content viewer, outside the text box.</p> <p>To change the font, on the Edit menu, choose Font. Clicking this button again turns off the text tool.</p>
Line	<p>Lets you draw lines and arrows on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.</p>
Rectangle	<p>Lets you draw shapes, such as rectangles and ellipses on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.</p>
Highlighter	<p>Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool</p>
Annotation Color	<p>Displays the Annotation Color palette, on which you can select a color to annotate shared content. Clicking this button again closes the Annotation Color palette.</p>
Eraser	<p>Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.</p>

## VIEW TOOLS



The following table describes what you can do with the view tools.

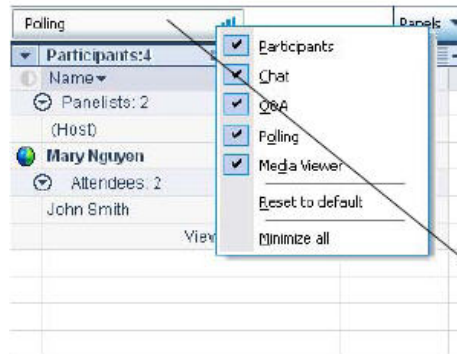
Tool	Description
Standard View/View Thumbnails	<p>Clicking Standard View displays the shared content as you would normally view it. To display thumbnails or miniatures, of shared pages, slides or whiteboards to the side of the content, click View Thumbnails. This tool helps you locate a page or slide quickly.</p> <p>Click Standard View to return to normal viewing of the shared content.</p>
Full-Screen View	<p>Displays shared content in a full-screen view. Helps you to ensure that participants can view all activities on your screen. Also helps to prevent participants from viewing or using other applications on their screens during a presentation.</p> <p>Press ESC on your keyboard to return to the content viewer.</p>
Zoom In/Zoom Out	<p>Lets you display shared content at various magnifications. Click this button and then click the page, slide or whiteboard to change its magnification. For more magnification options, click the downward-pointing arrow.</p>
Sync Displays for All	<p>For presenters, synchronizes all participants' displays with your display. Helps to ensure that all participants are viewing the same page or slide, at the same magnification as in your display.</p>

## Working with the Panels

### PANELS OVERVIEW

The panels on the right side of the Event window are very flexible. You can open, expand or close them quickly and easily. You can also minimize all the open panels to icons, providing greater space for sharing documents, applications and other items with event participants.

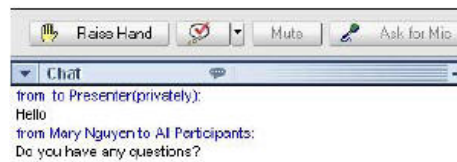
Your service selects which panels display initially.



To display the **Select Panel** menu, click **Panels**.

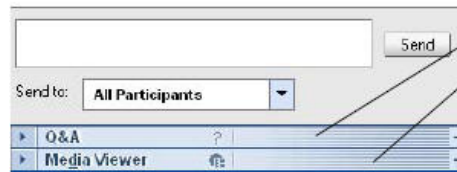
You can minimize all the panels at once using the **Minimize all** command.

In this example, the **Polling** panel is minimized. Click **Polling** in the icon tray to restore it.



The **Q&A** and **Media Viewer** panels are collapsed.

Use the icon on the left side of the panel title bar to collapse or expand a panel.



## MINIMIZING AND RESTORING PANELS

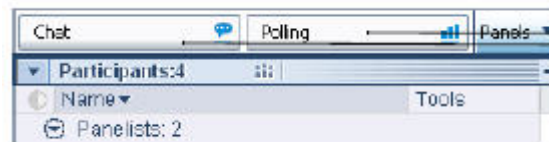
Minimizing and restoring individual panels has no effect on other participants' displays.

Notes:

- For the presenter, if you minimize all open panels using the *Minimize all* command on the *Select Panel* menu, those panels are also minimized for the other participants.
- For the presenter, if you use the *Restore Panels* command after you have minimized panels using the *Minimize all* command, those panels also display for the other participants.

To minimize a panel:

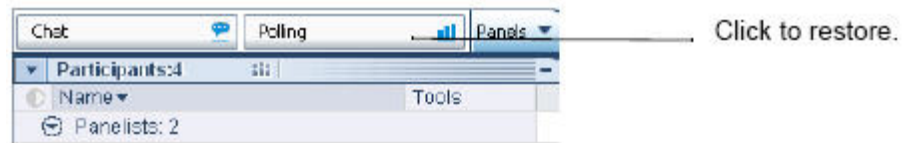
- 1 Click the **Minimize** icon on the title bar of the panel you want to minimize.
- 2 The panel no longer displays. It appears as an icon on the icon tray at the top of the panels. See the following figure.



Minimized panels display as icons.

To restore a minimized panel:

- 1 Click its icon on the icon tray.



To quickly minimize all panels:

- 1 On the icon tray, click **Panels**. The Select Panel menu appears.



- 2 On the Select Panel menu, choose **Minimize all**. The open panels shrink to icons on the icon tray. The content viewer expands.



To quickly restore all minimized panels:

- 1 The Restore Panels command quickly restores all panels you have minimized using the Minimize all command.
- 2 In the icon tray, click **Panels**.



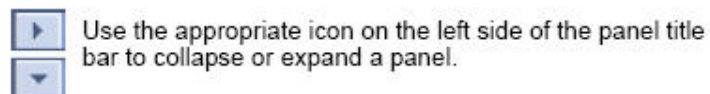
- 3 The Select Panel menu displays.
- 4 On the Select Panels menu, choose **Restore Panels**. Minimized panels now display. The content viewer returns to its previous state.

## EXPANDING AND COLLAPSING PANELS

Expanding and collapsing panels has no effect on other participants' displays.

To collapse a panel:

- 1 Click the icon in the upper left corner of a panel to collapse it.



- 2 The panel collapses, leaving only the title bar visible.



In this example, the **Polling** panel is collapsed.

To expand a panel:

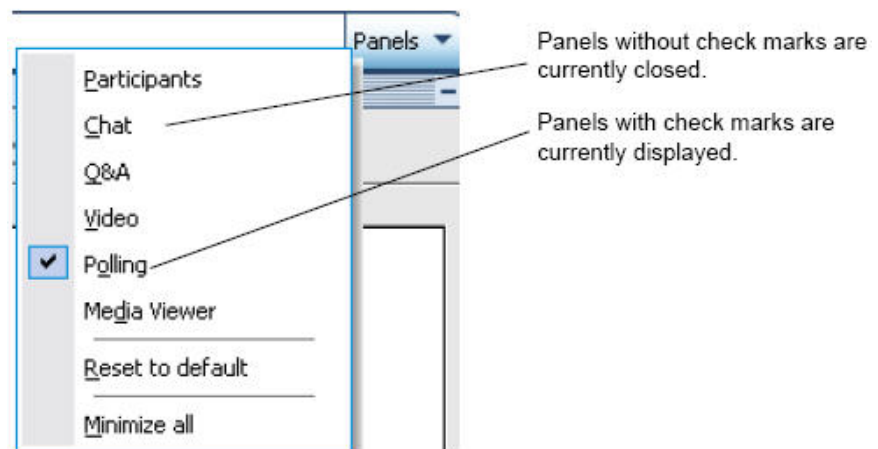
If a panel is collapsed (you can see only its title bar), click the icon in the left corner of the title bar to expand it.

## OPENING AND CLOSING PANELS

You can hide a panel completely so it does not display as an icon on the icon tray. For the presenter, if you close a panel, that panel also closes for attendees. It remains closed for all attendees until you open the panel again.

To close a panel:

- 1 On the icon tray above the panels, click **Panels**. The Select Panel menu displays.



- 2 On the Select Panel menu, click to remove the check mark next to the panel you want to close. The panel no longer displays and it is unavailable as an icon on the icon tray.
- 3 If you close the last remaining panel, the large panel area on the right side of the screen disappears. You still can access the panels through the Select Panel menu by clicking the **Panels** button.

To open a panel:

- 1 On the icon tray above the panels, click **Panels**. The Select Panel menu displays.
- 2 On the Select Panel menu, click to place a check mark next to any panel you want to open. The panel you selected displays. This panel is now available for all participants.

## RESETTING THE PANELS


You can return the panels to the display settings that were preset by your service.

To reset the panels:

- 1 On the icon tray above the panels, click **Panels**. The Select Panel menu displays.
- 2 On the Select Panel menu, choose **Reset to default**. The panels return to the display settings originally selected by your service. The size, order and location of the panels are reset to their original settings.

## ACCESSING PANEL OPTIONS

You can access the options related to any panel. Right-click the panel title bar to see a menu of commands related to the panel.

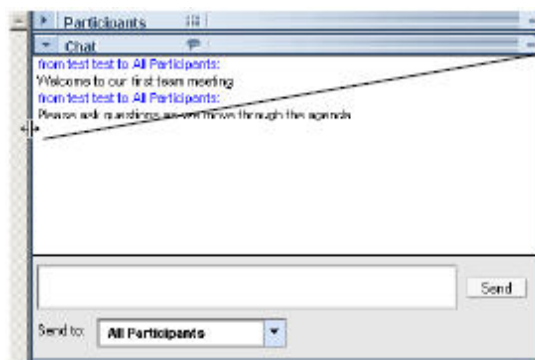
Panel	Options
Participants	<p>Sound Alerts: Lets you choose a sound to play when a participant: Joins an event Leaves an event Selects the Raise Hand button on the Participants panel.</p> <p>Attendee Privileges: Available for only the event host. Displays the Attendee Privileges dialog box.</p> <p>My Information: Lets you specify a URL or Web address that you want to make available during the event. To access the Website that you specify, event participants can click the icon  next to the host's or presenter's name on their Participants list.</p>
Chat	<p>Sound Alerts: Lets you choose the kinds of chat messages for which you want a sound to play. Select a sound from the drop-down list or click Browse to find a sound in a different location on your computer.</p> <p>Attendee Privileges: Available for only the event host. Displays the Attendee Privileges dialog box.</p>
Media Viewer	<p>Share Multimedia: Available for only the presenter. Lets you share multimedia Web content in the media viewer on this panel.</p> <p>Stop Multimedia Sharing: Available for the presenter who has started sharing multimedia content.</p>

## RESIZING THE CONTENT VIEWER AND PANELS AREAS

You can control the size of the content viewer by making the panel area narrower or wider.

To change the size of the content viewer and panels:

- 1 Click the dividing line between the content viewer and the panels.
- 2 Drag the line to the left to make the area devoted to the panels wider.
- 3 Drag the line to the right to make the content viewer larger.

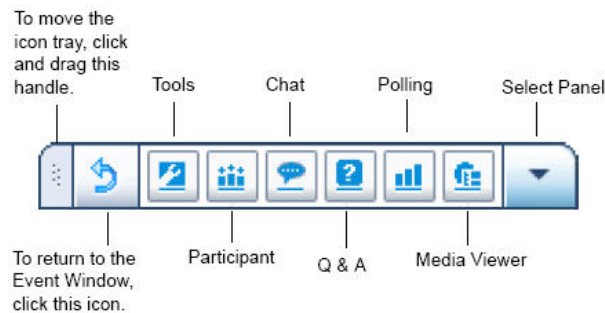


Drag this line to the right or left to change the size of the content viewer and panels area

## Accessing Panels in Full-Screen View

### OVERVIEW OF FLOATING ICON TRAY

While you are viewing a shared application, desktop or web browser, the presenter can switch between a standard window and full-screen view. In full-screen view, you can access the panels from a floating icon tray located in the lower right corner of your screen. The following figure shows an example of the floating icon tray that you see if you are sharing an application, a presentation, document or whiteboard. The icons on the tray represent the panels that you have minimized.



The following figure shows an example of the floating icon tray that you see if you are sharing your desktop. The icons on the tray represent the panels that you have minimized.

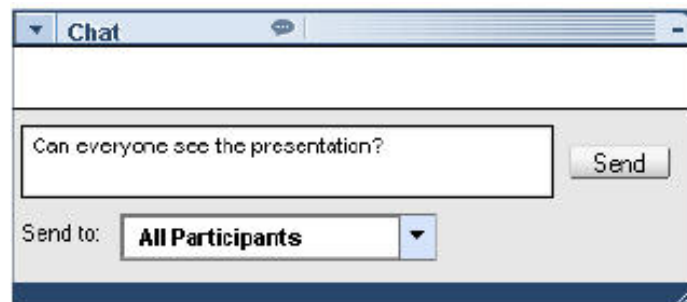
### DISPLAYING A PANEL WHILE IN FULL-SCREEN VIEW



While you are in full-screen view, you can display any panel from a floating icon tray located in the lower right corner of your screen.

To display a panel while in full-screen view:

Click its icon on the floating icon tray. For example, to display the Chat panel, click the **Chat** icon.





The panel "floats" on top of the shared document, presentation, Web browser or other shared item. To move the panel, drag the title bar of the panel.

### DISPLAYING ALL PANELS WHILE IN FULL-SCREEN VIEW

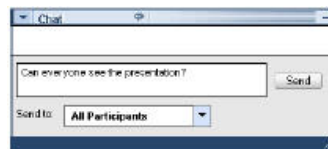
You can have all panels on the icon tray "float" on top of the shared document, presentation, web browser or other shared item.

To display all panels while in full-screen view:

- 1 On the floating icon tray, click the **Select Panel** button.
- 2 On the Select Panel menu, choose **Float All Panels**. All panels on floating icon tray display.

What you can do

- + Resize individual panels using the Resize Control in the bottom right corner of any floating panel.



Drag the **Resize Control** to change the size of the panel.

### ORGANIZING THE FLOATING PANELS

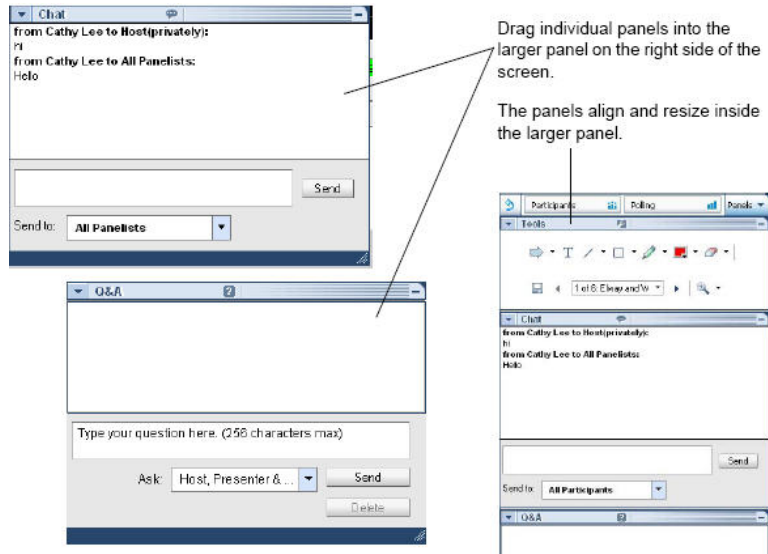
As you open the panels to answer a question or chat with a participant, you may find that you need to arrange the panels.

To organize the floating panels:

- 1 On the floating icon tray, click **Select Panel**.
- 2 On the Select Panel menu, choose **Open Right Panel**. A large panel appears on the right side of your screen. The icon tray now resides at the top of the right panel.

What you can do

- + Drag any floating panels into this larger panel. Panels resize to fill the space.
- + Drag any panel out of the larger panel to "float" it.
- + Switch between the panel view and full-screen view by choosing **Open Right Panel** or **Close Right Panel**.



## SHARING DOCUMENTS OR SOFTWARE WHILE IN FULL-SCREEN VIEW

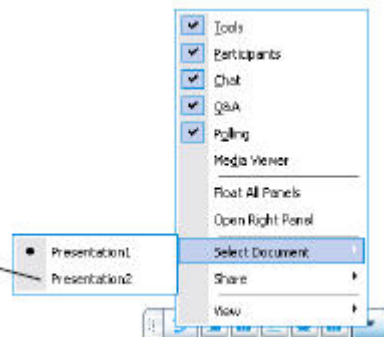
In full-screen view, you have access to sharing and viewing options from the floating icon tray.

If you are sharing a document, whiteboard or web content in full-screen view and have opened several other documents, whiteboards or web contents, you can switch to share any of those or do another type of sharing.

To display a different document in full-screen view:

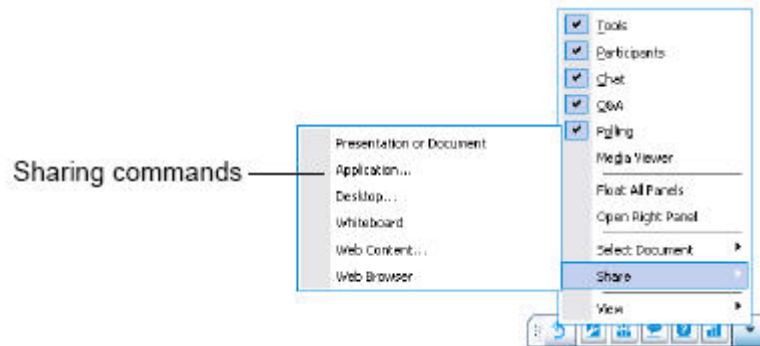
- 1 On the floating icon tray, click the **Select Panel** button.
- 2 On the Select Panel menu, choose **Select Document**. You see a list of documents, whiteboards or web contents that are currently open in this event.
- 3 Select the document you want to share.

Select a different document, whiteboard, or Web content to share.



To select another sharing option:

- 1 On the floating icon tray, click **Select Panel**.
- 2 On the Select Panel menu, choose **Share**. You see the list of sharing commands.
- 3 Choose the kind of sharing you want to do.



To match attendees' display to your display:

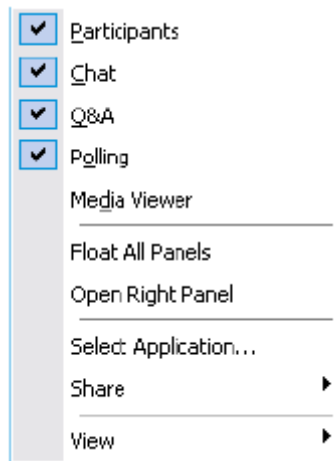
- 1 On the floating icon tray, click **Select Panel**.
- 2 On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

## WHEN SHARING AN APPLICATION

If you are sharing an application in full-screen view, you can share another application or do another type of sharing at any time.

To share a different application:

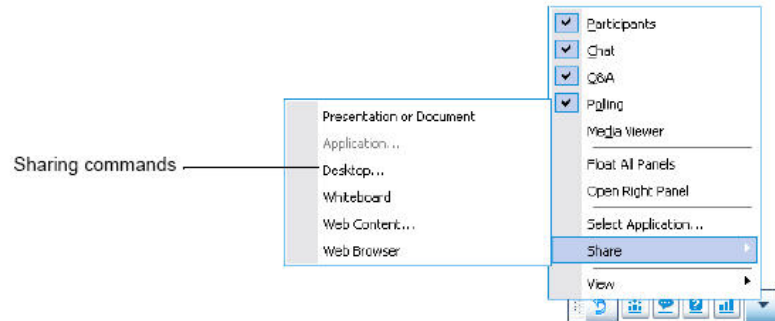
- 1 On the floating icon tray, click **Select Panel**.
- 2 On the Select Panel menu, choose **Select Application**. The Application Share dialog box appears.



- 3 Select the application you want to share or click **New Application** to open an application not already running on your desktop.
- 4 Click **Share**.

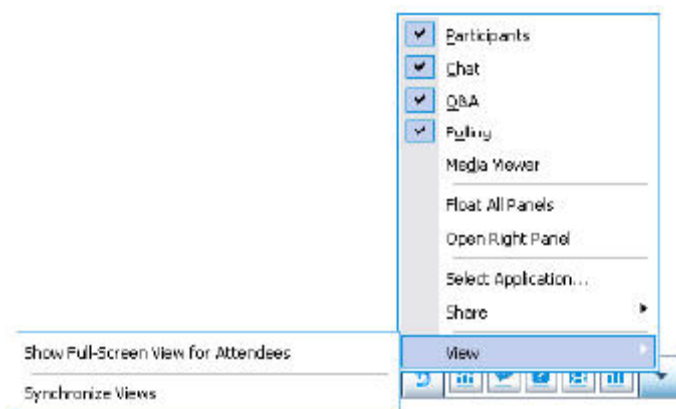
To select another sharing option:

- 1 On the floating icon tray, click the **Select Panel** button.
- 2 On the Select Panel menu, choose **Share**. You see the list of sharing commands.
- 3 Choose the kind of sharing you want to do.



To match attendees' display to your display:

- 1 On the floating icon tray, click the **Select Panel** button.
- 2 On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

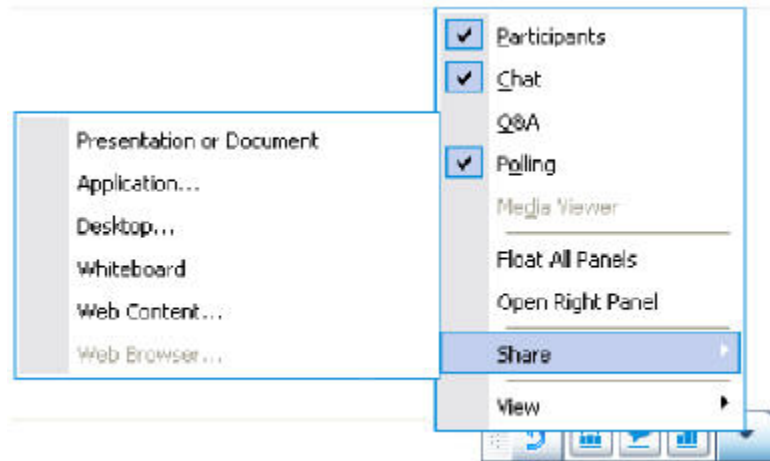


## WHEN SHARING A WEB BROWSER

When you are sharing a Web browser in full-screen view, you can do another type of sharing at any time.

To select another sharing option:

- 1 On the floating icon tray, click the **Select Panel** button.
- 2 On the Select Panel menu, choose **Share**. You see the list of sharing commands.



- 3 Choose the kind of sharing you want to do.

To match attendees' display to your display:

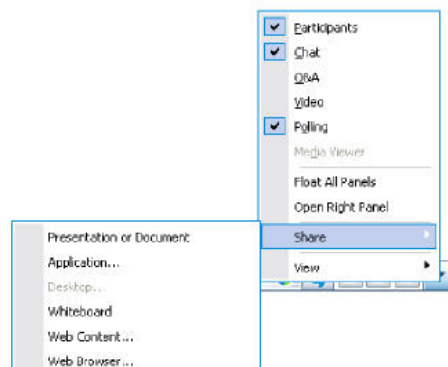
- 1 On the floating icon tray, click **Select Panel**.
- 2 On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

## WHEN SHARING YOUR DESKTOP

When you are sharing your desktop in full-screen view, you can do another type of sharing at any time.

To select another sharing option:

- 1 On the floating icon tray, click the **Select Panel** button. It is the last button on the floating icon tray.
- 2 On the Select Panel menu, choose **Share**. You see the list of sharing commands.
- 3 Choose the kind of sharing you want to do.



To match attendees' display to your display:

- 1 On the floating icon tray, click **Select Panel**. It is the last button on the floating icon tray.
- 2 On the Select Panel menu, choose **View > Synchronize Views**. All attendees' displays now match your display.

## UNDERSTANDING PANEL ALERTS

Overview of panel alerts

If you have minimized or collapsed the Chat, Q & A or Participants panels and any of those panels requires your attention, you see an alert on that panel.

Here are the reasons for seeing alerts:

- + A Raise Hand indicator appears in your Participants list.
- + An attendee sends a chat message.
- + An attendee sends a question.

## ALERTS FOR MINIMIZED PANELS

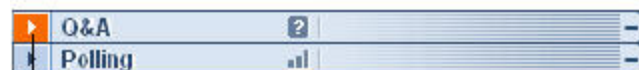
If you have minimized a panel, the icon representing that panel blinks for a few seconds and changes color to alert you to a change.



The Chat icon changes color to let you know you have a new chat message.

## ALERTS FOR COLLAPSED PANELS

If you have collapsed a panel, the Expand/Collapse icon blinks for a few seconds and changes color to get your attention to a change.



The icon changes color to let you know you should check the contents of this panel.

## Conducting a Practice Session

### ABOUT PRACTICE SESSIONS

Practice sessions allow the host, presenter and all other panelists to practice the event before starting it for all participants. In a sense, practice sessions are similar to working behind a curtain for dress rehearsals. Practice sessions are not visible to event participants, but the event team can perform all event functions in the practice session. To prevent distractions during a practice session, the attendees' chat is not visible to the production team and attendees' telephones and microphones are muted.

## SETTING UP A PRACTICE SESSION

Before the host starts a practice session, all panelists should join the event. The host, presenter and panelists should have all presentation materials ready to share in the practice session.

Notes:

- Create a slide presentation for attendees to view while the production team is in a practice session. Open the slide presentation and set it to auto play before you start the practice session. If you do not have a presentation for attendees to view while a practice session is in progress, they see a message in their Event windows stating that the production team is in a practice session.
- Start the practice session early enough before the event so you can finish it before the time your event is scheduled to start.

The following table outlines what the event team and attendees view once the host starts a practice session.

Feature	Production Team	Attendees
Participant lists	Production team can view the participants in the Host, Presenter and Panelists list.	Attendees can view Attendee list.
	Attendee list is grayed out.	Host, Presenter and Panelist s lists are grayed out.
Q & A sessions	Production team can use the Q & A session to communicate with each other.	If the host grants Q & A privileges, attendees can send questions to each other or to the production team.
	Production team can view questions sent from attendees.	
Chat	Chat defaults to Host, Presenter and Panelist.	Attendees cannot view the chat within a practice session unless a production team member sends chat to All. Attendees cannot chat with the production team.
	The production team cannot see chat from attendees.	
	The production team can send chat to attendees by selecting All in the Chat drop-down list.	
Document sharing	Production team cannot view documents, presentations or applications that were opened before the host started the practice session.	Attendees can view documents or presentations shared before the host starts the practice session.
	Names on Event window tabs of documents or presentations opened before the practice session are grayed out.	Attendees cannot view any documents or presentations shared within the practice session.
Application sharing	The host must close any applications shared before starting the practice session. A message appears prompting the host or presenter to close the application.	Attendees cannot view any applications after the host starts a practice session.

	The host or presenter can share an application within the practice session, which the production team views.	
Browser sharing	The host must close any browser shared before starting the practice session. A message appears prompting the host or presenter to close the shared browser.	Attendees cannot view any shared browsers after the host starts a practice session.
	The host or presenter can share a browser within the practice session, which the production team views.	
Record and playback	Record and playback is available to the event team.	Record and playback is available to attendees (although attendees can only record presentations outside the practice session).
Polling	Within a practice session, the poll coordinator can open a poll that was created or loaded (but not opened) outside the practice session.  The production team views any opened polls within the practice session.	Attendees can view a poll opened before the host starts the practice session.  Attendees cannot view any polls opened within the practice session.  If, within a practice session, the poll coordinator closes the poll that the attendees are viewing, the poll closes for the attendees.
Video	The event team views video within the practice session.	Attendees cannot view video after the host starts a practice session.

## STARTING A PRACTICE SESSION

Once the host starts a practice session, attendees who have joined the event cannot view any activities in the practice session.

*Notes:*

- Only the host can start a practice session.
- If a host designates a panelist or presenter as an attendee during a practice session, the attendee is removed from the practice session.

To start a practice session:

- 1 Optional. Open the presentation that attendees will view while the production team is in a practice session. Set the presentation to automatically advance pages.
- 2 Once the hosts starts a practice session, the presentation document or application that the host opened in the Event window before starting the practice session cannot be used by the production team. The host can only close the presentation. To use the same presentation in a practice session, the host must open it again after starting the practice session.

- 3 In the Event window, on the Event menu, choose **Start Practice Session**.
- 4 The practice session starts. The host, presenter and panelists automatically join the practice session. Event attendees view any presentation that the host opened before starting the practice session or they see a message in the Event window that the production team is currently in a practice session.
- 5 Open the presentation or any documents that the presenter will share during the event.
- 6 Rehearse the event using all the features that the production team will use during the event.
- 7 Before you end a practice session, close any documents or presentations that you are sharing if you do not want to share those with attendees once you end the practice session.

## ENDING YOUR PRACTICE SESSION

When you are finished with your practice session, on the Event menu, choose **End Practice Session**.

The practice session ends. Event participants can now view the activities in the Event window.

Once you end a practice session, attendees can view any loaded presentations, documents, whiteboards, polls, applications or shared desktops that the production team shared within the practice session. Before ending a practice session, close anything that was shared within the practice session that you do not want to share with attendees.

## Sharing Presentations, Documents and Whiteboards

### ABOUT SHARING PRESENTATIONS, DOCUMENTS AND WHITEBOARDS

You can share the following types of content during an event:

- + Presentations or documents on your computer
- + Whiteboards
- + WebEx Universal Communications Format (UCF) multimedia presentations or standalone files

The content that you share appears in the content viewer on all participants' screens.

### GRANTING DOCUMENT, PRESENTATION AND WHITEBOARD SHARING PRIVILEGES

By default, only the presenter can share a document, presentation or whiteboard during an event. You can grant privileges allowing all panelists to share their own presentations or documents. You can also allow all panelists and attendees to interact with pages, slides and whiteboards that others share. You can also remove these sharing privileges from all panelists or attendees at any time.

To specify panelist privileges for shared content in the content viewer:

- 1 In the Meeting window, on the Participant menu, choose **Assign Privileges > Panelists**. The Panelist Privileges dialog box appears.
- 2 Under Document, select or clear the check boxes for any sharing privileges you want to grant to or remove from all attendees:
  - a. Save
  - b. Print

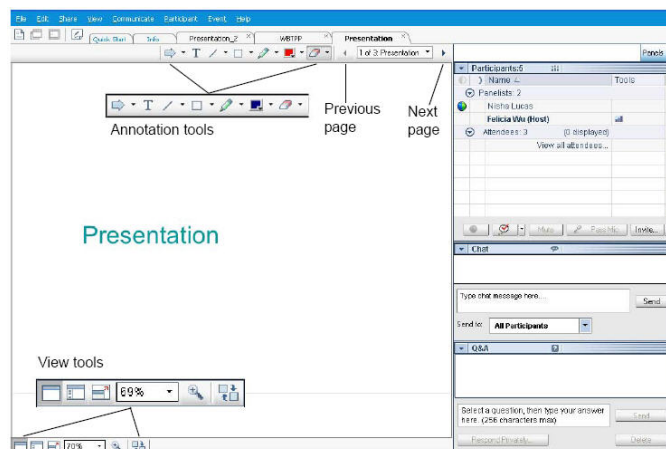
- c. Copy Pages
- d. Annotate
- 3 Under View, select or clear the check boxes for any sharing privileges that you want to grant to or remove from all attendees:
  - a. Attendee list
  - b. Thumbnails
  - c. Number of Attendees
  - d. Any page
  - e. Any document
- 4 Under Event, select or clear the check boxes to grant to or remove these privileges from all panelists:
  - a. Record a meeting
  - b. Share documents
- 5 Click **Assign**.

To specify attendee privileges for shared content in the content viewer:

- 1 In the Meeting window, on the Participant menu, choose **Assign Privileges > Attendees**. The Attendee Privileges dialog box appears.
- 2 Under Document, select or clear the check boxes for any sharing privileges you want to grant to or remove from all attendees:
  - a. Save
  - b. Print
  - c. Copy Pages
  - d. Annotate
- 3 Under View, select or clear the check boxes for any sharing privileges that you want to grant to or remove from all attendees:
  - a. Attendee list
  - b. Thumbnails
  - c. Number of Attendees
  - d. Any page
  - e. Any document
- 4 Under Event, select or clear the check box to allow all attendees to record the event.
- 5 Click **Assign**.

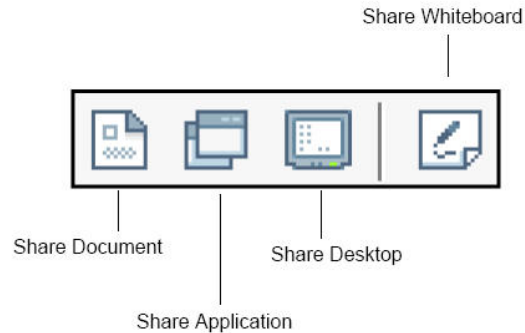
## CONTENT VIEWER TOOLS

The tools on the content viewer toolbar allow you to share and perform actions on presentations, documents and whiteboards.



## OPENING AND MOVING THROUGH DOCUMENTS

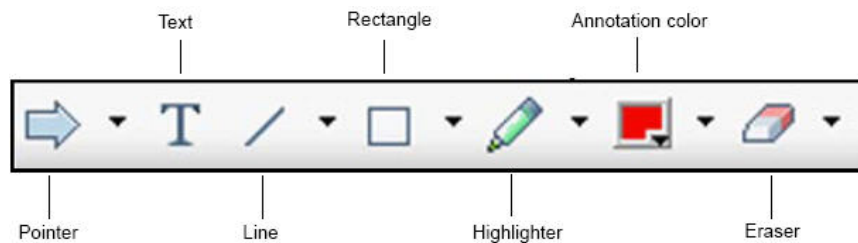
You can open a document, whiteboard, desktop or application to share using the sharing icons in the upper left corner:



Move through the pages in a shared document or presentation using the Previous and Next buttons on the selector tool. Click the down arrow button to view a list of all pages or slides in the current document or presentation.



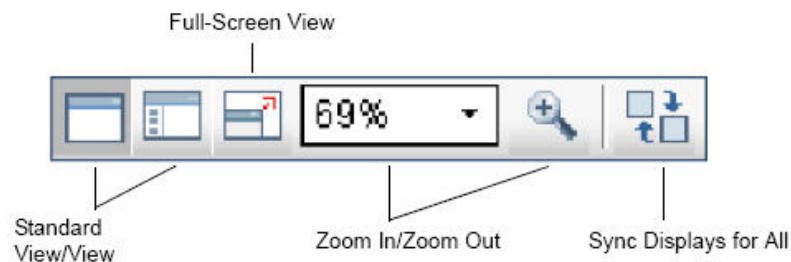
## ANNOTATION TOOLS



Tool	Description
Pointer	Lets you point out text and graphics on shared content. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared content. Attendees can view the text once you finish typing it and click your mouse in the content viewer, outside the text box.  To change the font, on the Edit menu, choose Font . Clicking this button again turns off the text tool.
Line	Lets you draw lines and arrows on shared content. For more options, click

	the downward-pointing arrow. Clicking this button closes the Rectangle tool.
Rectangle	Lets you draw shapes, such as rectangles and ellipses on shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared content. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool
Annotation Color	Displays the Annotation Color palette, on which you can select a color to annotate shared content. Clicking this button again closes the Annotation Color palette.
Eraser	Erases text and annotations or clears pointers on shared content. To erase a single annotation, click it in the viewer. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.

## VIEW TOOLS



Tool	Description
Standard View/ View Thumbnails	<p>Clicking Standard View displays the shared content as you would normally view it. To display thumbnails or miniatures, of shared pages, slides or whiteboards to the side of the content, click View Thumbnails. This tool helps you locate a page or slide quickly.</p> <p>Click Standard View to return to normal viewing of the shared content.</p>
Full-Screen View	<p>Displays shared content in a full-screen view. Helps you to ensure that participants can view all activity on your screen. Also helps to prevent participants from viewing or using other applications on their screens during a presentation.</p> <p>Click ESC to return to the content viewer.</p>
Zoom In/ Zoom Out	<p>Lets you display shared content at various magnifications. Click this button and then click the page, slide or whiteboard to change its magnification. For more magnification options, click the downward-pointing arrow.</p>

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Synchronize Displays for All	For presenters, synchronizes all participants' displays with your display. Helps to ensure that all participants are viewing the same page or slide, at the same magnification, as in your display.
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## SHARING PRESENTATIONS OR DOCUMENTS

Generally, you can share any type of document or presentation that you can print from your computer. Attendees can view the shared document or presentation in their content viewers, without the need for the application with which it was created. Attendees can also view any animation and transition effects on shared Microsoft PowerPoint slides.

Once an event starts, you can open a document or presentation to share. You do not need to select it or "load" it before the event.

Document and presentation sharing is ideal for presenting information that you do not need to edit during the event, such as a slide presentation

While sharing a document or presentation, you can:

- + Make annotations
- + Use a pointer to emphasize text or graphics
- + Save it to a file
- + Print it
- + Display it at various magnifications, in miniature (thumbnails) and in a full-screen view
- + Synchronize all participants' displays with the display in your content viewer

At any time during an event, you can grant attendees privileges that allow them to annotate, save, print and display different views of shared presentations or documents.

## STARTING DOCUMENT OR PRESENTATION SHARING

You can share a document or presentation that resides on your computer. Attendees can view a shared document or presentation in their content viewers.

To share a document or presentation:

- 1 On the Share menu, choose **Presentation** or **Document**. The Share Presentation or Document dialog box appears.
- 2 Select the document or presentation that you want to share.
- 3 Click **Open**. The shared document or presentation appears in the content viewer.

## TIPS FOR SHARING DOCUMENTS AND PRESENTATIONS

These tips can help you share documents or presentations more effectively.

- + To import slide presentations quickly:
  - Limit the number of animations and slide transitions.
  - Minimize the number of screen shots that you add to slides, especially bitmap graphics. Bitmaps do not compress well.
  - Limit the number of slides in a presentation to fewer than 30. If you want to share more slides, create a separate presentation file for each set of 20 to 30 slides.
  - Keep the size of the presentation file smaller than 5MB.
- + To save time during an event, begin sharing the document or presentation before the event's starting time. That way, once attendees join the event, they can begin viewing your presentation.

- + To improve the speed at which shared pages or slides appear in attendees' content viewers, save the document or presentation as a *.ucf* (Universal Communications Format) file before the event starts. Then share the *.ucf* file instead of the document or presentation itself.
- + You can annotate shared presentations or documents in the content viewer; however, you cannot edit them. If you want to edit shared information, you can use application sharing instead.

## CHOOSING AN IMPORT MODE FOR DOCUMENT OR PRESENTATION SHARING

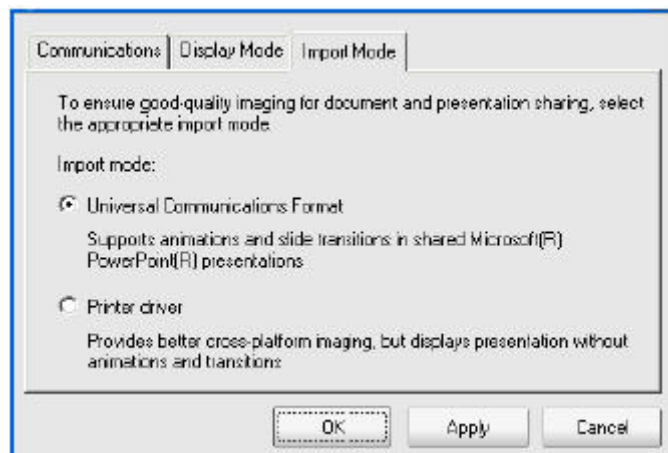
Before you share a document or presentation, you can choose one of the following import modes:

- + Universal Communications Format (UCF): The default mode. Lets you display animations and slide transitions in Microsoft PowerPoint presentations. In the UCF mode, Meeting Manager imports documents and presentations more quickly than it does in the printer driver mode. However, pages or slides may not appear consistently in Meeting Manager across platforms.
- + Printer driver: Displays shared documents and presentations as they appear when you print them, providing a consistent appearance of pages and slides in Meeting Manager across platforms. However, this mode does not support animations or slide transitions. In this mode, the first page or slide may appear quickly, but the total import time for all pages or slides is usually longer than it is in the UCF mode.

*Note: Changing the import mode does not affect any presentations or documents that you are currently sharing. To apply a new import mode to a shared document or presentation, you must close it first and then share it again.*

To choose an import mode for shared documents and presentations:

- 1 In the Event window, on the Event menu, choose **Options**. The Event Options dialog box appears, with the Options tab selected by default.
- 2 Click the **Import Mode** tab. The Import Mode tab options appear.
- 3 Select *either* **Universal Communications Format** or **Printer driver**.



- 4 Click **OK**.

## CLOSING SHARED DOCUMENTS AND PRESENTATIONS

You can close any presentations or documents that you are sharing in your content viewer.

To close a shared document or presentation:

- 1 In the content viewer, select the tab for the document or presentation that you want to close.
- 2 On the File menu, choose **Close**. If you have not yet saved any annotations that you made on the document or presentation, a message appears, allowing you to save it.

## SHARING A WHITEBOARD

Sharing a whiteboard allows you to draw objects and type text that all attendees can see in their content viewers. You can also use a pointer to emphasize text or graphics on a whiteboard.

While sharing whiteboard, you can:

- + Display it at various magnifications, in miniature (thumbnails), and in a full-screen view
- + Save it
- + Print it
- + Synchronize attendees' displays with the display in your content viewer

If you grant annotation privileges to attendees, you and attendees can draw and type on a whiteboard simultaneously. You can also allow attendees to save, print and display different views of shared whiteboards.

## STARTING WHITEBOARD SHARING

You can share a whiteboard on which you can draw and write. Attendees can view a shared whiteboard in their content viewers.

To share a whiteboard:

- + On the **Share** menu, choose **Whiteboard**.

*Notes:*

- You can add multiple pages to a shared whiteboard.
- You can share multiple whiteboards. For each whiteboard that you share, Meeting Manager creates a new Whiteboard tab in the content viewer.

## CLOSING A SHARED WHITEBOARD

You can close any whiteboards that you are sharing in your content viewer.

To close a shared whiteboard:

- 1 In the content viewer, select the tab for the whiteboard you want to close.
- 2 On the File menu, choose **Close**. If you have not yet saved any annotations that you made on the whiteboard, a message appears, allowing you to save it.

## SHARING A WHITEBOARD

Sharing a whiteboard allows you to draw objects and type text that all attendees can see in their content viewers. You can also use a pointer to emphasize text or graphics on a whiteboard.

While sharing whiteboard, you can:

- + Display it at various magnifications, in miniature (thumbnails), and in a full-screen view
- + Save it
- + Print it

- + Synchronize attendees' displays with the display in your content viewer

If you grant annotation privileges to attendees, you and attendees can draw and type on a whiteboard simultaneously. You can also allow attendees to save, print and display different views of shared whiteboards.

## STARTING WHITEBOARD SHARING

You can share a whiteboard on which you can draw and write. Attendees can view a shared whiteboard in their content viewers.

To share a whiteboard:

- + On the Share menu, choose **Whiteboard**.

Notes:

- You can add multiple pages to a shared whiteboard.
- You can share multiple whiteboards. For each whiteboard that you share, Meeting Manager creates a new Whiteboard tab in the content viewer.

## CLOSING A SHARED WHITEBOARD

You can close any whiteboards that you are sharing in your content viewer.

To close a shared whiteboard:

- 1 In the content viewer, select the tab for the whiteboard you want to close.
- 2 On the File menu, choose **Close**. If you have not yet saved any annotations that you made on the whiteboard, a message appears, allowing you to save it.

## Navigating Presentations, Documents or Whiteboards

### ABOUT NAVIGATING SHARED PRESENTATIONS, DOCUMENTS OR WHITEBOARDS

When sharing a document, presentation or whiteboard, you can:

- + Navigate slides, pages or whiteboards using the toolbar
- + Advance pages or slides automatically, at an interval of time that you specify
- + Perform animations and slide transitions in a presentation
- + Use keys on your computer's keyboard to navigate a presentation and display animations on the slides

### NAVIGATING SLIDES, PAGES OR WHITEBOARDS USING THE TOOLBAR

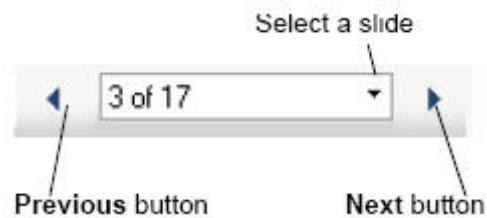
You can navigate to different pages, slides or whiteboard "pages" in the content viewer. Each document, presentation or whiteboard being shared appears on a tab at the top of the content viewer.

To display pages or slides in the content viewer:

- 1 In the Event window, in the content viewer, select the tab for the document, presentation or whiteboard that you want to display.



- If there are more tabs than can appear at one time, click the **Next Tab** button to cause the next tab to scroll into view.



- On the toolbar, click a button to change the page or slide you are viewing.
- To display the next page or slide, click the **Next** button.
- To display the previous page or slide, click the **Previous** button.
- To display any page or slide, select it in the Go To drop-down list.
- If Microsoft PowerPoint slides are being shared, the drop-down list also displays the title of each slide.

*Notes:*

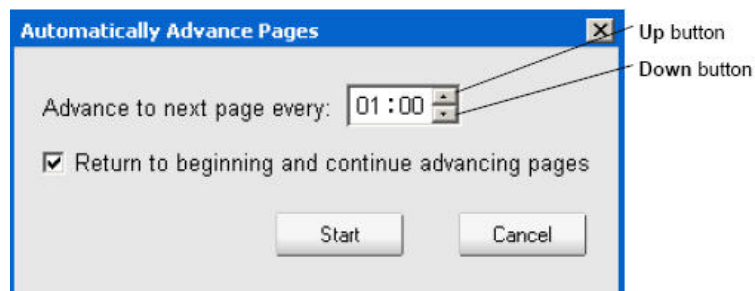
- Alternatively, you can navigate to different pages or slides in a shared document, presentation or whiteboard by opening the thumbnail viewer.
- You can advance pages or slides automatically at a time interval that you specify.
- You can also use the keys on your computer's keyboard to display different pages or slides and perform animations and slide transitions.
- If your presentation includes animations or slide transitions, you can use the toolbar or keyboard shortcuts to perform them.

## ADVANCING PAGES OR SLIDES AUTOMATICALLY

When sharing a document or presentation in the content viewer, you can automatically advance pages or slides at a specified interval. Once you start automatic page or slide advancement, you can stop it at any time.

To automatically advance pages or slides:

- In the Event window, in the content viewer, select the tab for the document or presentation for which you want to advance pages or slides automatically.
- On the View menu, choose **Automatically Advance Pages**. The Automatically Advance Pages dialog box appears.



- In the Advance to next page box, specify an interval of time at which to advance pages or slides, by selecting the minutes or seconds, and then doing either of the following:
  - Type a time.
  - Click the **Up** button to increase the number or click the **Down** button to decrease the number.
- Optional. To restart page or slide advancement once all pages or slides are displayed, select the **Return to beginning and continue advancing pages** check box.

- 5 Click **Start**.
- 6 Optional. Close the Automatically Advance Pages dialog box by clicking the **Close** button in the upper-right corner of the dialog box. The pages or slides continue to advance at the specified interval.

To stop automatic page or slide advancement:

- 1 If you closed the Automatically Advance Pages dialog box, on the View menu, choose **Automatically Advance Pages**. The Automatically Advance Pages dialog box appears.
- 2 Click **Stop**.

## PERFORMING ANIMATIONS AND SLIDE TRANSITIONS IN SHARED SLIDES

When sharing a Microsoft PowerPoint slide presentation in the content viewer, you can perform animations on the slides and slide transitions, just as you can when using the Slide Show option in PowerPoint.

To perform animations and slide transitions, you must share the presentation as a Universal Communications Format (UCF) file (.ucf). The UCF import mode automatically converts a PowerPoint file (.ppt) to a UCF file when you share it.

Notes:

- If you want to share a presentation that was created using Microsoft PowerPoint 2002 for Windows XP, it is recommended that you use a computer with an Intel Celeron or Pentium 500 MHz or faster processor.
- Alternatively, you can use the keys on your computer's keyboard to perform animations and slide transitions in a PowerPoint slide presentation.
- If at least one event participant is using the Java Meeting Manager, animations and slide transitions are not available during the event. The event host can prevent participants from joining an event using the Java Meeting Manager when scheduling the event.

To perform slide animations and transitions in a shared presentation:

- 1 Ensure that the content viewer has input focus by clicking in the viewer. The content viewer has input focus if a blue border appears around the outside of the slide in the viewer.
- 2 On the toolbar, do *either* of the following:
  - a. To display the next slide or perform the next animation or slide transition, click the **Next** button.
  - b. To display the previous slide or perform the previous animation or slide transition, click the **Previous** button.



## USING KEYBOARD SHORTCUTS TO CONTROL A PRESENTATION

When sharing a document or presentation in the content viewer, you can use the keys on your computer's keyboard to display pages or slides. If you are sharing a Microsoft PowerPoint slide presentation, you can also use keyboard keys to perform animations on the slides and slide transitions, just as you can when using the Slide Show option in PowerPoint.

Before using keyboard shortcuts, click in the viewer to set the input focus in the content viewer. A blue border around the shared page or slide indicates that the viewer has input focus.

## SHARING A PRESENTATION

Use these keystrokes to move quickly through your presentation.

To	Press
Display the next slide or perform the next animation or slide transition	Space Bar , Page Down , Right Arrow or Down Arrow
Display the previous slide or perform the previous animation or slide transition	Page Up , Left Arrow or Up Arrow
Display the first slide	Home
Display the last slide	End

*Note: To perform animations and slide transitions, you must share the presentation as a Universal Communications Format (UCF) file. The UCF import mode automatically converts a PowerPoint file to a UCF file when you share it.*

## SHARING A DOCUMENT

Use these keystrokes to move quickly through your document.

To	Press
Display the next page	Space Bar or Page Down , Right Arrow or Down Arrow
Display the previous page	Page Up , Left Arrow or Up Arrow
Display the first page	Home
Display the last page	End

## Working with Pages or Slides

### ABOUT WORKING WITH PAGES OR SLIDES

When sharing a document, presentation or whiteboard, you can

- + Add new, blank pages or slides for annotation
- + Paste images that you copy to your computer's clipboard into a new page or slide in a shared document, presentation or whiteboard

### ADDING NEW PAGES OR SLIDES

When sharing a document, presentation or whiteboard in the content viewer, you can add a new, blank page or slide for annotation.

To add a new page or slide:

- 1 In the content viewer, select the tab for the document, presentation or whiteboard to which you want to add a page or slide.
- 2 On the Edit menu, choose **Add Page**. A new page appears in the content viewer, at the end of the currently selected document, presentation or whiteboard.

## PASTING IMAGES IN SLIDES, PAGES OR WHITEBOARDS

If you copy any bitmap image to your computer's clipboard, you can paste the image into a new page, slide or whiteboard in the content viewer.

For example, you can copy an image on a Web page or in an application, then quickly share that image by pasting it in the content viewer.

To paste an image in a page, slide or whiteboard in the content viewer:

1. In the content viewer, select the tab for the document, presentation or whiteboard in which you want to paste an image.
2. On the Edit menu, choose **Paste Page Image**. The image appears on a new page in the content viewer, at the end of the currently selected document, presentation or whiteboard.

*Note: You can paste any type of bitmap image, such as a GIF, JPEG, BMP or TIFF image in the content viewer. However, you cannot paste other types of images--such as EPS or Photoshop (PSD) images--in the content viewer.*

## Controlling Views of Presentations, Documents or Whiteboards

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### ABOUT CONTROLLING VIEWS OF SHARED PRESENTATIONS, DOCUMENTS OR WHITEBOARDS

All shared presentations, documents or whiteboards appear in the content viewer in the Event window. A tab at the top of the content viewer appears for each document, presentation or whiteboard that is being shared.

Depending on your role and the privileges that you have, you can do the following when viewing shared content in the content viewer:

- + View slides, pages or whiteboards at various magnifications.
- + View slides, pages or whiteboards in miniature.
- + Display a full-screen view of a page, slide or whiteboard.
- + Synchronize all participants' views of a page or slide with the view that appears in your content viewer

### MAGNIFYING OR REDUCING THE VIEW OF SLIDES, PAGES OR WHITEBOARDS

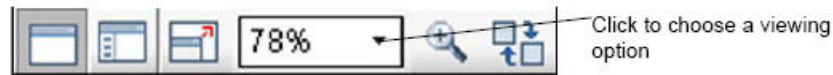
You can magnify or reduce any page, slide or whiteboard that appears in the content viewer, using various methods. Magnifying or reducing content in the content viewer changes only its appearance, not its actual size.

You can:

- + Zoom in to or out from on a page, slide or whiteboard
- + Adjust the size of a page, slide or whiteboard to fit the content viewer
- + Adjust the size of a page, slide or whiteboard to fit its width in the content viewer
- + Turn off the Zoom tool at any time

To zoom in to or out from on a page, slide or whiteboard, do *one* of the following on the content viewer toolbar:

- + To zoom in or out incrementally, click the downward pointing arrow to the left of the Zoom In/Zoom Out button and then choose **Zoom In** or **Zoom Out**. To continuing zooming in or out, click the **Zoom In / Zoom Out** button.



- + To zoom in to a specific area, click the downward-pointing arrow to the right of the Zoom In button and then drag your mouse to the area. Release your mouse button.
- + To zoom in or out to a preset percentage, click the downward-pointing arrow to the left of the Zoom In/Zoom Out button and then choose the percentage.

To adjust the size of a page, slide or whiteboard to fit the content viewer:

- 1 On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.
- 2 On the menu that appears, choose **Fit to Viewer**.

To adjust the size of a page, slide or whiteboard to fit its width in the content viewer:

- 1 On the toolbar, click the downward-pointing arrow to the right of the Zoom In/Zoom Out button.
- 2 On the menu that appears, choose **Fit to Width**.

To turn off the zoom tool:

- + On the toolbar, click the **Zoom In/Zoom Out** button.

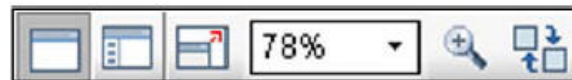
## CONTROLLING FULL-SCREEN VIEW OF SLIDES, PAGES OR WHITEBOARDS

You can maximize the size of a page, slide or whiteboard in the content viewer to fit your monitor's entire screen. A full-screen view replaces the normal Event window view. You can return to a normal view at any time.

*Note: If an event presenter displays a full-screen view of a page, slide or whiteboard, attendees' screens automatically display a full-screen view as well. However, attendees can control full-screen view independently in their Event windows.*

To display a full-screen view:

- + On the toolbar, click the **Full-Screen View** button.



Full-Screen View

To return to a normal view:

- + On the floating icon tray, click **Return to Main Window**.



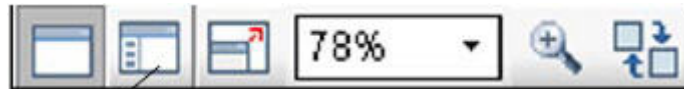
Return to Main Window

## VIEWING MINIATURES OF SLIDES, PAGES OR WHITEBOARDS

You can view miniatures or thumbnails, of the shared pages, slides and whiteboards that appear in the content viewer. Viewing miniatures can help you to quickly locate a shared page or slide that you want to display in the content viewer.

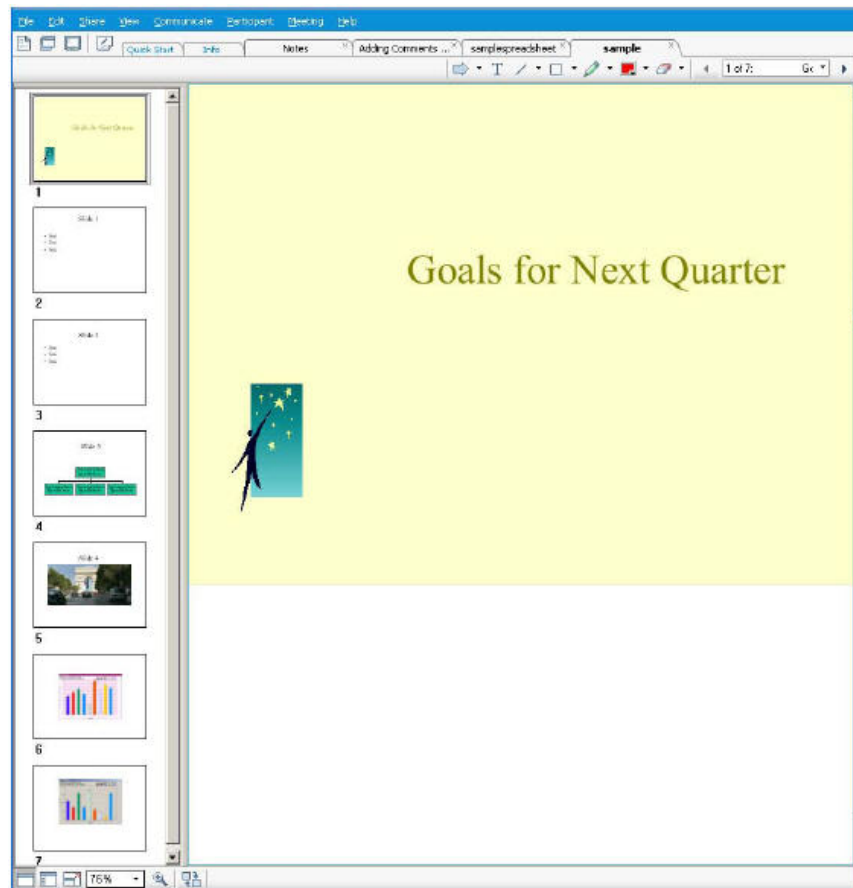
To view miniatures of slides, pages or whiteboards:

- 1 In the content viewer, select the tab for the document, presentation or whiteboard for which you want to view miniatures.
- 2 On the toolbar, click **View Thumbnails**.



View Thumbnails

Miniatures of all pages or slides in the selected document, presentation or whiteboard appear in the thumbnail viewer, in the left column.



- 3 Optional. To display any page or slide in the content viewer, double-click its miniature in the thumbnail viewer.
- 4 Optional. To control the size of the thumbnail viewer, drag the right edge of the viewer to the right or left.

*Note: Attendees must have both the View thumbnails and View any page privileges to display a miniature of a page or slide at full size in the content viewer.*

To close the thumbnail viewer:

- + On the toolbar, click **View Thumbnails** again.

## SYNCHRONIZING ATTENDEES' VIEWS OF SLIDES, PAGES OR WHITEBOARDS

You can synchronize the display of a shared page, slide or whiteboard in all attendees' content viewers with the display in your viewer. Once you synchronize displays, the page, slide or whiteboard in attendees' content viewers appears at the same magnification as in your content viewer.

To synchronize attendees' views of slides, pages or whiteboards:

- + On the content viewer toolbar, click **Synchronize Displays**.



## Annotating Presentations, Documents or Whiteboards

### ABOUT ANNOTATING SHARED PRESENTATIONS, DOCUMENTS OR WHITEBOARDS

You can annotate a shared document, presentation or whiteboard that appears in the content viewer. When making annotations, you can:

- + Draw objects and highlight text or graphics
- + Type text
- + Select a font for typing
- + Select a color for annotations
- + Adjust an annotation color so it is visible on either a light or dark background
- + Clear or erase annotations
- + Undo and redo annotations

### DRAWING ANNOTATIONS ON SLIDES, PAGES OR WHITEBOARDS

Using the drawing tools, you can draw annotations on shared slides, pages or whiteboards in the content viewer. The drawing tools allow you to highlight text and graphics; draw freehand; and draw lines, arrows and various shapes.

To highlight an element on a page, slide or whiteboard:

- 1 On the toolbar, click the **Highlighter Tool** icon.



Highlighter tool

- 2 To draw annotations, drag your mouse.
- 3 Optional. Click the downward pointing arrow next to the Highlighter Tool to select a different highlighting tool.

*Note: You can change your annotation color at any time.*

To turn off the drawing tool:

- + On the toolbar, click the **Highlighter Tool** icon.

## TYPING ANNOTATIONS ON SLIDES, PAGES OR WHITEBOARDS

Using the text tool, you can type annotations on shared slides, pages or whiteboards in the content viewer.

To type annotations on a page, slide or whiteboard:

- 1 On the toolbar, click the **Text Tool** icon. Your mouse pointer changes to a cursor.
- 2 Begin typing in the content viewer.
- 3 Click outside the box in which you typed the text to send the text to all participants' content viewers.



Text tool

To turn off the text tool:

- + On the toolbar, click the **Text Tool** icon.

## SELECTING A COLOR FOR ANNOTATING SLIDES, PAGES OR WHITEBOARDS

You receive a default annotation color when you join an event. However, you can select a different color for making annotations.

To select a color for annotating a shared page, slide or whiteboard:

- 1 On the toolbar, click the **Annotation Color** icon. The Annotation Color palette appears.
- 2 Select the color that you want to use.



## MAKING ANNOTATIONS VISIBLE ON DIFFERENT BACKGROUNDS IN THE CONTENT VIEWER

When using annotation tools to annotate a document, presentation or whiteboard in the content viewer, you can adjust your annotation color so it displays well on either a light or dark background. For example, if you are using a dark annotation color to annotate a dark image on a slide, you can make your annotations visible on the dark image.

To annotate on either a light or dark background in the content viewer:

- 1 On the Edit menu, choose **Annotate On**.
- 2 Choose a background:
  - a. Light Background: Makes annotations visible on a light background.
  - b. Dark Background: Makes annotations visible on a dark background.

## SELECTING A FONT FOR ANNOTATING SLIDES, PAGES OR WHITEBOARDS

When typing text on a page, slide or whiteboard in the content viewer, you can select the:

- + Font
- + Font style

+ Text color

To select a font for typing annotations:

- 1 On the Edit menu, choose **Font**.
- 2 The Font dialog box appears.
- 3 Select the font and other options that you want to use.
- 4 Click **OK**.

## CLEARING ANNOTATIONS ON SLIDES, PAGES OR WHITEBOARDS

You can clear any annotations that you or another attendee makes on a shared page, slide or whiteboard in the content viewer. You can clear:

- + All annotations at once
- + Only specific annotations
- + If you are the presenter or host, clear all annotation you have made

To clear all annotations on a shared page, slide or whiteboard:

- 1 On the toolbar, click the downward-pointing arrow to the right of the Eraser Tool icon.
- 2 Choose **Clear All Annotations**.



Eraser tool

*Note: Only annotations on the page or slide that currently appears in your content viewer are cleared. Annotations on other pages or slides are not cleared. If you are the host or presenter, you can clear all the annotations you've made.*

To clear all annotations you have added to a shared page, slide or whiteboard:

- 1 On the toolbar, click the downward-pointing arrow to the right of the Eraser Tool icon.
- 2 Choose **Clear My Annotations**.

To clear specific annotations on a shared page, slide or whiteboard:

- 1 On the toolbar, click the **Eraser Tool** icon. Your mouse pointer changes to an eraser.
- 2 Click the annotation you want to clear.

To turn off the eraser tool:

- + On the toolbar, click the **Eraser Tool** icon.

## UNDOING AND REDOING CHANGES IN THE CONTENT VIEWER

When annotating a page, slide or whiteboard in the content viewer, you can undo and redo up to ten changes that you made.

To undo and redo changes in the content viewer:

- 1 On the Edit menu, choose **Undo**.
- 2 Optional. Repeat step 1 to undo another change.
- 3 If you decide that you do not want to undo your change, on the Edit menu, choose **Redo**.

## Using Pointers on Presentations, Documents or Whiteboards

### ABOUT USING POINTERS ON SHARED PRESENTATIONS, DOCUMENTS OR WHITEBOARDS

When sharing or viewing a document, presentation or whiteboard, you can use either type of pointer:

- + Arrow pointer: Shows your assigned annotation color and your name. You can click your mouse to set the pointer at specific location on a page, slide or whiteboard.
- + Laser pointer: Shows a red "laser" dot that you can move continuously on a page, slide or whiteboard, using your mouse.

You can remove or clear your pointer from a page, slide or whiteboard at any time.

### USING AN ARROW POINTER ON SLIDES, PAGES OR WHITEBOARDS

When sharing or viewing a page, slide or whiteboard in the content viewer, you can add an arrow pointer to emphasize text or graphics. Your pointer provides your name and default annotation color.

To use an arrow pointer to a page, slide or whiteboard:

- 1 On the toolbar, select the **Pointer Tool** icon. Your mouse pointer becomes an arrow.



Pointer tool

- 2 Click the location on the page, slide or whiteboard at which you want to add a pointer.
- 3 To move the pointer, click another location on the page, slide or whiteboard.

To turn off the pointer tool:

- + On the toolbar, click the **Pointer Tool** icon.

*Note: When you turn off the pointer tool, your pointer remains on the page, slide or whiteboard.*

### USING A LASER POINTER ON SLIDES, PAGES OR WHITEBOARDS

When sharing a page, slide or whiteboard in the content viewer, you can use a laser pointer tool, which allows you to quickly move a "laser beam" to different areas of the shared content. The laser pointer is useful for guiding attendees from one part of a page or slide to another.

To use a laser pointer on a page, slide or whiteboard:

- 1 On the toolbar, click downward-pointing arrow next to the Pointer Tool icon.



Click to display list of Pointer tools

- 2 Select the **Laser Pointer**. Your mouse pointer becomes a red "laser beam."
- 3 To move the pointer, move your mouse, without clicking it.

To turn off the laser pointer tool:

- + On the toolbar, click the Pointer Tool icon.

## CLEARING POINTERS ON SLIDES, PAGES OR WHITEBOARDS

You can clear your own pointers on all shared slides, pages or whiteboards in the content viewer. If you are a presenter, you can also clear all attendees' pointers.

To clear your own pointer on all shared slides, pages or whiteboards:

- 1 On the toolbar, click the downward-pointing arrow to the right of the Eraser Tool icon.



Click to display Eraser tools

- 2 Choose **Clear My Pointer**.

## Saving, Opening and Printing Presentations, Documents or Whiteboards

### SAVING A PRESENTATION, DOCUMENT OR WHITEBOARD

You can save any shared document, presentation or whiteboard that appears in the content viewer. A saved file contains all the pages or slides in the document, presentation or whiteboard that is currently displayed in the content viewer, including any annotations and pointers that you or other attendees added to them.

Files that you save are in the Universal Communications Format (UCF), which have a *.ucf* extension. You can open a *.ucf* file either in another event or at any time outside of an event.

Once you save a new document, presentation or whiteboard to a file, you can save it again to overwrite the file or save a copy to another file.

To save a new document, presentation or whiteboard that appears in the content viewer:

- 1 On the File menu, choose **Save > Document**. The Save Document As dialog box appears.
- 2 Choose a location at which to save the file.
- 3 Type a name for the file in the File name box.

To save changes to a saved document, presentation or whiteboard that appears in the content viewer:

- + On the File menu, choose **Save > Document**. Meeting Manager saves the changes to the existing file.

To save a copy of a document, presentation or whiteboard:

- + On the File menu, choose **Save As > Document**. The Save Document As dialog box appears.
- + Do *either* or *both* of the following:
  - o Type a new name for the file.

- Choose a new location at which to save the file.
- + Click **Save**.

## OPENING A SAVED DOCUMENT, PRESENTATION OR WHITEBOARD

If you saved a document, presentation or whiteboard that appeared in the content viewer during an event, you can do *either* of the following:

- + Open file in the content viewer during another event for sharing. Only a presenter or attendees who have the Share documents privilege can open a saved file during an event.
- + Open the file at any time on your computer's desktop. If you open a saved file on your desktop, it appears in the WebEx Document Manager, a standalone or "offline," version of the content viewer.

A saved document, presentation or whiteboard is in the saved Universal Communications Format (UCF) and has a *.ucf* extension.

To open a saved document, presentation or whiteboard file in the content viewer:

- 1 On the File menu, choose **Open > Document**. The Open Document dialog box appears.
- 2 Select the document, presentation or whiteboard file that you want to open.
- 3 Click **Open**.

To open a saved document, presentation or whiteboard on your computer's desktop:

- + Double-click the saved file.

The document, presentation or whiteboard opens in the WebEx Document Viewer.

## PRINTING PRESENTATIONS, DOCUMENTS OR WHITEBOARDS

You can print any shared presentations, documents or whiteboards that appear in your content viewer. A printed copy of shared content includes all annotations and pointers that you or other attendees added to it.

To print shared content:

- 1 In the content viewer, select the tab for the document, presentation or whiteboard that you want to print.
- 2 On the File menu, choose **Print > Document**.
- 3 Select the printing options that you want to use and then print the document.

*Note: When printing shared content in the content viewer, Meeting Manager resizes it to fit on the printed page. However, for whiteboards, the Meeting Manager prints only the content that lies within the dashed lines on the whiteboard.*

## Sharing Software

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### ABOUT SHARING SOFTWARE

You can share the following software during an event:

- + Applications on your computer
- + Your computer's desktop
- + Your Web browser

Attendees can view all actions that you take with the shared software. You can also:

- + Annotate the software

- + Let an attendee annotate the software

*Note: You cannot annotate or let an attendee remotely control a shared remote computer.*

## Sharing Applications

### ABOUT SHARING APPLICATIONS

Use application sharing to show all event attendees one or more applications on your computer. Application sharing is useful if you want to demonstrate software or edit documents during an event.

Attendees can view the shared application, including all your mouse movements, in a sharing window on their screens. Attendees need *not* run the application that you are sharing on their computers.

When sharing an application, you can:

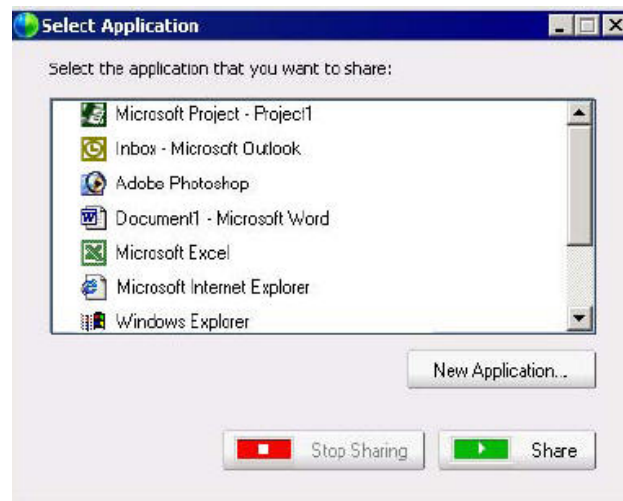
- + Control attendees' view of the application
- + Annotate the application
- + Let an attendee annotate the application remotely

### STARTING APPLICATION SHARING

You can share any application on your computer with event attendees.

To share an application:

- 1 On the *Share* menu, choose **Application**. The Share Application dialog box appears, showing a list of all applications currently running on your computer.



- 2 Do *one* of the following:
  - a. If the application you want to share is currently running, select it in the list and then click **Share**.
  - b. If the application you want to share is not currently running, click **New Application**. The New Application dialog box appears, showing a list of all applications on your computer. Select the application and then click **Share**.

Your application appears in a sharing window on attendees' screens.

## SHARING MULTIPLE APPLICATIONS

If you are already sharing an application, you can share additional applications simultaneously. Each application that you share appears in the same sharing window on attendees' screens.

To share an additional application:

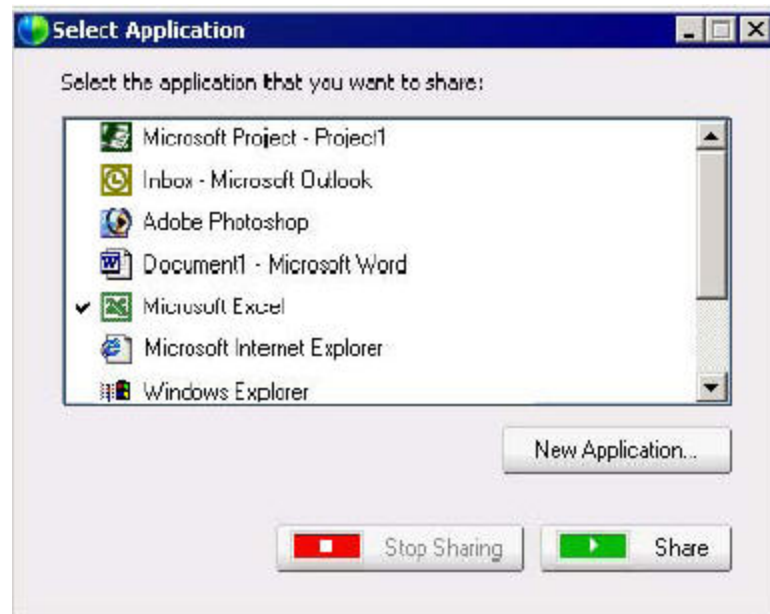
- 1 Do *one* of the following:
  - a. On the icon tray, click the **Select Panel** button.



- b. On the title bar of the application that you are currently sharing, click the **Sharing** menu.



- 2 In the lower-right corner of your computer's desktop, click the **Sharing** menu.
- 3 On the menu that appears, choose *Share Application*. The Share Application dialog box appears, showing a list of all applications that are currently running on your computer.



- 4 Do *one* of the following:
  - a. If the application you want to share is currently running, select it in the list and then click **Share**.
  - b. If the application you want to share is not currently running, click **New Application**. The New Application dialog box appears, showing a list of all applications on your computer. Select the application and then click **Share**.

Your application appears in a sharing window on attendees' screens.

*Note: If you close the Share Application dialog box, all application sharing stops. Instead, minimize the dialog box to continue sharing the current application. Alternatively, you can share multiple applications by sharing your computer's desktop.*

## STOPPING APPLICATION SHARING

You can stop sharing an application at any time. Once you stop sharing an application, attendees can no longer view it.

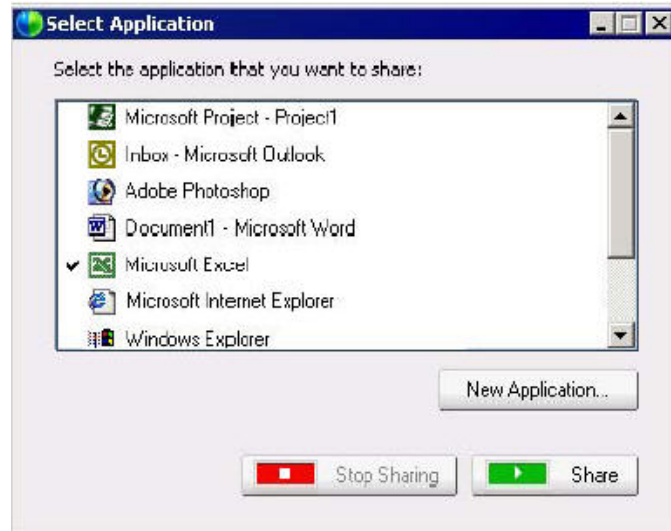
If you are sharing multiple applications simultaneously, you can stop sharing either a specific application or all applications at once.

To stop sharing a specific application when sharing multiple applications:

- 1 On the title bar of the application that you are currently sharing, on the **Sharing** menu, choose **Share Application**.



The Share Application dialog box appears. A check mark appears to the left of each application that you are currently sharing.



- 2 In the list of applications, select the application that you no longer want to share to highlight it.
- 3 Click **Stop Sharing**.

To stop all application sharing:

- 1 Do *either* of the following:
  - a. On the title bar of the application that you are currently sharing, click the **Sharing** menu.



- b. In the lower-right corner of your computer's desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Exit Application Sharing**.

*Note: You can temporarily pause application sharing, rather than stopping application sharing.*

## Sharing Your Desktop

### ABOUT SHARING YOUR DESKTOP

Use desktop sharing to show all event attendees your entire computer desktop—including any applications, windows and file directories that are currently open. Desktop sharing is useful if you want to share several applications simultaneously or share other areas of your computer system.

Attendees can view your shared desktop, including all your mouse movements, in a sharing window on their screens.

When sharing your desktop, you can:

- + Control attendees' view of your desktop
- + Annotate your desktop
- + Let an attendee annotate your desktop remotely

### STARTING DESKTOP SHARING

You can share your computer's desktop with event attendees.

To share your desktop:

- + On the Share menu, choose **Desktop**.

Your desktop appears in a sharing window on attendees' screens.

*Note: If your desktop has any background images or patterns or wallpaper, your Event Manager software may remove them from attendees' views to improve the performance of desktop sharing.*

### STOPPING DESKTOP SHARING

You can stop desktop sharing at any time.

To stop desktop sharing:

- 1 Do *either* of the following:
  - a. On the title bar of any open window, click the **Sharing** menu.



- b. In the lower-right corner of your computer's desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Exit Desktop Sharing**.

## Sharing a Web Browser

### ABOUT SHARING A WEB BROWSER

Use Web browser sharing to show all event attendees all Web pages that you access in your browser. You can show attendees Web pages that reside on the Internet, on your organization's private intranet or on your computer.

Attendees can view your Web browser, including your mouse movements, in a sharing window on their screens.

When sharing your Web browser, you can:

- + Control attendees' views of your browser
- + Annotate your browser
- + Let an attendee annotate your browser remotely

### STARTING WEB BROWSER SHARING

You can share a Web browser with event attendees.

To share a web browser:

- 1 On the *Share* menu, choose *Web Browser*. Your default web browser opens.
- 2 Go to a web page in your browser.

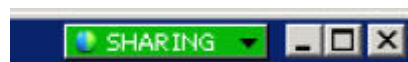
*Note: Attendees can view any new Web browser windows that you open. Thus, attendees can view several Web pages simultaneously.*

### STOPPING WEB BROWSER SHARING

You can stop sharing a Web browser at any time.

To stop Web browser sharing:

- 1 Do *either* of the following:
  - a. On the title bar of the browser that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your computer's desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose *Exit Web Browser Sharing*.

*Note: You can temporarily pause web browser sharing, rather than stopping web browser sharing.*

## Controlling Views of Shared Software

### ABOUT CONTROLLING VIEWS OF SHARED SOFTWARE

You can control attendee's views of the following types of shared software:

- + Applications
- + Desktop
- + Web browser

While sharing software, you can control attendees' views by doing any of the following:

- + Temporarily pause and then resume software sharing
- + Display shared software in a full-screen view
- + Synchronize all attendees' views of shared software
- + Display the Event window on attendees' screens and hide the sharing window
- + Return attendees from the Event window to their sharing windows

## PAUSING AND RESUMING SOFTWARE SHARING

While sharing software, you can temporarily pause sharing to freeze attendees' views of the following types of shared software:

- + Application
- + Desktop
- + Web browser

If you want to return attendees to the Event window while sharing software, pausing shared software conserves resources on your computer and bandwidth for your Internet connection. This option is also useful if you do not want attendees to see certain actions that you take with shared software.

You can resume sharing to restore attendees' views of shared software at any time.

To pause software sharing:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Pause Sharing**. The Sharing menu on the title bar of shared windows indicates that sharing is paused.

To resume software sharing:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Resume Sharing**.

## CONTROLLING FULL-SCREEN VIEW OF SHARED SOFTWARE

You can switch attendees' views of the following types of shared software between a standard window and a full-screen view:

- + Application
- + Desktop
- + Web browser

A full-screen view of shared software fits attendees' entire screens and does not include a title bar or scroll bars.

Attendees can override your setting to control full-screen view or to zoom in or out on the shared software on their computers.

To display shared software in a full-screen view:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Views > Show Full-Screen View for Attendees**.

To display shared software in a standard window:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Views > Restore View for Attendees**.

## SYNCHRONIZING ATTENDEES' VIEWS OF SHARED SOFTWARE

While sharing the following types of software, you can synchronize all attendees' views of the software with your view:

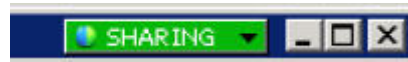
- + Application
- + Desktop
- + Web browser

Synchronizing views of shared software ensures that the sharing window appears as the active window on attendees' screens. For example, if an attendee has minimized the sharing window or moved another window on top of it, the sharing window becomes the active window when you synchronize views.

*Note: Synchronizing views has no effect on the size in which the shared software appears on attendees' screens. Attendees can control the size of their views independently.*

To display shared software in a full-screen view:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.



- b. In the lower-right corner of your desktop, click the **Sharing** menu.



- 2 On the menu that appears, choose **Views > Synchronize Views**.

## HELPING ATTENDEES TO CONTROL THEIR VIEWS OF SHARED SOFTWARE

When you are sharing software, attendees can control the size in which the shared software appears on their screens. For example, if an attendee cannot see all of the shared software, he or she can reduce the size of their view.

To control their views of shared software, attendees can:

- + Display the shared software in a full-screen view or a standard window. A full-screen view of a shared application or desktop fits your entire screen and does not include a title bar or scroll bars.
- + Zoom in or out on the shared software by preset percentages.
- + Scale or resize, a shared desktop or application to fit the sharing window (viewer) or the width of their computer screens.

To help attendees to control their views of shared software,

- 1 Tell attendees to do *either* of the following:
  - a. On the icon tray, click the **Select Panel** button.



- b. In the title bar of the sharing window, click the **Sharing** button.



- 2 On the menu that appears, choose **View**, then choose an option for viewing the shared desktop or application.

## RETURNING TO THE EVENT WINDOW WHILE SHARING SOFTWARE

When sharing the following types of software, you can return to the Event window at any time without stopping your sharing session:

- + Application
- + Web browser

You can quickly return to your sharing session at any time, without having to restart it.

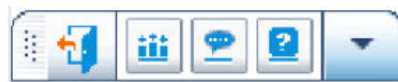
When sharing your desktop, you can also return to the Event window; however, your desktop sharing session stops automatically. To return to desktop sharing, you must start desktop sharing again.

To display the Event window on attendees' screens while sharing software:

- 1 On the icon tray, click the **Return to Meeting Window** icon.



- 2 If you are sharing your desktop, click the **Exit and Return to Meeting Window** icon.



To stop desktop sharing and return to the Event window, click this icon.

## RETURNING ATTENDEES TO THE SOFTWARE SHARING WINDOW

If you are viewing the Event window while sharing one of the following types of shared software, you can return attendees to the sharing window at any time:

- + Application
- + Web browser

You cannot return to a desktop sharing session from the Meeting window. If you share your desktop and then return to the Meeting window, desktop sharing automatically stops. However, you can start sharing your desktop again.

To display the software sharing window on attendees' screens:

- + In the Event window, on the Share menu, do one of the following, as appropriate:
  - To return attendees to a shared application, choose the application.
  - To return attendees to a shared Web browser, choose **Web browser**.

## Annotating Shared Software

### ABOUT ANNOTATING SHARED SOFTWARE

You can annotate the following types of shared software during an event, using a highlighter or another annotation tool:

- + Application
- + Desktop
- + Web browser

You can:

- + Make annotations by highlighting areas on the software, drawing lines and shapes and typing text and using pointers
- + Clear annotations at any time
- + Change the color that you are using to make annotations
- + Let one or more attendees annotate the shared software
- + Take a screen capture of all your annotations and pointers on the shared software and save it to a file

All event participants can see your annotations in their sharing windows. When you are sharing software, an attendee can request that you let him or her annotate the software.

### ANNOTATING SHARED SOFTWARE

When sharing any of the following types of shared software, you can make annotations on the software.

- + Application
- + Desktop
- + Web browser

Attendees can see all your annotations.

To annotate shared software:

- 1 Do *either* of the following:
  - a. In the title bar of a window that you are sharing, click the **Sharing** menu.
  - b. In the lower-right corner of your desktop, click the **Sharing** menu.
- 2 On the menu that appears, choose **Start Annotation**. The Tools panel appears. The Annotating menu also appears on your screen.



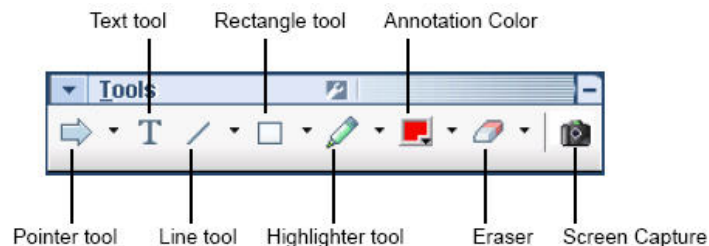
- 3 Select a tool for making annotations.

Notes:

- You can let one or more attendees annotate the shared software.
- Once you or an attendee makes annotations, you can save an image of the software, including the annotations.

### USING ANNOTATION TOOLS

The Tools panel provides a variety of tools for annotating shared software.



Tool	Description
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Pointer	Lets you point out text and graphics on shared software. The pointer displays an arrow with your name and annotation color. To display the laser pointer, which lets you point out text and graphics on shared content using a red "laser beam," click the downward-pointing arrow. Clicking this button again turns off the pointer tool.
Text	Lets you type text on shared content. Attendees can view the text once you finish typing it and click your mouse in the content viewer, outside the text box.
Line	Lets you draw lines and arrows on shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Rectangle	Lets you draw shapes, such as rectangles and ellipses on shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Rectangle tool.
Highlighter	Lets you highlight text and other elements in shared software. For more options, click the downward-pointing arrow. Clicking this button again closes the Highlighter tool
Annotation Color	<p>Displays the Annotation Color palette, on which you can select a color to annotate shared software. Clicking this button again closes the Annotation Color palette.</p> <p>The annotation color that you choose does not affect the color for your pointer.</p>
Eraser	Erases text and annotations or clears pointers on shared software. To erase a single annotation, click it on the shared software. For more options, click the downward-pointing arrow. Clicking this button again turns off the eraser tool.
Screen Capture	Saves an image of the shared software, including annotations, to a WebEx Universal Communications Format (.ucf) file, which you can open on your computer or the content viewer in an event.

## **CLEARING ANNOTATIONS AND POINTERS ON SHARED SOFTWARE**

If you or participants have annotated shared software, you can clear:

- + All annotations that all participants have made
- + All pointers that participants have added
- + Only your pointer
- + Specific annotations that any participant has made

To clear annotations or pointers:

- 1 On the Tools panel, click the downward-pointing arrow to the right of the Eraser button.



- 2 Choose an option to clear annotations or pointers.

To clear specific annotations:

- 1 On the Tools panel, click the **Eraser** button.



- 2 Your mouse pointer changes to an eraser.
- 3 On the shared software, click the annotations that you want to clear.

To turn off the eraser tool:

- + On the Tools panel, click the **Eraser Tool** button.

## SELECTING A COLOR FOR ANNOTATING SHARED SOFTWARE

If you are annotating shared software, you can select a different color for making annotations.

To select a color for annotating shared software:

- 1 On the Tools panel, click the downward-pointing arrow to the right of the Annotation Color button. The Annotation Color palette appears.



- 2 Click the color that you want to use.
- 3 Once you join an event, you receive a default annotation color, which appears to the right of your name on the Participants tab.

## LETTING AN ATTENDEE ANNOTATE SHARED SOFTWARE

You can let one or more event attendees annotate the following types of shared software:

- + Application
- + Desktop
- + Web browser

You can let multiple attendees annotate shared software simultaneously.

To grant annotation control to an attendee, you must start annotation mode.

To let an attendee annotate shared software:

- 1 Click the **Annotating** menu.



- 2 On the menu that appears, do one of the following:
  - a. To let only specific attendees annotate shared software, choose **Allow to Annotate > [name of the attendee]**. To let another attendee also annotate the software simultaneously, repeat this step.
  - b. To let all attendees annotate the software simultaneously, choose **Allow to Annotate > All Attendees**.

Notes:

- You can stop an attendee from annotating shared software at any time.
- If an attendee requests to annotate shared software, a request message appears next to your mouse pointer. On the Allow to Annotate menu, the name of the attendee who requested annotation appears on an orange background.

## STOPPING AN ATTENDEE FROM ANNOTATING SHARED SOFTWARE

If an event attendee is annotating shared software, you stop the attendee from making annotations.

To stop an attendee annotating shared software:

- 1 Click the **Annotating** menu.



- 2 On the menu that appears, choose **Allow to Annotate**.
- 3 On the menu that appears, a check mark appears next to the name of any attendee who can annotate the shared software.
- 4 Choose the name of the attendee to cancel the selection.

## TAKING A SCREEN CAPTURE OF ANNOTATIONS ON SHARED SOFTWARE

If you or an attendee makes annotations on shared software, you can save an image of the shared software, including all annotations and pointers, to a WebEx Universal Communications Format (.ucf) file. You can open a .ucf file on your computer desktop or in the content viewer in an event.

To take a screen capture of annotations on shared software:

- 1 On the Tools panel, click **Screen Capture** button. The Save As dialog box appears.



- 2 Choose a location at which to save the file and then click **Save**.

Note: The file you save is an image of your entire desktop.

## STOPPING ANNOTATION MODE

To stop making annotations on shared software and return your mouse to a normal pointer, you must stop annotation mode.

To stop annotation mode:

- 1 Click the **Annotating** menu.



- 2 On the menu that appears, choose **Stop Annotation**.

## Specifying the Display Mode for Shared Software

When sharing an application, desktop or web browser, you can choose a display mode that provides one of the following:

- + Better performance and imaging for most applications (the default mode)
- + Better performance and imaging for graphics-intensive applications

Performance refers to the "speed" at which images appear on attendees' screens and imaging refers to the quality and clarity of the images.

To choose a display mode software sharing:

- 1 If you are currently sharing software, stop your sharing session.
- 2 On the Event menu, choose **Options**. The Event Options dialog box appears, with the Options tab selected by default.
- 3 Click the **Display Mode** tab. Under Display mode, select one of the following:
  - a. **Better for most applications**
  - b. **Better for complex graphics**
- 4 Click **OK** or **Apply**.

*Note: Choose a display mode that best suits your needs during an event. For example, if you want attendees to view details in complex graphics, choose the Better for complex graphics mode. Otherwise, choose the Better for most applications mode, which provides high-quality imaging and faster software sharing.*

## Tips for Sharing Software

The following tips can help you to share software more effectively:

- + Application sharing only: To save time during an event, ensure that any applications you intend to share are open on your computer. At the appropriate time during the event, you can then quickly begin sharing an application, without waiting for the application to start.
- + If attendees cannot see all of the shared software without scrolling their sharing windows, they can adjust their views of the shared software. They can reduce the size of the shared software in decrements or scale it to fit inside their sharing windows.
- + To improve the performance of software sharing, close all applications that you do not need to use or share on your computer. Doing so conserves processor usage and memory on your computer, thus helping to ensure that Event Manager can send images of shared software quickly during an event. Also, to ensure that a maximum amount of bandwidth is available for software sharing, close any applications that use bandwidth, such as instant messaging or chat programs and programs that receive streaming audio or video from the Web.
- + If you are sharing a graphics-intensive application, you can usually improve performance by changing the display mode.
- + Application and web browser sharing only: Avoid covering a shared application or Web browser with another window on your computer's desktop. A crosshatched pattern appears in attendees' sharing windows where the other window is covering the shared application or browser.

- + Application and web browser sharing only: If you want to switch your display between shared software and the Event window, you can pause software sharing before you return to the Event window and then resume sharing once you return to the shared application. Pausing software sharing conserves processor usage and memory on your computer while you view the Event window.
- + Because software sharing requires additional bandwidth during an event, it is recommended that you use a dedicated, high-speed Internet connection when sharing software. However, if attendees are using dial-up Internet connections, they may notice a delay in viewing or controlling shared software. If you want to share a document, such as a Microsoft Word or Excel document, you can improve the event experience for these attendees by using document sharing instead of application sharing.

## Sharing Web Content

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### ABOUT SHARING WEB CONTENT

You can share web content that resides on:

- + The public Internet or web
- + Your company's intranet
- + Your computer or another computer on your private network

Web content includes:

- + Web pages, including pages that contain embedded media files, such as Flash, audio or video files
- + Standalone media files, such as Flash, audio or video files

The web content that you share opens in the content viewer on each participant's screen. If you share a web page, participants view and interact independently with the content on the page. If the page contains links to other pages, they can also navigate independently to those pages.

If you use web content sharing, then, participants can experience audio and video effects on a web page. However, unlike web browser sharing, this option does not allow you to guide participants to other Web pages.

If you share content that requires a media player, participants can view and interact with the content only if the appropriate player is installed on their computers.

## SHARING WEB CONTENT

You can share a Web page that contains multimedia effects. The page opens in the content viewer on each participant's screen.

To share Web content:

- 1 On the Share menu, choose **Web Content**. The Share Web Content dialog box appears.



- 2 In the Address box, enter the address or URL, at which the content resides. Or, if you have previously shared the content, select it in the drop-down list.
- 3 In the Type box, select the type of web content that you want to share.
- 4 Click **OK**.

*Note: You can copy a URL from any source, such as another browser window and then paste it in the Address box.*

## DIFFERENCES BETWEEN SHARING WEB CONTENT AND SHARING A WEB BROWSER

EventCenter provides two options for sharing web-based information. You can share web content or share a web browser with event participants. Choose the feature that better suits your needs.

Sharing option	Advantages	Disadvantages
Web browser sharing	<p>Lets you guide participants to various Web pages and sites on the Web.</p> <p>Lets you and other participants annotate Web pages.</p>	<p>Does not display media effects or transmit sounds on Web pages.</p> <p>Does not let participants interact with Web pages independently.</p>
Web content sharing	<p>Displays web pages and lets participants experience media effects on Web pages, including video and sound.</p> <p>Lets participants interact with Web pages independently in their content viewers.</p>	<p>Does not let you guide participants to other Web pages.</p>

## Sharing Multimedia on the Media Viewer Panel

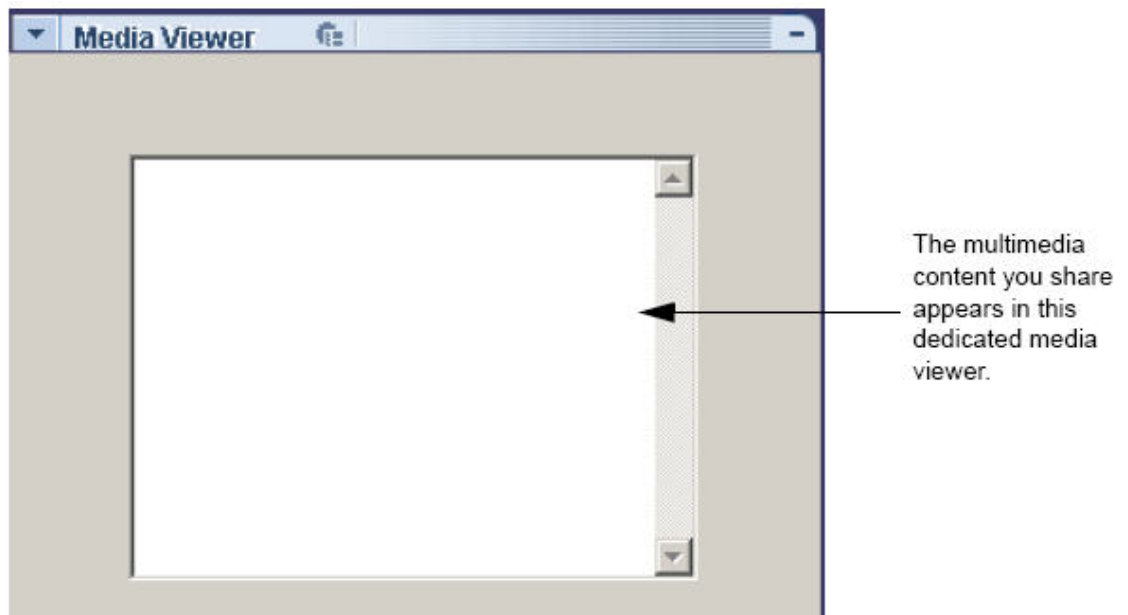
### ABOUT SHARING MULTIMEDIA WEB CONTENT ON THE MEDIA VIEWER PANEL

You can share multimedia content that resides at a web address or URL, in the dedicated media viewer on the Media Viewer panel.

This option ensures that the multimedia content you are sharing remains visible or playing to event participants, regardless of the types of content you are presenting in the content viewer.

The multimedia content you can share includes audio, video, Flash movies, graphics and WebEx Recording Format files.

The following figure shows an example of the Media Viewer panel.



The multimedia content you share appears in this dedicated media viewer.

### SHARING MULTIMEDIA CONTENT IN THE MEDIA VIEWER

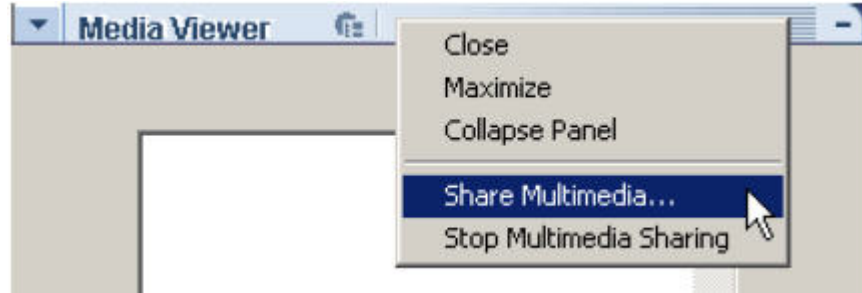
You can share multimedia content that resides at a web address or URL, in the dedicated media viewer on the Media Viewer panel. You can also stop sharing multimedia content at any time during an event.

To share multimedia content on the Media Viewer panel:

- 1 On the Share menu, choose **Multimedia**. The Share Multimedia dialog box appears.
- 2 In the Address box, type the URL that contains the multimedia content you want to share. The content appears in the media viewer on the Media Viewer panel.

To replace the currently displayed content with new content:

- 1 On the Media Viewer panel, right-click the **Media Viewer** title bar.
- 2 On the menu that appears, choose **Share Multimedia**. The Share Multimedia dialog box appears.



- 3 In the Address box, type the URL that contains the multimedia content you want to share. The content replaces the old content in the media viewer.

To stop sharing multimedia content in the media viewer:

- 1 On the Media Viewer panel, right-click the **Media Viewer** title bar.
- 2 On the menu that appears, choose **Stop Multimedia Sharing**.

## Contacting InterCall

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### TECHNICAL SUPPORT

For information about receiving technical support for EventCenter, refer to the InterCall Centers website at [www.intercallcenters.com](http://www.intercallcenters.com) and select **Contact Us**.

### TRAINING

For information about receiving Training on EventCenter, refer to the InterCall Centers website at [www.intercallcenters.com](http://www.intercallcenters.com) and select **Training**.

### SALES

For information about InterCall's conferencing services, please contact your sales representative or visit [www.intercall.com](http://www.intercall.com).

For additional information about using EventCenter, please refer to the Help section on the EventCenter web site at [www.intercallcenters.com/eventcenter](http://www.intercallcenters.com/eventcenter).