



INTEGRA'S CONFERENCE NOW

with WebConnect



WebConnect

Integra Telecom Web Conferencing Portal

WebConnect will be undergoing a scheduled maintenance on Saturday, June 5th from 7am to 3pm PST. During that time period, please login [here](#)

Join a Meeting

Conference Phone Number:

Access Code:

[Browser Check](#)

Chairperson Login

Conference Phone Number:

Access Code:

Passcode:

Conferencing Support

For in-conference help, dial *0

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I. WebConnect Overview

Integra's Conference Now with WebConnect integrates audio conferencing with web conferencing. WebConnect is an on-demand service that provides users with the ability to present slides, share applications, show desktops, appoint co-presenters, and grand control of applications through the use of a web portal.

WebConnect consists of two separate applications, the Conference Center for setting up and managing web meetings, and Conference Controls for conducting web meetings and audio conferences.

A. Conference Center

Logging in as chairperson brings up the Conference Center application. The Conference Center is where you schedule and organize web meetings, manage invitations and registrations, track participation and feedback, and launch your web meetings.

On Demand Meetings

On-demand meetings are web meetings that are held without being previously scheduled. You launch on-demand meetings from the Conference Center. Participant registration information and feedback from on-demand meetings is limited to your existing settings which you may choose to modify.

Scheduled Meetings

Scheduled meetings are web meetings that you set up in advance and invite people to attend. You can require invitees to pre-register or allow them to register when they join the meeting. Invitations can be sent by email and posted to Facebook and Twitter accounts.

Links to the meeting registration page can be embedded in email or web-based announcements as part of marketing campaigns, and you can track the registrations separately for each campaign. You can customize the registration page to provide detailed information about the meeting and presenters, and collect information from the registrants.

Meeting reminders, post-meeting emails, and post-meeting surveys provide a variety of opportunities to communicate with people before and after your meetings. You have the option to customize all of these communications.

Reports

WebConnect automatically generates reports for your web meetings. The reports include who was invited to your meetings, who registered and how they registered, and who actually attended your meetings. The reports also include information collected during registration, information from the meeting itself such as chat transcripts and polling results, and post-meeting survey results.

B. Conference Controls

The Conference Controls application is where you upload presentations and conduct web meetings. You open the Conference Controls from the Conference Center.

Upload and Present Slides

You can create presentations in PowerPoint and upload them to WebConnect where they are available for you to use in your web meetings. Other file formats are supported as well for uploading pictures and other graphical content. You can reorder slides once they are uploaded. Various markup tools let you annotate and highlight slides as you present them.

Designate Co-Presenters

The chairperson can designate one or more web meeting participants to be co-presenters. Co-presenters have access to all the conference controls to upload and present slides, create and insert

polls, and share or grant control of their applications and desktops. Co-presenters do not have access to the audio controls.

Share Applications

Presenters can share applications or their entire desktop during a meeting. Shared applications are visible to all meeting participants.

Grant Control

Presenters can grant control of individual applications or their entire desktop to meeting participants. When control is granted, both the presenter who granted control and the participant to whom control is granted can interact with the applications or desktop at the same time.

Create Polls

Presenters can create polls and insert them among the slides in the presentation. Six different polling question types are supported. When a poll is presented during the meeting, participants submit responses that are tallied and optionally displayed back to the participants. Poll results are saved with other meeting reports in the Conference Center where they can be viewed and downloaded.

Chat

The chairperson, co-presenters and participants can communicate with one another via text messages during a web meeting. Presenters can chat with each other, with individual participants, or with all participants at once. Participants can chat with the presenters but not with each other. Chat messages are saved with the other meeting reports in the Conference Center where they can be viewed and downloaded.

Control Audio

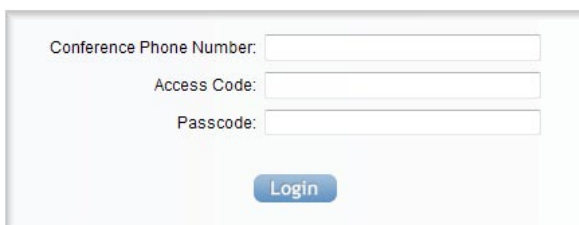
During a web meeting, only the chairperson has a variety of audio controls, including muting and unmuting lines, disconnecting participants, and locking the conference to prevent additional participants from joining.

II. Log In (Chairperson)

Logging in as chairperson brings up the Conference Center application in your browser window. The Conference Center is where you access all WebConnect features, including launching the Conference Controls application.

To log in, go to <http://integra.callinfo.com> to display the login page

Chairperson Login



Conference Phone Number:

Access Code:

Passcode:

Enter the conference phone number, your 7-digit access code, and your 4-9-digit passcode in the corresponding textboxes. Then click the **Login** button.

Using the **Open Meeting Controls** button in Conference Center to start a meeting brings up the Conference Controls application. Java is recommended for streamlining the launch process, but you can

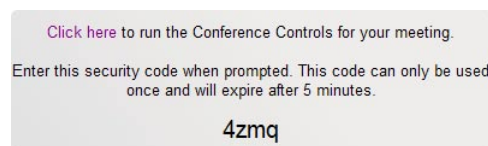
still log in without it (see below). If Java is not installed, and you attempt to open the Conference Controls, directions are displayed to guide you through the installation process. When the Java installation is complete, the launch process continues as normal and the Conference Controls window appears.

Logging in Without Java

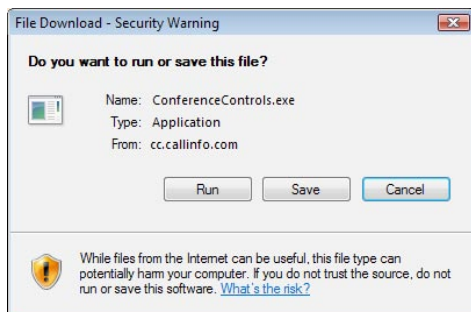
If you cannot install Java on your computer, you can still log in to the Conference Center as you normally would, using your access code and passcode. However, additional steps are required each time you launch the Conference Controls application (using the **Open Meeting Controls** button in Conference Center).

Note: Mac users must have Java installed to launch the Conference Controls application.

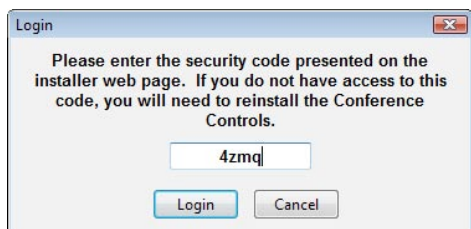
When you launch the Conference Controls application, a web browser window comes up. Ignore the Java installation instructions, if any, and click on the **Having trouble downloading?** link. This displays the following message:



Note the security code and click on the **Click here** link to continue, which displays a *File Download – Security Warning* dialog.



Click the **Run** button to download the Conference Controls application. After it downloads, the login window appears.



Enter the security code (within 5 minutes) and click the **Login** button to complete the Conference Controls launch process.

III. Join a Meeting (Participant)

Joining a web meeting brings up a window with controls for viewing and participating in the meeting.

Note: *If you join a meeting before the chairperson arrives, you are asked to stand by for the meeting to begin.*

To join the audio portion of a web meeting, dial the conferencing phone number and enter your access code.

Joining On-Demand Meetings

To join an on-demand meeting, go to <http://integra.callinfo.com>, choose **Join a Meeting**.

Enter the conference phone number and your 7-digit access code in the corresponding textboxes. Then click the **Join** button.

It is recommended that you have the Adobe Flash browser plugin installed on your computer so that the meeting view and participant controls are displayed in your web browser's window. If Flash is not installed, directions are displayed to guide you through the installation process. When the Flash installation is complete, the launch process continues as normal and the meeting view and controls appear in your browser window.

Note: *Using the Flash plugin so you can use your web browser to participate in web meetings is recommended. However, if you choose not to install the Flash plugin, you can still join a meeting. In this case, a small alternate participant application is downloaded every time you join a meeting. This alternate application requires Java to be installed on your computer.
When you join a meeting without the Flash plugin, you see a message with the option to proceed using the alternate application:*

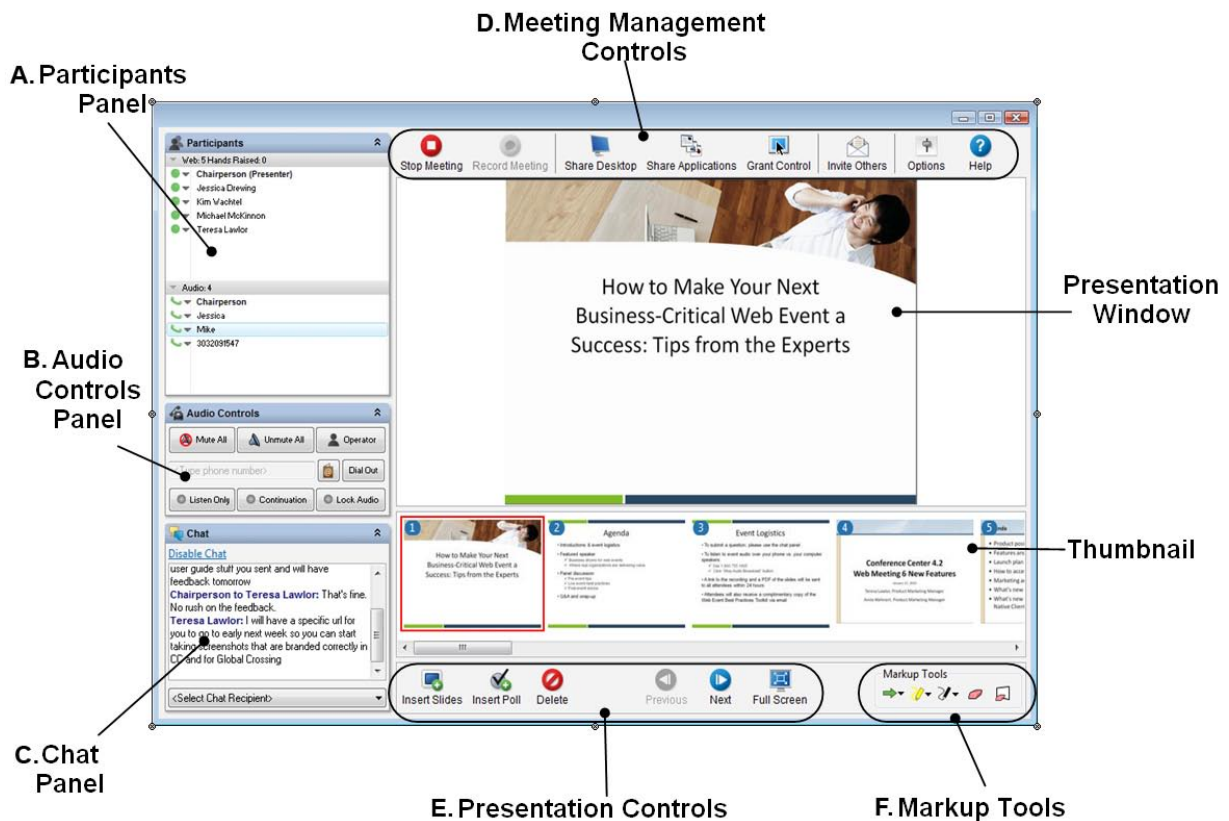
For the best conferencing experience, [get the latest Adobe Flash Player](#), or [click here](#) to join the conference without installing Flash.

For help in joining a conference:
888.447.1119 U.S.
514.985.1939 from anywhere else
Email: jccc@ablx.net
Web: [Conferencing Support](#)

When the Flash plugin is installed, return to the login page and enter the 7-digit meeting access code in the **Access Code** textbox. Then click the **Join** button.

IV. Conference Controls (Chairperson)

Opening meeting controls from the Conference Center displays the Conference Controls window for conducting and managing a meeting.



At the top of the window are options for managing your meeting. At the bottom of the window are options for organizing and presenting slides and polls. The current slide or poll is displayed in the center of the window. Below that are thumbnails. The left hand side of the window contains the list of meeting participants, the audio controls, and a panel for entering and displaying chat messages.

A. Participants Panel

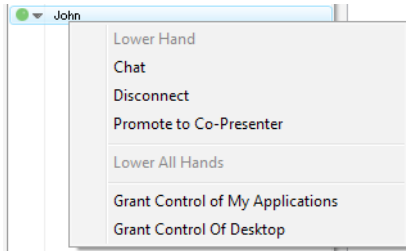
The *Participants* panel lists all participants who have joined the meeting, including the chairperson. Web meeting participants are listed under the “Web” heading and audio conference participants are listed under the “Audio” heading. (See page 7 for information on audio conference controls and participants.) Participants are listed as they join the meeting. If they join before the meeting has started, they are listed as being in the lobby.

Tip: *If there are more participants than can be displayed in the Participants panel, drag the panel outside of the Conference Controls window and then grow the panel by dragging the lower right corner.*

For on-demand meetings, passing the cursor over a participant displays the registration information for that participant.

Note: *This capability is not available for scheduled meetings.*

Clicking the right mouse button on a web participant brings up a menu of options for that participant.



- **Lower Hand** lowers the participant's hand if it is raised.
- **Chat** opens a separate window for the chairperson and co-presenters to chat with the participant.
- **Disconnect** removes the participant from the meeting.
- **Promote to Co-Presenter** makes the participant a co-presenter. A meeting can have multiple co-presenters. Co-presenters have access to all the same meeting controls as the chairperson and can do everything the chairperson can do except appoint other co-presenters, disconnect the chairperson or other co-presenters, or manage the audio conference controls.

Note: *All co-presenters and the chairperson can change slides and polls, share applications, and grant control at the same time, so it is important to coordinate with one another to avoid performing conflicting actions during the meeting.*

The chairperson can demote co-presenters by disconnecting them from the meeting. They can then rejoin the meeting as regular participants.

- **Lower All Hands** lowers all participants' hands that are currently raised.
- **Grant Control of My Applications** grants control of selected applications to another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the applications.
- **Grant Control of Desktop** grants control of the desktop to another participant or co-presenter. Until control is revoked, the grantor and grantee share control of the desktop.

B. Audio Controls Panel

The *Audio Controls* panel provides controls for managing an audio conference. Only the chairperson has access to the audio controls.

To start an audio conference, dial in to the Ready-Access audio conferencing service and enter the subscription access code and passcode. After the audio conference has begun, the *Audio Controls* panel displays the audio controls:



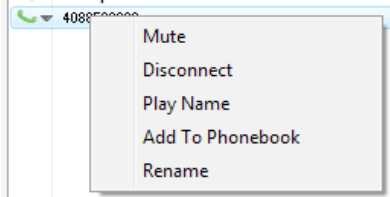
- **Mute All** mutes all participants. You can mute individual participants in the *Participants* panel, as described below.
- **Unmute All** unmutes all participants. You can unmute individual participants from the *Participants* panel, as described below.
- **Listen Only** makes the conference a listen-only conference. You can unmute individual participants but participants cannot unmute themselves.
- **Continuation** continues the audio conference after the chairperson has disconnected from the call.
- **Lock Audio** locks the audio conference and prevents new participants from joining. However, you can still dial out and add participants to the conference.

Audio conference participants are listed in the *Participants* panel under the "Audio" heading.

Participants are listed by name if the phone number matches a name in your phonebook.

Otherwise, they are listed by number. Right-click on an audio participant in the *Participants* panel

to show a menu of options for that participant.



- **Mute/Unmute** mutes or unmutes the participant's phone line. Participants can mute and unmute themselves as well, using their phone keypad.
- **Disconnect** disconnects the participant from the audio conference.
- **Play Name** plays back the participant's name. Names are only available for playback if the **Name Record** option is set.
- **Add to Phonebook** displays the *New Entry* dialog to enter the participant in the phonebook.
- **Rename** allows you to replace the listed number or name for the participant with a new name.

An audio conference ends when the chairperson disconnects, or in continuation mode, when the last participant disconnects.

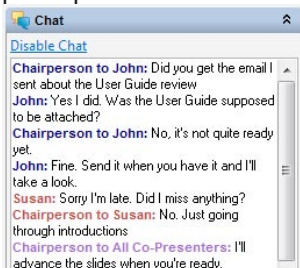
• **Phone Keypad**

In addition to the audio controls available in the *Audio Controls* panel and the *Participants* panel, your phone's keypad can also be used to control the audio features.

Key	Function
*3	Entry and exit announcement options
*4	Lock conference (prevent new participants)
*5	Unlock conference
*6	Mute line
*7	Unmute line
*8	Allow conference to continue if Chairperson leaves
*9	Automated roll call (Name Record must be activated)
*#	Count number of participants in conference
##	Mute all
99	Unmute all
#1	Listen Only mode on
#2	Listen Only mode off
*0	Ask for an Operator
00	Ask for an Operator to join the conference
**	List all available commands

C. Chat Panel

The *Chat* panel allows presenters and participants to communicate with one another during a meeting using text messages. For example, participants can use chat to ask questions of the presenters, and presenters can use it to coordinate with one another during the meeting. However, participants cannot chat with one another. The *Chat* panel is active only while a meeting is in progress



The **Disable Chat** link at the top of the *Chat* panel disables chat during a meeting. While chat is disabled, participants' chat panels disappear. When chat is disabled, the **Enable Chat** link enables chat and redisplay participants' chat panels.

The main part of the *Chat* panel shows a record of all chat messages. To send a chat, first select a recipient from the drop-down list at the bottom of the panel. Messages can be sent to all participants, to all co-presenters, or to individual participants or co-presenters. Selecting a recipient displays a one-line text entry box to type the message. To send the message, click the **Send** button.

Tip: *If you want a larger Chat panel, drag the panel outside of the Conference Controls window and then drag the lower right corner to grow the panel.*

Once you send a message to a participant or a participant sends a message to you, you can click on the participant's name in the *Chat* panel to send another message instead of selecting the name from the drop-down list. Right-click on the participant's name for a menu of options to send a reply, open a separate *Chat* window for that participant, and copy a chat message.

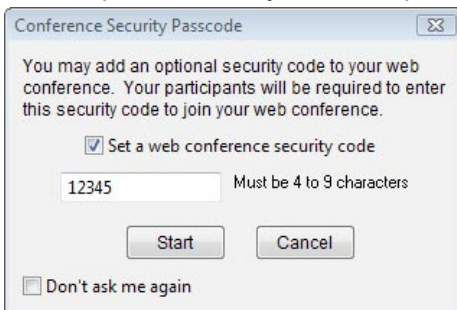
D. Meeting Management Controls

The icons located above the presentation window provide options for managing your web meeting.



- **Start/Stop Meeting**

The **Start Meeting** icon starts a web meeting. For on-demand web meetings, the *Conference Security Passcode* dialog appears, if enabled by the Options settings. This lets the chairperson set an optional security code that participants are required to enter to join the meeting.



If an optional security passcode is used, it is only in effect for that meeting.

Note: *If you check the "Don't ask me again" box, the Conference Security Passcode dialog does not appear again until you enable it in your Options settings.*

During a web meeting, click the **Stop Meeting** icon to end the meeting.

- **Share Desktop**

The **Share Desktop** icon shares your desktop with meeting participants so that you can demonstrate actions or show content in other windows. The *Conference Controls* window goes away and is replaced with the *Sharing Control Bar*.

Note: While you are sharing your desktop, all participants see everything on your screen, so make sure to close or hide any windows you don't want them to see.

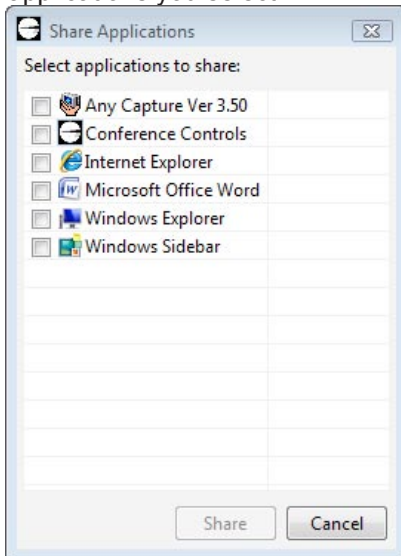
To stop sharing your desktop and return to the *Conference Controls* window, click the green icon on the left of the *Sharing Control Bar*.

- **Share Applications**

The **Share Applications** icon shares specific applications on your desktop with meeting participants.

Note: *Mac users cannot share individual applications, only their entire desktop.*

The *Share Applications* dialog that appears lists the applications currently running on your computer. You can select one or more of these applications to share. Participants see only the applications you select.



Note: *All open windows of each application you share or grant control of are shown. For example, if you share Internet Explorer and have more than one Internet Explorer window open, all of them are shown.*

If enabled by your Options settings, applications being shared display a **Sharing** button in their title bars. Applications not being shared include a **Not Sharing** button in their title bars. Applications that you grant control of to a participant include a **Controlled** button in their title bars. Each of these buttons brings up a menu of control options.

Note: *Unshared applications hide the portions of shared applications that they cover. Participants see gray areas in the shared applications where this occurs. Use the **Sharing** and **Not Sharing** buttons in the title bars of applications as cues to make sure shared applications are fully visible. This is also the case if you grant control of applications.*



Stop Sharing This Application ends sharing for the application and **Share This Application** begins it.

Grant Control of This Application grants control of the application and **End Control of This Application** ends it.

Present Slides ends all sharing and controlling of applications and returns to the *Conference Controls* window.

Share Desktop shares the desktop. Individual applications continue to be shared.

Share Applications lets you share other applications in addition to the ones currently shared.

Stop Sharing ends all sharing and controlling of applications and returns to the *Conference Controls* window.

Grant control displays the *Grant Control* dialog to grant control of the desktop or applications.

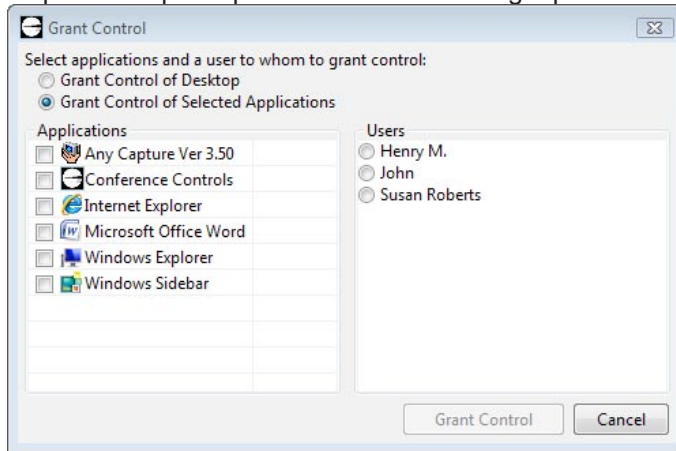
End Control ends control of all applications. However, the applications remain shared until you stop sharing.

- **Grant Control**

The **Grant Control** icon grants control of individual applications or your entire desktop to a meeting participant.

Note: *Mac users can only grant control of their desktop, not individual applications.*

The *Grant Control* dialog that appears provides a choice between granting control of your entire desktop or selected applications. Applications currently running on your computer are listed in the left pane and participants are listed in the right pane.



To grant control of your entire computer, choose **Grant Control of Desktop** and then select a participant from the list of participants. The participant shares control of your desktop with you until either one of you ends control.

Note: *When you grant control of your desktop, the participant has control of your entire computer, not just applications that are currently running. That means the participant can start or stop applications and even shut down your computer.*

To grant control of individual applications, choose **Grant Control of Selected Applications**, select one or more applications from the list of applications, and then select a participant from the list of participants. The participant shares control of the selected applications with you until either one of you ends control.

Note: *When you grant control of an application to participants who are using Flash to view the meeting, the application's right mouse button functionality is disabled for the participant. To access an application's right mouse button functionality, the participant must hold the <Alt> key (<Option> key for Mac users) while clicking the left mouse button. The <Ctrl> C, <Ctrl> X, and <Ctrl> shortcuts are also disabled. The participant must use the application's Copy, Cut, and Paste menus for these functions. To avoid these limitations, you can first promote the participant to co-presenter before granting control.*

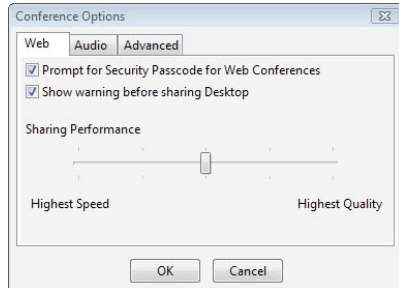
- **Invite Others**

The **Invite Others** icon invites participants while a meeting is in session. This launches your default mail client with a default message that includes a link to the Participant Registration web page for the meeting. The **Invite Others** icon is only available for on-demand meetings.

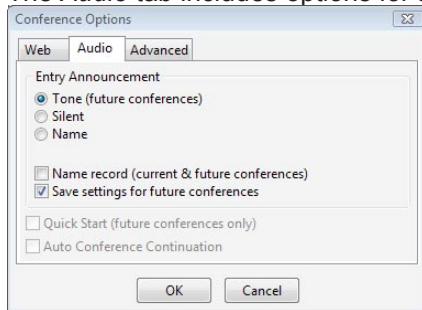
Tip: *If you have set an optional security passcode for the meeting, include it in the email if the participants you are inviting are not already aware of it.*

- **Options**

The **Options** icon changes Web and Audio conference settings. The *Conference Options* dialog that is displayed contains three tabs. The *Web* tab includes options for web meetings.



- **Prompt for Security Passcode for Web Conference:** If checked, the *Conference Security Passcode* dialog appears when you start an on-demand web meeting, allowing you to set an optional security code that participants are required to enter to join the meeting.
- **Show warning before sharing Desktop:** If checked, the *Share Warning* dialog appears when you share or grant control of your desktop.
- **Sharing Performance:** Use the slider to control sharing performance. The higher the quality, the lower the speed, and vice-versa.
- The *Audio* tab includes options for audio conferences.

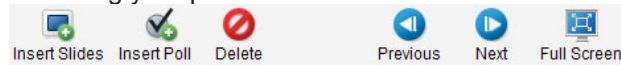


- The *Entry Announcement* settings control the announcement you hear when participants join and leave the conference:
 - **Tone (future conferences):** Plays a tone when participants join and leave the conference (default).
 - **Silent:** Participants join and leave the conference silently.
 - **Name:** Participants are prompted to say their names when they dial into an audio conference and the names are announced as they join and leave the conference. This option is only available if you check the **Name record** option below.
 - **Name record (current & future conferences):** Participants are prompted to say their names when they dial into an audio conference, regardless of the entry announcement mode setting. The chairperson can play back recorded names during an audio conference from the *Participants* panel.
 - **Save settings for future conferences:** Saves the current *Entry Announcement* settings for future conferences.

- **Quick Start (future conferences only):** Allows the audio conference to begin before the chairperson arrives. The setting takes affect for future audio conferences only.
- **Auto Conference Continuation:** Sets the default to allow audio conferences to continue even after the chairperson disconnects. The chairperson can turn continuation off during a conference from the *Audio Controls* panel or from the phone keypad.
- **Help**
The **Help** icon displays the online version of this User Guide.

E. Presentation Controls

The icons at the bottom of the *Conference Controls* window provide options for organizing and delivering your presentation.



- **Insert Slides**

The **Insert Slides** icon uploads and adds slides to your presentation. This displays a dialog for you to navigate to the file with the slide(s) you want to insert. By default, slides are inserted after the currently selected slide or poll.

Supported formats are: PowerPoint (.ppt), PowerPoint 2007 (.pptx), .jpg, .png, .gif, .jpeg and .bmp. PowerPoint presentations are converted to multiple slides and inserted. All other formats are inserted as single slides.

Note: *You can have up to 200 slides or polls at any time per subscription, which remain until you delete them. If you attempt to insert more than this, the slides or polls exceeding the 200 limit are not inserted and a message is displayed to ask you to delete existing slides or polls to make room for the new ones.*

- **Insert Poll**

The **Insert Poll** icon includes a poll in your presentation after the currently selected slide or poll. This displays the *Poll Management* dialog.

You can insert a saved poll that was previously created or create a new poll to insert. To insert a saved poll, select the desired poll question from the list of *Saved Polls* and make sure the poll shown in the *Poll Preview* is the one you want. Then click the **Insert** button. The poll is inserted after the selected, or current, slide or poll. Polls can be inserted before or during a meeting. A poll consists of a question, a question type, and one or more responses. You can choose from six question types.

- **Delete**

The **Delete** icon deletes the currently selected slide(s) or poll(s). Deleted slides are removed permanently from your subscription. Deleting a poll removes it from the presentation, but the poll remains in your subscription until you delete it from the list of saved polls.

- **Previous**

The **Previous** icon displays the previous slide or poll in your presentation.

- **Next**

The **Next** icon displays the next slide or poll in your presentation.

- **Full Screen**

The **Full Screen** icon changes to full screen presentation mode. This affects only the chairperson's view of the presentation. Participants must click the **Full Screen** icon in their own participant windows to view the presentation in full screen mode.

In full screen mode, the chairperson has access only to the meeting controls used during presentations, located at the bottom of the window, **Previous** and **Next** icons, an icon to show or hide thumbnails, and the markup tools.

To return to the *Conference Controls* window, click the **Exit Full Screen** button at the lower right or press the <Esc> key.

F. Markup Tools

The markup tools provide options to highlight and annotate slides as you present them.



Pointers Highlighters Pens Eraser Erase All

Note: Annotations and highlighting are not saved with the slide and disappear when you display another slide. Also, markup tools cannot be used on polls or when application or desktop sharing.

- **Pointers**
The **pointer** icon activates the current pointer for the slide. Choose from four different pointer styles. When you click with the pointer on a slide, an image of the pointer is left at that location.
- **Highlighters**
The **highlighter** icon activates the current highlighter. Choose from three different colors. Click and hold the highlighter to highlight portions of the slide. The highlighter works like an actual highlighting pen, allowing text and graphics in the slide to show through.
- **Pens**
The **pen** icon activates the current pen. Choose from four different colors. Click and hold the pen as you draw on the slide.
- **Erasers**
The **eraser** icon erases individual markings on the slide. Position the dot next to the eraser on the marking you want to erase and click the left mouse key. The entire marking is erased.
The **erase all** icon erases all annotations and highlights on the slide.
- **Thumbnails**
To help you manage your presentation, all slides and polls currently in your subscription are shown as thumbnails. You can scroll through these thumbnails to add or delete slides and polls, and reorder them.



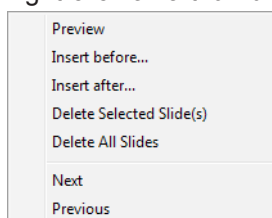
Clicking on a thumbnail selects it. To select a range of thumbnails, select the first one in the range then hold the <Shift> key while you select the last one in the range. To select multiple individual thumbnails hold the <Ctrl> key (or <Command> key for Mac users) while you select the thumbnails.

Reorder thumbnails by dragging the selected thumbnail to the right or left.

Double-click on a thumbnail to present it. This starts the meeting if it hasn't already been started.

Move the mouse over a thumbnail and click the magnifying glass icon in the upper right corner of the thumbnail to display a preview of the slide or poll in a separate window. You can preview while a meeting is in progress without affecting the presentation.

Right-click on a thumbnail to display a menu of options.



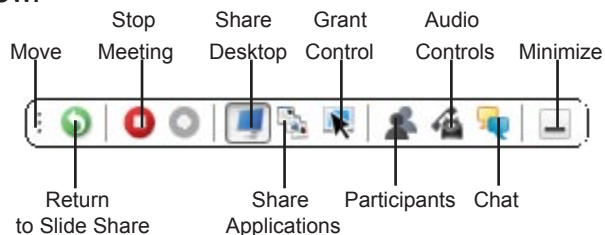
- **Preview** displays the slide or poll in a separate window. You can preview while a meeting is in progress without affecting the presentation.
- **Insert before...** displays a dialog for you to find and insert slide(s) before the selected slide or poll.
- **Insert after...** displays a dialog for you find and insert slide(s) after the selected slide or poll.
- **Delete Selected Slide(s)** deletes the selected slides and polls.
- **Delete All Slides** deletes all slides and polls.

Note: Deleted slides are removed permanently from your subscription. Deleting a poll removes it from the presentation, but the poll itself remains in your subscription until you delete it from the list of saved polls.

- **Next** displays the next slide or poll in the presentation.
- **Previous** displays the previous slide or poll in the presentation.

G. Sharing Control Bar

The *Sharing Control Bar* appears whenever you share applications or grant control of the desktop or individual applications, temporarily replacing the *Conference Controls* window.



- Click and hold the **Move** icon to drag it to a new location on the screen. The control bar appears horizontally when you drag it to the top or bottom of the screen, and vertically when you drag it to the left or right. It also snaps to the edges of the screen.
- The **Return** icon ends sharing or control and returns to the *Conference Controls* window in slide sharing mode.
- The **Stop Meeting** icon stops the meeting and returns to the *Conference Controls* window.
- The **Share Desktop** icon shares your desktop with meeting participants.
- The **Share Applications** icon shares individual applications with meeting participants.
- The **Grant Control** icon grants control of your desktop or individual applications to a meeting participant.
- The **Participants** icon displays a list of participants.
- The **Phone** icon displays the audio control panel.
- The **Chat** icon opens the chat controls.
- The **Minimize** icon minimizes the *Sharing Control Bar*. Click the Global Crossing icon in the task bar (Windows) or the dock (Mac OS) to redisplay it.

V. Participant Controls

Note: The descriptions in this section apply only to participants using the Flash plugin. The Java-based alternate participant application is slightly different. If you have questions about the alternate application, please speak with a Customer Care representative.

Joining a meeting as a participant turns your browser window into a participant window for viewing the meeting. If you grow or shrink the browser window, the meeting view scales accordingly.

- **WebConnect Controls**

The participant window provides controls for communicating with the presenter(s) and for changing your view of the meeting.

- **Raise Hand/Lower Hand**

The **Raise Hand** button signals the presenter that you want to say something. If necessary, the presenter will unmute your line before asking you to speak. You can click the **Lower Hand** button to lower your hand at any time after you raise it. The presenter can also lower your hand.

Note: *In most cases, particularly in large meetings, it is recommended that you use the chat feature to communicate with the presenter.*

- **Show Chat/Hide Chat**

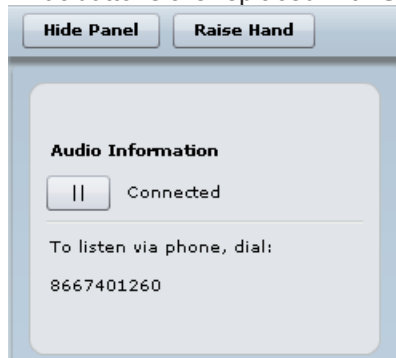
When the presenter enables the chat feature, a chat area is displayed at the left of the window. The **Hide Chat** button hides the chat area. The **Show Chat** button re-displays it. If the presenter disables the chat feature, the chat area is hidden.

When the chat area is visible, it displays all chat messages between you and the presenters. If the chat area is hidden and a presenter sends a chat message, the message is displayed in a yellow bar at the top of the participant window.

To send a chat message, type it into the **Chat with Presenter** text box at the bottom of the chat area, and click the **Send** button.

- **Show Panel/Hide Panel**

For broadcast audio meetings (audio is received over the Internet), the **Show Chat** and **Hide Chat** buttons are replaced with **Show Panel** and **Hide Panel** buttons.



During broadcast audio meetings, the **Play** icon plays the audio stream and the **Mute** icon mutes it.

- **Actual Size/Fit to Window**

When a presenter shares or grants control of applications or the desktop, the view of the presenter's applications or desktop is scaled to fit the participant window viewing area. Use the **Actual Size** button if you prefer to see the presenter's applications or desktop actual size (at the same resolution as the presenter sees them). Scroll bars are added to your participant window if it is too small to display the entire contents of the presenter's view.

Note: *When a presenter grants control of an application to you, the application's right mouse button functionality is disabled. To access any application's right mouse button functionality, hold the <Alt> key (<Option> key for Mac users) while clicking the left mouse button. The <Ctrl> C, <Ctrl> X, and <Ctrl> V shortcuts are also disabled for controlled applications. Use the application's Copy, Cut, and Paste menus for these functions.*

When you view the presenter's shared/controlled applications/desktop at actual size, you can use the **Fit to Window** button to scale the view to fit your participant window, whatever size you make it.

- **Full Screen**

The **Full Screen** button displays the participant window in full screen mode, hiding everything else on your computer screen. The **Raise Hand/Lower Hand** buttons and the **Show Chat/Hide Chat** buttons are also available in full screen mode. However, you must exit full screen mode to send a chat message.

You can exit full screen mode with the **Exit Full Screen** button, the <Esc> key, or the **Exit Full Screen to Chat** button at the bottom of the chat area.

Note: *You cannot control a presenter's applications or desktop in full screen mode. If you are granted control in normal mode, the **Full Screen** button is not available until control is ended. Likewise, if the participant window is in full screen mode when control is granted, the window automatically returns to normal mode.*

- **Phone Keypad Audio Controls**

Meeting participants have access to the following audio conference controls through their phone keypads.

Key	Function
*6	Mute line
*7	Unmute line
*9	Automated roll call (Name Record must be activated)
*#	Count number of participants in conference
00	Request an operator
**	List all available commands
#	Return to conference