



# Saba Centra Live

Leader Guide

Version 7.5





# Saba Centra Live

Leader Guide

Version 7.5

Part Number: **188887**

Saba Centra Live

Version 7.5

Leader Guide

188887

April 2007

### **Limitations on Warranties and Liability**

Saba Software, Inc. reserves the right to make changes in information contained in this document without notice.

In no event shall Saba or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or any other pecuniary loss) arising out of or relating to this documentation or the information contained in it, even if Saba has been advised of the possibility of such damages and whether arising from tort (including negligence), breach of contract or otherwise.

This document may only be reproduced and distributed in whole for use by licensed users. No part of this document may be reproduced in any form for any other purpose without the prior written consent of Saba Software, Inc.

The software described in this documentation is copyrighted and is confidential information and a proprietary product of Saba Software, Inc.

**U.S. GOVERNMENT RESTRICTED RIGHTS.** If licensee is the United States Government or any contractor thereof, all licenses granted in the License Agreement accompanying this product are subject to the following: (i) for acquisition by or on behalf of civilian agencies, as necessary to obtain protection as "commercial computer software" and related documentation in accordance with the terms of this Commercial Software Agreement as specified in 48 C.F.R. 12.212 of the Federal Acquisition Regulations and its successors; (ii) for acquisition by or on behalf of units of the Department of Defense ("DOD") as necessary to obtain protection as "commercial computer software" and related documentation in accordance with the terms of this commercial computer software license as specified in 48 C.F.R. 227-7202-2 of the DOD F.A.R. Supplement and its successors.

Saba, the Saba logo and Centra are registered trademarks of Saba Software, Inc. and Saba and Saba Centra product names are the trademarks of Saba Software, Inc. All other product names mentioned in this manual are the property and may be trademarks or registered trademarks of their respective owners, and are used for identification purposes only.

© 2007 Saba Software, Inc. All rights reserved.

# Table of Contents

Chapter 1	Introduction .....	1
	Overview .....	1
	Document Conventions .....	2
	Technical Requirements .....	2
	Centra Technical Support .....	3
	Training, Education and Certification .....	3
	Other Information Resources .....	3
	.....	3
Chapter 2	Getting Started .....	5
	Accessing the Centra Home Page .....	5
	Centra Home Page .....	6
	Working with Information Links .....	6
	Working with Task Links.....	6
	Using the My Schedule Page .....	7
	Creating an eMeeting .....	7
	Using the Search Area .....	11
	Searching by a Text String .....	12
	Search Tips .....	12
	Inviting and Removing Users .....	12
	Sorting the Edit Attendees Page .....	13
	Limiting the Number of Entries on Each Page .....	13
	Displaying Entries by Index Letter .....	13
	Using the Page Controls.....	13
	Removing an eMeeting Invitation .....	14
	Inviting Attendees During the Session .....	14
	Modifying an eMeeting .....	14
	Removing an eMeeting .....	14
	Accessing a Personal Online Meeting Room .....	15
	Adding Content for an Event to the Catalog .....	15
	Viewing Content Files for an Event .....	18
	Removing Content Files for an Event.....	18
	Viewing Public Files in the Content Catalog.....	18
Chapter 3	Leading a Session .....	21
	Recommended Practices for Leaders .....	21
	Before Beginning a Session .....	21
	Best Practices for Leaders .....	22
	Beginning a Session .....	23
	Pre-Session Mode .....	24
	Stepping Out .....	25
	Speaking to Participants .....	25
	Managing Microphone Control .....	26
	Grant Microphones to All.....	26

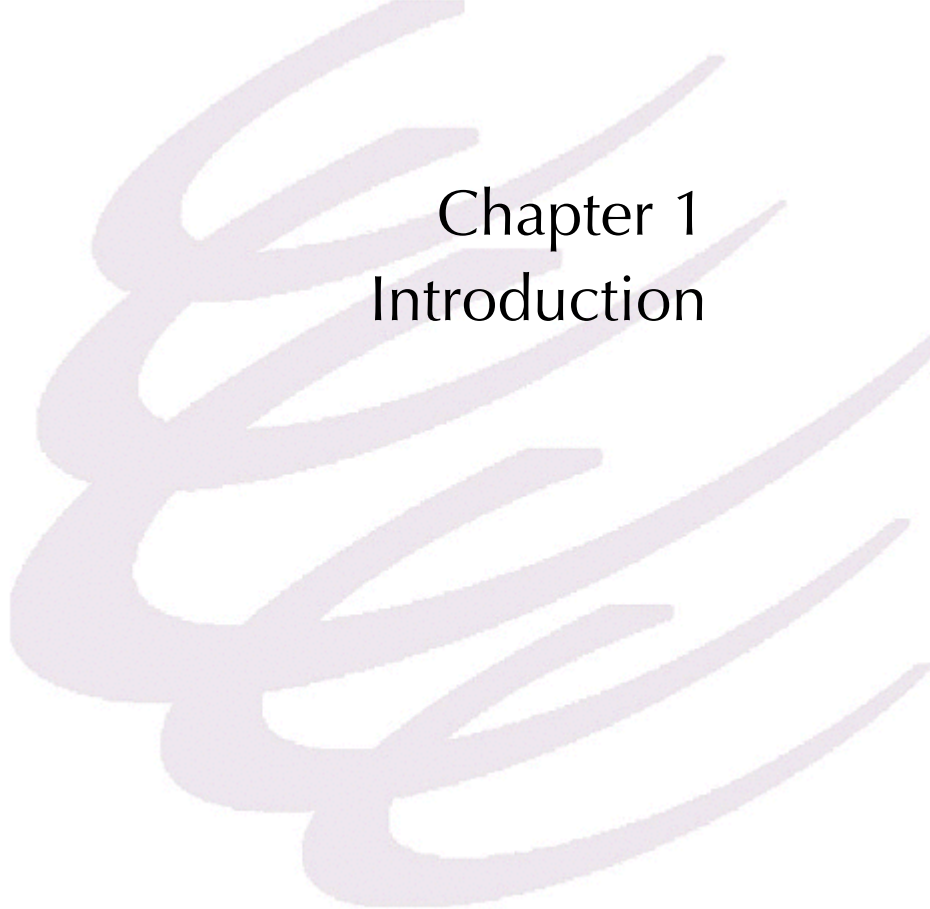
Clear Microphones .....	27
Clear Yes/No Responses .....	27
Lower Hands .....	28
Ejecting a Participant .....	28
Others Ways to Communicate .....	29
Ending a Session .....	30
Post Event Report .....	30
Chapter 4 Leader Interface .....	33
Leader Interfaces .....	33
Symposium Leader Interface .....	34
Conference Leader Interface .....	34
eMeeting Interface .....	35
Interface Components .....	36
Title Bar .....	36
Audio Area .....	36
Presenter Area .....	36
Participant List .....	36
Agenda Area .....	37
Status Bar .....	37
Toolbar Buttons .....	38
Media Window .....	39
Network Status Indicator .....	39
Video Panel .....	40
Changing the View .....	40
Inviting Additional Participants .....	41
Chapter 5 Co-Presenters .....	43
Designating a Co-Presenter .....	44
Demoting a Co-Presenter .....	44
Chapter 6 Using Agendas .....	45
Previewing a Session's Content .....	46
Adding Content to an Agenda .....	48
Importing Content Files into an Agenda .....	48
Importing PowerPoint Presentations .....	49
Inserting a File to Download .....	50
Inserting a URL into the Agenda .....	51
Clearing Agendas .....	52
Deleting Agenda Items .....	52
Inserting Content from the Content Catalog or Knowledge Center into an Agenda .....	52
Inserting an Agenda .....	54
Displaying Agenda Items .....	55
Navigating the Agenda .....	56

Chapter 7	Audio Options.....	57
	Multiple Concurrent Speakers .....	58
	Speaking Priority by Role .....	58
	Conference Call Information .....	58
	Using the Centra Audio Wizard .....	60
	Advanced Audio Configuration .....	62
	Adjusting the Volume During a Session .....	62
Chapter 8	Broadcasting Video .....	65
	Overview .....	65
	Terminology .....	66
	Enabling Video Broadcasting .....	66
	Enabling and Disabling Video During a Session .....	67
	Using the Centra Video Wizard .....	67
	Starting Video Broadcast .....	68
	Selecting Single-Video or Multi-Video Mode .....	68
	Video Panel .....	68
	Using Video Controls .....	69
	Using the Video Menu .....	69
	Granting Video Control .....	69
Chapter 9	Text Chat.....	71
	Overview .....	71
	Using the Text Chat Window .....	72
	Text Chat Menus .....	73
	The Message Box .....	76
	The To: Drop-Down List .....	76
	The Composition Box .....	76
	Setting Text Chat Options .....	76
	Participant Chat Options .....	77
	Chat Colors and Font Options .....	77
	Text Chat in Breakout Rooms (Symposium) .....	78
	Logging Text Chat Messages .....	79
	Downloading Text Chat Log Files .....	79
	Best Practices for Text Chat .....	79
Chapter 10	Markup Tools .....	81
	Whiteboard .....	82
	Best Practices for the Whiteboard .....	82
	Writing on an Agenda Item .....	82
	Markup Toolbar .....	83
	Editing Markups .....	85
	Saving and Clearing Markups .....	86
	Saving the Markup to the Agenda .....	86
	Clearing the Markup .....	86

Chapter 11 Surveys and Evaluations.....	89
Surveys .....	90
Best Practices for Surveys.....	90
Creating a Survey .....	91
Using a Survey Template .....	93
Editing Surveys .....	93
Evaluations .....	95
Best Practices for Evaluations .....	95
Types of Evaluations .....	95
Evaluation Question Types .....	96
Displaying an Evaluation .....	96
Viewing Evaluation Results .....	98
 Chapter 12 Session Feedback.....	 101
Requesting Feedback .....	101
Viewing Feedback Results .....	103
Interpreting Feedback .....	104
Other Ways to Get Feedback .....	105
Applause .....	105
Laughter .....	105
 Chapter 13 Breakout Rooms .....	 107
Breakout Room Considerations .....	108
Best Practices for Breakout Rooms .....	108
Creating Breakout Rooms .....	109
Moving a Participant to a Room .....	111
Breakout Roles .....	111
Breakout Leader .....	111
Breakout Participant .....	111
Changing Breakout Roles .....	112
Selecting Breakout Room Content .....	112
Starting Breakout Sessions .....	114
Monitoring Breakout Rooms .....	114
Speaking to all Breakout Rooms .....	114
Visiting a Breakout Room.....	115
Chat in Breakout Rooms .....	115
Ending Breakout Sessions .....	115
 Chapter 14 Application Sharing .....	 117
Appshare Considerations .....	117
Best Practices for Hosting Appshare.....	118
Sharing an Application .....	118
Using the Appshare Tools .....	119
Marking up an Application .....	120
Snapshot to the Agenda .....	120
Appshare Options .....	121

Troubleshooting Appshare .....	121
Appshare Control Options .....	121
Allowing Participants to Interact .....	123
Letting Participants Host .....	124
Using the Participant List .....	124
Using the Menu Bar .....	124
Tips for Participant Hosting .....	125
Using a Remote Host to Share .....	125
 Chapter 15 Web Safari .....	 129
Best Practices for Web Safari .....	130
Using Web Safari .....	130
 Appendix A Advanced Audio Options .....	 133
Setting Sound and Multimedia Properties .....	134
Setting Sound Playback Properties .....	134
Setting Sound Recording Properties .....	136
Setting MIDI Music Playback Properties .....	138
Using Only Preferred Devices .....	138
 Appendix B Leader's Menu Bar.....	 139
 Index .....	 143





# Chapter 1


## Introduction



---

### Overview

Centra 7™ is an open-architecture Web platform for knowledge delivery that features real-time collaboration, content management, and authoring.

Centra 7 includes Symposium, Conference, and eMeeting, applications for live eLearning and business collaboration. The following table describes the components.

<b>Symposium</b>		Centra Symposium is a complete set of capabilities for live, collaborative and asynchronous learning in a virtual classroom setting.
------------------	---	--

<b>Conference</b>		Centra Conference is best suited for Web-based seminars and large group presentations with managed interactivity.
<b>eMeeting</b>		Centra eMeeting provides dynamic interaction of live meetings, with easy-to-use self-service features for meeting scheduling and management.

The *Centra 7 Leader Guide* is intended for use by the Leader or Co-Presenter of a Centra Symposium, Conference, or eMeeting session. Use this *Guide* to become familiar with Centra 7's features, tools, and components.

This *Guide* contains:

- Step-by-step instructions for tasks that Leaders and Co-Presenters perform during sessions.
- Recommended ways to use common tools.
- Best practices that can increase a Leader's effectiveness.

**Note:** All references to Centra 7 in this document are to Centra 7 Version 7.5 unless otherwise specified.

## Document Conventions

This book uses these conventions:

<b>Convention</b>	<b>Provides</b>
<b>boldface type</b>	User input typed exactly as specified. Also, referral to a dialog box element or menu item.
<i>italic type</i>	Placeholder value that the user must replace with an applicable value.
monospaced type	User input, system output, email address, URL or Internet address.
dir\files	Directory, path, or file specification.
menu selection	Select <b>Tools, Host</b> . This indicates first select the Tools menu and then the Host option.

## Technical Requirements

Verify the following technical requirements before installing Centra 7. The system hardware and software must meet the minimum requirement or recommendation for each category before a Symposium, Conference, or eMeeting session can be launched.

**Note:** For updated Server and Client requirements, please visit:

<http://support.centra.com/documentation>

and locate Centra 7.5 Server and Client Requirements.

## Centra Technical Support

Centra's dedicated Technical Support team welcomes your questions, comments, and feedback, all of which can help us improve our products and services.

You can reach the Centra Technical Support staff at  
<http://www.centra.com/supportinfo.asp>

Documentation for Centra products is located on the support site.

## Training, Education and Certification

The effectiveness of Administrators, Event Managers, Agenda Builders, and Event Leaders, whether novice or experienced, depends on their knowledge of how best to use Centra tools, controls, and features.

Consider joining one of Centra's Training, Education and Certification programs to increase your knowledge of Centra products.

Centra Education and Training Services offers online Symposium sessions, workshops, and programs designed specifically for each type of user. Work with Centra staff and other Leaders to learn about and gain experience with Centra products.

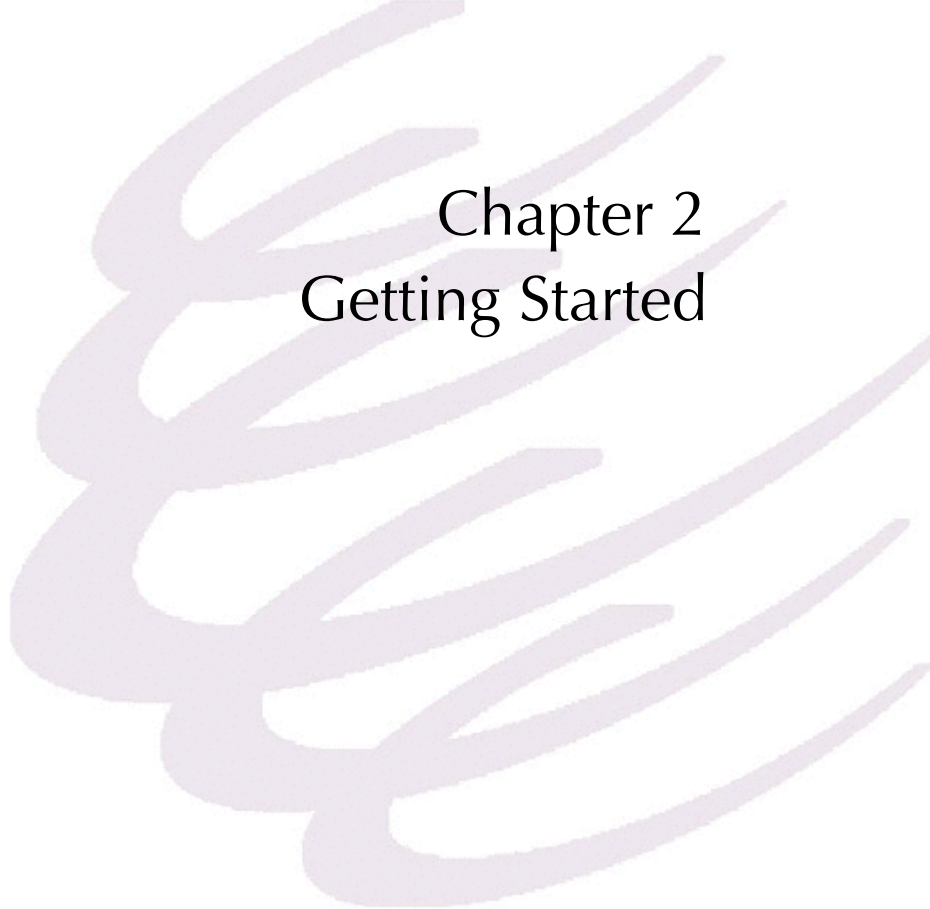
For more information about Centra Education and Training Services, visit our Online Course Catalog at [http://www.centra.com/education/course\\_catalog.asp](http://www.centra.com/education/course_catalog.asp)

## Other Information Resources

Access online help from the following areas:

- From the Centra Home Page, click Help.
- For Administrator access, go to the Administrator menu and click Administrator Help.
- In a Symposium or Conference session, select Content and Search from the Help menu.
- For documentation, public or private (requires login), go to <http://support.centra.com/documentation/index.asp>.





# Chapter 2

## Getting Started

---

Before leading a session, Leaders can create their user accounts, edit their account information, log in, view schedule information, and create meetings.

## Accessing the Centra Home Page

Use the following instructions to access the Centra Home Page:

1. Launch a Web browser.
2. Type the URL (or name) of the server. For example, `http://thiscompany.com`.

**Note:** Leaders who do not know the URLs or names of the Centra Servers used by their organizations can contact their Centra System Administrators to obtain this information.

3. Press the **Enter** key.  
The Centra Welcome page appears.
4. Select a **Language**, if necessary.

5. Enter a valid **Login** and **Password** in the **Log In** area.  
Leaders who cannot remember their passwords can click the **Forget your password** link. Their passwords will be emailed to them. (Email uses the clients email application.)
6. Select **Remember me** to make it unnecessary to enter this information again.  
**Note:** Cookies must be enabled on the browser.
7. Click **Log In**.  
The Centra Home Page opens.  
**Note:** Leaders can contact their Centra System Administrators to obtain user accounts.

## Centra Home Page

The Centra Home page is the starting point for working with Centra Symposium, Conference, and eMeeting.

By default, a user's home page is the Public Events page. The links on the Public Events page enable a user to access information such as Help topics or the Event List, and to perform tasks such as creating an eMeeting or viewing recordings.

The home page for a user is specified by the System Administrator when creating or editing the user's account through the Manage Users page of the Event Manager.

Users can change their home pages through the Edit Profile for User page. Access this page by clicking the **My Profile** link.

**Note:** Users must have appropriate privileges to perform certain tasks. To obtain additional privileges, contact a Centra System Administrator.

## Working with Information Links

Click the following links at the top of the Centra Home page:

- **Help** to view Centra Online Help including Getting Started Help.
- **Tutorial** for an overview of Symposium, Conference, and eMeeting.
- **System Check** to verify that the user is ready to attend a Centra session.

Click **Centra Software, Inc.** (at the bottom of the page) to display the Centra Corporate Web site <http://www.centra.com>.

## Working with Task Links

Task links appear on the left side of the Leader's Home page. The following table

summarizes these links:

Link	Function
My Schedule	Lists sessions that the user is scheduled to lead (or attend). Selected by default.
Public Events	View public events by day, week, or month.
Public Recordings	Access the View a Recording page, where the user can search for recordings by event ID, event name, description, or leader's last name.
Attend Meeting	Access a live meeting.
Create Meeting	Schedule an eMeeting. The User is automatically the Leader and can begin the eMeeting immediately.
Enrollment	Search for and view upcoming and ongoing events and programs, with the option to enroll.
My Profile	Change personal user information, such as language preference, password, email, display name, or home page.
Downloads	Access Centra supporting software.
Tools	Access Centra tools to remove Agenda content that was downloaded and recordings that were played back, and to collect log files.
Log Out	Log out of the Centra Server, and return to the Centra 7 Welcome page.

## Using the My Schedule Page

The My Schedule Page lists the sessions that a user is scheduled to lead and attend. This page contains the following tabs:

- **Upcoming**, listing sessions that have not yet occurred.
- **Ongoing**, listing recurring sessions.
- **Past**, listing sessions that have already occurred.

A Leader can lead or attend events listed on the Upcoming or Ongoing tabs by clicking the **Lead** or **Attend** links for the events.

## Creating an eMeeting



An eMeeting provides a simple and convenient way to collaborate with a group of people. Any user can schedule an eMeeting. The person who creates the eMeeting is the Leader of the event and controls who is invited to it. eMeetings cannot have Subjects or Agendas, but a Leader can import content into the eMeeting while it is in session.

**Note:** Meetings do not appear on the Public Events list unless the Public Event option

is selected when the eMeeting is created.

Use the following instructions to create an eMeeting:

Click **Create Meeting** on the Centra Home page or other Centra pages. The Create Meeting page appears:

**Create Meeting**

**Schedule**

Name:

Day: 06/09/05

Time: 8 : 15 PM

(GMT) Coordinated Universal Time

Duration:  Hours: 0 Minutes: 30  Ongoing

Cost Center: No Selection

Description:

**Seat Availability**

Seats Reserved: 5 (20 max. including meeting host)

Server: Auto-select

**Meeting Options**

Public event (event will display on the public event list)

Record meeting

Live video

Include live video in recording

Allow users to attend without an invitation

Early Attendance: No Limit

Meeting Password:

Retype Password:

**Audio Options**

**Voice Over Internet (VOIP)**

Audio Codec: Centra SC3 (less than 1 KB/second)

**Telephone**

Phone Number 1:

Phone Number 2:

Access Code:

Host Code:

Conference Call Instructions: (500 character limit)

**Attendees**

**Enter Email Addresses** (e.g. jsmith@Centra.com) **Edit Attendees (Optional)**

Selected names will be sent email invitations. Save this event and open the attendee list. Use this to invite registered users, change roles, or remove attendees.

1

2

3

4

The Create Meeting page is separated into the following sections:

- Schedule
- Seat Availability
- Meeting Options
- Audio Options
- Attendees

## Schedule

1. Type the name (up to 60 characters) of the eMeeting in the **Name** field.
2. Select the **Day** from the calendar drop-down menu. Today's date is shown by default.
3. Select the **Time** from the drop-down lists, and a timezone, if necessary.
4. Select a **Duration**.
  - ▣ Select specific hours and minutes (available in 15 minute increments) from the drop-down lists to schedule the eMeeting at a specific time.
  - ▣ Select **Ongoing** if the eMeeting needs to be available all the time.
5. Select a **Cost Center**, if applicable and provide a **Description**, if desired.
6. To start the eMeeting immediately and not set any more options, click **Start Now**. Otherwise, specify values for the remaining meeting options.

When Start Now is selected, the eMeeting Leader interface opens immediately.

## Seat Availability

1. Select the number of people who can attend, from the **Seats Reserved** list. The total number includes the eMeeting leader.
 

**Note:** The limit set by the Event Manager cannot be exceeded.
2. Click **Seat Availability** to verify how many seats are available for the specified time.

## Meeting Options

1. Choose the following meeting options:
  - ▣ **Public event**  
The event appears on the public event list. Users can enroll themselves in public events.
  - ▣ **Record meeting**  
Permits recording the eMeeting for participants who would like to review the content or for individuals who were not able to participate.
  - ▣ **Live video**  
Permits live video to run.
  - ▣ **Include live video in recording**  
Permits adding the video to the recording for playback.
  - ▣ **Allow users to attend without an invitation.**  
(Enables guest users to attend.)

2. Password-protect the eMeeting by typing (up to 50 characters) an eMeeting password.

## Audio Options

1. Select one of the following the Audio Option.

❑ **Voice Over Internet (VOIP)**

Choose this option to communicate with attendees over a VOIP connection.

If the System Administrator has enabled creators of meetings to a select an Audio Codec, choose a CODEC from the list of the available CODECs. This list does not appear if the eMeeting creator is not allowed to select a CODEC.

Choose a low bit rate CODEC if at least some of the participants will be using low bandwidth connections. Centra SC3 is recommended for modem users.

For more information about CODECs, refer to the *Centra 7 System Administrator Guide for Collaboration Products, Volume 2*.

❑ **Telephone.**

Choose this option to communicate with attendees over a telephone line.

- ❑ Type the phone numbers used to join the teleconference in the Teleconference call # field.
- ❑ Type the access code in the Access Code field.
- ❑ Type a Host code, if necessary.
- ❑ Type the Conference Call Instructions. These instructions will be included with the notification email.

If teleconference information is part of the User Profile of the person creating the meeting, the information appears by default. Change it if necessary.

While participating in the event, Participants can view the teleconference information.

If the Telephone option is selected, users have the option of using VOIP during the event. However, if an event uses teleconference audio and is being recorded through a Centra Telephony Gateway, VOIP is not transmitted.

## Attendees

1. Type the email address of each Participant in the **Email Address** area.
2. Click **Edit Attendees**. The Edit Attendees: Meeting Topic (Meeting ID) page opens. The eMeeting Topic is the topic of the eMeeting to edit and Meeting ID is the ID of the eMeeting.
3. Click the **Invite Attendees** tab.
4. Locate the name of the user or group of users to enroll.

**Note:** Using the page filter tools, the user can show registered users and/or groups on the Edit Enrollment page, search for names, or use the Index letters to locate users. See *“Using the Search Area”* or *“Sorting the Edit Attendees Page”*.

5. Click the **Invite** link associated with the user or group.

Use these instructions to enroll multiple users or groups:

- ▣ Select the users and/or groups by selecting the checkbox next to their logins and then click **Invite Selected**.
- ▣ Click **Select All** to select all users and groups on the page.

The users and/or groups are immediately invited to the eMeeting. Inviting a group invites all the individual users in that group.

Click **Unselect All** to deselect all the currently checked users.

If the Centra domain has email enabled, update the Subject, and enter a message.

6. Click

- ▣ **Send Email** to send the email.
- ▣ **Cancel Email** to cancel the email; the user is still invited.

**Note:** If the Centra Server is set to add calendar attachments, the email automatically includes a calendar attachment. The recipient double-clicks the calendar attachment and saves it; a new calendar item is automatically created in the recipient’s calendar. Contact the Centra System Administrator to enable/disable this feature.

Centra emails use the BCC field for all email addresses so that attendees do not learn the email addresses of other attendees. Centra Administrators do not receive their password in the email.

When the Edit Attendees: Meeting Topic page re-opens, the last column on the right updates to “Invited” to indicate that the user(s) or groups have been invited. If the Leader invites a Group, all users in that group are also marked as Invited.

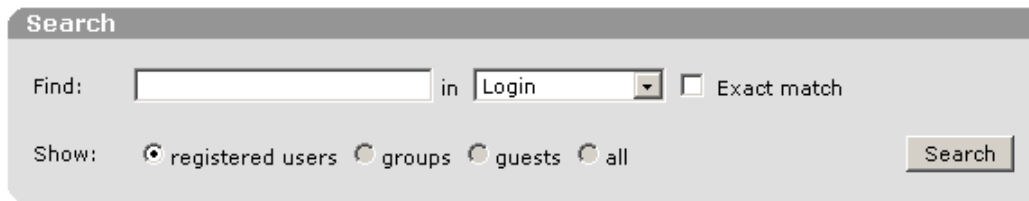
If the Leader invites a group to an eMeeting, the Leader cannot remove that invitation for a member of that group without removing invitations for the entire group.

The eMeeting now appears on the Leader’s My Schedule page.

## Using the Search Area

The user can use the Search area on the Invite Attendees tab of the Edit Attendees page to find users to invite to the eMeeting. The user can search by registered users

and/or groups, or the user can search by text strings.



To search the page by user type, check **Registered Users**, **Groups**, or **All** and then click **Search**. The list of registered users and/or groups is filtered to show only the entries that meet the specified criterion.

## Searching by a Text String

Use these instructions to search by a text string:

1. Enter the string to search for in the Find text box.
2. Select **Login**, **First Name**, **Last Name**, **Email Address**, **Employee ID**, or **All** for the field(s) to search.
3. Click **Exact match** to find only the listings that match exactly.
4. Check **Registered Users**, **Groups**, or **All** in the Show area to display only these types.
5. Click **Search**.

The Centra Server returns the list of users meeting the criterion.

To remove the search criterion, click **Clear Search**.

## Search Tips

Remember the following useful tips:

- Search for multiple criteria by putting each search on a separate line in the Find field. Use the Enter key between entries, or separate entries with a comma.
- The page filters can speed administrative tasks. For example, to invite a number of users, use the filter to select the users (for example, by the organization's email domain such as *\*@acme.com*), click **Select All** to select all users in the list, and then click **Invite Selected** to enroll all the users.

## Inviting and Removing Users

To modify the list of the users who are invited to a meeting, click **Edit Attendees** under the name of the event on the Manage Events page. The Edit Enrollment page appears.

On the Edit Attendees page, a Leader can enroll or unenroll a user by clicking **Enroll** or **Unenroll** on the line containing the user's name.

A Leader can modify the listing on the Edit Attendees page by doing the following things:

- Sorting the entries by column
- Limit the number of entries listed on each page
- Display entries by index letter

## Sorting the Edit Attendees Page

The entries on the Edit Attendees page are sorted by the contents of one column on the page, such as Last Name. A down arrow appears to the right of the heading of the column by which the entries are currently sorted.

To sort the entries by the contents of a different column, click the heading for that column. The down arrow appears to the right of the heading on the different column.

## Limiting the Number of Entries on Each Page

To limit the number of entries on each page, type the number in the Show per page text box and click **Update**.

The display changes to show only the number of listings specified.

Show per page: <input type="text" value="20"/>	<input type="button" value="Update"/>
<b>Index:</b> A B C D E F G H I J K L M N O P Q R S T U V W X Y Z ALL	
<b>Entries found:</b> 87	
<b>Page</b> (in ALL) 1 2 3 4 5 [next page]	

## Displaying Entries by Index Letter

To display only the entries whose sort value begins with a particular letter, click one of the letters in the Index area. The sort value of each entry is the value for an entry in the column that is currently used to sort entries.

For information about how to sort entries by the contents of particular columns, see “Sorting the Edit Attendees Page” on page 13.

Click **ALL** to display all entries in the list.

## Using the Page Controls

If the list of users extends beyond the number entered in the Show per page area, use the page controls to move between the pages.

Click the following:

- [next] to go to the next page or [previous] to return to the page before.
- <<< << < and > >> >>> to jump 10, 100, and 1000 pages in either direction.
- \* to go to the first or last entry.

**Note:** The page controls change depending on how many pages exist in either direction.

# Removing an eMeeting Invitation

After inviting users or groups to an eMeeting event, remove the invitation. To remove an invitation for users or groups:

1. Locate the eMeeting on the My Schedule page and click **Modify**. The Modify Meeting window appears.
2. Click **Edit Attendees** in the Attendees section.

The Edit Attendees: *Meeting* page opens, where *Meeting* is the name of the eMeeting.

3. Click the Current Attendees tab.
4. Find the user or group and click **Remove** (at the far right).

To remove multiple users at once, select the users by clicking the checkbox next to their names. Then click **Remove Selected**.

**Note:** A user added as part of the group cannot be removed. All users in the group must be removed.

The Centra Server removes the user or group and updates the attendee list for the eMeeting.

# Inviting Attendees During the Session

A Leader can invite participants to join a session after entering the session. See “Inviting Additional Participants” on page 41 for more information.

# Modifying an eMeeting

To modify an eMeeting:

1. On the My Schedule page, locate the eMeeting and click **Modify**.
2. Make the changes in the Modify Meeting page.

**Note:** Consider changing the eMeeting ID to something that is easy to remember -- for example, “Meeting02/07/05”. The eMeeting ID can contain up to 50 characters.

3. Click **Modify**.

The eMeeting is now updated. To start the eMeeting immediately, click **Start Now**.

# Removing an eMeeting

To remove an eMeeting:


1. On the My Schedule page, locate the eMeeting and click **Remove**.

A confirmation message appears indicating that recordings associated with the eMeeting will be deleted.

2. Click **OK** to delete the eMeeting.

The eMeeting no longer appears on the My Schedule page.

## Accessing a Personal Online Meeting Room

If a user has the ability to create an eMeeting session, a Centra icon  appears on the user's desktop. This enables the user to access a personal online meeting room at any time, without creating an eMeeting.

Use these instructions to access the personal online meeting room:

1. Click the Centra icon.

The first time the user clicks the Centra icon, a personal eMeeting room with an availability of Ongoing is created for the user. This room is available to the user at any time.

2. Invite participants to the session. See "Inviting Additional Participants" on page 41 for more information.

## Adding Content for an Event to the Catalog

The Leader of an event can provide materials for participants to use before, during, or after an event with the Content Catalog. The content may be available only to users enrolled in the event or to anyone with access to the Centra 7 domain.

The Leader can add the following types of content:

Content	Content Type in Catalog	Uses
Files, including .doc, .ppt, .pdf, and so on	File	Homework exercises, syllabuses, documentation
Centra Composer content, simulations, SCORM, AICC	eLearning	Application simulations, self-paced tutorials
Centra recording	Centra recording	Review
Frequently Asked Question document (created in the Content Catalog)	FAQ	Frequently asked questions
Reference document (created in the Content Catalog)	Reference	Additional resources that are non web-based (such as video tapes) or that reside on another server

Use these instructions to add content stored on the local computer to a specific event:

1. Open the My Schedule page.
2. Locate the event.
3. Click **Add Files**. The Add Files page appears.

4. Click **Add New File** to upload a file to the Content Catalog.  
The Add New File page appears.

### Add New File: *401(k) Update*

**Start Time:** gio giu 5 14:30 EDT 2003

#### Locate File

**On your Computer:**

**Link to a file (creates a reference):**

#### File Properties (Required)

**Title:**

#### File Properties (Optional)

**Description:**

**Keywords:**

**Author:**

**Author's Email:**

**Version Number:**

**Length:**

**Language:**

**Category:**

**Available in Catalog:**  Yes (Public)  No (Private)

5. Click the Browse button to browse to the content to add or enter the link to the file to add.
6. Enter a **Title** for the file.
7. Optionally, enter a description, keywords (to be used for searching purposes), the author's name and email, a version number, the length of time it would take to complete this material, the language, the category, such as Marketing, Management, or Finance.
8. Specify whether this content will be available to anyone browsing the Content Catalog (Public) or available only to those users enrolled in this event (Private).
9. Click **Add File**.

10. When the upload is complete, close the window.

The link under the event on the My Schedule page has changed to **View Files**.

Use these instructions to add content from the Content Catalog to a specific event:

1. Open the My Schedule page.
2. Locate the event.
3. Click **Add Files**.

The Add Files page appears.

4. Click **Add from Catalog** to browse for a file already in the Content Catalog.

The Add Catalog Content to <Event Name> page appears.

### Add Catalog Content to: 401(k) Update

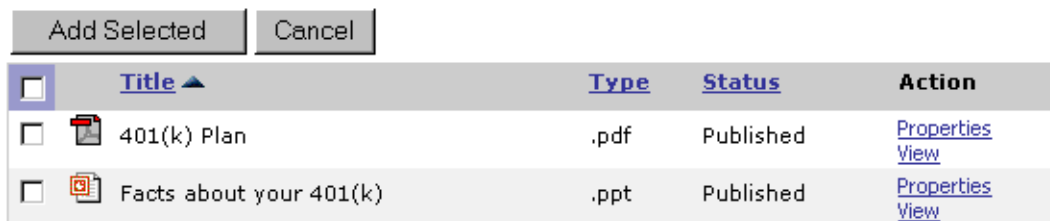


Search applies to Title and Keyword fields.

Show **10** | [25](#) | [50](#) per page     [Items Selected](#) [\(Clear\)](#)    [Previous](#) | [Items 1 - 4 of 4](#) | [Next](#)

[A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#)

### Select content for adding to event:



<input type="checkbox"/>	Title ▲	Type	Status	Action
<input type="checkbox"/>	401(k) Plan	.pdf	Published	<a href="#">Properties View</a>
<input type="checkbox"/>	Facts about your 401(k)	.ppt	Published	<a href="#">Properties View</a>

5. Enter a value in the Search for field and select the type of content to find. Click the Exact Phrase checkbox to search for an exact match to the entered text.
6. Click **Search**. The results matching the search criteria appear.
  - ❑ Change the number of items displayed on each page by selecting 10, 25, or 50 next to **Show**.
  - ❑ Click **Previous** or **Next** to move to the previous or next page of items matching the selection criteria.
  - ❑ Click **Clear Search** to clear the search.
  - ❑ Move to titles beginning with a certain letter by selecting that letter from the list.
7. Click the checkbox to the left of an item to associate that item with the event.
  - ❑ Click on **Items Selected** to see only the selected items.
  - ❑ Click **Clear** to clear the check marks from the selected items.

8. Click **Add Selected**.

The item(s) are added to the list for the event.

## Viewing Content Files for an Event

Use these instructions to view content files for a specific event:

1. Locate the event on the My Schedule page.
2. Click **View Files**.

The View Files: <Event Name> page appears.

3. Locate the file and click **View**.

The file appears.

## Removing Content Files for an Event

Use these instructions to remove content files from a specific event:

1. Locate the event on the My Schedule page.
2. Click **View Files**.

The View Files: <Event Name> page displays.

3. Locate the file and click **Remove**.

A window appears indicating where this file is currently being used. Remove the file from only this event or from the Content Catalog itself.

## Viewing Public Files in the Content Catalog

Files identified as Public when added to the Content Catalog (see Appendix 2 Adding Content for an Event to the Catalog) can be viewed by anyone having access to the catalog. Files identified as Private when added to the Content Catalog are viewable only by those enrolled in the event and only through the View Files link on their My Schedule page.

Use the following instructions to view all public files in the Content Catalog:

1. Click **Catalog** on the My Schedule page.
2. Enter a value in the Search for field and select the type of content to search for. Click the **Exact Phrase** checkbox to search for an exact match to text.

**Note:** Searches can also be based on the item type, based on title, description, keywords, event, file extension, or language or within a category.

3. Click **Search**.

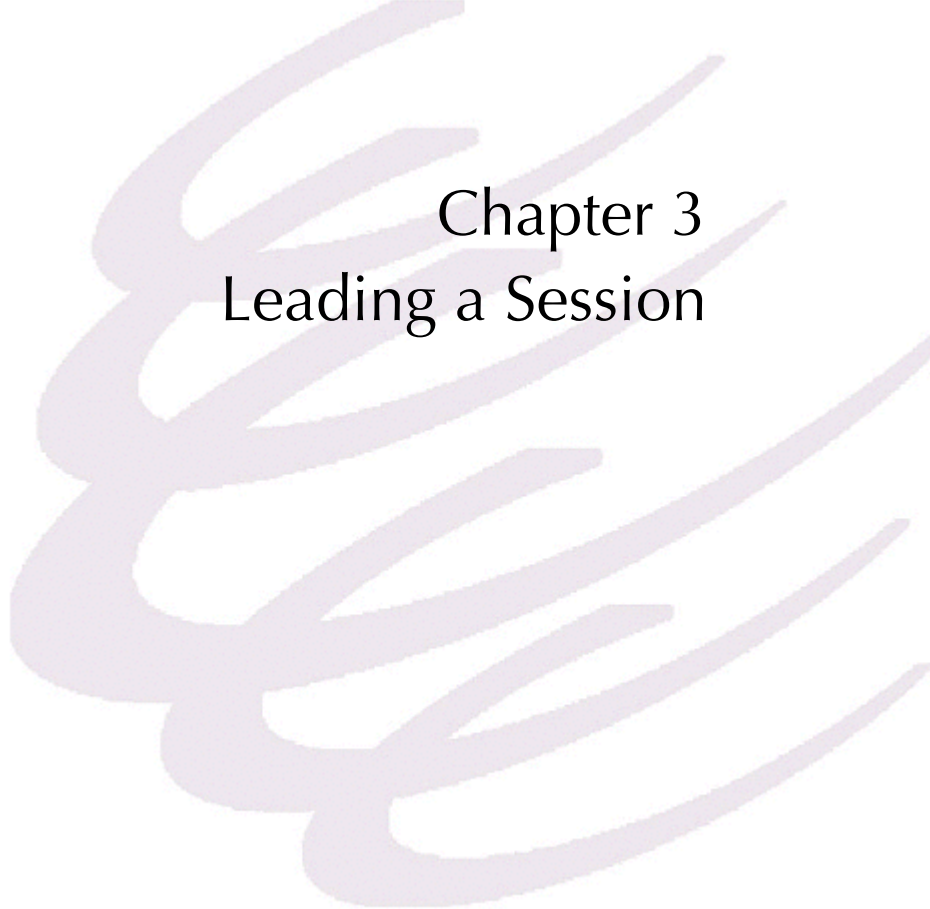
The results matching the search criteria appear.

- ▣ Sort the resulting list by My Last Access, Last Modified, or Title.
- ▣ Click Previous or Next to move to the previous or next page of items matching the selection criteria.

4. Select the content to view by clicking **View**.

Select the content to download by click in the checkbox to the left of the title and clicking the Download button.





# Chapter 3

## Leading a Session



## Recommended Practices for Leaders

Consider the following recommendations and procedures to prepare for a Symposium, Conference, and eMeeting session.

### Before Beginning a Session

Remember to do these things before beginning a session:

- Become familiar with the session content.
- Find a comfortable, quiet place to deliver the session.
- Set up the area with a script, notes, water, and a clock.
- Launch any applications to share.
- Create surveys.

- Check the addresses of Web sites that will be launched in Web Safari.
- Import slides as necessary.
- Run the Centra Audio Wizard (and Video Wizard, if video will be broadcast during the session).
- Speak briefly with each Participant. Make sure Participants can hear the Leader and each other clearly.
- Have the Participants work with the **Tutorial**, accessible from the Centra Welcome page and the Centra Home page.
- Practice!

## Best Practices for Leaders



Remember to do the following things while leading Symposium, Conference, or eMeeting sessions:

- If working with a Co-Presenter, decide who will do what during the session.
- Speak clearly and with animation.
- Provide frequent and varied interactions.
- Vary tool use.
- Ask questions frequently. Encourage participants to respond to the questions.
- Give explicit directions to participants.
- Remember to clear Yes, No, and Raised Hands.
- Remind participants to hold down the **Ctrl** key or push the **Press to Talk** button to speak.
- Remind participants that running other applications during session can slow their session.
- Ask participants to send the Leader Text Chat if they experience technical problems.
- If a participant is experiencing a technical problem, suggest closing the session and then rejoining it.
- Remind participants to click Step Out to leave the session temporarily.
- Look at the whole Centra window, not just the content.
- Keep total session duration between one hour and 90 minutes, if possible.

# Beginning a Session



Use these instructions to begin a session:

1. Log in to Centra.
2. Click **My Schedule**.
3. Locate the session.
4. Click the **Lead** for the session.

If the Centra Server detects that Centra 7 is installed, access the session. The Leader interface opens. If Centra 7 is not installed, download the Centra 7 client.

**Note:** The client is installed automatically on Internet Explorer. Netscape and Firefox users will need to run a setup.exe unless Java was installed. If Java was installed, the installation will occur through a Java Applet and the Setup.exe is not required.

Click **Yes** in the security dialog boxes, if necessary.

the browser window indicates that a download is in progress. The amount of time this download takes depends on the connection speed and the amount of content to be downloaded. When the download is complete, the Leader interface opens.

**Note:** If errors occur, contact a System Administrator.

5. Check the audio. Select **Tools, Audio Wizard** if necessary.

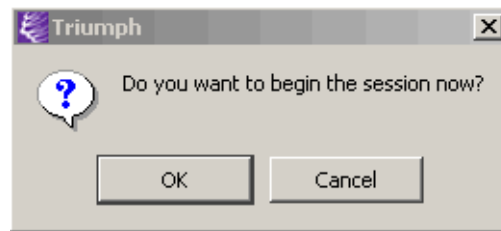
The **Centra Audio Wizard** launches automatically the first time Centra 7 is launched. See "Audio Options" on page 57 for more information.

**Note:** The audio wizard is not available for teleconference audio sessions.

6. Leaders introduce themselves and welcome the Participants to the session.
7. Grant microphones (if necessary) and ask Participants to introduce themselves.
8. Listen for any audio difficulties. If Participants' audio is not transmitting clearly, ask them to adjust their audio using the Centra Audio Wizard.
9. Hold down the **Ctrl** or **F12** key on the keyboard and announce that the session will begin.

**Note:** In a session using teleconference audio, speak into the telephone. There is no need to use the Ctrl or F12 key or to give out microphones.

In Symposium only, click on the first piece of content in the agenda. The following prompt appears:



Click **OK** to begin the session.

Click **Cancel** to check on content without showing that content to the participants. Clicking Cancel does not begin the session. The Leader of a Symposium event can subsequently begin the session by clicking **Begin**

**Session**  on the toolbar or selecting **Actions, Begin Session**.

10. After a session has begun:

- ❑ In **Symposium** and **Conference**, only the Leader and Co-Presenters have microphone control (by default) and access to the Agenda.
- ❑ In **eMeeting**, all Participants have microphone control (by default). Only the Leader and Co-Presenters have access to the Agenda.

## Pre-Session Mode

Pre-session mode is the time between when a participant joins a live session and when the Leader begins the session. A Conference or eMeeting session begins automatically when the Leader enters the session. The Leader must begin a Symposium session explicitly. See "Beginning a Session" on page 23 for more information.

The name of the Agenda for the session is highlighted in the Agenda area. A participant's name appears in the Participant List when the participant joins the session.

In pre-session, Participants can:

- Speak
- Get Help
- Select Raise Hand
- Indicate Yes or No
- Click Text Chat to send and receive messages
- Change the view options
- Run the Centra Audio Wizard
- Step out (Symposium and eMeeting)
- Laugh or applaud

- Send pacing and comprehension feedback to the Leader (Symposium and eMeeting)
- Click and view the Agenda items (Symposium and eMeeting)

## Stepping Out



Select **Actions, Step Out** or click **Step Out** to leave a session temporarily. To return to the session, click **Step Out** again or select **Actions, Step In**.

A Leader who stepped-out can use all functions in the Tool Bar except the Hand, Yes, No, Laugh, and Applaud.

In the Presenter Area, the name of the stepped-out Participant is grayed out and the stepped-out icon appears next to the Participant's name. A stepped-out Participant continues to hear audio and to see changes in the Centra interface.

## Speaking to Participants



Speak to Participants during a session by using:


- The **Ctrl** or **F12** key on the keyboard.
- The **Press to Talk** button on the interface.
- The **Action, Lock Talk Button** menu item.

When a Leader or Participant is speaking, a yellow halo appears around the microphone icon to the left of the speaker's name and the Press to Talk button changes to yellow.

Use the **Ctrl** or **F12** key on the keyboard or the **Press to Talk** button to speak for short periods of time.

A Leader can lock the **Press to Talk** button to speak hands-free. While the **Press to Talk button** is locked, only the Leader can speak. Locking the **Press to Talk** button is useful when the Leader needs to hold a book, turn a page, show an application, or use the keyboard and mouse during the session.

To lock the **Press to Talk** button:

1. Click **Lock Talk Button**  or select **Actions, Lock Talk Button**.
2. Speak into the microphone. It is not necessary to hold down the **Press to Talk** button while speaking.
3. To unlock the **Press to Talk** button and allow others to speak, click the **Press to Talk** button or de-select **Actions, Lock Talk Button**.


When the **Press to Talk** button is locked, audio packets are transmitted to the server whenever the speaker is talking.

**Note:** Use the telephone for teleconference audio events.

## Muting the Audio

Leaders can mute their microphones and speakers when the Press to Talk button is locked. When a microphone is muted, it does not transmit sound. This feature is useful for preventing distracting background noises from being transmitted.

To mute and restore audio transmission:

1. To mute audio, click the speaker icon  to the left of the Speaker Volume slider in the Audio Area. While audio is muted, the Audio Area is grayed out and diagonal arrows appear across the Speaker and Microphone icons.
2. To restore audio, click the speaker icon again.

## Managing Microphone Control



The Leader controls who has a microphone. Giving Participants microphones enables them to speak in the session.

In Symposium, all Participants have microphones in pre-session but lose the microphones when the session begins. In eMeeting, Participants have microphones at all times unless the Leader removes them.

In a Symposium or eMeeting session, the Leader can pass microphones to one Participant at a time or to all Participants. In a Conference session, the Leader can pass a microphone to only one Participant at a time.

To pass a microphone to one Participant at a time:

1. Click in the microphone column to the left of a Participant's name in the Participant List.
2. Right-click the Participant's name in the Participant List and select **Give microphone/ markup tools**.

To give microphone control to the next Participant with a raised hand, click the **Call on Next Hand** button at the top of the Participant's list, or select **Actions, Call on Next Hand**.

**Note:** A Participant who has stepped out cannot receive the microphone.

## Grant Microphones to All



Leaders can grant microphones to all Participants.

To give microphones to all Participants:

- Click the **Give Microphones to All** button in the Participant List.
- Select **Actions, Give Microphones to All**.

**Note:** In a Conference session, a Leader can give a microphone to only one Participant at a time.

## Clear Microphones



Clear microphones to stop all conversation or to regain control of the session.

To remove microphones from all Participants:

- Click the **Clear Microphones** button in the Participant List, or
- Select **Actions, Clear Microphones**, or
- Right-click a participant's name and select **Clear microphone/markup tools**.

**Note:** The Co-Presenter still has microphone control.

Click the microphone icon to the left of a Participant's name in the Participant List to remove a microphone from an individual Participant. If the microphone and AppShare are set as separate controls, click twice. See "Appshare Control Options" on page 121 for more information.

## Clear Yes/No Responses



Ask Participants to click Yes or No to provide quick feedback. Remember to clear the Yes/No responses before asking another question.

To clear all Yes/No responses:

- Click the **Clear Yes/No** button at the top of the Participant List, or
- Select **Actions, Clear Yes/No**.

# Lower Hands



Participants can raise their hands to ask a question or request a microphone. Make sure all hands are lowered before asking a question.

To lower all raised hands:

- Click the **Clear hands** button at the top of the Participant List, or
- Select **Actions, Clear Hands**.

# Ejecting a Participant



A Leader can eject a Participant from a session. Ejected Participants cannot log in to the session again.











To eject a Participant:

1. Right-click on the Participant's name in the Participant List.
2. Select **Eject from the Event**.  
A confirmation message appears.
3. Click **Yes** to eject the Participant.

Ejected Participants receive a message telling them that they have been ejected. If ejected Participants try to log in to the event while the event is still in session, they see a message telling them that they have been ejected and cannot log in to this session again.

# Others Ways to Communicate

Centra 7 provides several features that enable Leaders to communicate with Participants. Make a selection from the **Actions** menu or select the appropriate icon from the toolbar:

Actions Menu	Toolbar Icon	Product	Description
Raise Hand	 Hand		Raises a hand. A hand appears next to the user's name. To lower a hand, click the Raise Hand icon again.
Say Yes	 Yes		Makes a Yes response. A check mark appears next to the user's name. To remove the Yes response, select Say Yes again.
Say No	 No		Makes a No response. An x mark appears next to the user's name. To remove the No response, select Say No again.
Laugh	 Laugh		Indicates laughter. A smiling face flashes to the left of the user's name for five seconds.
Applaud	 Applaud		Indicates applause. Clapping hands flash to the left of the user's name for five seconds.

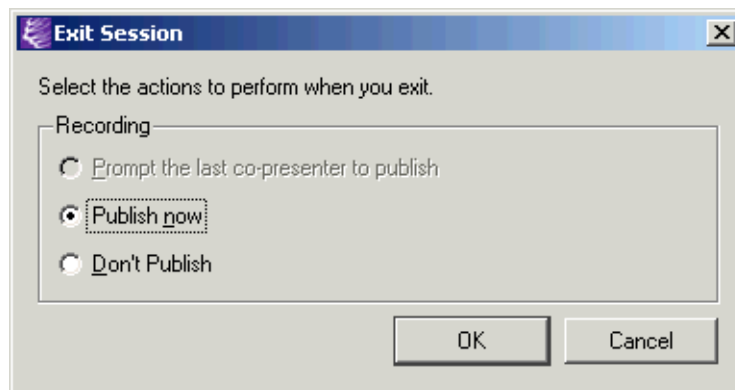
# Ending a Session



A Conference or eMeeting session ends automatically when the Leader exits.

Symposium sessions, however, do not end automatically when the Leader exits. Use these instructions to end a Symposium session:

1. Click the **End** button or select **Actions, End Session**.  
The button changes to Begin Session. Pre-session mode reconvenes, and each Participant has microphone control. Participants can continue to work with Symposium in pre-session mode.
2. Remind Participants to select **File, Exit**, select **Yes** in the confirmation message, and log out from their Centra 7 Home page.
3. Select **File, Exit** on the Leader interface to close the Leader interface. The Exit Session dialog opens.



4. Choose to publish or not to publish the recording if the session has been recorded.
  5. Then select **OK** in the confirmation message.
  6. Click **Log Out** from the Centra 7 Home page to log out of the Centra Server.  
The Welcome page appears.
  7. Close the browser.
- Note:** If a Leader exits the session without ending it, the session ends when the last Presenter exits the session.

## Post Event Report

The Post Event Report appears at the end of an eMeeting event. The report is generated after the Leader exits the event.

**Note:** A Leader and at least one participant must enter the event. Otherwise, the

report does not appear.

If the event is ongoing, only attendees receive the email. If the event is not ongoing, however, the email is addressed to all invitees, not only the attendees.

The report includes event details, attendee list, and recording link. The leader can add additional information and attach files.

**Note:** The report goes to the Leader, who can forward the report to the participants.

An example of the report follows:

Ongoing
Leader: Centra Administrator
Date: Thursday, Month dd, yyyy
Start Time: 5:32 PM Eastern Standard Time
Duration: 30:00
Event Password: 5fhz1
Description: Sales and Marketing kick-off
Attendees:
Centra Administrator
Carrie Yon
Armand Hammer
[Space for any additional comments]
Recording:
Once a recording of this event becomes available, use the following link to play back the recording.
<a href="http://10.10.000.000/main/server1/User/GuestPlayback.jhtml?s_guid=00000000facf8fc1">http://10.10.000.000/main/server1/User/GuestPlayback.jhtml?s_guid=00000000facf8fc1</a>
URL: <a href="http://10.10.000.000/main/server1">http://10.10.000.000/main/server1</a>
Event ID: DGW022333





# Chapter 4 Leader Interface

---

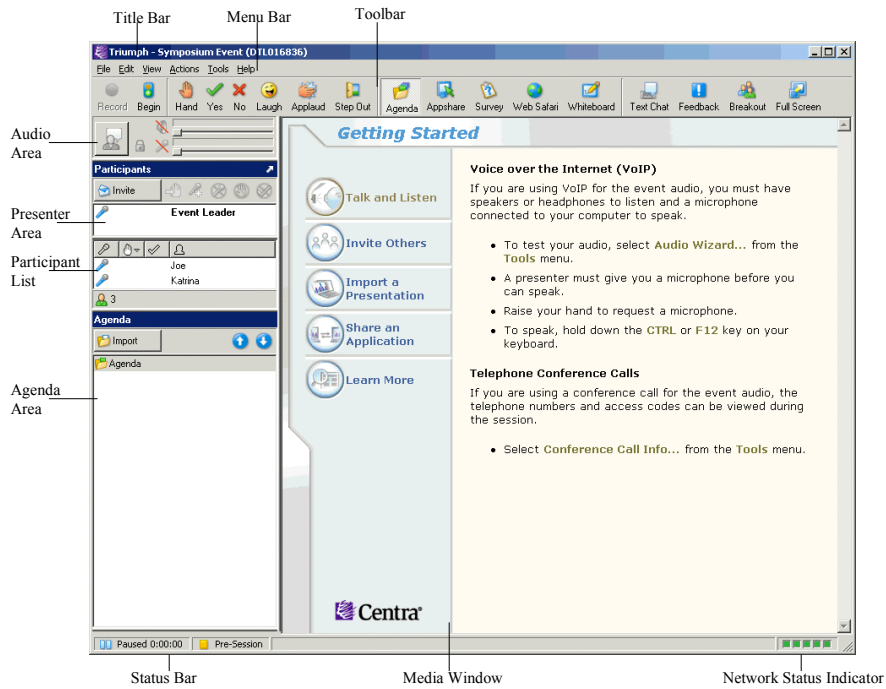
The Symposium, Conference, and eMeeting Leader interfaces enable Leaders to lead sessions easily and effectively. The interface opens when a Leader clicks the **Lead** link for an event listed on the My Schedule page.

## Leader Interfaces

The Leader interfaces for Symposium, eMeeting, and Conference events are similar, with the differences noted in the following sections.

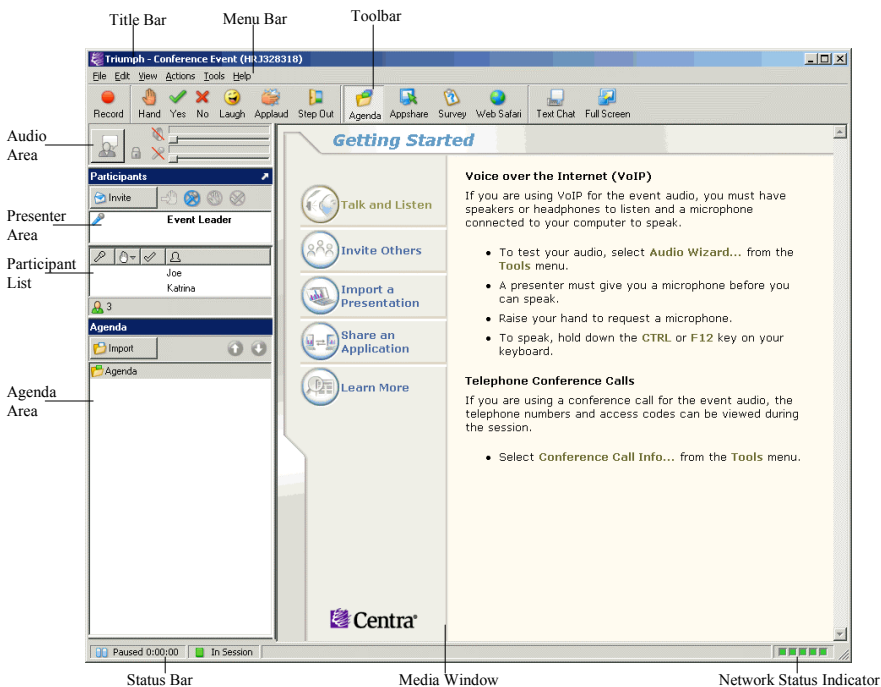
# Symposium Leader Interface

The Symposium Leader interface consists of the following areas:



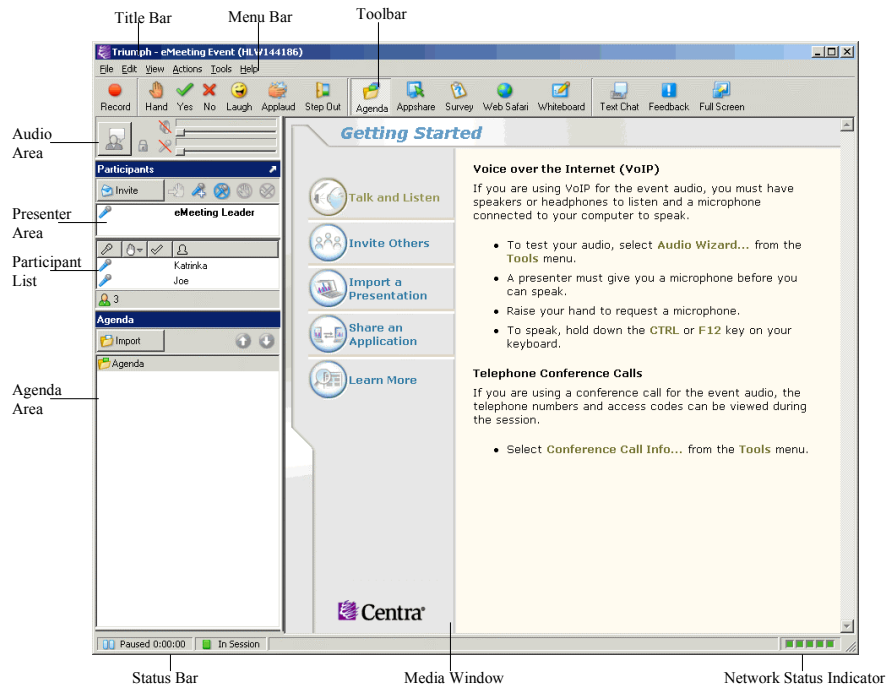
# Conference Leader Interface

The Conference Leader interface consists of the following areas:



# eMeeting Interface

The eMeeting Leader interface consists of the following areas:



# Interface Components

The following sections describe the components of the Leader interface for Symposium, Conference, and eMeeting events.

## Title Bar

The Title Bar appears at the top of the Leader interface window and shows the name of the session - for example: "Product Update (SQP7455878)."

During a Symposium Breakout Session, the Title Bar identifies the number of the Breakout Room visited; for example, "Product Update (SQP7455878) - Room 1" and "Product Update (SQP7455878) - Main Room."

Standard Windows buttons appear at the right end of the Title Bar. Use these buttons to minimize, maximize, and close the Leader interface.

## Audio Area

The Audio Area contains the **Press to Talk** button, the **Lock Talk Button** button, and sliders for adjusting the speaker volume and microphone level. See Chapter 7, "Audio Options" for more information about setting audio options.

**Note:** The audio area does not appear if the Centra Telephony Gateway is in use. The Telephony Gateway is used only for events using teleconference audio. The audio area controls VOIP audio only, and cannot affect telephone audio.

## Presenter Area

The Presenter Area lists the Leader and Co-Presenters for the session. The Leader's name appears first and is followed by any Co-Presenters.

## Participant List

The Participant List enables the Leader to view and manage Participant responses before, during, and after a session.

**Note:** To view the Participant's full name, hold the mouse over the Participant's name.

## Sorting the Participant List

A Leader can sort the Participant List by the following criteria:

- Whether Participants have the microphone
- Whether Participants have raised their hand
- Whether Participants are responding Yes or No
- By the Participants' names

To sort the Participant list by one of these criteria, the Leader clicks the

corresponding icon at the top of the Participant List:



## Summary Area

The total numbers or percentages of Participants appear in the summary row at the bottom of the Participants list:

- All users in session
- Yes responses
- No responses
- Raised hands

## Hiding the Participant List

To hide the list of participants from other participants' view and to change the summary row to percentages:

1. Select **Tools, Options**.  
The Options dialog box appears.
2. On the View tab, select **Hide audience totals from participants**.
3. Click **OK**.

## Agenda Area

The Agenda Area lists the content for the session. Leaders and Co-Presenters can scroll through the Agenda to view session content. Symposium and eMeeting Participants can scroll through the agenda before the session begins.

Some content may be grayed out. This content is not available for viewing before the session begins.

See "Using Agendas" on page 45 for more information.

## Status Bar

The Status Bar in the lower left corner of the Symposium, Conference, or eMeeting window indicates whether the session is in pre-session (Symposium only) or in session, and whether the session is being recorded.


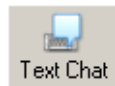








If the event is using telephone audio and is being recorded, an additional icon appears describing the Centra Telephony Gateway's status as not connected, dialing, or connected. The Leader or Co-presenter can show the telephone number used by the Gateway by resting the cursor on the connected icon. If the gateway is not connected, the Recorder is paused.


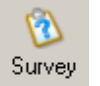

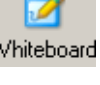
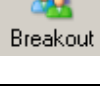
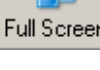
Conference and eMeeting sessions begin automatically when the Leader enters. The Leader must explicitly begin Symposium sessions.

## Toolbar Buttons

The following table lists which Toolbar buttons are available in each product.

**Note:** Other buttons such as Video appear if those features are enabled.

Icon	Product	Description
 Begin	S	<b>Begin Session</b> to take control of the session and start it.
 Text Chat	S C M	Communicate with others using <b>Text Chat</b> .
 Feedback	S M	Solicit anonymous <b>Feedback</b> about the session from Participants.
 Hand	S C M	<b>Raise Your Hand</b> .. A hand appears next to the user's name.
 Yes	S C M	<b>Say Yes</b> . to indicate a Yes response. A check mark appears next to the user's name.
 No	S C M	<b>Say No</b> to indicate a No response. A red x mark appears next to the user's name.
 Laugh	S C M	<b>Laugh</b> to indicate laughter. The laugh icon blinks next to the user's name for approximately 5 seconds.
 Applaud	S C M	<b>Applaud</b> to indicate applause. The applause icon blinks next to the user's name for approximately 5 seconds.
 Step Out	S C M	<b>Step Out</b> to indicate that you have temporarily left the session. The user's name will be greyed out and the step out icon will appear next to the user's name
 Agenda	S C M	<b>Display Selected Agenda Item</b> to show the item in the Media Window to all others.



Icon	Product	Description
 Appshare	S C M	<b>Share an application</b> to show an open application on the user's computer to all others.
 Survey	S C M	<b>Conduct a Survey</b> to poll Participants.
 Web Safari	S C M	Go on a <b>Web Safari</b> to share Web sites and active Web site links with Participants.
 Whiteboard	S M	Use the <b>Whiteboard</b> to type text, create simple shapes, or highlight images.
 Breakout	S	Create one or more <b>Breakout Rooms</b> .
 Full Screen	S C M	<b>Full Screen</b> to enlarge the Centra 7 Media Window to occupy the entire computer screen.




## Media Window

The Media Window shows the Agenda item or tool (Appshare, Survey, Web Safari, or Whiteboard) currently being used.

## Network Status Indicator

A Network Status Indicator appears in the lower right corner of the Centra Symposium, Conference, or eMeeting window. The five lights indicate the quality of the network connection.

Graphic	Indicator
	Good connection 4 or 5 green lights with the last one blinking.
	Fair connection 2 or 3 yellow lights with the last one blinking.

Graphic	Indicator
	Poor connection 1 red light.
	Disconnected 5 red lights
	Re-connected 5 green lights

## Video Panel

The Video Panel opens when a user launches video. The broadcaster appears in the panel. See “Broadcasting Video” for more information about the Video Panel.

## Changing the View

Leaders can change the look of their interfaces and the Participants’ interfaces in Symposium, Conference, and eMeeting. Make one of the following selections from the **View** menu.

Option	Description
Normal View	Returns the Leader interface from Full Screen or Application Host view to the default settings.
Full ScreenView	Expands the Media Window to the full size of the screen. The left panels are minimized in the Windows task bar. Full Screen View is suitable for viewing: <ul style="list-style-type: none"> <li>■ A slide with a large amount of information, such as a large flow diagram</li> <li>■ Appshare or Web Safari content</li> </ul>
Application Host View	Shows menus on the left and the interface on the right side of the screen. If the Video Panel is open, it closes by default; however, the video panel remains open if video with Appshare is enabled for this domain. When an application is being shared, the view automatically changes to the Application Host View.
Return to Default Size	Returns the Leader interface to the default size (900 x 700) if the interface window was resized.
Normal View For Others	Returns each Participant’s Media Window to the normal size settings.
Full Screen View For Others	Expands each Participant’s Media Window to full screen size. The left panels are minimized to the Windows task bar.

**Note:** If the Leader resizes the Media Window for Participants, they should resize their own Media Window, to ensure that the Leader is seeing the same view as the Participants.

When the Leader or the Participants select Full Screen View, the Media Window fills the screen and the left panels are minimized in the Windows task bar.

## Overriding a Presenter's View Changes



Leaders can override Presenters' changes to their views. Perform this procedure when sharing applications.

To prevent a Co-Presenter from changing the Leader's view:

1. Select **Tools, Options**.  
The Options dialog box appears.
2. On the View tab, select **Refuse layout changes from co-presenters**.
3. Click **OK**.

## Inviting Additional Participants

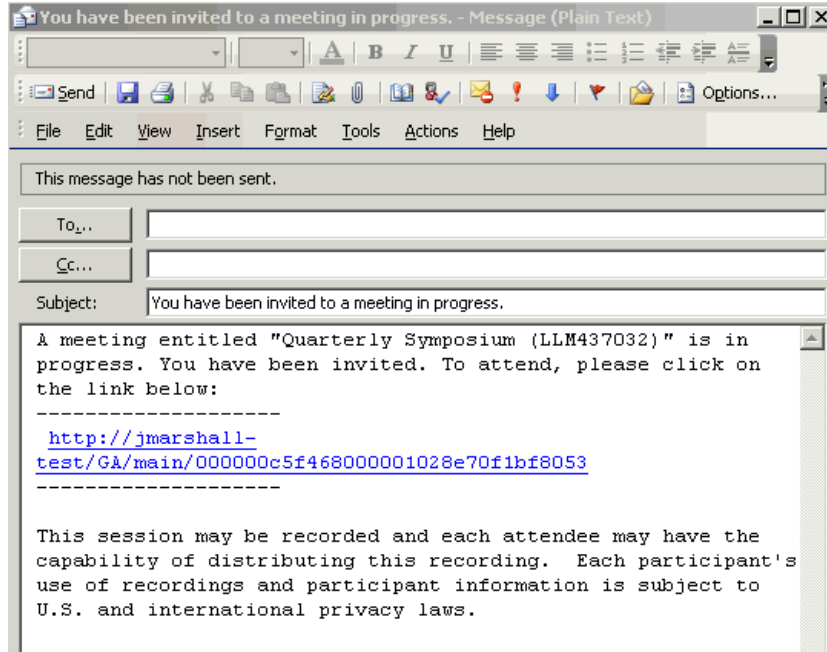
Leaders can invite additional participants to attend a session after the session has started by doing either of the following things:

- Sending an email to the user.
- Sending an instant message to the user.

The event must allow guest attendees.

Use these instructions to send an invitation by email to a session that has started:

1. Select **Actions, Invite by Email**. The default email program opens with an unaddressed invitation to the event:



2. Enter the user's email address in the **To** field.
3. Modify the subject in the **Subject** field, if necessary.
4. Send the message.

To send an invitation by Instant Messenger to a session that has started:

**Note:** IM must be enable in the domain for this feature to be available.

1. Select **Tools, Invite by IM**.
2. The Invite Instant Messenger Contacts window opens.
3. Select the contact to invite and click **Invite**.

The Instant Messenger window opens displaying an invitation and URL.

4. Modify or add to the message displayed and click **Send**.

# Chapter 5

## Co-Presenters



Leaders can designate any Participant as a Co-Presenter during a Symposium or eMeeting session.

Co-Presenters for Conference sessions must be designated by System Administrators through the Event Manager.

A Co-Presenter cannot create, start, or stop a Breakout Session. Breakout sessions are available only in Symposium.

If the Leader drops out of the session, the Co-Presenter can run the session. If there is no Co-Presenter, however, the session reverts to pre-session if the Leader does not log in again within 30 seconds.

# Designating a Co-Presenter



The Leader can grant the Co-Presenter privilege during a Symposium or eMeeting session. When giving the Co-Presenter privilege to a Participant, the Participant's toolbar and menu options change to reflect the Co-Presenter functionality.

Consider giving the Co-Presenter privilege to a Participant when:

- Sharing session management during a particularly long session (an hour or more).
- Introducing a Participant as a guest speaker.

Use the following instructions to give Co-Presenter privileges to a Participant:

1. Locate the name of the Participant in the Participant List.
2. Right-click the Participant's name.
3. Select **Promote to Co-Presenter**.

The individual's name now appears in the Presenter Area.

4. Introduce the Participant as a Co-Presenter.

**Note:** The Co-Presenter privilege can not be give to a Participant who stepped out.

# Demoting a Co-Presenter



Use these instructions to remove the Co-Presenter privilege from a Participant:

1. Right-click the Participant's name in the Presenter Area.
2. Select **Demote to Participant**.

The Participant's name now appears in the Participant List.



# Chapter 6

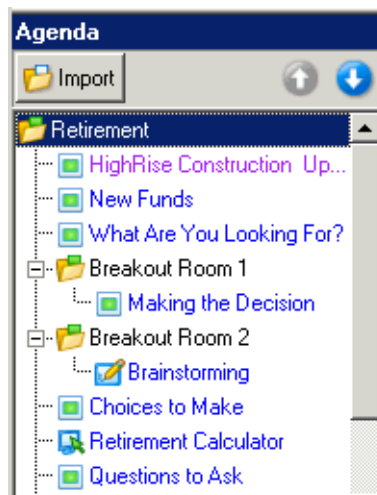
## Using Agendas

---

An Agenda is a list of files, images, and other content that a Leader can show during a session. An Agenda can also designate points in a session at which software tools are to be launched.

Leaders can step through the items in Agenda either sequentially or randomly.

An Agenda listing appears in the Agenda Area of the Leader interface.



Symposium and Conference users can create an Agenda in advance. Refer to the "Centra 7 Content Developer Guide" for information about how to create an Agenda and upload it to the Centra Server.

## Previewing a Session's Content



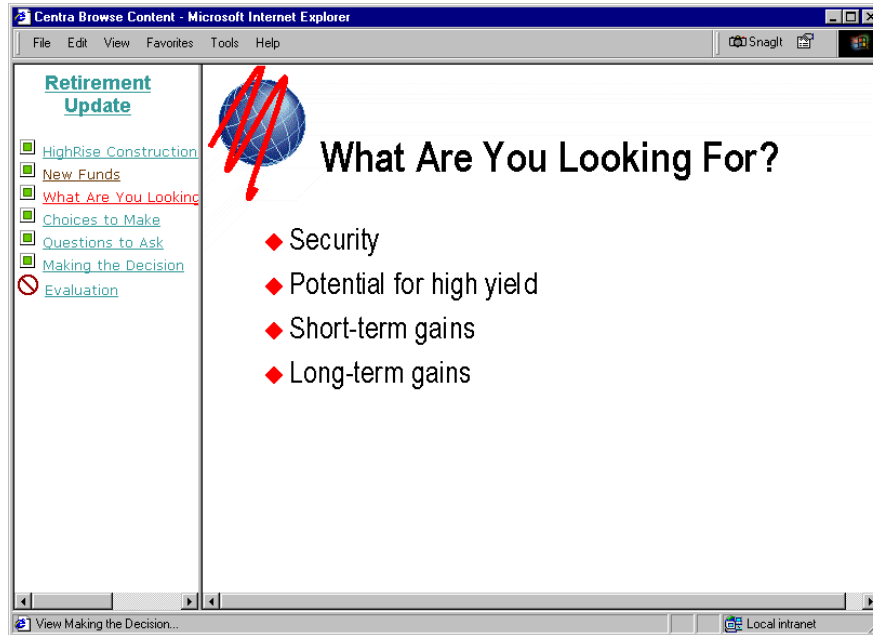
Leaders and Co-Presenters can view individual items in the Agenda of a Symposium or eMeeting session before the session begins. Participants can also view Agenda items in a Symposium event before the Leader begins the session. After the session begins, only the Leader and Co-Presenters can select and view individual Agenda items.

Use Browse Content to access and view Agenda content at any time.

To browse content:

1. Click the **My Schedule** link.
2. Locate the name of the Symposium or Conference session.
3. Click the **Browse Content** link associated with the session.

The Centra Browse Content window appears. The Agenda items are listed in the frame on the left. The Media Window appears on the right.









4. Click the name of the Agenda to display information about the event.
5. Click individual Agenda item names on the left side to view the items.

**Note:** Whiteboard, Appshare, Web Safari, Survey, and Evaluation items are not available in Browse Content. Certain other items can be displayed only during the session. See *Centra 7 Content Developer Guide* for information about restricting the display of content.

6. To exit Browse Content, select **File, Close** or close the browser.

The following icons appear in the Browse Content window.

Icon	Type	Description
	Page	An individual slide. For animated PowerPoint slides, the last transition slide appears as a static gif.
	Not available outside of session	An Evaluation, Survey, Appshare, Web Safari, or Whiteboard Agenda item, or items the Content Developer marked in Agenda Builder as 'Not available outside of session'. These items can be viewed only during the session.

Icon	Type	Description
	Folder	<p><b>Opening a folder</b></p> <p>Click a closed folder  to open it and show its contents.</p> <p><b>Closing a folder</b></p> <p>Click an open folder  to close it and hide its contents.</p>
	Multimedia	If the multimedia item requires a plug-in, a message may appear requesting the user to access and download the required Java applet or launch an external viewer.

## Adding Content to an Agenda




A Leader can add the following types of content to an agenda:

- Files containing content such as images, text, PowerPoint presentations, audio files, or video files.
- Links to files that Participants can view or download on their own machines.
- URLs that Participants can click to access Web sites.
- Predefined agendas, which can contain any or all of the above types of agenda items.

## Importing Content Files into an Agenda

To import content files into an agenda:

1. Click the **Import** button  located above the Agenda panel or select **File, Import**. The Select a File to Import dialog appears.
2. Browse to the storage location of the file to import and select the file. The following types of files can be imported:
  - ❑ Image files
  - ❑ Agenda files (.saz)

**Note:** An agenda file provides a complete, pre-defined agenda for the session. For information about how to create agenda files, see *Centra 7 Content Developer Essentials*.

- ❑ PowerPoint files

**Note:** See “Importing PowerPoint Presentations” for information about how to import PowerPoint files into the agenda.

- ❑ Text files
- ❑ HTML and HTM files
- ❑ Audio files
- ❑ Video files

3. Click **Open**.
4. Select **OK**.
5. Click **Close** to close the Import Tool dialog box.

You can also import content by opening Windows Explorer, selecting the file, and dragging the file into the agenda area.

## Importing PowerPoint Presentations

A Leader can insert one or more Microsoft PowerPoint presentations into an Agenda before or during a session.

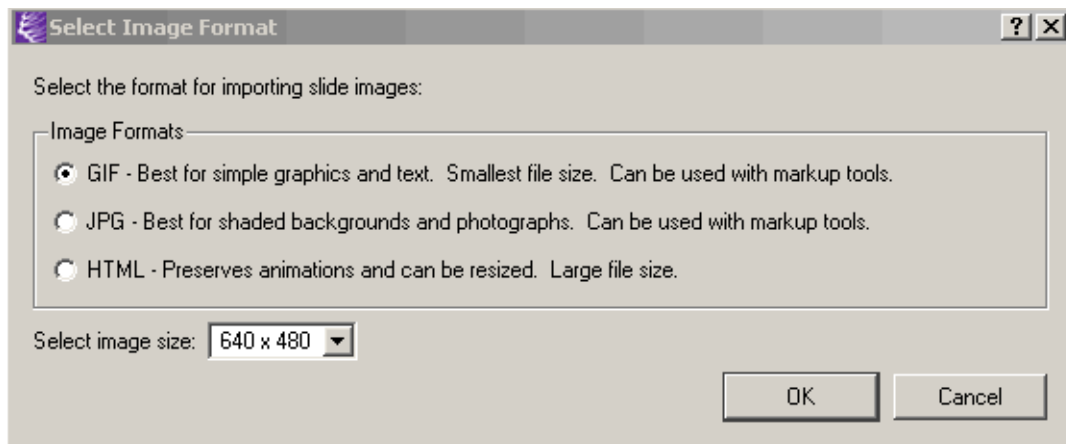
**Note:** Microsoft PowerPoint 2000 or higher must be installed on the Leader’s computer.

Participants do not need PowerPoint to view the PowerPoint presentations in the agenda.

PowerPoint slides containing animations can be imported from Office XP/2003.

To import a PowerPoint presentation:

1. Click the **Import** button located above the Agenda or select **File, Import**. The Select a File to Import dialog appears.
2. Select the PowerPoint file (.ppt) to import. The Select Image Format dialog appears:



3. Under Image Formats, select GIF, JPG, or HTML format.
  - ❑ Select **GIF** to minimize the size of the Agenda items. This format is best for text and simple graphics.
  - ❑ Select **JPG** to maintain the quality of the images. This is best for photographic or complex images.
  - ❑ Select **HTML** to make it possible to include PowerPoint animations or resize the slides. **Note:** Markup tools are not available for HTML format.
4. Under Select Image Size, select 640 × 480 or 800 X 600.
 

**Note:** Importing slides at 800 × 600 pixels in most cases results in greater legibility than 640 × 480 pixels.

## Inserting a File to Download



A Leader can insert an agenda item containing a link to a file that Participants can download or view on their own machines.

**Note:** Participants must have the relevant application installed on their machines to view a downloaded file.

Use these instructions to insert a link to a file:

1. Select **File, Insert File to Download**.
2. Browse to the file's storage location and select the file to insert.
3. Click **Open**.

An item is added to the agenda:

4. Click on the item in the agenda. The File Transfer window opens on the Participants' screens as well as on the Leader's screen.

**File Transfer**

**To Open the File:**  
To open the file, click on the link below. The file will open in a separate window. Each participant will view their own copy of the file.

**To Save the File:**  
To save the file to your machine, right-click on the link and select the command to Save Target As.

---

[HardwareRequirements.doc](#) 20 KB

5. Tell Participants to do one of the following things:
  - ❑ Click the file name. This causes the file to open in a separate window on the each Participant's machine.

- Right click the file name and save the file to appropriate locations on their machines.

## Inserting a URL into the Agenda

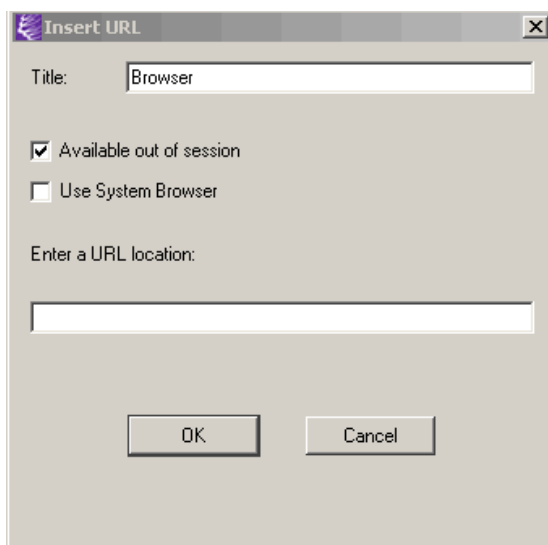


Leaders can insert URLs into the Agendas of Symposium, Conference, or eMeeting events before or during the sessions.

Users can click this URL and navigate through the designated Web page on their own. To display a Web site over which only the Leader has control, use Web Safari. See “Web Safari” for more information.

Use these instructions to insert a URL into an Agenda:

1. Select **File, Insert URL**.
2. The Insert URL dialog box appears.



3. Type a title for the URL (required) in the Title field. The title appears as the name of the agenda item in the Agenda area.
4. Select the **Available out of session** checkbox (default) to make the Web page available to Participants before or after the session.
5. Select the **Use System Browser** checkbox to open a separate browser window on each Participant’s computer for the URL.

If this box is not selected, the Web page opens up in Participants’ Media Window.

6. Enter the URL for the Web page in the **Enter a URL location** text box. Both HTTP and HTTPS addresses are accepted.  
**Note:** The URL is not validated. Enter it correctly.
7. Click **OK**.

## Clearing Agendas

Select **File, Clear Agenda** to return the agenda displayed in the Agenda panel to the state that it was in when the session started. Selecting Clear Agenda removes any content (including Whiteboards) that the Leader added to or deleted from the agenda, and removes any markup.

Clear Agenda reverses only the additions, markup, and deletions that the Leader made during the current session.

## Deleting Agenda Items

**Note:** Only JIT content can be deleted.

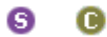
Before or during sessions, Leaders and Co-presenters can delete individual slides or entire PowerPoint presentations, inserted URLs, saved Whiteboard or slide items, files to download, or items in inserted agendas.

Use these instructions to delete agenda items:

1. Select the item to delete in the Agenda panel
2. Press the **Delete** key or select **Edit, Delete**.

Only the currently selected agenda item is deleted.

## Inserting Content from the Content Catalog or Knowledge Center into an Agenda



A Leader can import content into an Agenda from the Content Catalog or the Knowledge Center.

First, search for the content and then can check the details and preview the resource before importing.

The following resources are available from Centra Knowledge Catalog and Centra

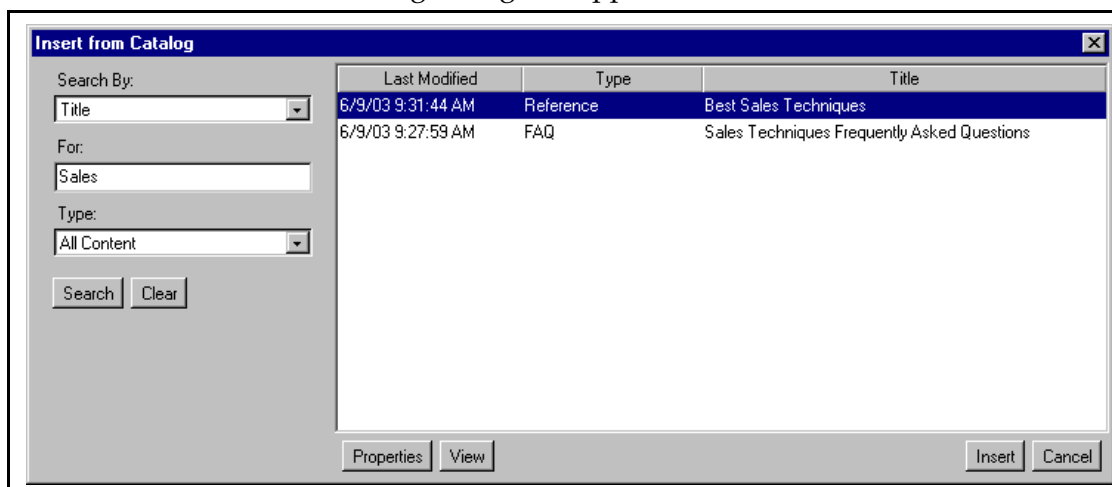
Knowledge Center.

Content Catalog	Knowledge Center
<ul style="list-style-type: none"> <li>■ eLearning Content (learning object, simulation, WBT, etc.)</li> <li>■ FAQ</li> <li>■ File</li> <li>■ Reference</li> </ul>	<ul style="list-style-type: none"> <li>■ Learning Object</li> <li>■ Simulations</li> <li>■ Assessment</li> <li>■ Reference</li> <li>■ Discussion</li> <li>■ Survey</li> <li>■ ChunkRecall Game</li> <li>■ FindSlot Game</li> <li>■ FAQ</li> </ul>

## Inserting content from the Content Catalog or Knowledge Center

1. Select **Insert, Content from Catalog**.

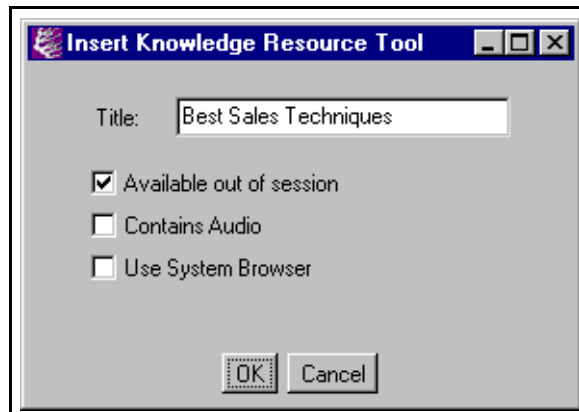
The Insert from Catalog dialog box appears.



2. Select if want to search by **Title** or **Keyword** in the **Search By** drop-down.
3. Type the criteria to search for in the **For** field or leave blank for all.
4. Select what resource(s) to search for from the **Type** drop-down.
5. Click **Search** (or press the Enter key on the keyboard).  
The search results appear or a message that no match was found.
6. Select a resource.  
Click the column headers to sort the resources.
7. Examine the resource before importing it:
  - Click **Properties** to see information about the resource.
  - Click **View** to view the resource.

8. Click **Insert**.

The Insert Knowledge Resource Tool dialog box appears.



9. Type a name in the **Title** field. This name appears as the Agenda item during the session.
10. Click to deselect **Available out of session** if the Agenda item should only be available to Participants in session. This feature is selected by default
11. Select **Contains Audio** to disable microphones while the Agenda item appears in the Media Window.  
**Note:** Do not select this option if the item does not contain audio.
12. Select **Use System Browser** to launch the resource in a separate window.
13. Click **OK**.

The item is imported into the Agenda and appears in the Agenda area.

Search criteria and results remain in the Insert from Catalog dialog box, until a user removes them by clicking **Clear**.

## Inserting an Agenda



A Leader can insert an agenda into the event before or during the session.

All content is accessed from the server (even if the content is marked as client-side in the Agenda). Be aware of the connection types used by the participants. For example, a participant with a 28K dial-up connection would be able to download approximately 3-5 KB per second.

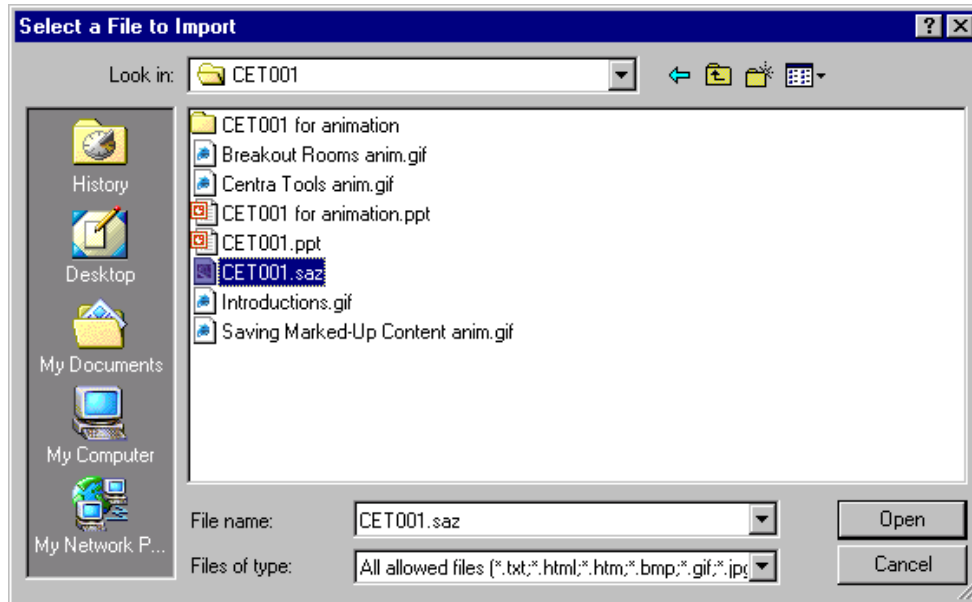
Evaluations will not be inserted.

A Survey with the same name as one already in the agenda will not be inserted.

### How to Insert an Agenda

To insert an agenda:

1. Select **File, Import...**
2. The Select a File to Import window opens.



3. Browse to the agenda's storage location and select the agenda to insert. The name of the agenda appears in the File name text box.

**Note:** Agenda files have the file extension .saz.

4. Click **Open**.

The agenda items display in the agenda.

**Note:** Evaluations are not imported.

**Note:** See "Tip: For slides containing PowerPoint animation, use the Next button to step through the number of animations involved within the slide." to remove an item from Agenda.

See the "Centra 7 Content Developer Guide" for information about planning and creating an Agenda using agenda Builder.

## Displaying Agenda Items




- Click an Agenda item to view the item in the Media Window. The item also appears in the Media Window of each Participant in the session.
- When a Leader clicks an item, the selected item's Agenda name changes color.
- To see the full title of an Agenda item, place the mouse pointer over the Agenda item.
- In pre-session mode in Symposium and Conference, Agenda items that are not available out of session appear grayed out in the Agenda.

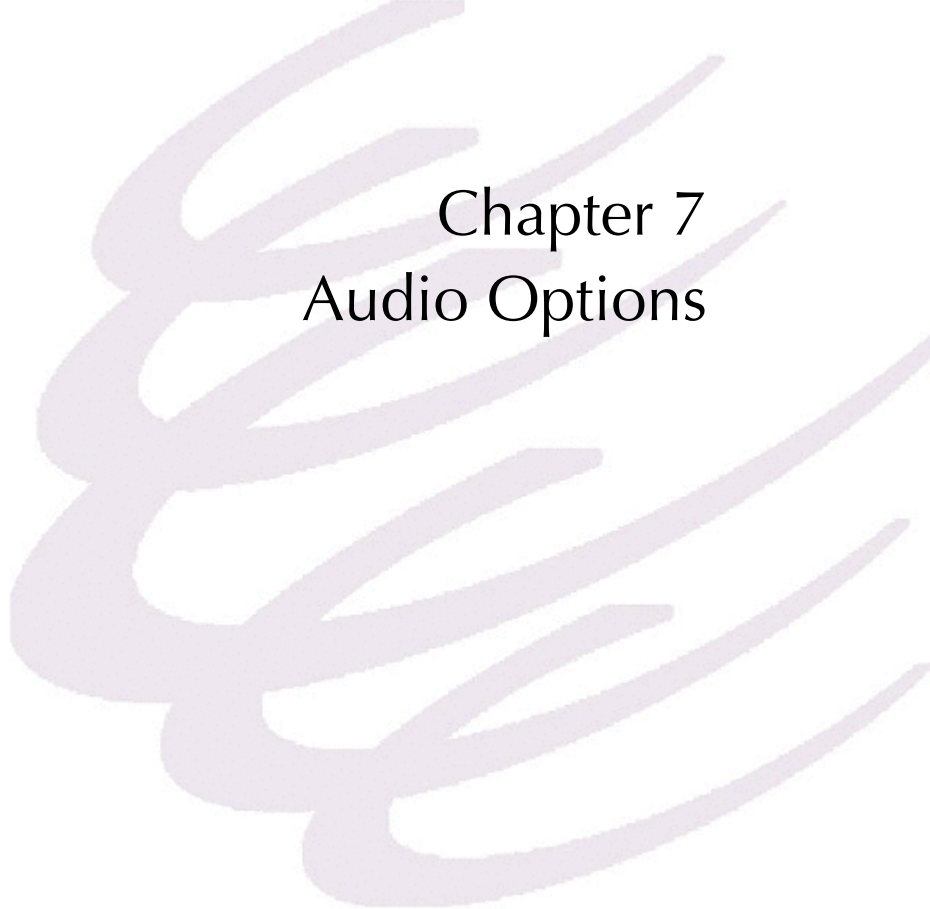
- If HTML format was used for the PowerPoint import, resizing the Media Window resizes the slides to fit the window.

## Navigating the Agenda

Use these instructions to navigate through an agenda:

1. Click on any item to select it.
2. Expand or collapse the folders in the Agenda by clicking on the boxed + or - icon.
3. Use the Next and Previous buttons  in the Agenda area to step through Agenda items in order.

**Tip:** For slides containing PowerPoint animation, use the Next button to step through the number of animations involved within the slide.



# Chapter 7

## Audio Options

---

Audio in Symposium, Conference, and eMeeting sessions can be configured with the following features:

- Multiple concurrent speakers
- Conference Call information
- Centra Audio Wizard
- Sliders in the Audio area
- Speaking Modes

A Participant's audio can also be adjusted from the Leader's interface.

# Multiple Concurrent Speakers



More than one person can speak at the same time in Symposium, Conference, and eMeeting sessions. With adequate bandwidth, as many as four users can speak and be heard simultaneously.

The default audio configuration for a session allows only one user to speak at the same time. The Event Manager can specify the number of concurrent speakers when creating a Symposium or Conference session.

During a Symposium, Conference, or eMeeting session, the Leader can modify how many users can speak at the same time. If a Leader changes this setting during a session, the changes are temporary and apply only to that session.

Use these instructions to set the number of concurrent speakers:

1. Select **Tools, Options...**
2. Select the **Audio** tab in the Options dialog.
3. Select from one to four speakers from the **Number of speakers** drop-down.
4. Click **OK**.

See “Speaking Priority by Role” for information about speaking priority in a session.

## Speaking Priority by Role

In a Symposium, Conference, or eMeeting session, speaking priority is in the following order:

1. Leader
2. Co-Presenters or Breakout Leaders
3. Participants

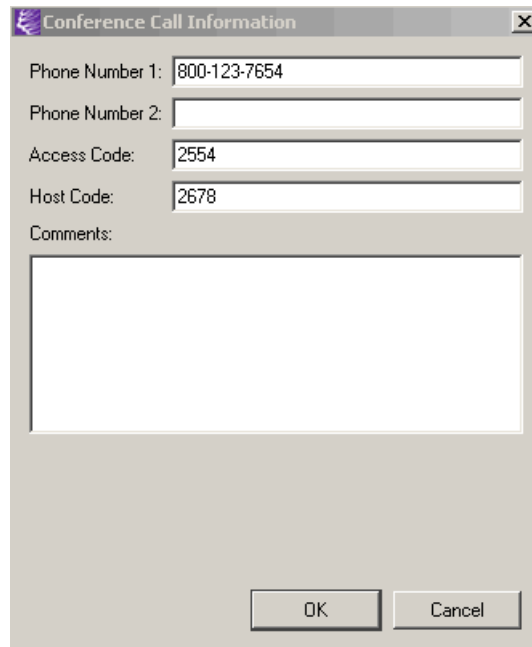
## Conference Call Information



Use these instructions to view and update conference call information for Symposium, Conference, or eMeeting events:

1. Select **Tools, Conference Call Info**.

The Conference Call Information dialog appears:

The image shows a dialog box titled "Conference Call Information". It contains several input fields: "Phone Number 1" with the value "800-123-7654", "Phone Number 2" which is empty, "Access Code" with the value "2554", and "Host Code" with the value "2678". Below these fields is a large empty text area labeled "Comments:". At the bottom of the dialog are two buttons: "OK" and "Cancel".

2. Type the conference call telephone numbers, access code, and comments (if necessary).

The following fields are available for teleconference sessions that use Centra Telephony Gateway:

This image shows a section of the dialog box. It features a large empty text area labeled "Comments:". Below this is a section titled "Conference Call Recorder". Underneath, there is a "Dialing Profile:" label followed by a drop-down menu currently showing "VelcroTel". Below the drop-down menu is a button labeled "Disconnect Recorder".

Select the conference call profile to use to contact the teleconference from the Dialing Profile drop-down list.

Click **Disconnect Recorder/Connect Recorder** button to disconnect or connect the recorder from the teleconference. The label on the button toggles between the two options.

3. Click **OK**.

# Using the Centra Audio Wizard



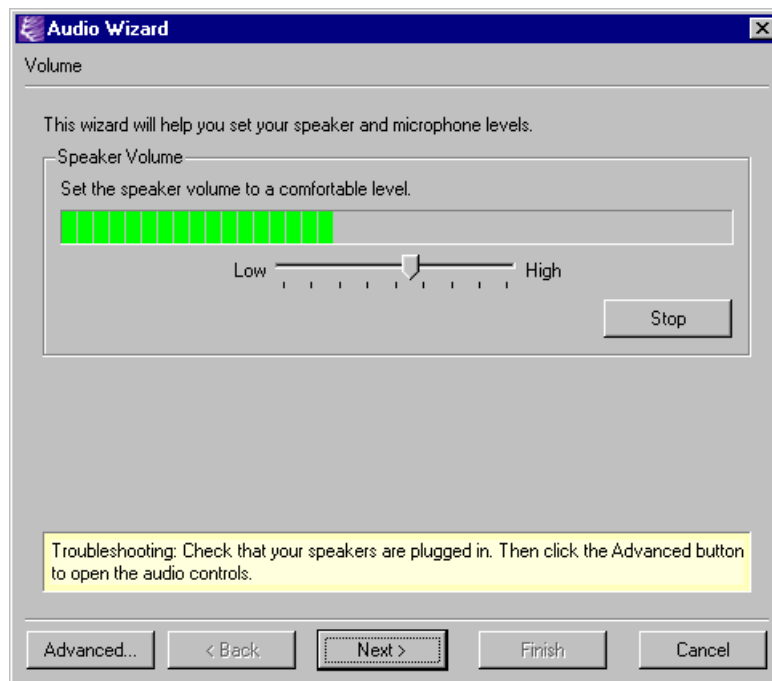
Use the Centra Audio Wizard to adjust settings for microphones and speakers.

The Audio Wizard opens automatically the first time a user logs in to Centra 7. A user can open the Audio Wizard at any time by selecting **Tools, Audio Wizard**.

**Note:** Centra uses volume and audio settings based on the system settings.

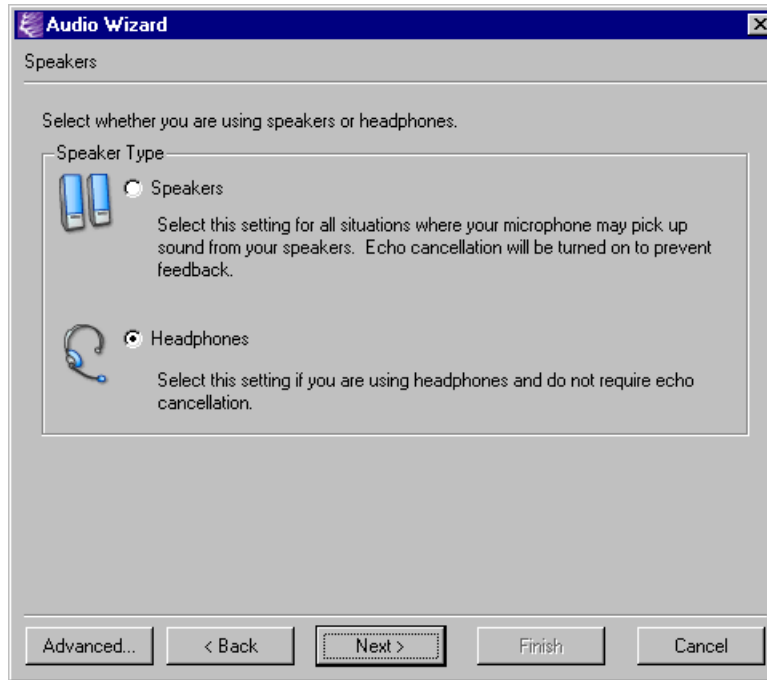
Use these instructions to configure audio with the Centra Audio Wizard:

1. Put the headset on (or listen through speakers) and click **Play**.



2. Listen and adjust the playback volume by moving the slider.

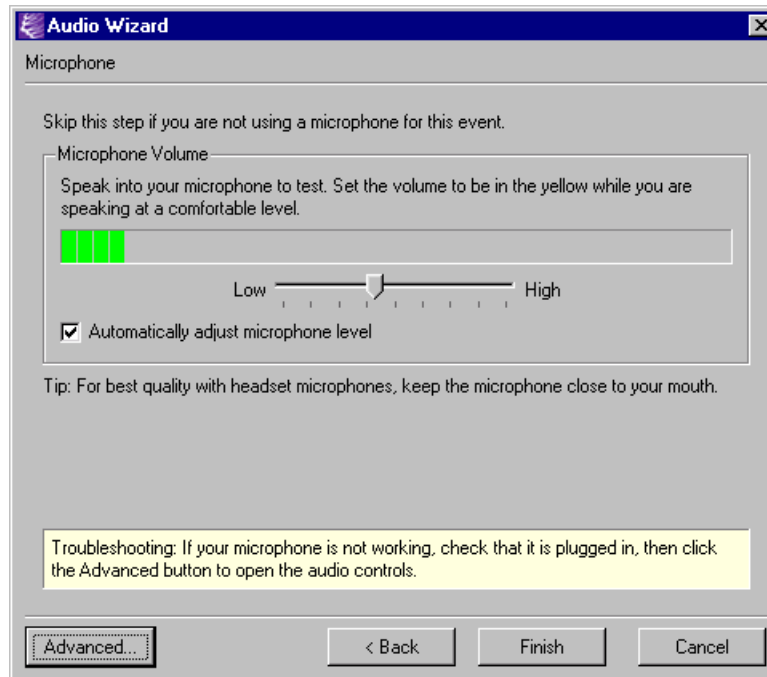
3. Click **Next**. The Speakers dialog opens.



4. Select **Speakers** or **Headphones**.

Select **Speakers** to prevent the audio feedback that can result if a microphone picks up sound from the speakers. Select **Headphones** only when using a headset.

5. Click **Next**. The Microphone window opens:



6. Speak into the microphone to test the speaking volume of the microphone. Adjust the volume using the slider. The colored bar above the slider indicates the quality of the volume. The best speaking volume is yellow. Green indicates low volume and red indicates high volume.

Select **Automatically adjust microphone level** to cause Centra 7 to adjust the microphone to an appropriate speaking volume automatically.

7. Move the slider to set the volume for the audio transmission.

A lower setting on the slider picks up soft-spoken voices. A higher setting picks up only loud voices. Be aware of the following:

- ❑ Background noise that might activate transmission.
- ❑ If echoing occurs, adjust the threshold to the right, or go back to the Mode Settings page and select Speaker mode.
- ❑ If words are missing, adjust the threshold to the left.

8. Click **Finish**.

## Advanced Audio Configuration

Click the **Advanced** button to adjust additional audio options. For more information, see Appendix A, “Advanced Audio Options”.

## Adjusting the Volume During a Session



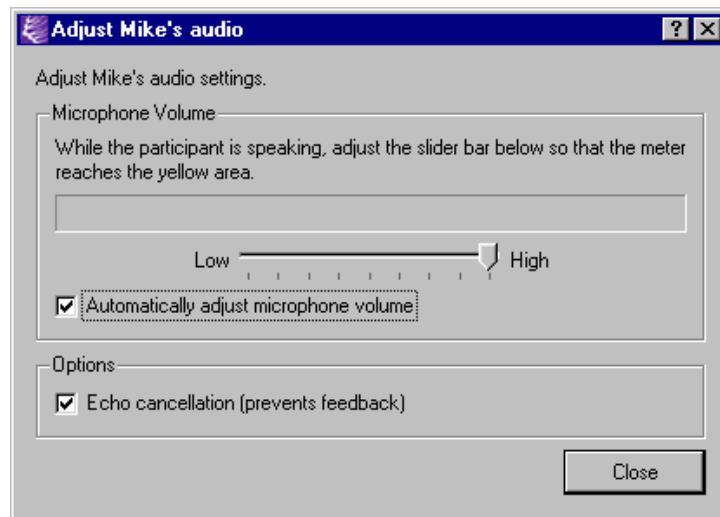
The sliders in the Audio area enable users to adjust their speaking and listening volume while in a session. The top slider adjusts the volume of the speakers and the bottom slider adjusts the volume of the microphone.



To adjust the audio for a specific Participant:

1. Right-click the Participant's name and select **Adjust Audio**.

The Adjust *Participant's* Audio window opens.



2. Adjust the Participant's microphone volume using the slider.
3. Check **Automatically adjust microphone volume** to cause an appropriate microphone volume to be selected automatically.
4. Check **Echo cancellation (prevents feedback)** if you are using speakers rather than a headset to speak and listen.
5. Click **Close**.





# Chapter 8

## Broadcasting Video

---

### Overview

Leaders can control video broadcasting by doing the following things:

- Turn video broadcasting on and off for an event.
- Select or de-select Multi-Video broadcasting.
- Grant video control to and take it from any participant in the session. Video can be broadcast by the leader, by co-presenters, and by participants.  
**Note:** Participants in Conference events cannot broadcast video.
- Enable and disable automatic switching of video control.

# Terminology

The following terms are used in this chapter:

Presenter	The leader or a co-presenter of an event or meeting.
Broadcaster	The presenter or participant with video control.
Viewer	The presenter or participant watching the video broadcast.

## Enabling Video Broadcasting



System administrators can enable and disable video broadcasting in Symposium and Conference events and eMeetings by setting domain properties. These properties enable System Administrators to do the following things:

- Enable or disable video broadcasting for all events and meetings created in the domain. Creators of events and meetings cannot override this enabling or disabling of video broadcasting.
- Enable or disable video broadcasting for all events and meetings created in a domain as a default. Creators of events and meetings can override this default for individual events or meetings.

If video broadcasting is enabled or disabled as a default, creators of events and meetings can override the default by doing the following things:

- Select or de-select Live Video under Meeting Options when creating the meeting in the Create Meeting page.
- Select or de-select Live Video under Session Options when creating the Symposium or Conference event in the Event Manager.

By default, video broadcasting stops when Application Sharing begins. Video broadcasting must be restarted manually when Application Sharing stops. A System Administrator can override the default by setting the **Video allowed during appshare?** domain property to Yes. Setting this property to Yes makes it possible to broadcast video during Application Sharing.

**Note:** Broadcasting video while Application Sharing may require additional network bandwidth.

For information about domain properties, refer to the *System Administrator Guide for Collaboration Products, Volume 2*.

# Enabling and Disabling Video During a Session

During a session, a presenter can turn on video for the event by clicking the Video button in the presenter's toolbar. When video is turned on, the video panel is displayed. If the presenter who turned video on has a camera, the presenter's video broadcast is displayed in the video panel.

If the presenter has no video camera, a disabled-camera image appears in the video panel. Video panels also appear for all other participants, displaying the presenter's disabled-camera image.

The Video button is engaged after being clicked. Clicking the engaged Video button stops the video for the event and hides the video panel from all users. The Video button is disengaged after being clicked.

Presenters can also turn video on and off during a session using the Video On and Video Off items in the Video sub-menu. These menu items provide the same functionality as the Video button in the Leader's toolbar.

## Using the Centra Video Wizard



Use the following instructions to change video camera selections and preview video before starting a session.

1. Select **Tools, Video, Video Wizard**. The Video Wizard opens.
2. Select the video camera to use from the drop-down list and click **Next**. This step is not necessary if only one video camera is in use.
3. Focus the camera and position it at the desired angle and distance.
4. To disable the reversed, mirror-image camera view, de-check the **Mirror Locally** box (checked by default).
5. Click **Finish**.

If no camera is connected to the computer, the following error message is returned:

```
No Video Camera Detected. Check that your camera is plugged in properly and that the correct drivers are installed. DirectX 8.0 or greater is required.
```

**Note:** If a broadcaster opens the Video Wizard during a session while video is broadcasting, that broadcaster's video broadcast pauses for all viewers. It resumes when the broadcaster finishes using the Video Wizard.


# Starting Video Broadcast



**Important:** Test cameras outside of Centra 7 before starting video in a session.

Use the following instructions to start a video broadcast:

1. Start Symposium and begin the session, or start Conference or eMeeting.

2. Click **Video**  on the toolbar or select **Tools, Video, Start Video On**.

The video button appears only if video has been enabled for the session. In Symposium, the video button is grayed out until the session begins.

The video appears in the Video panel above the participant's panel.

3. To stop video for the event, click the **Video** button on the toolbar or select **Tools, Video, Video Off**.

## Selecting Single-Video or Multi-Video Mode

Video can be broadcast in either Single-Video mode or Multi-Video mode:

- In Single-Video mode, the video panel displays video from only one broadcaster. Thus, only one person can broadcast video at a time.
- In Multi-Video mode, 2, 3, or 4 users can broadcast video at the same time.

The System Administrator can disable Multi-Video mode by setting the value of the **Maximum number of video channels** domain property to 1. Setting this property to a value greater than 1 enables Multi-Video.

If Multi-Video mode has been enabled by the System Administrator, presenters can start Multi-Video mode during a session by selecting the **Tools, Video, Multi-video**.

## Video Panel



The Video panel appears above the Presenters panel. In Single-Video mode, the panel contains a single video frame, displaying video from a single broadcaster. In Multi-Video mode, the panel can contain up to 4 video frames, each displaying video from a different broadcaster. The Multi-Video panel is always undocked and free-floating.



To view the full video screen, click **Undock** in the video panel title bar.

**Note:** The recommended size for video in the Multi-Video Panel is 176 x 144. If the frame is enlarged beyond this recommendation, performance may be affected and it may not be possible to see all the frames in the Multi-Video Panel,

depending on the screen resolution.

## Using Video Controls

The following video broadcasting controls are available to leaders and co-presenters:

- **Show My Camera**  and **Pause**  appear on the Broadcaster's video panel. Pause the video broadcast by clicking **Pause** and resume the video broadcast by clicking **Show My Camera**.
- A broadcaster who is **not** the leader has a **Stop Video** button that passes video control back to the leader.
- All users except the Leader can disable video for themselves by selecting the **Hide Video** item from the Video menu. Users with disabled video cannot be granted a camera or display video.

## Using the Video Menu

Use the **Video** sub-menu to turn video on or off, pause or play Video, Show or Stop video (co-presenters and participants only).

The maximum size to which participants can expand the video panel (both normal video and full video) is set by the System Administrator.

**Note:** As the full size video frame size and/or the video frame rate are increased, the demands on the network, the Centra server, and Centra clients may increase dramatically. This may affect the performance of one or all of the aforementioned areas.

## Granting Video Control



A leader can grant video control to a co-presenter or participant at any time during the broadcast and as many times as necessary.

- In Symposium and eMeeting, a leader can pass video control to any co-presenter or participant who has a camera.
- In Conference, a leader can pass video control to any co-presenter who has a camera, but not to participants.

When a co-presenter or participant becomes the broadcaster, two buttons appear in the participant's video panel: **Pause Video**, and **Stop Video**. If the participant clicks **Stop**, video control passes back to the leader.

**Note:** If no camera is connected to the leader's computer, the leader can start video for the event and pass video control to a co-presenter or participant.

## Auto Switching (Single Video Mode Only)

When auto switching is enabled, video control passes automatically to the presenter or participant who is currently speaking. That person then becomes the video broadcaster. When more than one person is speaking at the same time, the leader is granted video in preference to co-presenters and co-presenters are granted video in preference to participants.

To enable automatic video switching, select **Tools, Video, Auto Switching**. If control passes to a user who has no camera, no video camera graphic appears in the Video panel for that participant or co-presenter.

**Note:** Automatic video switching is not available in Multi-Video mode.

## Manual Video Switching

When manual video switching is enabled (the default), video control passes to the presenter or participant to whom the leader grants a camera. That person then becomes the video broadcaster.

Use these instructions to switch video control to another person manually:

1. Right-click a participant's name in the participant list or the co-presenter's name in the presenter's area.
2. Select **Give Video Camera** from the pop-up menu.

This option is not visible when the participant does not have a camera or has selected **Hide Video**.

Use these instructions to regain video control manually:

1. Right-click the Leader's name in the Leader panel and select **Give Video Camera** from the pop-up menu.
2. Click the **Show My Camera** button in the video panel or in the Video sub-menu. Only presenters have the Show My Camera button and menu item.

# Chapter 9

## Text Chat



## Overview

A text chat is an exchange of text messages between the participants in Symposium, eMeeting, or Conference sessions.

Leaders, Co-Presenters, and Participants can both send and receive text chat messages:

- Before, during, or after sessions,
- While stepped out,
- While using other tools, such as the Whiteboard or the Application Sharing (AppShare) tool, and
- In Breakout rooms (Symposium only).

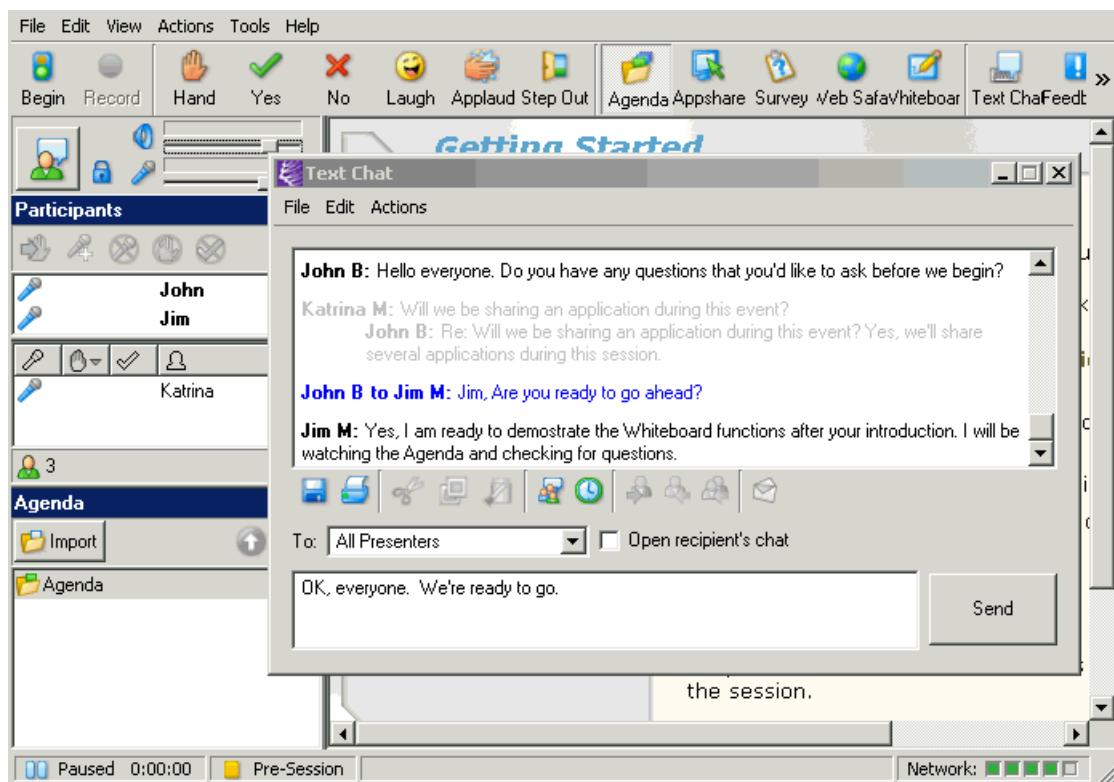
Leaders can reply to messages, pick important questions to show to all participants, and verify that all questions are answered. Presenters can also mark questions as being read and display time stamps that indicate when questions were asked.

Leaders can send messages to all Participants. The messages appear in the Message Box of each Participant's and Co-Presenter's text chat window.

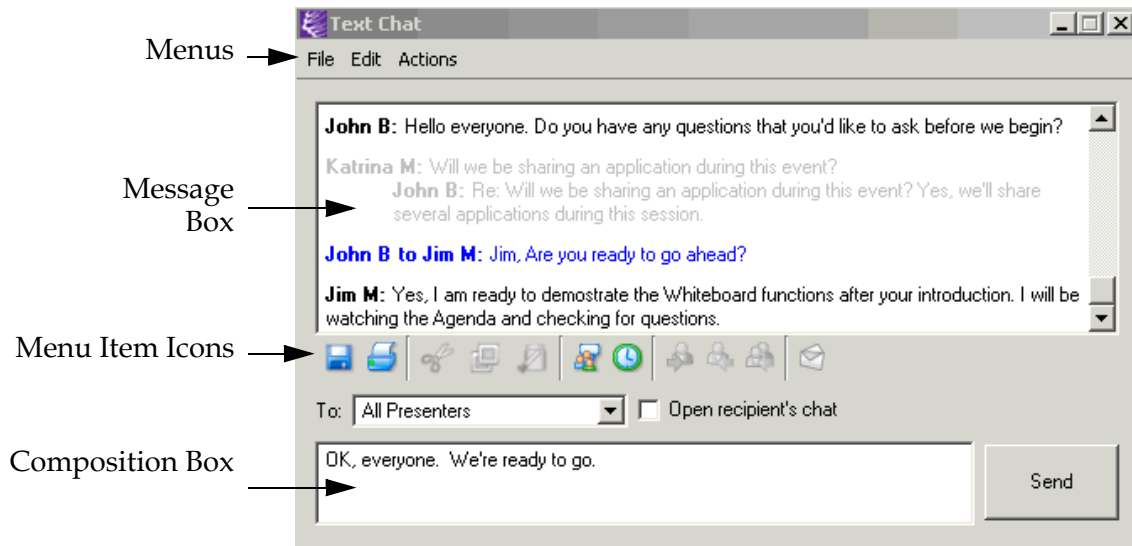
Participants can send text chat messages to the Leader and the Co-Presenters -- for example, to ask questions or to provide notification of problems. Participants can also send text chat to each other. This feature is disabled by default, and can be enabled by Session Leaders.

## Using the Text Chat Window

To use text chat, open the text chat window by clicking the **Text Chat** icon in the tool bar or by selecting **Tools, Text Chat**. The following figure shows the text chat window in use in a session:





The following figure illustrates the features of the text chat window.













## Text Chat Menus

The following table summarizes the actions that a Leader can perform through the File, Edit, and Actions menus of the text chat window.

**Note:** A Leader can also perform the actions listed in the table below by clicking the Menu Item Icons below the Message Box.

Menu	Item	Menu Icon	Description	Available To:
File	Save As . . .		Saves the content of the text chat window to a file. <b>Note:</b> Text chat can also be saved automatically to a log file. For more information, see “Logging Text Chat Messages” on page 79.	Leader Co-Presenters Participants
	Print (Ctrl + p)		Prints the content of the text chat window.	Leader Co-Presenters Participants
	Close		Closes the text chat window.	Leader Co-Presenters Participants

Menu	Item	Menu Icon	Description	Available To:
Edit	Cut (Ctrl + x)		Cuts the currently selected text in the Composition Box.	Leader Co-Presenters Participants
	Copy (Ctrl + c)		Copies the currently selected messages in the Message Box. In the Message Box, only entire messages can be copied. In the Composition Box, individual words and characters can be copied.	Leader Co-Presenters Participants
	Paste (Ctrl + v)		Pastes copied text into the Composition Box.	Leader Co-Presenters Participants
	Select All (Ctrl + A)		Selects all messages in the Message Box.	Leader Co-Presenters Participants

Menu	Item	Menu Icon	Description	Available To:
Actions	Refresh		Redisplay contents of chat messages	Leader Co-Presenters Participants
	Display Time Stamp		Displays or hides times stamps with each message. Time stamps indicate when the message was sent.	Leader Co-Presenters Participants
	Send to Sender		Addresses a reply to the sender of a message.	Leader Co-Presenters Participants
	Reply to Sender		Sends a reply to the sender of the a single selected message in the Message Box. The message and reply are indented in the Text Chat windows of the Leader and Co-Presenters.	Leader Co-Presenters
	Reply to All		Sends a reply to the sender of a message as well as to all participants the reply is indented in the Text Chat windows of the Leader and Co-Presenters.	Leader Co-Presenters
	Reply to All with Message		Forwards the text of a question to everyone and includes a reply. The message and reply are indented in the Text Chat windows of the Leader and Co-Presenters.	Leader Co-Presenters
	Mark Read		Marks the currently selected message as read. <b>Note:</b> The color of read messages can be specified in the Options dialogs.	Leader Co-Presenters
	Mark All as Read		Marks all messages in the Message Box as read.	Leader Co-Presenters
	Mark All as Unread		Marks all messages in the Message Box as unread.	Leader Co-Presenters
	Options. . .		Opens the Options dialog, where options for text chat can be specified. For more information, see "Setting Text Chat Options" on page 76.	Leader Co-Presenters Participants

## The Message Box

The Message Box lists the messages that have been sent by Leaders, Co-Presenters, and Participants during this session.

Replies from a Leader or Co-Presenter to other messages are indented in the Message Boxes of Leaders and Co-Presenters.

By default, read messages are greyed out; for information about how to change the color of read messages, see “Setting Text Chat Options” on page 76.

## The To: Drop-Down List

The To: drop-down list specifies people to whom a message will be sent.

**Note:** Before sending messages, always verify that only the intended recipient(s) are currently selected in the To: list.

The To: drop-down list includes the following choices:

- **All**  
Send a message to all Presenters and participants.
- **All Presenters**  
Send a message to all Presenters.
- **Individual Participants**  
Send a message only to the selected participant. Participants’ names appear in alphabetical order by first name.

Check the **Open recipients’ chat** box to send an urgent chat to a participant. The participant’s text chat window will automatically open on the participant’s screen.

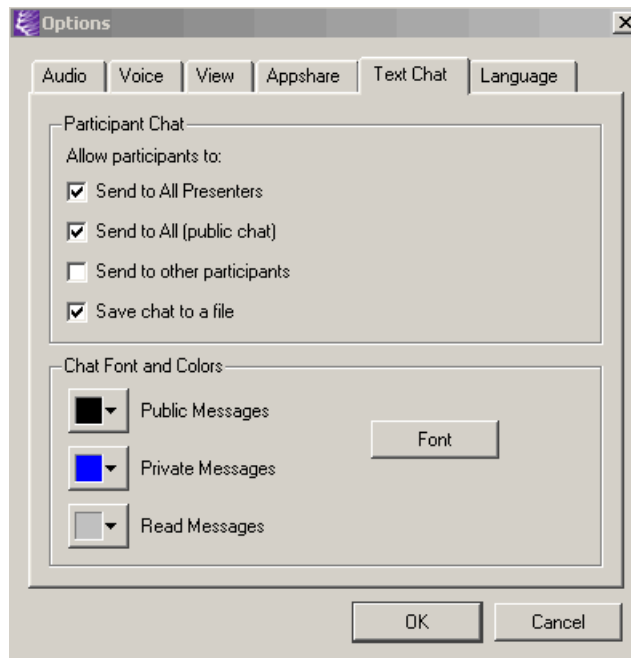
## The Composition Box

To compose and send a text chat message, enter the text of the message in the Composition Box and click **Send**. The message is sent to the recipient or recipients who are currently selected in the To: drop-down list.

## Setting Text Chat Options

Leaders can set a number of text chat options at any time during a session. These options can be set on the Text Chat tab of the Options dialog.

To open the Options dialog, select **Actions, Options...** The following figure illustrates the Text Chat tab of the Options dialog.



**Note:** Changes made through this dialog box also affect the text chat in Breakout rooms. Breakout room Leaders cannot change these options.

## Participant Chat Options

The following text chat options can be set for all participants:

- **Send to All Presenters**  
Enables participants to send text chat messages to all presenters.
- **Send to All (public chat)**  
Enables participants to send text chat messages to all presenters and participants.
- **Send to other participants**  
Enables participants to send text chat messages to other participants.
- **Save chat to file**  
Enables participants to save text chat to files.

## Chat Colors and Font Options

Leaders can choose the color in which public, private, and read text chat messages are displayed. This feature makes it possible to distinguish the messages in these categories from each other.

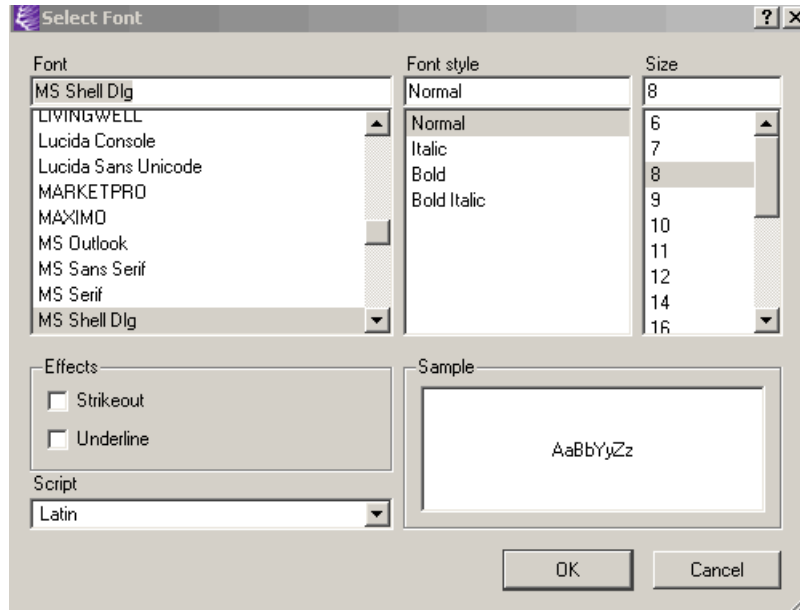
To select a color for all the messages in one of these categories:

1. Click the icon to the left of the category name (Public Messages, Private Messages, or Read Messages). The color palette appears.

2. Select a color from the color palette.
3. Click **OK** to apply that color to all messages in the selected category.

To select the font, style, and point size for all messages:

1. Click the **Font** button. The Select Font dialog appears:



2. Make choices from the following categories:
  - ❑ **Font** (such as MS Shell Dlg, Book Antiqua, or Courier New)
  - ❑ **Font Style** (Normal, Italic, Bold, or Bold Italic)
  - ❑ **Size** (Range: 6 to 72 points)
  - ❑ **Effect** (Strikeout and Underline)
  - ❑ **Script** (such as Latin, Greek, and Cyrillic)
3. Verify that the currently selected choices are correct. The currently selected choices are applied to the text in the Sample box.
4. Click **OK** to apply the choices to all the text chat messages created in this session.

## Text Chat in Breakout Rooms (Symposium)

The text chat in a breakout room is seen only by the Participants in that breakout room and by the breakout room leader. Participants in a breakout room can exchange text chat messages with other Participants in the same Breakout room but cannot exchange messages with Participants outside the Breakout room. Text chat sent to another Participant in a Breakout room is also sent to the Breakout room leader.

When the saving of text chat messages is disabled in the main room, it is also disabled in all Breakout rooms.

# Logging Text Chat Messages

The text chat created in every session is logged to a file automatically if the Event domain property **Save Text Chat Logs by Default?** is set to Yes. This property is set to No by default, and must be set to Yes by a System Administrator to enable the logging of text chat.

Text chat logs can be accessed only by users with the “Download Text Chat Logs” privilege. This privilege is turned on by default for the Domain Admins group.

The domain property takes precedence over the user privilege. Thus, if **Save Text Chat Logs by Default?** is set to No, users with the “Download Text Chat Logs” privilege cannot access text chat log files.

For information about how to manage domain properties and user privileges, refer to the *Centra 7 System Administrator Guide for Collaboration Products, Volume 2*.

## Downloading Text Chat Log Files

To download a text chat log for an event:

1. Log in as an Administrator with the “Download Text Chat Logs” privilege.
2. Go to the Manage Events page.
3. Find the event with the text chat to download.
4. Click the **Reports** link for that event. The Reports page opens.
5. Click the **Download** link in the Report page for the text chat log to download.

If more than one session of an event occurs, a separate text chat log is created for each session. Each text chat log is identified by the date and time it was created.

## Best Practices for Text Chat

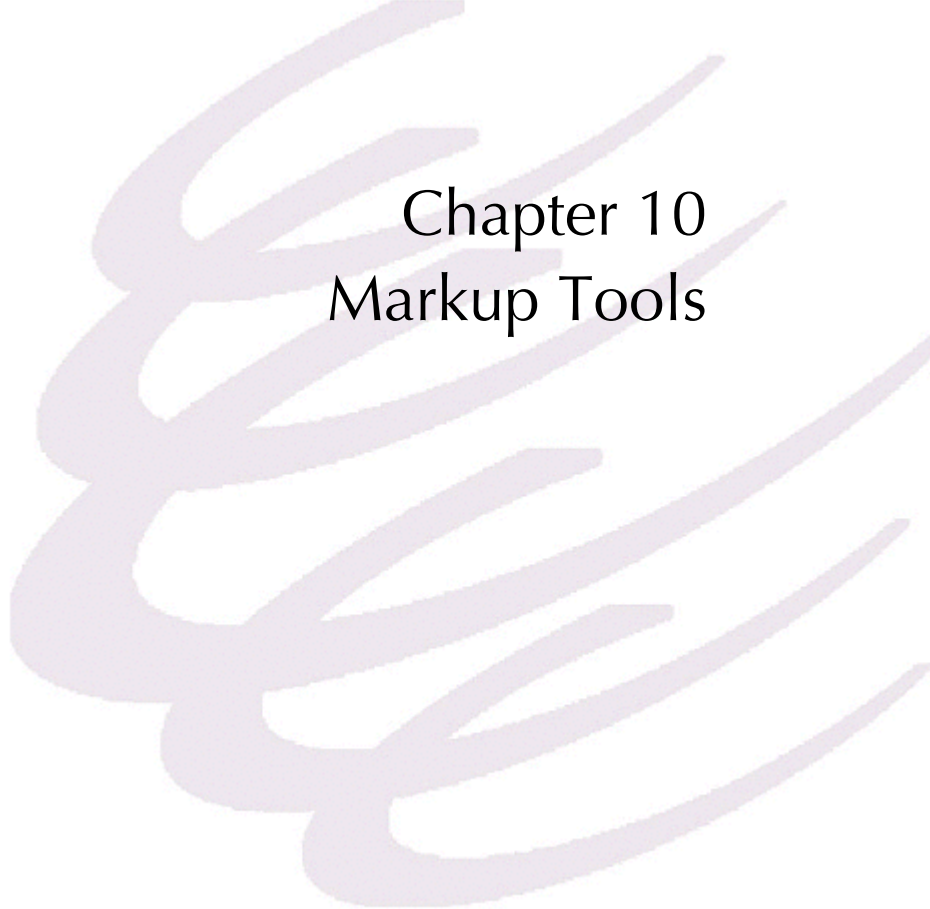


Suggest that Participants use text chat to communicate directly, for example:

- If they need extra help or have technical difficulties.
- If they want to speak to only one other person.
- If they step out and return to find Breakout Sessions in progress (Symposium only).
- If they need help or have questions during Breakout sessions (Symposium only).

**Note:** On the Participant's toolbar, the Text Chat button changes in color to bright yellow to indicate there is a private message.





# Chapter 10

## Markup Tools

---

In Symposium, Conference, and eMeeting, the Leader can mark up most slides. Symposium and eMeeting include a Whiteboard feature that enables the Leader and Participants to share information.

Use the markup tools to write on the Whiteboard. With microphone control, Symposium and eMeeting Participants can mark up the Whiteboard or slides in the Agenda.

Presenters can use whiteboards before sessions begin. Whatever they draw on the whiteboard persists through the upcoming session. Participants, however, cannot use the whiteboard before a session begins.

Markups on agenda slides is persistent through the entire session. When the event ends, the markup disappears.

Imported images can be marked up using markup tools.

# Whiteboard



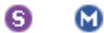
The Whiteboard enables presenters and participants to collaborate on a project while in a Symposium or eMeeting session.

To select the Whiteboard, click the **Whiteboard** icon  on the toolbar or in the Agenda, or select **Tools, Whiteboard**.

The Whiteboard appears in the Media Windows of the Leader and each Participant. The Markup toolbar appears above the Whiteboard. Use the markup tools to enter text, draw lines, highlight images, create simple shapes, draw or use the markup tools over an imported image. See “Markup Toolbar” for more information.

Participants must have microphone control to use the Whiteboard. As the Leader or Participants work with the Whiteboard tools, the content of the Whiteboard is visible in everyone's Media Window.

## Best Practices for the Whiteboard



Remember these best practices for using the Whiteboard:

- Use the Whiteboard to summarize what has been discussed or points that Participants bring up.
- Save important markups to the Agenda.
- When changing colors in the Whiteboard, the change does not affect the items already on the Whiteboard.
- Markup changes remain on the Whiteboard until they are erased or cleared.
- At a screen resolution of 1024 x 780, Participants with a screen resolution of 800 x 600 are not able to see all of the drawing without scrolling.

## Writing on an Agenda Item



The Markup tool makes it possible to write text, draw shapes, or highlight areas of an Agenda item.

**Note:** Only gif and jpg content can be marked up. The markup toolbar does not appear for other content.

To mark up a slide:

1. Click the Agenda item.
2. Use the Markup toolbar to write, draw, or highlight as needed. See “Markup Toolbar” for more information.

Markups made to one item in the Agenda persist even when another item in the Agenda is chosen.

To clear the markup, select **Edit, Select All** and press the Delete key or use the Clear button.

If Participants have a microphone, they can also write and clear markup on a slide.









## Markup Toolbar








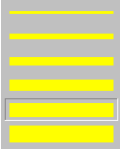

















Use the Markup toolbar to mark up the Whiteboard or slides in the Agenda. The Markup toolbar contains the following buttons:



The following lists and describes the buttons in the Markup toolbar.

Button	Tool Tip	Description
	Save to Agenda	Save the Whiteboard file or marked-up slide to the Agenda (Symposium and eMeeting only).
	Selection Tool	Click to use the selection tool to select objects created using markup tools - to move or edit then.
	Laser Pointer	Click to create a laser pointer. When a user clicks again, the pointer appears in the new location.
	My Arrow	Click to create an arrow with the user's name.
	Star	Click to add a star.
	Check	Click to add a check mark.
	X	Click to add a red X.
	Laugh	Click to add a laugh indicator.

Button	Tool Tip	Description
	Highlighter	'Scribble' a yellow highlight line over text or graphics.
	Rectangle Highlighter	Draw a yellow highlight rectangle over text or graphics.
	Oval Highlighter	.Draw a highlighter oval over text or graphics.
   	Blue Green Pink Yellow	Select a color for the highlighter.
	Highlighter Line Width	Select a line width for the highlighter line.
	Draw	Draw a freehand line.
	Line	Draw a straight line.
	Arrow	Draw an arrow.
	Filled Rectangle	Draw a filled rectangle. To create a filled square, hold down the Shift key after clicking the button.
	Filled oval	Draw a filled oval. To create a filled circle, hold down the Shift key after clicking the button.
	Rectangle	Draw a rectangle. To create a square, hold down the Shift key after clicking the button.

Button	Tool Tip	Description
	Oval	Draw an oval. To create a circle, hold down the Shift key after clicking the button.
	Text Tool	Write text.
	Line Color	Click to select a color for a line, the outline of a shape, or text.
	Fill Color	Click to select a color for the interior of a filled shape.
	Line Width	Select a line width for a line or the outline of a shape.
	Select Font	Select the font type, size, and format..
	Drag Eraser	Click Drag Eraser; then lasso the object to be erased.
	Eraser	Click Eraser; then click the object to be erased.
	Clear	Click to clear all background images, text and/or graphics from the Whiteboard or slide.

## Editing Markups

Markups on a slide or on the Whiteboard can be edited.

To edit a markup:

1. Use the **Selection Tool** to select the object to be edited.
 

**Tip:** To select several objects at one time, use the Selection Tool to lasso the objects.
2. Click and drag to move the object to a new position.
3. Right mouse click an object to bring up a menu with edit options. Using the menu, you can:
  - ❑ Change the line or fill color or line width of the object
  - ❑ Change the font or edit the text of a text object
  - ❑ Select all objects

- Delete selected objects
- Move an object to the front or the back of other objects


## Saving and Clearing Markups

The Whiteboard or marked-up slide can be saved to the Agenda, and markups can be cleared from a Whiteboard or marked-up slide.

### Saving the Markup to the Agenda




To save the Whiteboard (Symposium or eMeeting) or marked-up slide display to the Agenda:

1. Click the **Snapshot to Agenda** button  on the Markup toolbar.  
The Save to Agenda dialog box appears.
2. Type a name for the display in the **Name** field.
3. Click **OK** to save the markup. The saved item appears at the bottom of the Agenda.

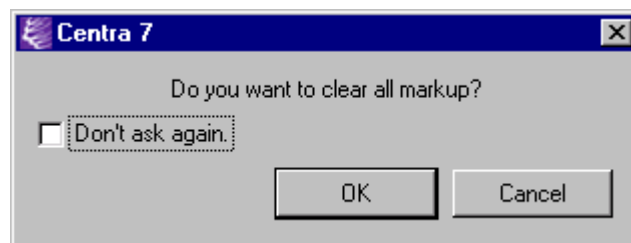
### Clearing the Markup



To clear the Whiteboard or marked up slide:

- Click the **Clear Whiteboard**  button on the Markup toolbar.
- Select **Edit, Select All**. Then use the Delete key.

The Confirm dialog box opens:



4. Click **OK**.

If more than one person is working, this button erases everyone's work. To restore

the markups, select **Edit, Undo**.





# Chapter 11

## Surveys and Evaluations

---

**Surveys** enable Leaders to poll Participants one question at a time. **Evaluations** (Symposium and Conference only) are collections of questions that Participants answer on their own.

Leaders can create Surveys during a session, or before the session using Agenda Builder. Evaluations must be created before the session, using Agenda Builder.

Survey results are not saved after a session ends while Evaluation results can be saved and viewed by the session Leader or Event Manager.

**Tip:** Refer to the *Centra 7 Content Developer Guide* for information about how to create Surveys and Evaluations in Agenda Builder (Symposium and Conference only.)

# Surveys



The Survey tool enables the Leader, Co-Presenter, or Breakout Leader (Symposium only), to give a quick, one-question-at-a-time poll to Participants during a session. Create a survey before or after beginning a session.

Surveys must have a question and at least one answer.

Consider using the Survey tool for the following:

- Polling Participants and viewing a graph of Participants' responses.
- Soliciting pacing and comprehension feedback.


## Best Practices for Surveys

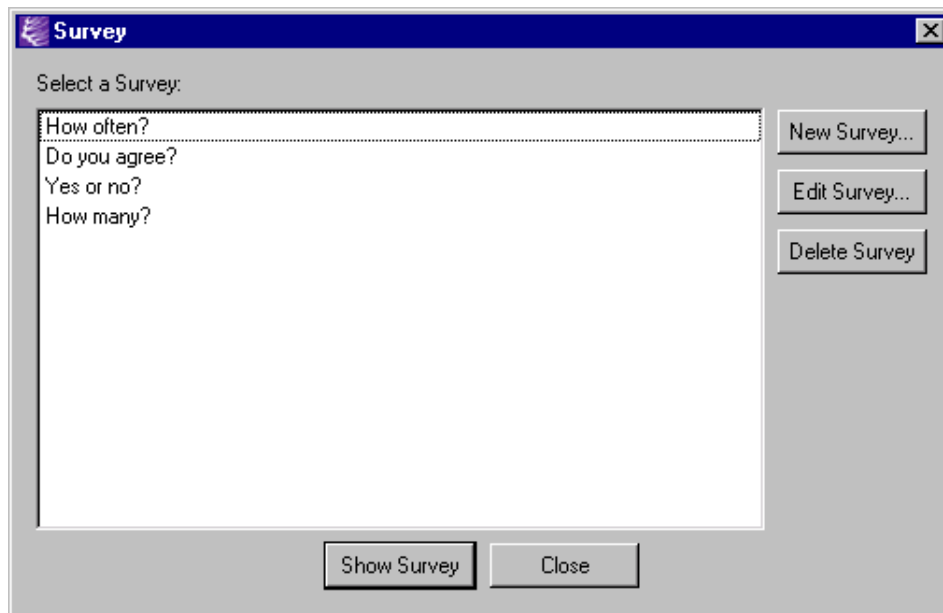
- Create surveys before the session begins to save time.
- Check survey totals to know when to move on.
- Survey results are not saved once the session ends.
- Create a Survey ahead of time and include in an Agenda using Agenda Builder.

# Creating a Survey



To create a new survey while in session:

1. Click the **Survey** button  on the Leader toolbar. Or, select **Tools, Survey**.  
The Survey window opens.



The window contains four template survey questions. To use one of these templates, see “Using a Survey Template.”

2. Click **New Survey**.

The New Survey window opens.

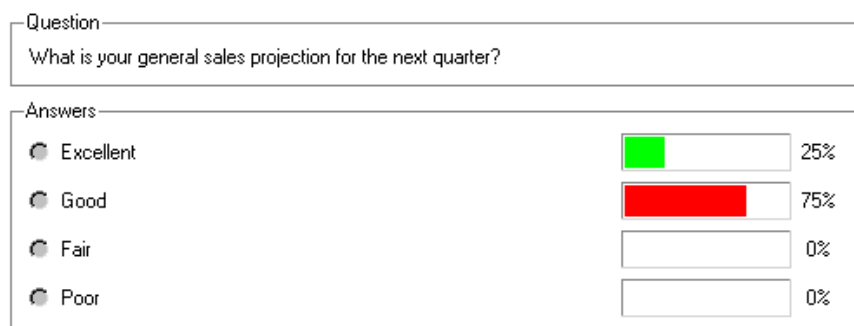
The image shows a 'New Survey' dialog box. It features a 'Question:' text area at the top and an 'Answers:' section below it. The 'Answers:' section contains 12 rows, each with a radio button, a text input field, and a color selection button. The color selection buttons are: green, red, blue, yellow, cyan, magenta, orange, green, brown, cyan, purple, and yellow. At the bottom of the dialog are three buttons: 'OK', 'Cancel', and 'Font'.

3. Type the Survey question in the **Question** text box, for example, “What type of sales projections do you anticipate for next quarter?”
4. Enter possible answers in the **Answers** text boxes.
5. Click **OK**.

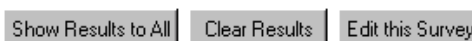
In the Survey window, click **Show Survey** to show the survey to Participants.

The Survey appears in each Participant’s Media Window.

As each Participant responds, the Media Window reflects the tabulated responses.



Responses received from 4 of 4 attendees.



6. Select **Show Results to All** so Participants can view Survey results. Participants see the results in percentage form.



7. Click the **Agenda** button to return to the presentation.

Leaders can create multiple surveys and use them throughout the session. After creating one or more Surveys, open the Survey window, select a Survey, and click **Show Survey**.

Participants can change their Survey selection when the Survey window is open.

## Using a Survey Template

The Survey window contains four survey templates.

To use a survey template:


1. Click on the template you want to use
2. Click the **Edit Survey** button
3. Edit the survey. See “Editing Surveys.”

## Editing Surveys



A Leader can edit an existing survey. However, the changes that a Leader makes in the session do not remain when the Leader exits the session.

Use these instructions to edit an existing Survey:

1. Click the **Survey** button  on the Leader toolbar, or select **Tools, Survey**.  
The Survey window opens.
2. Select an existing survey to edit.
3. Click **Edit Survey**.
4. Make the desired changes.
5. Click **OK**.
6. Click **Show Survey** to show the updated survey to Participants.

# Evaluations



An Evaluation is a collection of questions Participants answer on their own. Use an Evaluation during a Symposium or Conference session to measure levels of learning and solicit Participant input.

- In Symposium, questions can be corrected, and results can be recorded.
- In Conference, Evaluations results can be recorded, but not corrected.

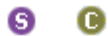
Use Centra Agenda Builder to create and insert an Evaluation into an Agenda.

If a Leader records the session and publishes it using the Centra proprietary format, enrollees can take the Evaluation when viewing the playback of the session. See “Centra Playback Window” for more information.

## Best Practices for Evaluations

- Tell Participants to answer the questions and click **Submit** when complete.
- Give Participants a time limit and tell them how many items are in the Evaluation.
- Use Evaluations to review material as necessary.

## Types of Evaluations



When creating Evaluations, Content Developers can select whether the Evaluation is graded or non-graded with the results saved or not saved.

Type	Product	When to Use
Graded Evaluations		To gather and measure information. The graded results may or may not be shown to Participants.
No Grade Evaluations		To gather information such as soliciting Participant feedback on the quality of a session, information for market research purposes, suggestions for improvement, or other non-measurable information. <b>Note:</b> All Conference Evaluations are No Grade Evaluations.

# Evaluation Question Types



Three types of questions are available in an Evaluation:

- Multiple Choice
- Fill in the Blank
- Long Answer

Question	Description
<b>Multiple Choice</b>	Participants choose from one or more possible answers. There can be up to five different answers for each multiple choice question. If there are multiple correct answers, Participants must choose all the correct answers to get the question right.
<b>Fill in the Blank</b>	Participants type a short text answer to answer the question. They can enter up to 40 characters in the answer.
<b>Long Answer</b>	Participants enter an extended, essay-style answer. Their answers can be up to 2000 characters. The Content Developer cannot specify a correct answer and the question cannot be graded. <b>Note:</b> The Leader cannot see answers to a long-answer question during the session. See “Viewing Evaluation Results” for more information.

## Displaying an Evaluation



To display an Evaluation in a session:

1. Click on the Evaluation item in the Agenda area to show the Evaluation in the Media Window.
2. Ask Participants to answer the questions and click **Submit** when done.
3. In the Evaluation, click **Update** to view incoming Evaluation results.

The results show the number of Participants who chose a specific answer.

**Review #1**

Click "Update" for the latest evaluation submissions

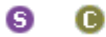
Evaluations submitted: **3**

1. The guideline for streaming a file is that the file be smaller than  k.
  - 2  50
  - 0  fifty
2. You have a file in your session that is 66k. What might you do?
  - 3 *See the Evaluation Summary report on your homepage for responses to long answer questions*
3. (T/F) You can choose to download only one piece of content in your agenda.
  - 1  True
  - 2 False

**Tip:** The drop-down box for each fill-in-the-blank question shows all unique answers specified by Participants.

After submitting an Evaluation, Participants cannot change their responses.

# Viewing Evaluation Results



A user with the Leader role can view the results of Evaluations at any time outside a session.


Use these instructions to view Evaluation results:

1. From the Centra Home page, click **Reports** under the event to view the evaluation results. The Reports for: EventName page appears, where EventName is the name of the event.

If the session includes only Evaluations without recorded results, or no Evaluations at all, the page will display only attendance reports with no in-session evaluations.

If the session includes Evaluations with recorded results, a list of Evaluations appears under the heading In-Session Evaluations. Multiple evaluations will be displayed as necessary.

**Reports: *Developing Content***

 [Download All Event Data](#)

**Attendance Reports**

Attendance Summary	<a href="#">View</a>	<a href="#">Printable Version</a>	<a href="#">Download</a>	<a href="#">Customize</a>
Attendance Detail	<a href="#">View</a>	<a href="#">Printable Version</a>	<a href="#">Download</a>	<a href="#">Customize</a>

**In Session Evaluations**

Review #1	<a href="#">View</a>
Review #2	<a href="#">View</a>
Session Evaluation	<a href="#">View</a>

2. Locate the name of the evaluation to view in the **In Session Evaluations** column.
3. Click **View**.

The Evaluation Results Summary Report: Event Name appears where Event Name is the name of the event.

The top part of the report shows the Event name, Subject, Evaluation name, Report Date, and Total Number of Responses.

The lower portion of the report shows response information including the question, possible choices, the correct choice(s) (identified with a green checkmark), the Response Ratio indicating the percentage of respondents selecting this choice, the Number of Responses indicating the actual number of respondents selecting this choice, and a list of the names of the Participants who selected this choice (if so stipulated when the evaluation was created).

## Evaluation Results Summary Report: *Retirement Update 3*

Skip to question: [1](#), [2](#), [3](#), [4](#), [5](#)

**Event:** Retirement Update 3  
**Subject:** Subject with 2 evaluations  
**Evaluation:** Review #2  
**Report Date:** 5/9/03 1:13 PM

**Total Number of Responses:** 0

Show  Participants Names

**Question 1:** Which of the following are general guidelines for slide creation?

[Details](#)

Choices	Response Ratio	No. of Responses	Participants
Use upper case for all bullets	0% 	0	
Avoid the color green	0% 	0	
Use graphics wherever you can.	<input checked="" type="checkbox"/> 0% 	0	
Be careful of using too many colors.	<input checked="" type="checkbox"/> 0% 	0	

Click the **Show Participants Names** checkbox to display participant names associated with each answer (only if the results were saved this way).

Click **Details** to see detailed information about a participant.



# Chapter 12

## Session Feedback




Participants can send anonymous feedback at any time during a session. Symposium Participants can also send feedback to a Breakout Leader during a Breakout session.

## Requesting Feedback



To solicit anonymous feedback, ask Participants to:

- Click the **Feedback** button  on the toolbar.
- Select **Tools, Feedback**.

The Provide Feedback window opens in the Participants' Media windows.

The screenshot shows a window titled "Feedback" with a close button (X) in the top right corner. The window contains six progress bars, each with a label on the left and a percentage on the right. The "No Answer" bar is filled with blue and shows 100%, while all other bars are empty and show 0%. At the bottom of the window are two buttons: "Clear All" and "Close".

Category	Percentage
Done:	0%
OK:	0%
Not Clear:	0%
Too Fast:	0%
Too Slow:	0%
No Answer:	100%

**Note:** A Leader can ask Participants to use other methods to send feedback. For example, Participants can click the Raise Your Hand button, or choose the Yes or No buttons. See "Other Ways to Get Feedback" for more information.

# Viewing Feedback Results

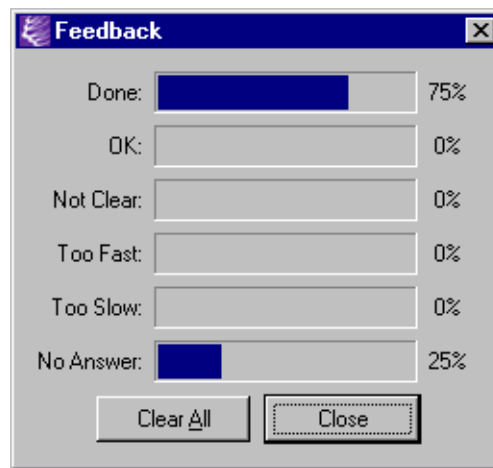


When Participants send feedback, the Feedback button in the toolbar changes to yellow.

To view feedback:

1. Click the **Feedback** button on the toolbar or select **Tools, Feedback** from the menu bar.

The Collect Feedback dialog box opens. The total percentage of Participants who choose each option is displayed.



2. Click **Clear All** to clear all responses.

The Session Feedback dialog box remains open after feedback clears. Click **Close** to close the window.

**Note:** If the Leader does not click the **Clear All** button, responses remain and new responses are added.

# Interpreting Feedback





Participants can select one of five options in the Feedback window.

<b>Feedback</b>	<b>Indicates</b>
<b>Done</b>	The Participant(s) have finished the task assigned to them. For example, "Please fill out the evaluation and let me know when you have completed it."
<b>OK</b>	The Leader can continue to lead the session at the current pace.
<b>Not clear</b>	The Agenda items may not be explained thoroughly. Ask questions to help determine the problem.
<b>Too fast</b>	The Leader may be moving through Agenda items too quickly, or Participants do not fully understand all the material covered so far during the session. Ask questions to help determine the problem.
<b>Too slow</b>	The Leader may be moving through Agenda items too slowly, or is spending too much time between tool usage or interactions. Ask questions to help determine session pacing.
<b>No Answer</b>	The Participant(s) did not send feedback.

# Other Ways to Get Feedback



Participants can use the buttons on their toolbars to indicate Yes (  ) or No (  ) and to indicate applause and laughter in a session.

## Applause

Participants can applaud during the session to show their approval. When Participants applaud, the applause icon flashes next to their name for five seconds.


Tell Participants to:

- Click the **Applause** button  on the toolbar.
- Select **Actions, Applaud**.

## Laughter

Participants can laugh during the session to show their amusement. When Participants laugh, the laughter icon flashes next to their name for five seconds.

Tell Participants to:

- Click the **Laughter** button  on the toolbar.
- Select **Actions, Laugh**.



# Chapter 13

## Breakout Rooms

---

### S

A **Breakout Room** is a virtual room, separate from the Main Room, where a group of Participants and a Breakout Leader work together. Breakout Rooms are available only in Symposium.

Leaders can:

- Create and configure the Breakout Rooms.
- Select content for the Breakout Room.
- Move Participants to Rooms (optional).
- Start the Breakout sessions.
- Monitor the Breakout sessions.
- End Breakout sessions.

# Breakout Room Considerations



Use a Breakout Room to encourage small groups to:

- Discuss assigned topics.
- Encourage a higher level of interaction.
- Use collaborative tools or applications.
- Work on a specific project or assignment.
- Develop problem-solving or other skills.
- Work independently of other groups in a 'lab' environment.
- Brainstorm as a group.

Leaders cannot:

- Start a Breakout session before beginning the session. However, Breakout Rooms may be created and configured before the session.
- Remove microphone control from a Breakout Leader while visiting a Breakout Room.
- Record a Breakout session. See the *Record and Playback User Guide* for more information.
- Create more than 50 Breakout Rooms for a session.

**Note:** The Co-Presenter can broadcast to all breakout rooms if still in the Main Room. Co-Presenters cannot start or stop a Breakout session or move into a Breakout Room.

# Best Practices for Breakout Rooms



Keep these tips in mind:

- Assign specific projects or content for Participants to work on and give precise instructions.
- Keep the session short; be sure to let Participants know how long the session is.
- When you make Participants Breakout Leaders, tell them their responsibilities. The Breakout Leader acts as the Leader for the room, controls which Agenda items and tools appear, and which Participants have microphone control.
- Visit each Breakout Room to check on progress and answer any questions.
- Exchange Text Chat with Breakout Leaders and Participants during a Breakout session.
- Press **Ctrl** and **Shift** to broadcast to all Breakout Rooms.

**Note:** When speaking to a Breakout Room, your audio overrides the Breakout Leader's and all Breakout Participants' audio.


## Creating Breakout Rooms

5

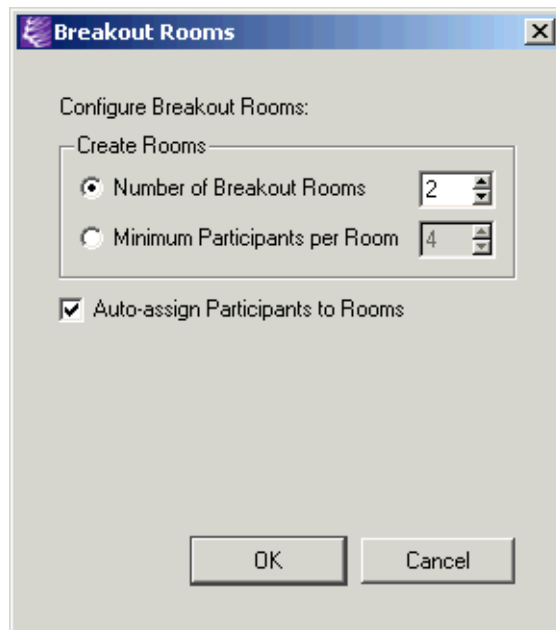
You can create Breakout Rooms before or during a session.

To create and configure Breakout Rooms:



1. Click on the Breakout icon  on the toolbar. Or, select **Tools, Breakout Rooms**.

The Breakout Tool dialog box opens:



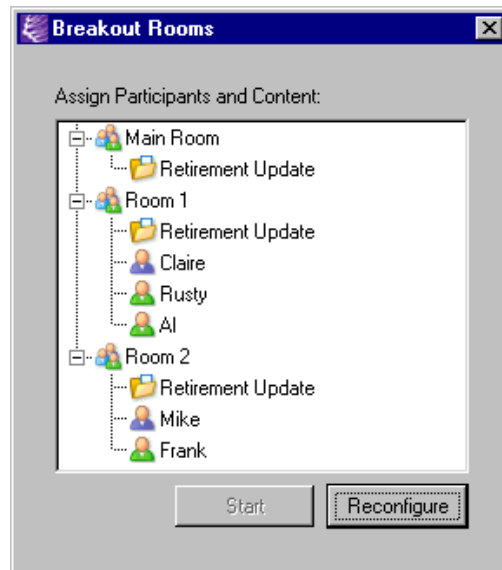
2. In the **Create rooms** area, select one of the following:
  - ❑ **Number of breakout rooms.** Use the arrow keys to select the number of rooms to create. Pick a number greater than 1.
  - ❑ **Minimum number of Participants per Room.** Use the arrow keys to select the minimum number of participants assigned to a room. Symposium will calculate how many rooms are necessary and will create the rooms. Pick a number greater than 1.
3. To assign members to Breakout Rooms manually, deselect the **Auto-assign Participants to Rooms** checkbox.

This option randomly assigns Breakout members to each Breakout Room. Co-Presenters remain in the Main Room. You must manually move Co-Presenters into Breakout Rooms if you want them to participate in the Breakout Session.

**Note:** You can move users into a Breakout Room and from room to room at any time during the Breakout session.

4. Click **OK**.

The Breakout Tool window updates.



The Participants appear under the assigned Breakout Room folders. If you deselected the **Auto-assign Participants to Rooms** checkbox, all Participants appear under the Main Room folder.

**Tip:** You can minimize or close this window during the Breakout session.

5. Review the Breakout session configuration for:
  - ▣ Appropriate number of rooms.
  - ▣ Minimum number of Participants per room.
  - ▣ Appropriate role assignment.
6. To change the Breakout session configuration, click **Reconfigure** to re-display the Breakout Tool dialog box.

**Note:** Names of Participants who clicked **Step Out** before the start of a Breakout session or who were not in the session when the Breakout session started appear in the Main Room of the Breakout Tool window when they join in the session. Stepped-out Participants must click **Step In** to return to the Main Room. Use the Breakout Tool window to move Participants (including Participants who joined the session late) from the Main Room to a Breakout Room. See “Moving a Participant to a Room” for more information.

# Moving a Participant to a Room



Leaders can move Participants to specific Breakout Rooms or to the Main Room, before and during Breakout sessions.

If a Participant enters the Main Room while a Breakout session is in progress, you can move the Participant into a Breakout Room. The Participant's name appears in the Main Room of the Centra interface and in the Main Room of the Breakout Tool window.

Use these instructions to move a Participant:

1. In the Breakout Tool window, select the name of the Participant.
2. Right-mouse click and select **Move Participant To** from the popup menu.
3. Select the room from the popup menu.

The Participant moves to the room you selected.

**Note:** You can also drag a Participant's name onto the name of a Breakout Room.

## Breakout Roles



Breakout roles include the Breakout Leader and Breakout Participant.

### Breakout Leader

The Breakout Leader controls the Agenda and the flow of the Breakout Room. The Breakout Leader interface is similar to the Co-Presenter's interface.

Breakout Leaders are automatically assigned and are identified by the color of the icon next to their names in the Breakout Tool window.

### Breakout Participant

Breakout Participants interact with the Breakout Leader, other Breakout Participants, and the Participant tools in the Breakout Room during a Breakout session.

During a Breakout session, the Breakout Participant can do everything a Participant in the Main Room can do.

# Changing Breakout Roles



You can assign a new Breakout Room Leader before or during the Breakout session.

To assign a new Breakout Room Leader:

1. Select the user in the Breakout Tool window.
2. Right-mouse click and select **Make Participant Room Leader** from the popup menu.

The color of the icon to the left of the name indicates the role change from Participant to Breakout Leader. Since a Breakout Room can have only one Breakout Leader, the previous Breakout Leader automatically changes to a Participant.

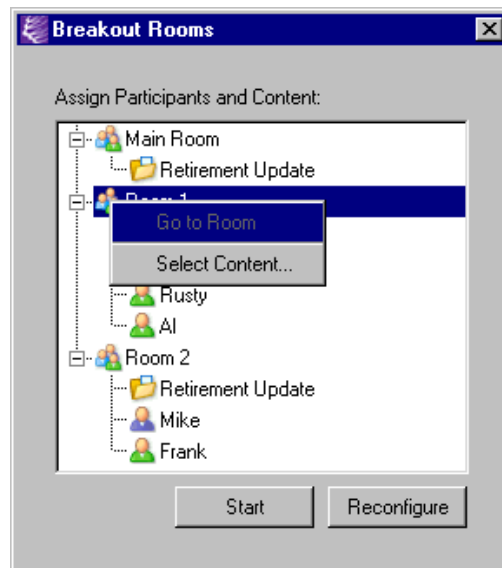
# Selecting Breakout Room Content



You can select specific content for a Breakout Room before starting the Breakout session or during a session. By default, each Breakout Room has the entire Agenda as its content.

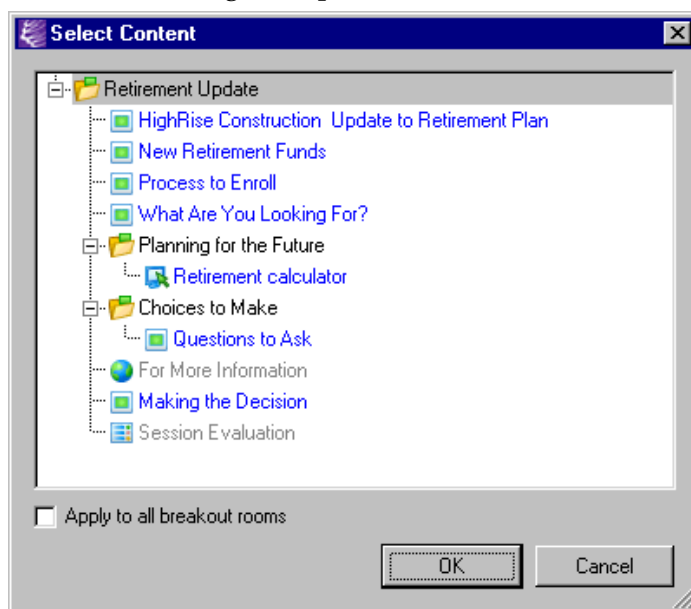
Use these instructions to select Breakout Room content:

1. In the Breakout Tool window, right-mouse click on the name of a Breakout Room.



2. Choose **Select Content**.

The Select Content dialog box opens.



3. Select an Agenda item. You can select a specific Agenda item or a folder. If you select a folder, all items within that folder will be available to the Breakout Room.
4. Select **Apply to all breakout rooms** if you want to apply the content selection to all Breakout Rooms.
5. Click **OK**.

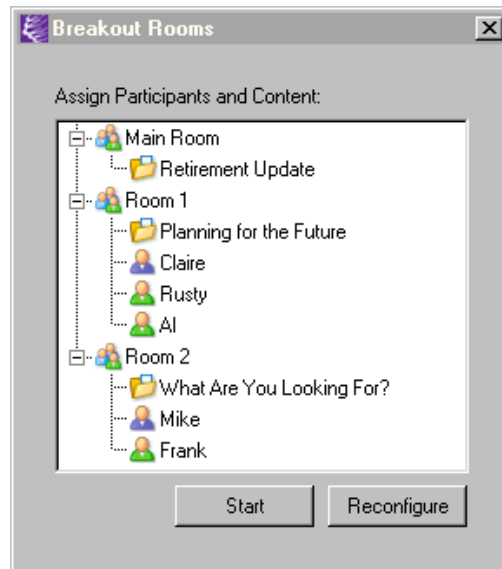
The selected content appears as a book icon within the Breakout Room.

**Note:** To select different content for a Breakout session after starting the session, click **Stop** in the Breakout Tool window, select the new content, and then click **Start** to re-start the Breakout session.

# Starting Breakout Sessions

5

In the Breakout Tool window, click **Start** to begin the Breakout session.



The Breakout Leader's Agenda and each Breakout Participant's Agenda shows the selected content. See "Selecting Breakout Room Content" for information.

As Participants move to Breakout Rooms, the Participant List in the main room no longer shows Participant names. **Start** changes to **Stop** in the Breakout Tool window, and **Reconfigure** disables. The **Breakout** menu appears in the session Leader's menu bar.

# Monitoring Breakout Rooms

5

During a Breakout session, you can speak to all Breakout Rooms and visit and speak to each Breakout Room.

# Speaking to all Breakout Rooms

You can speak to all Breakout Room users to announce the Breakout session will end soon or to broadcast an announcement that all Breakout Room users must hear.

Hold down the **Shift** key on the keyboard and then the **Ctrl** key on the keyboard, and speak into the microphone.

## Visiting a Breakout Room

After the Breakout sessions begin, you can visit each Breakout Room. Visit a Breakout Room to:

- Check in with the Breakout Leader and Participants.
- Ask how the session is progressing.
- Answer questions about tool usage or the objective of the Breakout session.

**Note:** When entering a Breakout Room, the session Leader retains all Leader privileges. The session Leader can give or take away microphone control from Participants, but not from the Breakout Leader.

Use these instructions to visit a Breakout Room:

1. Do one of the following:
  - From the **Breakout** menu, select the room to visit.
  - In the Breakout Tool window, right-mouse click on the name of a Breakout Room. Click **Go to Room**.Your interface updates to the Breakout Room.
2. Hold down the **Ctrl** or **F12** key and talk into the microphone to speak to the Breakout Room's Leader and Participants.

## Chat in Breakout Rooms

Breakout Room Leaders and Participants can send Text Chat only to other members of their Breakout Room and to the session Leader. See “Text Chat” for more information.

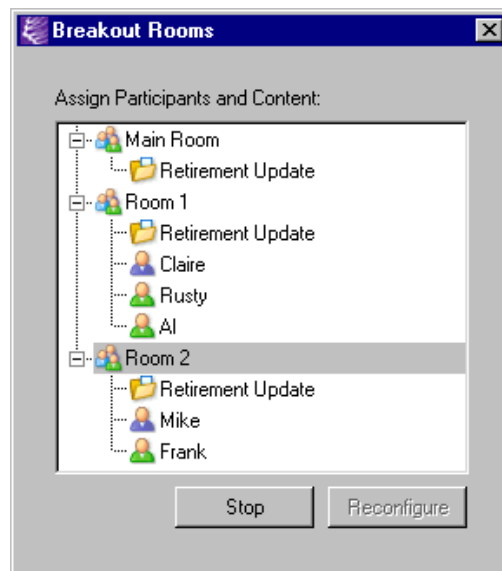
## Ending Breakout Sessions




After announcing when the Breakout session is going to end, you must manually end it.

Use these instructions to end the Breakout session:

1. From the Breakout Tool window, click **Stop**.



The Breakout Leader and Participants return to the Main Room.

2. Click the **Close** button  in the upper right corner of the Breakout Tool window.

**Note:** When returning to the Main Room, Breakout Room Leaders revert back to Participants.

# Chapter 14

## Application Sharing



Application sharing enables Leaders and Participants to open applications on their computer and share them with everyone in a session. The application appears in the Participants' Media Windows.

In Symposium and eMeeting, Participants can host and interact with applications. They do not need to have the application on their computers to interact.

In Conference, the Leader or Co-Presenter can show and interact with applications. Participants can view the application, but cannot host or interact with the application.

## Appshare Considerations



Consider using Appshare to:

- Perform a live demonstration of an application.
- Teach Participants how to work with an application.
- Reinforce ideas or concepts discussed during a session.

## Best Practices for Hosting Appshare

When hosting an application, keep these tips in mind:

- Launch the application(s) before the session begins.
- Ask Participants if they see the application and the Leader's interactions before continuing.
- Do not move the mouse while a Participant is controlling the application, because a Leader's cursor movements override a Participant's movements.
- Shared Application audio is not transmitted.
- Participants can host and share applications in Symposium and eMeeting.

## Sharing an Application



Use Appshare to host an application and share it with others in a session.

To share an application:

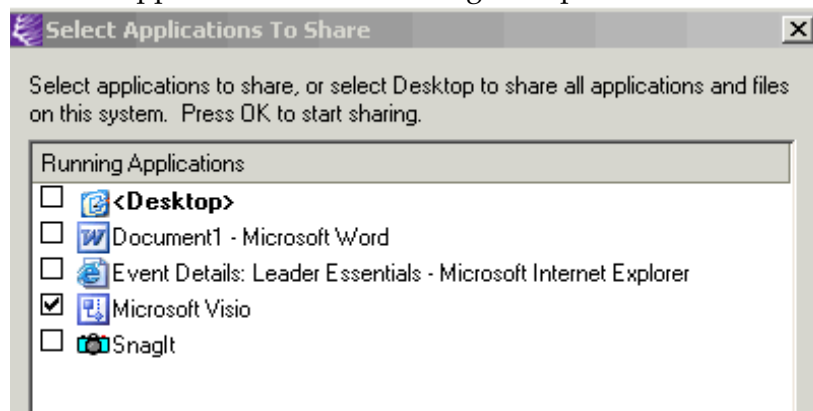
1. Launch the application to share.



2. Click the **Appshare** button on the toolbar, or select **Tools, Application Share**.

**Tip:** In Symposium and Conference, an Appshare tool can be included in an Agenda using Agenda Builder. Click the Appshare item in the Agenda.

The Select Applications to Share dialog box opens.



3. Check the boxes for the application(s) to share, for example, Address Book, and click **OK**.

**Tip:** You can select multiple applications to share at the same time. Application(s) selected will be positioned automatically. The Desktop selection lets you share your entire screen instead of an individual application.

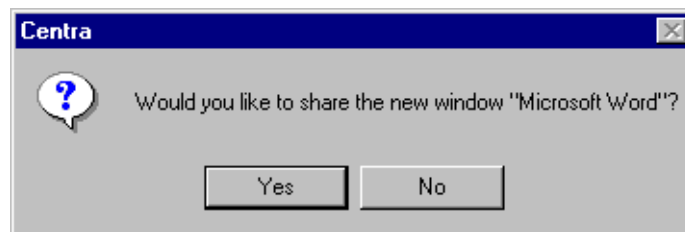
The application locates to the upper left area of the screen and your Centra interface changes to Application Host View (to fully maximize the amount of screen area available to show the application). Participants view the application in their Media Windows.

**Tip:** You want to keep this view. See “Overriding a Presenter’s View Changes” for more information

4. Interact with the application. Participants observe the cursor's movements as the Leader interacts with the application.

**Tip:** When hosting an application, use **Lock to Talk** to speak; do not use the Ctrl key.

5. If another window opens while application sharing, a message appears asking if you want to share the window. Click **Yes** to share or **No** to cancel. If you click



No, the new window displays only on your screen. Participants will not see it.

6. Use the Appshare markup tools to highlight an area of the application. See “Using the Appshare Tools” for information.
7. Enable Participants to work with the application (in Symposium and eMeeting only). See “Allowing Participants to Interact” on page 123 for more information.
8. Click on a different Agenda item or toolbar button/menu bar item to stop Appshare. Or, select **Quit** from Appshare Tools menu.

**Tip:** You can change the hosted application by selecting **Tools, Share Application** and then selecting a new item or by using the Appshare Tools. See “Using the Appshare Tools” for information.

## Using the Appshare Tools



Use the Appshare markup tools to highlight areas of the application you are sharing and change Appshare settings.

## Marking up an Application

To mark up an application:

1. Share an application. See “Sharing an Application” for details.

A yellow Appshare Tools floating menu appears on the upper right corner of the application shared.



2. Click the down arrow and select **Markup Mode**.

The cursor changes to a pencil icon in the shared application.

3. Use the pencil to highlight an area of the application.

**Tip:** Animations will pause during markup mode.

**Note:** If you open another application on top of the shared application; your markup disappears.

4. Make changes using the Appshare tools menu options:

- ▣ Select **Choose Color** to pick another color. The Color dialog box appears. Select the desired color and click **OK**.
- ▣ Select **Clear Markup** to clear the markup from the screen. (You cannot undo this option.)

5. If desired, select **Pause Application Sharing** to make changes to the shared application without letting the others in the session see them. The menu changes to **Paused**. Interact or markup the application. Select **Resume Application Sharing** to let all others see your changes.

**Note:** Only the individual hosting the application can resume AppShare after it is paused. Do not pause Appshare if you are not hosting.

6. Select **Exit Markup Mode** when done.

Your markup disappears. You can interact with the application again.

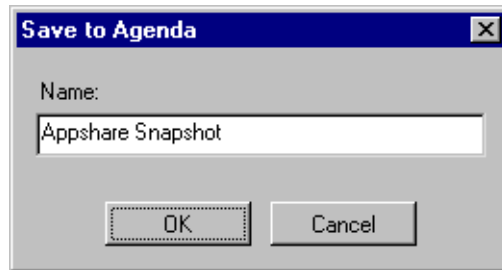
## Snapshot to the Agenda

You can take a snapshot of the application you are sharing and save the snapshot to the Agenda.

From the Appshare Tools menu:

1. Select **Snapshot**.

The Save To Agenda dialog box appears.



2. Type a name for the display in the Name field.
3. Click **OK**.

The saved snapshot displays at the bottom of the Agenda.

**Tip:** To make it easy to find a particular snapshot, keep snapshot names organized and unique.

## Appshare Options

From the Appshare Tools menu, select the following:

- **Select Applications.** The Select Applications to Share dialog box appears. Select a new application.
- **Quit Application Sharing.** Application sharing ends on your computer and Participants' computers, and you return to the Agenda in Normal View.

## Troubleshooting Appshare



If the application does not display fully in the Participant Media Window, make sure:

- You can successfully launch and open the application to be shared.
- The application is not minimized in the Windows task bar.
- The shared application is positioned in the upper left corner of the monitor.

Keep these tips in mind:

- Participants can position the shared application using the scroll bars around their Media Window.
- The Appshare Host's interactions override interactions from others who have been granted Appshare privileges.

## Appshare Control Options



Appshare Control Options include separating microphone and Appshare control and specifying Appshare settings.

By setting Appshare control through the Appshare Options menu item, you can enable users automatically to have a microphone and AppShare privileges, or just receive a microphone and no AppShare privileges.

**Note:** Appshare Control Options in Conference relate only to the Leader and Co-Presenters.

Only the Leader can set Appshare Control Options.

To set Appshare Control Options:

1. Select **Tools, Options**. Select the **Appshare tab**.



2. Select one of the following to specify Appshare control:
  - ❑ **Microphone also allows Appshare control** - to give both Appshare control and a microphone when granting microphone control.
  - ❑ **Microphone does not allow Appshare control** - to separate AppShare control and microphones (default). That is, grant them independently.
3. Specify the number of colors to be transmitted using the list under **Colors** in the **Appshare Settings** area. True color requires a higher bandwidth. Appshare with 256 colors means that applications may appear slightly different.
4. Specify the Refresh Rate by using the slider under **Refresh Rate** in the **Appshare Settings** area. A fast refresh rate requires higher bandwidth.

5. Click **OK**.

**Note:** If participants are connecting through slow connections, it is best to keep the Appshare color and refresh rate settings at 256 color and 1.75 refresh rate respectively.

## Allowing Participants to Interact



When sharing an application in a session, you can enable another user to interact with the application. (The user hosting the application can always interact with the application.)

To enable a Participant to interact with an application:

1. Right-click on the Participant's name in the Participant List.
2. Do one of the following:
  - ❑ If **Microphone does not allow Appshare control** is set, select **Give AppShare privileges**.
  - ❑ If **Microphone also allows Appshare control** is set, select **Give microphone / markup tools**.

**Note:** You can also double-click or single-click in the microphone column opposite the participant's name.

The selection you make depends on the Appshare Control choice selected in the Appshare Options dialog box. See "Appshare Control Options" for more information.

3. Have the Participant work with the application by clicking links or entering text.

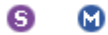
When you no longer want a Participant to be able to interact with the application, right click on the Participant's name in the Participant List and select either:

- **Clear Appshare Control** (Microphone does not allow the Appshare control option)
- **Clear microphone / markup tools** (Microphone also allows Appshare control option)

**Note:** You can also click once in the microphone column opposite the participant's name.

**Note:** When the Appshare Options - Appshare Control is set to **Microphone does not allow Appshare control**, a microphone with a green arrow indicates Appshare privilege.

# Letting Participants Host



You can allow Participants to host an application on their computer for everyone in the session to see. Select a Participant to host using the Participant List or the menu bar.

## Using the Participant List

Use these instructions to enable a Participant to host an application:

1. Ask the Participant to launch an application, if not already launched.
2. Right-click on the Participant's name in the Participant List.
3. Select **Ask to Share Application**.

The Select Applications to Share dialog box appears on the selected Participant's screen. A Please Wait dialog box appears on the Leader's screen.

4. Have the Participant select the application to share and click **OK**.

The Participant's application now appears in the Media Window of the Leader and all other Participants. The interface of the Participant hosting the application changes to the Application Host View.

5. Have the Participant work with the application by clicking links or entering text.
6. To end Participant Appshare, have the Participant select the **Appshare Tools** floating menu and then **Quit Application Sharing**. Or, click on a different Agenda item or choose another tool to stop Appshare.

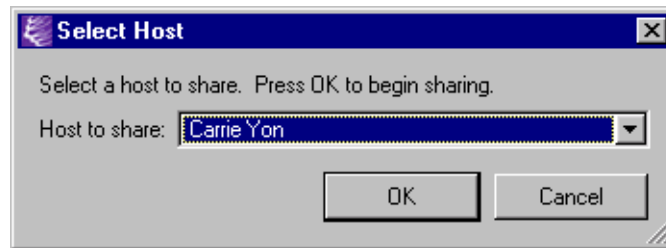
## Using the Menu Bar

If desired, you can use the Centra menu bar to enable Participants to host an application.

Use these instructions to enable a Participant to host an application:

1. Ask the Participant to launch an application, if not already launched.
2. Have the Participant select **Tools, Host Application, Host Application** and then select the application (for example, Paint) from the **Select Applications to Host** dialog box and click **OK**.
3. Select **Tools, Host Application, Select Host** on the Leader menu bar.

The Select Host dialog box appears.



4. Select the Participant's name from the drop-down list and click **OK**.  
**Note:** Only Participants who have selected an application to share or remote hosts appear in the drop-down list.  
The Participant's application now appears in the Media Window of the Leader and all other Participants. The interface of the Participant hosting the application changes to Application Host View.
5. Have the Participant work with the application by clicking links or entering text.
6. To end Participant Appshare, have the Participant select the **Appshare Tools** floating menu and then **Quit Application Sharing**. Or, click on a different Agenda item or choose another tool to stop Appshare.

## Tips for Participant Hosting

When the Participant is sharing an application:

- Suggest the Participant click **Lock to Talk** to speak hands free, as the Participant describes his interactions.
- Have the Participant mark up the application. See "Using the Appshare Tools" for more information.
- Have the user who is sharing the application select **Quit Application Sharing** from the Appshare Tools menu when done.
- Give Appshare privileges to one Participant at a time.
- Click on a different Agenda item or choose another tool to stop Appshare, if necessary.

## Using a Remote Host to Share



You can set up a user and a PC as a Remote Host to run applications to be shared in the session. The Remote Host does not appear in the Participant List, but does appear in the Select Host dialog box.

The Event Manager assigns the role of Remote Host to a user account, as part of the enrollment process. A Participant cannot attend a session and be a remote host for the same session.

The Remote Host user at another PC does the following:

1. Launch the application to host.
2. Log in to the Centra Home page.
3. Locate the name of the session in the Event column and click **Remote Host**.
4. Click **Remote Host**.

The dialog box opens.

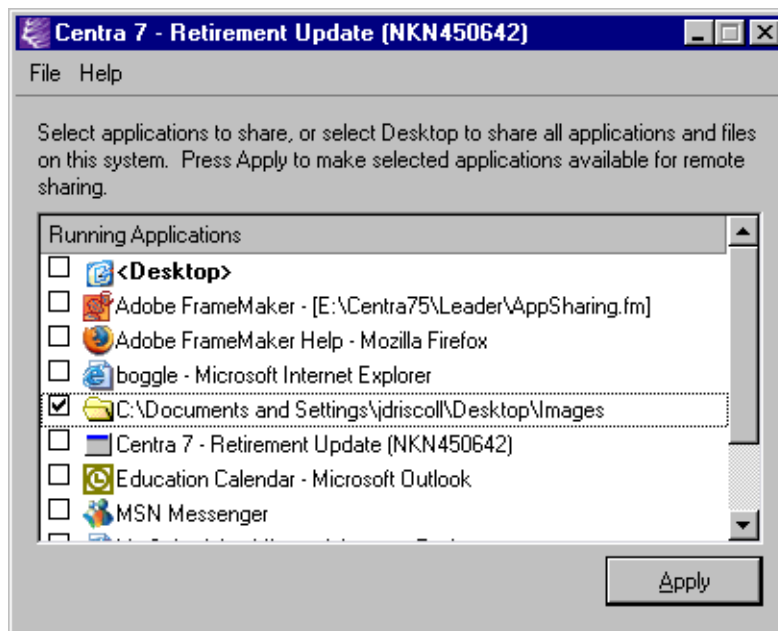
5. Select the application(s), for example, Address Book, from the dialog box and click **Apply**.

**Tip:** You can select multiple applications to host simultaneously. The application(s) selected are positioned automatically.

The Leader then does the following:

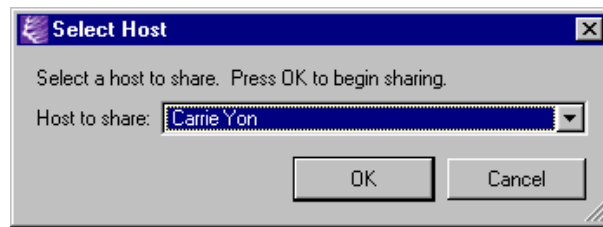
1. Log in to the Centra Home page.
2. Locate the name of the session in the Event column and click **Lead**.

The Centra interface appears.



3. Select **Tools, Host Application, Select Host**.

The Select Host dialog box appears.



4. Select the Remote Host Participant's name from the Host to share drop-down list.
5. Click **OK**.

The Leader and Participants view the hosted application in their Media Windows.

**Tip:** In Symposium, you must begin the session first.

**Note:** Do not pause AppShare on a Remote Host unless you can resume AppShare on the Remote Host computer.



# Chapter 15

## Web Safari



Use Web Safari to share and display Web sites and active Web site links with Participants during a session.

- In a Symposium session, eMeeting session, or a Symposium Breakout session, Participants can interact with Web Safari if they have Appshare control.
- In a Conference session, Participants cannot interact with Web Safari.

**Note:** See “Application Sharing” on page 117 for more information.

Use Web Safari to:

- Perform online research.
- View competitor information.
- Reinforce ideas or concepts discussed during a session.

# Best Practices for Web Safari




- Use sites that provide relevant material for the session.
- Web site audio does not transmit.
- Check each link before the session.

## Using Web Safari

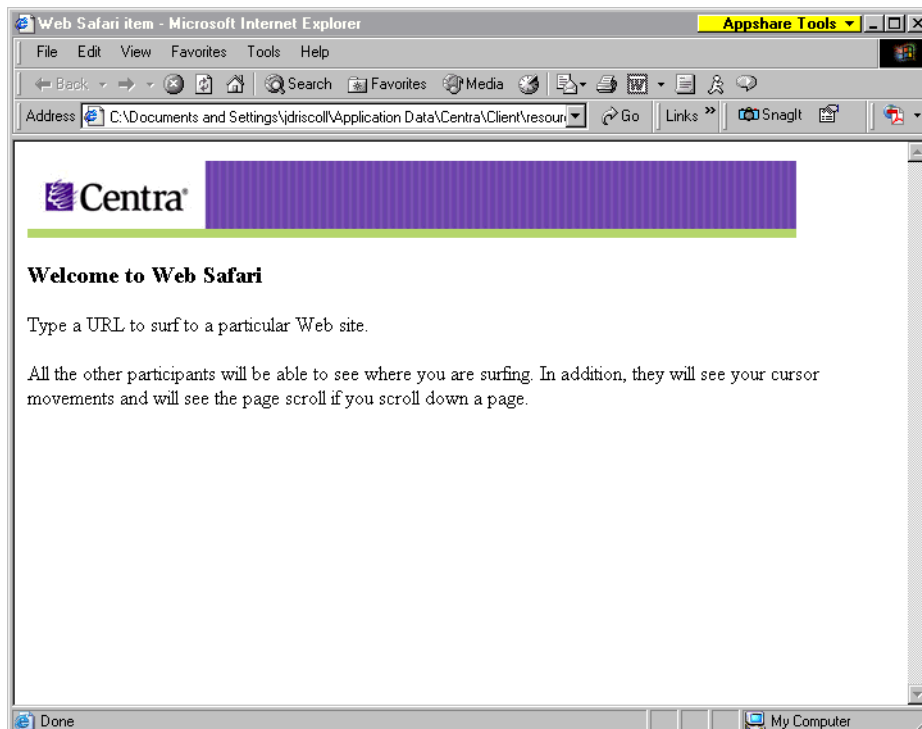


To use Web Safari:

1. Click the **Web Safari** button  on the toolbar. Or, select **Tools, Web Safari**.

**Tip:** If a Web Safari placeholder is included in the Agenda (Symposium or Conference only), click the Web Safari Agenda item. The content could be part of a .SAZ file, JIT imported information, etc.

After a few moments, a new instance of the default Web browser launches on your computer. The Web Safari Welcome page appears in the upper left corner of your screen.



Your Centra interface changes to Application Host View (to fully maximize the amount of screen area available for a Web site display). You can continue to work with the Centra interface while viewing Web sites.

2. Use the Web Safari browser to select, show, and browse Web sites.

**Tip:** When controlling the browser through Web Safari, use Lock to Talk to speak; do not use the Ctrl or F12 key.

If another window opens, a message appears to the hosting user asking if you want to share the window. Click **Yes** to share. If you click **No**, Participants will not see the new window; it will display only on your screen.

3. Use the Appshare markup tools to point to items in the window. See “Using the Appshare Tools” and “Appshare Control Options” for more information.
4. Ask a Participant with Appshare privileges to work with the Web site (Symposium and eMeeting only) or show another site. See “Appshare Control Options” and See “Allowing Participants to Interact” on page 123 for instructions.
5. Click on a different Agenda item or choose another tool to stop Web Safari.

**Note:** The Web Safari browser window remains open until you close it.





# Appendix A

## Advanced Audio Options

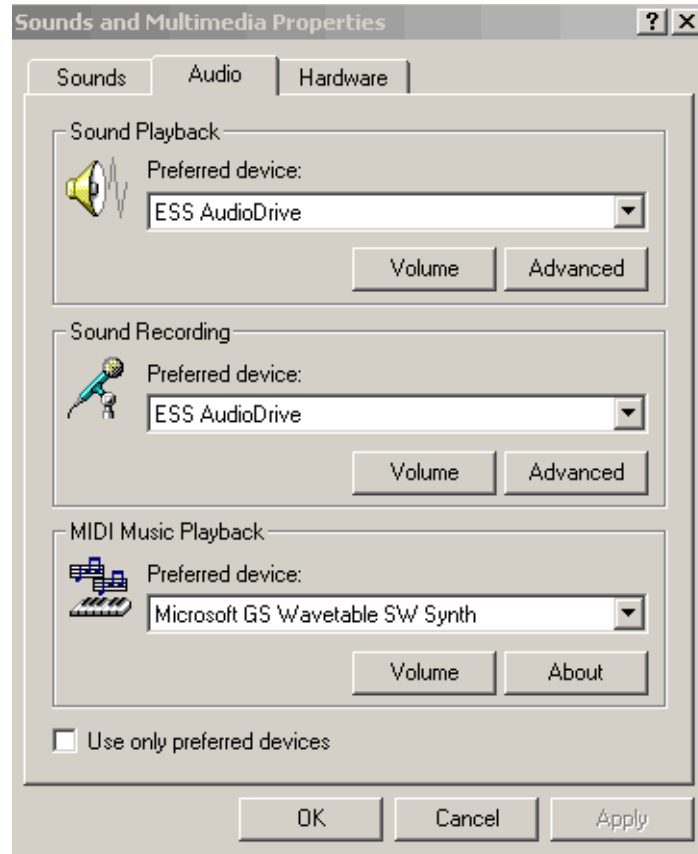
---

This appendix describes advanced audio options that can be set through the Audio Wizard.

To access the features described in this appendix, click the **Advanced** button in the Audio Wizard dialog. For information about the Audio Wizard, see “Audio Options” on page 57.

# Setting Sound and Multimedia Properties

The Sounds and Multimedia Properties dialog appears when a user clicks the Advanced button in the Audio Wizard:



**Note:** All audio properties are set on the Audio tab of the Sounds and Multimedia Properties dialog.

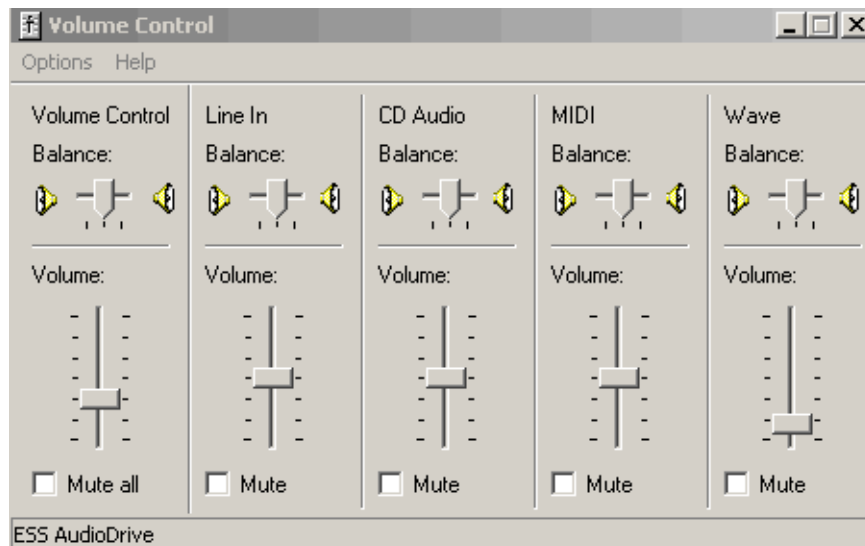
## Setting Sound Playback Properties

Use these instructions to set sound playback properties:

1. Select a preferred device for sound playback from the Preferred device drop-down list.

Audio devices are machine-specific. All standard default devices are compatible with the Centra 7 record and playback functionality.

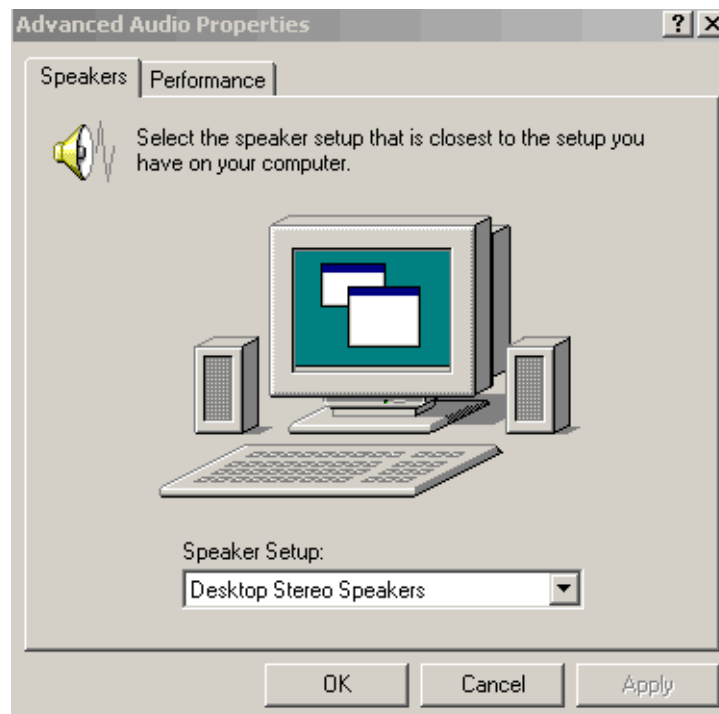
2. Click **Volume** to access the Volume Control dialog:



The Volume Control dialog specifies balance and volume values for separate audio lines, such as “Line In”, “CD Audio”, “MIDI”, and “Wave”. These values are applied to the lines before the lines are mixed.

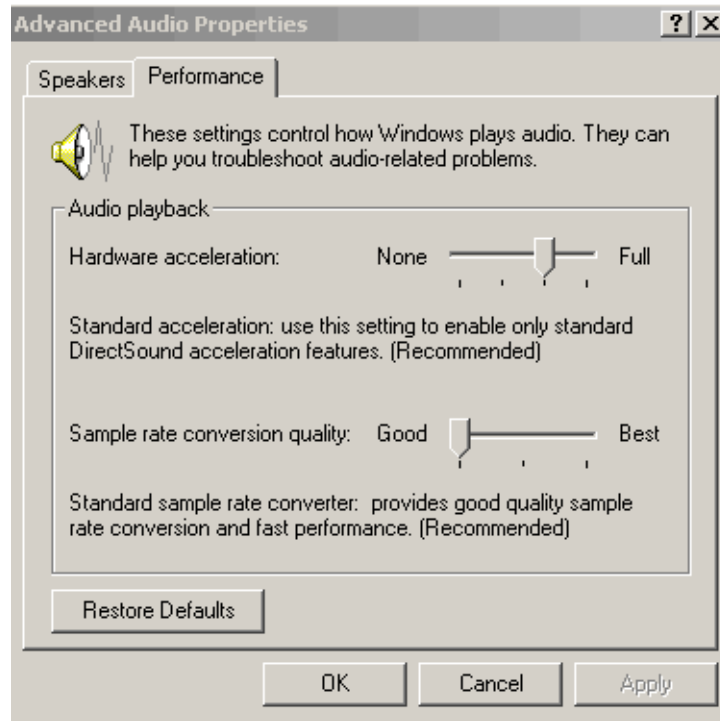
The default values in the Volume Control dialog are good for most systems.

3. Click **Advanced** to open the Advanced Audio Properties dialog:



4. On the Speakers tab, select a speaker setup from the Speaker Setup drop-down list, if a non-default setup is preferred. The list of possible speaker setups is dependent on the operating system.

5. Click the **Performance** tab:



The default values for hardware acceleration and sample rate conversion quality are good for most systems.

If the playback of embedded audio in an agenda makes excessive use of CPU, try increasing the hardware acceleration and setting the sample rate conversion quality to Best.

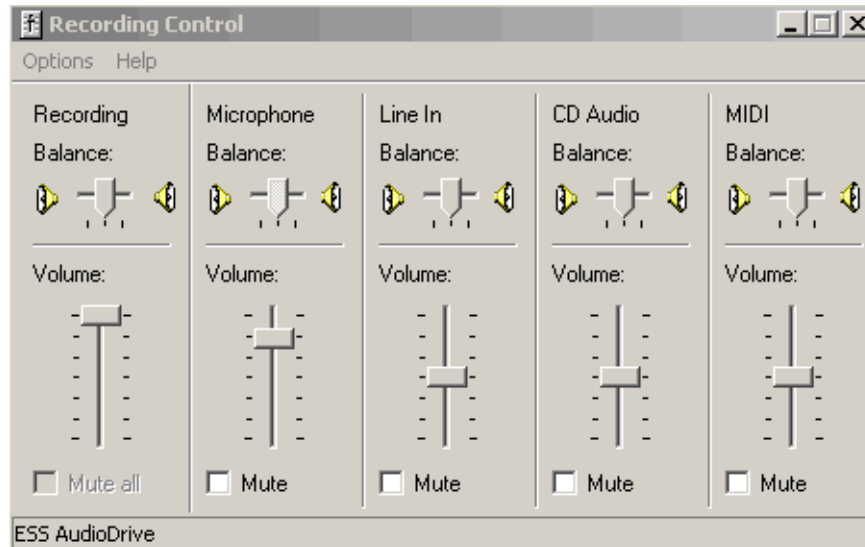
6. Click **Restore Defaults** to reset all properties on the Performance tab to their default values.

## Setting Sound Recording Properties

1. Select a preferred device for sound playback from the Preferred device drop-down list.

Audio devices are machine-specific. All standard default devices are compatible with the Centra 7 record and playback functionality.

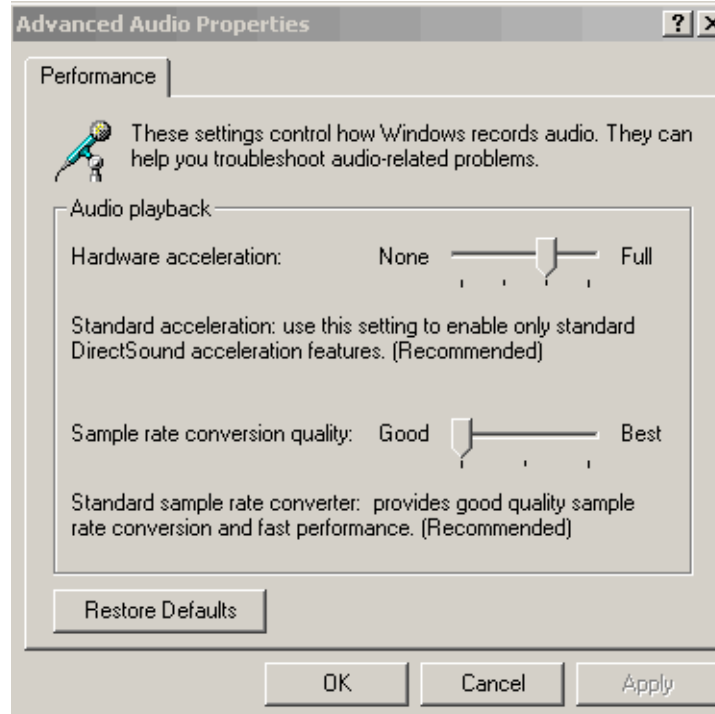
2. Click **Volume** to access the Volume Control dialog:



The Volume Control dialog specifies balance and volume values for separate audio lines, such as "Microphone", "Line In", "CD Audio", and "MIDI". The mix of volume levels is applied to recordings when they are created on disk, without regard to the volume and balance settings for playback.

The default values for balance and volume are good for most systems.

3. Click **Advanced** to open the Advanced Audio Properties dialog:



The default values for hardware acceleration and sample rate conversion quality are good for most systems.

4. Click **Restore Default** to reset all properties on the Performance tab to their default values.

## Setting MIDI Music Playback Properties

1. Select a preferred device for MIDI Music playback from the Preferred device drop-down list.

The default, "Microsoft GS Wavetable SW Synth", provides the widest playback capability for most systems.

## Using Only Preferred Devices

To limit a system to using only the preferred devices specified in the Sounds and Multimedia Properties dialog, check the **Use only preferred devices** box at the bottom of the dialog. If this box is checked and a preferred device is not available, the system will not be able to record or playback audio, depending on which device is missing.

If the **Use only preferred devices** box is not checked and a preferred device is not available, the system will attempt to record or playback audio using other devices that are present on the system.

## Appendix B Leader's Menu Bar

---

The following table summarizes the menu commands that are available to Leaders in eMeeting, Conference, and Symposium events.

Menu	Command	eMeeting	Conference	Symposium
File	Import	Yes	Yes	Yes
	Insert File to Download	Yes	No	Yes
	Insert URL	Yes	Yes	Yes
	Clear Agenda	Yes	Yes	Yes
	Print	Yes	Yes	Yes
	Exit	Yes	Yes	Yes

Menu	Command	eMeeting	Conference	Symposium
Edit	Undo	Yes	Yes	Yes
	Cut	Yes	Yes	Yes
	Copy	Yes	Yes	Yes
	Paste	Yes	Yes	Yes
	Delete	Yes	Yes	Yes
	Select All	Yes	Yes	Yes
View	Normal View	Yes	Yes	Yes
	Full Screen View	Yes	Yes	Yes
	Application Host View	Yes	Yes	Yes
	Return to Default Size	Yes	Yes	Yes
	Normal View for Others	Yes	Yes	Yes
	Full Screen View for Others	Yes	Yes	Yes
Actions	Invite by Email . . .	Yes	No	No
	Invite by IM	No	No	No
	Begin Session	No	No	Yes
	Raise Hand	Yes	Yes	Yes
	Say Yes	Yes	Yes	Yes
	Say No	Yes	Yes	Yes
	Laugh	Yes	Yes	Yes
	Applaud	Yes	Yes	Yes
	Step Out	Yes	Yes	Yes
	Lock Talk Button	Yes	Yes	Yes
	Call on Next Hand	Yes	Yes	Yes
	Give Microphone to All	Yes	Yes	Yes
	Clear Microphones	Yes	Yes	Yes
	Clear Yes/No	Yes	Yes	Yes
Clear Hands	Yes	Yes	Yes	

<b>Menu</b>	<b>Command</b>	<b>eMeeting</b>	<b>Conference</b>	<b>Symposium</b>
Tools	Agenda	Yes	Yes	Yes
	Application Share	Yes	Yes	Yes
	Whiteboard	Yes	No	Yes
	Survey	Yes	Yes	Yes
	Web Safari	Yes	Yes	Yes
	Text Chat	Yes	Yes	Yes
	Feedback	Yes	No	Yes
	Breakout Rooms . . .	No	No	Yes
	Video	Yes	Yes	Yes
	Recording	Yes	Yes	Yes
	Audio Wizard	Yes	Yes	Yes
	Conference Call Info . . .	Yes	Yes	Yes
	Host Application	Yes	Yes	Yes
	Options . . .	Yes	Yes	Yes
Help	About this event . . .	Yes	Yes	Yes
	Centra 7 Help . .	Yes	Yes	Yes
	Support Tool . . .	Yes	Yes	Yes
	About Centra 7 . . .	Yes	Yes	Yes

Other menus, such as Markup, Video, and Record, appear when the Leader selects these features.



# Index

---

## A

- Agenda 45
  - Area 37
  - Display area 37
  - Display item 38, 55
  - Insert PowerPoint Presentation 48, 51
  - Insert URL 51
  - Markup 82
  - Navigating 56
  - Previewing 46
  - Saving Markups 86
  - Viewing 38, 55
- Applause 29, 105
- Application Host View 40
- Application Sharing. See AppShare.
- AppShare 39, 117
  - Best practices 118
  - Markup 120
  - Options 121
  - Participant sharing 123, 124, 125
  - Remote host 125
  - Snapshot 120
  - Tools 119
  - Troubleshooting 121
  - Using 118
- Audio
  - Area 36
  - Concurrent speakers 58
  - Mute 26
  - Sliders 62
  - Volume 62

## B

- Breakouts 39, 107
  - Best practices 108
  - Changing roles 112
  - Chat 115
  - Considerations 108
  - Content 112
  - Creating 109
  - Ending 115
  - Moving Participants 111
  - Roles 111
  - Speaking 114
  - Starting 114
  - Visiting 115

Broadcasting Video 65

Browse Content 46

## C

- Centra Server 5
- Centra Telephony Gateway
  - changes to interface 36, 37
- Chat 38, 71
  - Best practices 79
  - Breakout rooms 115
  - Options 76
- Clap 29, 105
- Clear
  - Hands 28
  - Microphones 27
  - Yes/No Responses 27
- Closing Centra 30
- Communicating 29
- Conference 34
- Conference Call 39, 58
- Content
  - Adding 48, 51
  - Previewing 46
- Content Catalog
  - Adding Content 15
  - Removing Content 18
  - Searching 17
  - Viewing 18
- Co-Presenter 43
  - Demote 44
- CTG
  - see Centra Telephony Gateway

## D

Default Size 40

## E

- Eject Participants 28
- eMeeting 35
- Ending
  - Breakout Session 115
  - Session 30
- Enroll
  - Search 11
  - Sort 13
  - Unenrolling 14
- Evaluation 89, 95
  - Best practices 95
  - Display 96
  - Graded 95
  - No-grade 95
  - Question types 96

- Types 95
- Viewing results 98

Exiting 30

## F

- Feedback 38, 101
  - Interpreting 104
  - Requesting 101
  - Viewing results 103
- Full Duplex Audio 58
- Full Screen View 40

## G

- Grant Microphones to All 26
- Group
  - Unenroll 14

## H

- Hand
  - Lower 28
  - Raising 29
- Home Page
  - About 6
  - Accessing 5
  - Information 6
  - Links 6

## I

- Insert
  - PowerPoint presentation 48, 51
  - URL
- Interface 33, 36
  - Agenda area 37
  - Audio area 36
  - Conference 34
  - eMeeting 35
  - Leader 33
  - Media window 39
  - Network status indicator 39
  - Participant List 36
  - Presenters area 36
  - Status bar 37
  - Symposium 34
  - Title bar 36
  - Toolbar 38
  - Video panel 40
  - Views 40
- Inviting Participants,Email 41
- Inviting Participants,Instant Messenger 42

## L

- Laugh 29, 105
- Leader
  - Best practices 22
  - Interface 33
  - Role 21

- Lower Hands 28

## M

- Markup
  - AppShare 120
  - Clearing 86
  - Saving 86
  - Toolbar 83
  - Tools 81
  - Whiteboard and slides 83
  - Writing on slide 82
- Media Window 39
- Meeting
  - Creating 7
  - Modifying 14
  - Options 9
  - Removing 14
  - Scheduling 9
- Microphones
  - Clear 27
  - Grant to all 26
  - Managing 26
  - Priority by role 58
- Mute Audio 26

## N

- Network Status Indicator 39
- No
  - Clear 27
  - Saying 29
- Normal View 40

## O

- Online Help 6
- Online Resources 6

## P

- Participant List 36
  - Sorting 36, 37
- Participants
  - Communicating to 29
  - Eject 28
  - Speaking to 25
- Personal Online Meeting Room 15
- Poll 90, 91
- PowerPoint Presentation 48, 51
- Presenter. See Co-Presenter.
- Presenters Area 36
- Pre-Session Mode 24
- Private Chat
  - Best practices 79
  - Options 76
- Privileges
  - Co-Presenter 43
  - Leader 21

## Q

Questions, Evaluation 95

## R

Raising your Hand 29  
Remote Host 125  
Requirements, System 2  
Roles  
    Co-Presenter 43  
    Leader 21

## S

Saying Yes or No 29  
Search  
    Enrollment 11  
Session  
    Beginning 23, 38  
    Ending 30  
    Leading 21  
    Pre-session 24  
Sliders, Audio 62  
Slides  
    Clear 86  
    Importing 48, 51  
    Viewing 55  
    Writing on 82  
Smile 29, 105  
Sorting  
    Enrollment 13  
Sorting Participants 36, 37  
Speaking  
    Concurrent speakers 58  
    How to 25  
    Mute audio 26  
    Options 25  
    Priority 58  
Speed Scheduler 9  
Starting  
    Breakout Session 114  
    Session 23  
Status Bar 37  
Step Out 25  
Survey 39, 89, 90  
    Create 91  
    Edit 93  
Symposium 34  
System Requirements 2

## T

Technical Requirements 2  
Text Chat 38, 71  
    Best practices 79  
    Breakout rooms 115  
    Options 76

Title Bar 36

Toolbar 38

## U

Unenroll Users and Groups 14  
Uniform Resource Locator. See URL.  
URL 51  
Users  
    Unenroll 14

## V

Video  
    Broadcasting 65  
    Controls 69  
    Panel 40, 68  
    Pass control 69  
    Starting 68  
Views  
    Changing 40  
Views, Changing 41  
Volume in Session 62

## W

Web Safari 39, 129  
    Best practices 130  
    Using 130  
Whiteboard 39, 81, 82  
    Clear 86  
    Saving to Agenda 86  
    Toolbar 83

## Y

Yes  
    Clear 27  
    Saying 29