

SmileTiger eMeeting Server™ 2008 Client Guide



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1 Overview

SmileTiger eMeeting Server is a software system that provides web-based online conference functions. It features meeting scheduling, multiparty audio conferencing, multiparty video conferencing, remote PowerPoint presentation, white board, web tour, application/desktop sharing, application/desktop remote control, local file pushing, polling, question and answer, record and streaming, document management center, and instant messaging.

It is specially designed for the complex Internet/Intranet environment. All communication passes firewalls and proxies without any network configuration change. It works perfectly with both broadband connection and dialup connection.

SmileTiger eMeeting Server has a client/server architecture. The server runs cross platform and can be installed on Windows NT/2000/XP/2003/Vista, Linux, UNIX, or Mac. The client runs on Windows 2000/XP/2003/Vista and Mac OSX. End users are prompted to install the client software when they try to enter a meeting. After that, they can enter any meeting from the login webpage or email.

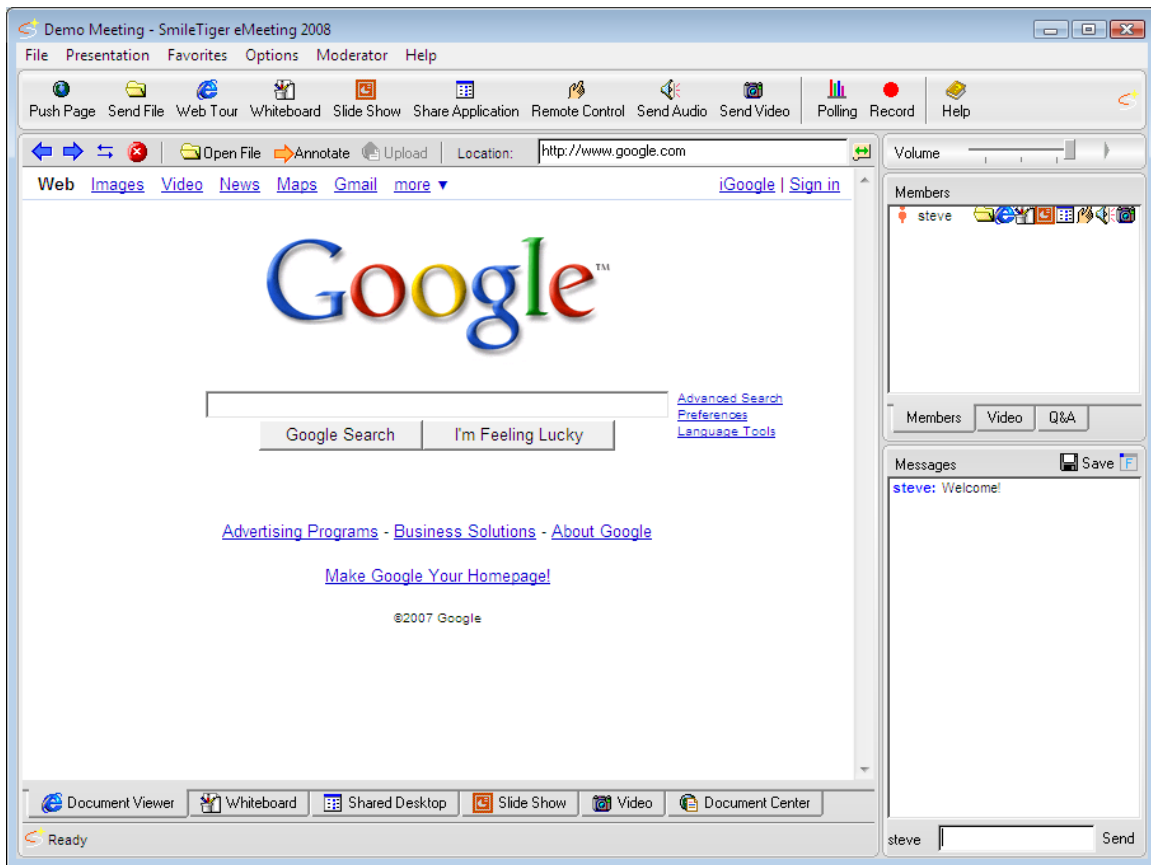



Figure 1 SmileTiger eMeeting Window

1.1 Toolbar Buttons



Figure 2 SmileTiger eMeeting Tool Bar

Button	Description
	Back to previous page/file at inline browser
	Forward to next page/file at inline browser
	Refresh the current page/file at inline browser
	Stop loading page/file to inline browser
 Push Page	Push the page/file in the inline browser to all other conference participants
 Send File	Transfer a local file to all other participants
 Slide Show	Give a remote PowerPoint presentation with all animation effects, and annotate on the slides.
 Share Application	Share one application or whole desktop screen to all other conference participants
 Remote Control	Allow desired conference participant to remote control your shared application or desktop.
 Send Audio	Click to speak
 Whiteboard	Draw on a blank page, and display it to all other participants in real time
 Web Tour	Guide and carry all participants to browse the internet in synchronization
 Send Video	Click to send live video from your web cam
 Polling	Poll the participants during a meeting.
 Record	Record the conference session.
 Help	Open a page with a list of help document

	SmileTiger eMeeting information
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1.2 Member List Icons

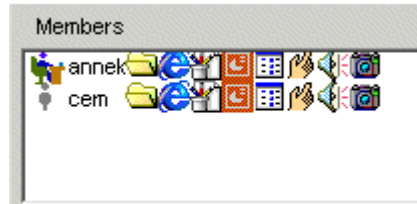













Figure 3 SmileTiger eMeeting Member List Panel

Icon	Description
	Yourself
	Other conference participant
	Moderator of the conference
	This member can push local file and web page to other participants
	This member can share his/her application and desktop screen to other participants
	This member can give his/her application or desktop screen remote control to other participants
	This member can speak
	This member can Web Tour others
	This member can draw on White Board
	This member can give PowerPoint presentation
	This member can send live demo.

1.3 Switch Tabs

There are 4 switch tabs on the bottom of the window. See *Figure 4*.

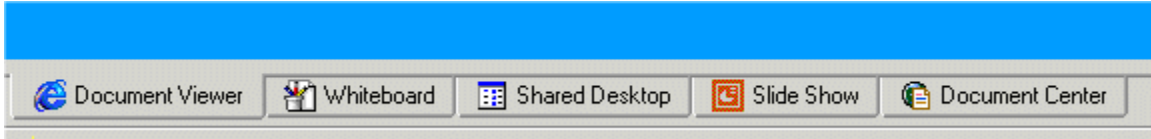


Figure 4 ST SmileTiger eMeeting Switch Tabs

The switch tabs enable you to switch between different operations and keep an eye on what's going on.

2 Video Conferencing

Video conferencing allows meeting participants to broadcast live video to others. You need Web Cam, Camcorder, Network Camera or other video capture device to send video. This software supports up to 20 persons in one conference room to send live videos simultaneously. See *Figure 5*.

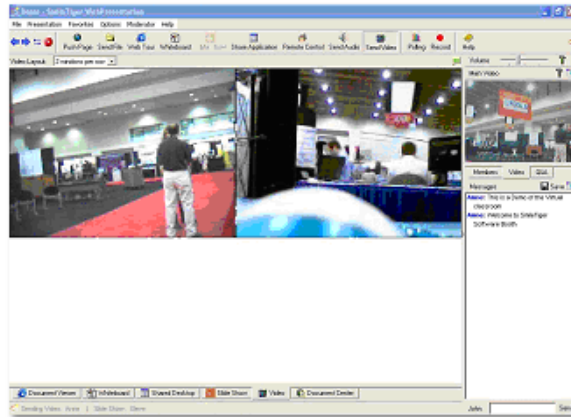


Figure 5 Video Window of SmileTiger eMeeting

2.1 Send Video



1. Click **Send Video** button on the toolbar. A dialog pops out, asking you to choose the video parameters. See *Figure 6*.

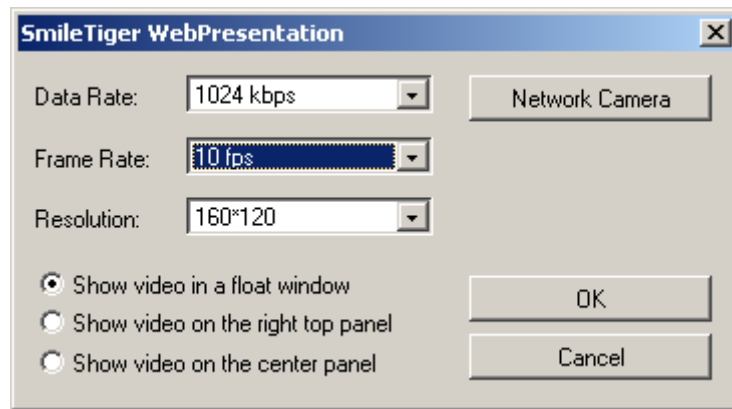


Figure 6 Video Parameter Adjust Dialog

You adjust these parameters to get the most acceptable video result and meet all participants' bandwidth situation as well.

2. Adjust the parameters on the dialog.
3. Click "OK" button. Your video displays at all participants' end. You have a preview video as well on your side.


2.2 Manage Video Window

2.2.1 Decide Video Display Location

When you adjust the parameters on the send video dialog, see *Figure 6*, you can decide where to display the video.

1. If you choose “Show video in a float window”, the video will display at a pop out window, and the default window size is exactly the video resolution size you use to send video.


This option is usually used to display the video in its real size without dragging distortion.

When displaying in this mode, you can dock back the video window to the upper right corner video panel after clicking on  button on the video window.

You can also resize the video window as you wish.

2. If you choose “Show video on right top panel”, the video will display at the upper right corner video panel.

This best fits those applications like instructor-led online training, and only the instructor’s video is needed.

When displaying in this mode, you can display the video in a separate video window by click on  button on the panel. The default size of the separate video window is the actual video resolution size when the video is sent out.

3. If you choose “Show video on the center panel”, the video will display at the left side video panel.

This best fits the video conferencing scenario that has multiple geographic locations and need the video from each site.

In this case, it still allows one person in the conference room to display his/her video at the upper right corner. For example, this person can be the chairman of the conference.

2.2.2 Adjust Video Display Size

When displaying the video on the left video panel, you can adjust video display size.

1. Go to  at the upper left corner of the “Video” panel. See *Figure 7*.



Figure 7 Video Layout

2. From the pull down menu, choose between “1 windows per row” to “8 windows per row” to adjust video display size.

Please note that this adjustment does not change the video resolution. The video resolution is decided by the sender configuration.

2.3 Stop Sending Video





Click **Send Video** button again on the toolbar.

3 Audio Chat

Audio chat allows you to speak to conference participants during a meeting.

This software automatically sets up your audio configuration. If you still have problem to speak or listen, please refer to *Appendix A*.

3.1 Start Audio Chat Using Mouse

1. Click once on  Send Audio button on the toolbar.
2. Speak to your microphone.
3. Click again on  Send Audio button on the toolbar when finish talking.

3.2 Start Audio Chat Using Keyboard

1. Click on the message input field to make sure the keyboard input focuses at the input field.
2. Press and hold the “Ctrl” key on the keyboard.
3. Speak to your microphone.
4. Release the “Ctrl” key when finishing talking.

3.3 Adjust Audio Volume

1. Slide the volume bar on upper right corner of the window to adjust the volume. See *Figure 8*.

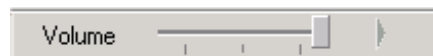



Figure 8 Volume Control Bar

3.4 Check Who Is Talking

When audio chatting, there are two places you can monitor who is speaking. One is the member-list panel, and the other is the left bottom status bar.


Member-list panel: an icon  displays in front of the speaking member's name.

Status Bar: a text message displays "Speaking: *speaking member name*".

4 White Board

White Board enables the meeting presenter to draw on a blank page. Everybody has the White Board control permission, so it is also a way for a group to work on a discussion by illustrating on the board.

4.1 Start White Board

1. Click on the  Whiteboard button on the tool bar. The white board appears in the browser window. It appears on all participants' window. See *Figure 9*.

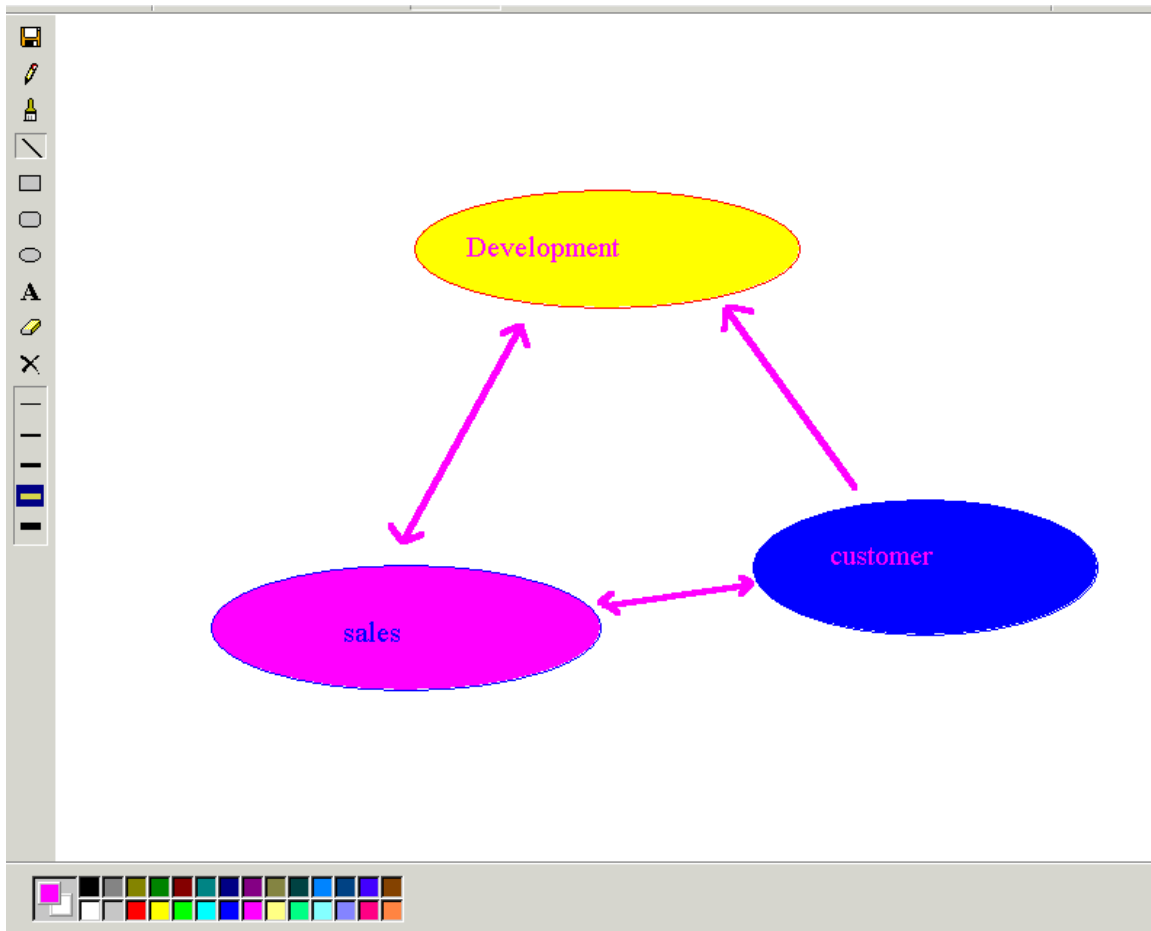


Figure 9 White Board Panel

2. Use the tool bar and color bar on the White Board to draw on the canvas. See *Figure 10* and *Figure 11* for tool bar and color bar usage.

What you draw will appear on all participants' canvas immediately.

4.2 Stop White Board



1. Click on the Whiteboard button again on the tool bar. If multiple persons work on the same drawing, you need to stop white board to allow others to work on the canvas.

4.3 White Board Tool Bar and Color Bar

1. The following figure shows each function on the tool bar. See *Figure 10*.

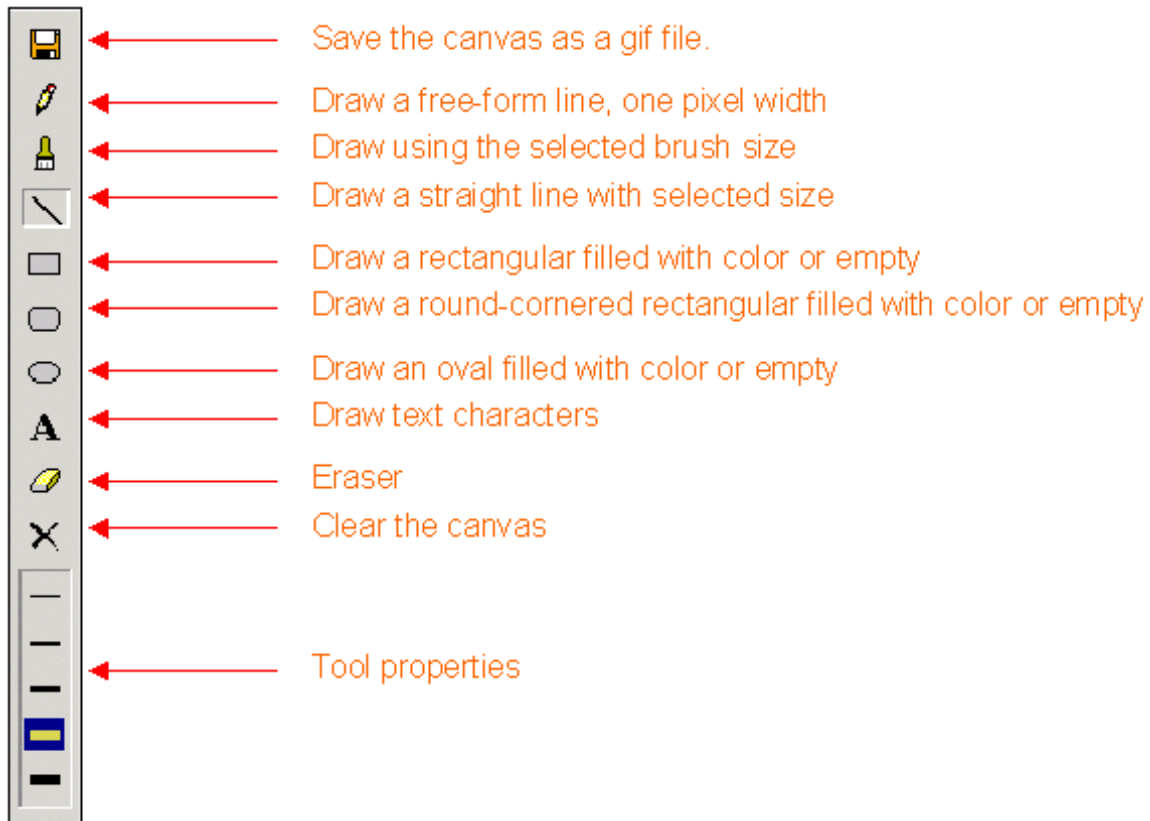


Figure 10 White Board Tool Bar Illustration

2. The following figure shows the color bar.

Right click on a color to choose it as background color. Left click on a color to choose it as foreground color. See *Figure 11*.

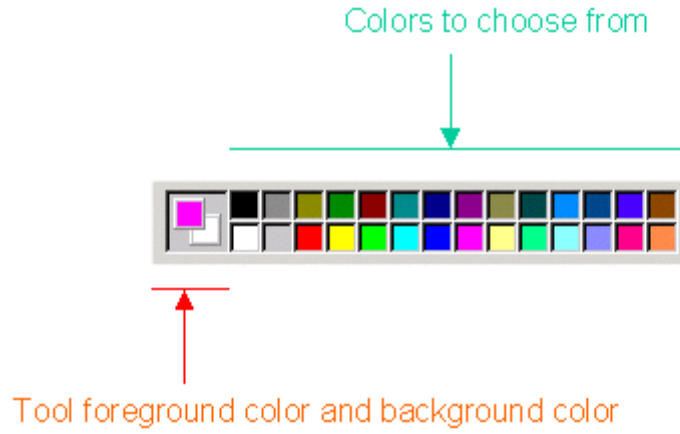


Figure 11 White Board Color Bar Illustration

5 PowerPoint Slide Show

Slide Show feature enables you to remotely give Microsoft PowerPoint presentation.

You will pilot the group through all the slides, and mark up on the slides when necessary. You just operate the presentation window in the same way that you give a normal PowerPoint presentation. Every participant will see the exact animation effect and the instant markup you do on your screen in real time.

See *Figure 12*.

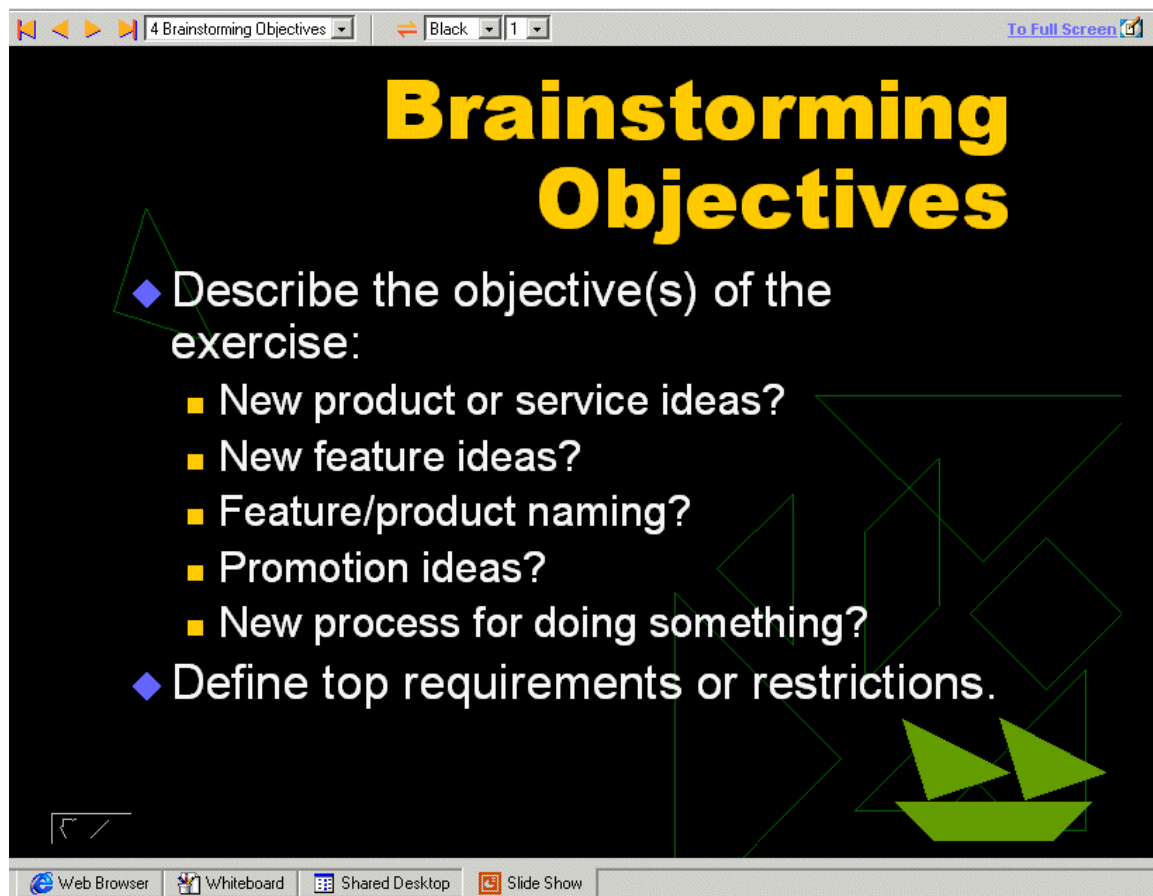



Figure 12 PowerPoint Slide Show Window

5.1 Start Presentation

1. Click on  Slide Show button on the tool bar. The Document Center panel comes to front, and a dialog pops out, asking you to choose a PowerPoint file to present. See *Figure 13*.

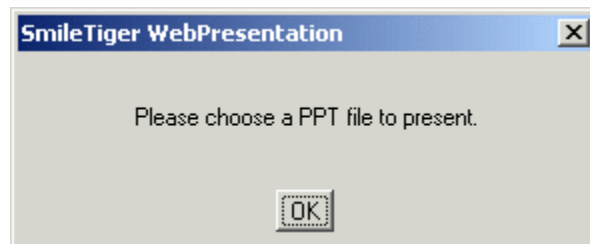



Figure 13 Choose PowerPoint File

2. Click on the PowerPoint file in the Document Center.

If this file has an icon  in front of its name, it means this file is still on the server, and you need to download it to local before giving presentation. Please refer to session 9.3.

3. Click “Slide Show” button. A dialog pops out, asking if you want to give presentation using original PPT format or an image format called PPTi. See *Figure 14*.

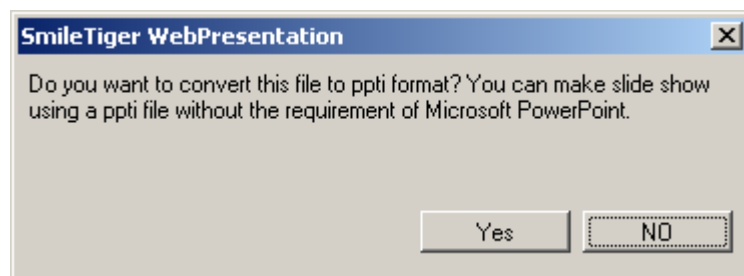


Figure 14 Which Format To Present Dialog

In the case that all conference participants have MS PowerPoint installed on their machines, you can present the file in original PPT format. In this way, all PowerPoint animations remain.

In the case that NOT all conference participants have MS PowerPoint installed, you need to convert the PowerPoint file to the image format called “ppti”.

5.2 Operate On Slides

All the operations you do on your slides keep synchronizing with all other participants' screen.

While you displaying the slide in the inline browser, you have three ways to manipulate the slides: using tool bar, using popup menu, and using keyboard.

While you displaying the slide in full-screen mode, you can use both keyboard and popup menu to manipulate it.

5.2.1 Using Tool Bar

The tool bar is pretty straightforward. See *Figure 15*.

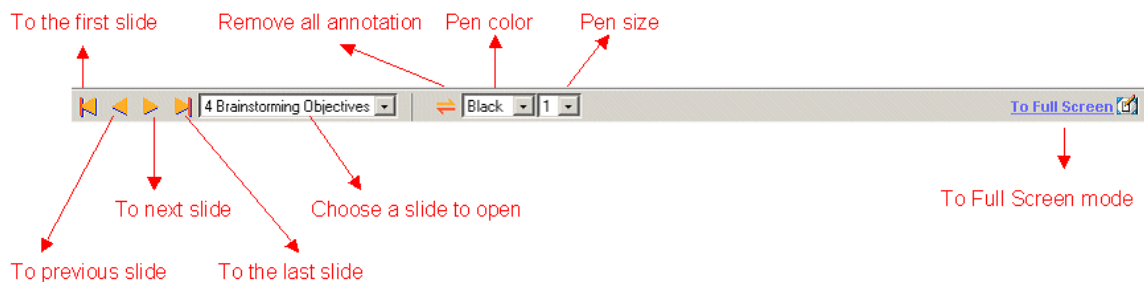


Figure 15 PowerPoint Slide Show Tool Bar

5.2.2 Using Key board

To go to the previous slide, press “**PgUp**” key.

To go to the next slide, press “**PgDn**” key.

To go to the first slide, press “**Home**” key.

To go to the last slide, press “**End**” key.

To end the slide show, press “**Esc**” key.

5.2.3 Using Popup menu

You can do all the operations by right clicking the mouse on the slide to get the PowerPoint popup menu. See *Figure 16*.

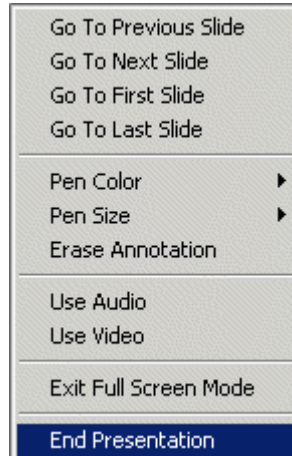


Figure 16 PowerPoint Popup Menu

5.3 Annotate On Slides

While giving presentation, you can annotate on any slide by free hand drawing on the slide. The annotation also displays at all other participants' slides in real time. See *Figure 17*.

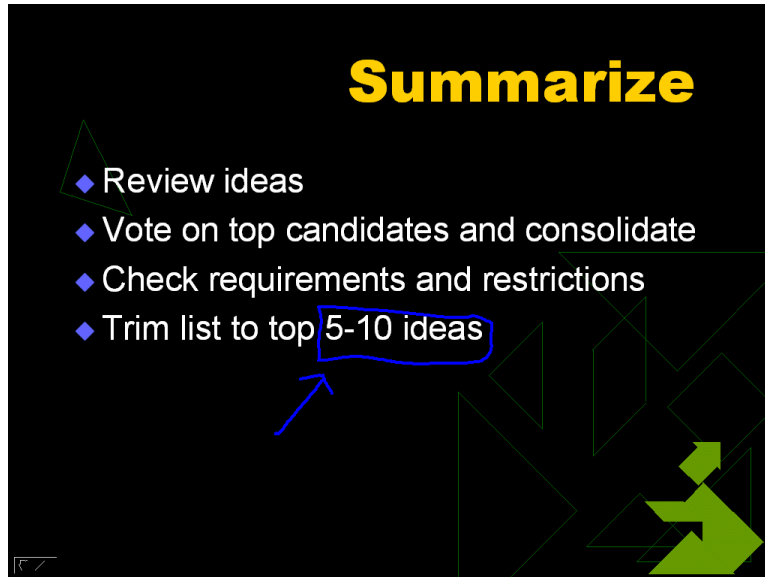


Figure 17 Annotate PowerPoint Slide

To start drawing

Left click on the slide and hold the mouse to draw.

To change pen color

Use toolbar or popup menu.

To change pen color:

Use toolbar or popup menu.

To erase annotation:

Use toolbar or popup menu.

5.4 Use Audio and Video with Slide Show

You can use audio chat and video conferencing together with PowerPoint Slides to give the multimedia presentation.

To Start/Stop Audio Chat:

Right click the mouse button to go to popup menu | Use Audio.

To Start/Stop Video Window:

Right click the mouse button to go to popup menu | Use Video.

To Adjust Video Window:

Right click the mouse button to go to popup menu | Adjust Video Window.

Then you can left click and hold the mouse button on the video window to move it. You can also drag the video window's corner and edges to resize it.

5.5 Stop Slide Show

Using Popup Menu

1. Right click the mouse on the slide. A popup menu appears. See *Figure 16*.
2. Choose “End Presentation” on that menu.

Or, Using Keyboard

Press the “Esc” key on the keyboard to stop slide show directly

6 Application Sharing

Application Sharing allows you to share an application or the whole desktop screen to all other meeting participants. Other participants can see what displays on your desktop, but lay no control on it. This enables co-working.

6.1 Start Sharing Application



1. Click on the *Share Application* button on the toolbar. A dialog pops out, asking you to choose the application to share. See *Figure 18*.

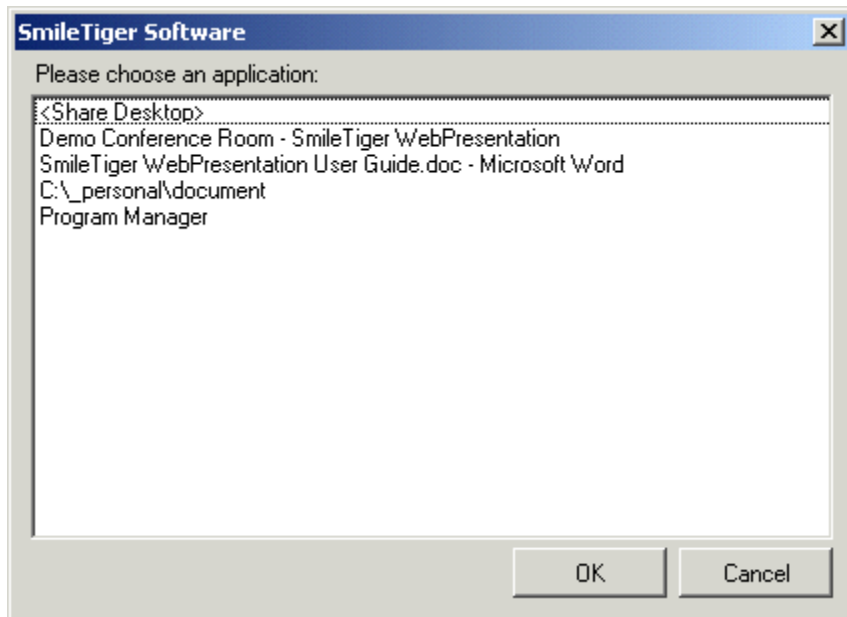


Figure 18 Choose Application To Share Dialog

2. Click on the application you want to share. If you want to share the whole desktop, click on the first line <Share Desktop>.
3. Click on "OK" button. Another dialog pops out, asking you to choose the sharing mode. See *Figure 19*.

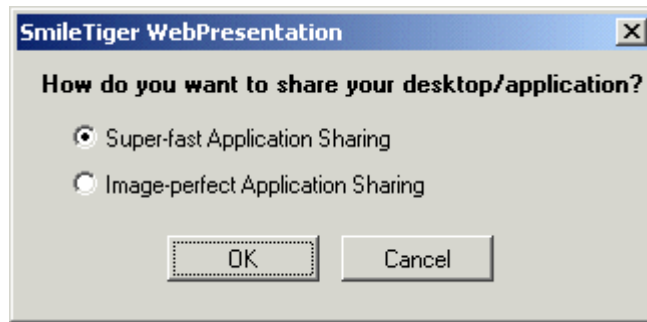


Figure 19 Choose Application Sharing Mode Dialog

4. Check the check box in front of the mode you prefer to.

“Super-fast Application Sharing” displays the shared application with higher speed and 256 color. It works perfect for sharing document and for dialup connection.

“Image-perfect Application Sharing” displays the shared application in 64K color. This mode does not cause color distortion, so it is perfect for sharing the application with pictures and for high-speed connection.

5. Click “OK” button. All other participants will see your application on their browsers. See *Figure 20*.

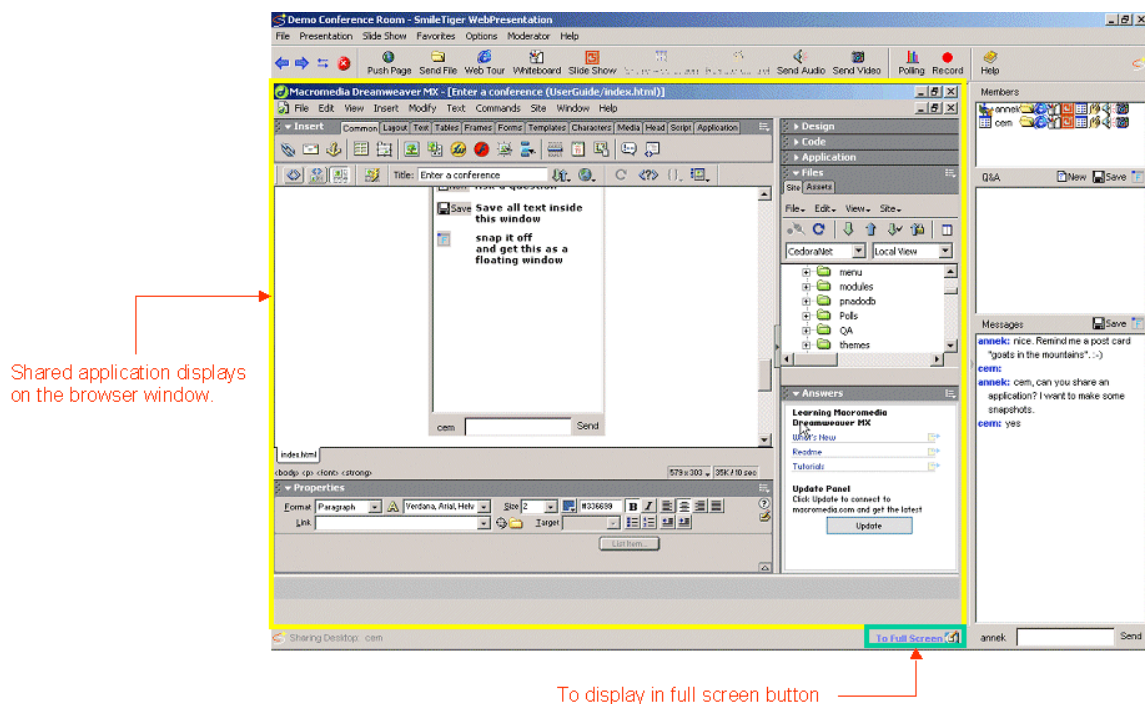


Figure 20 Shared Application Displaying Illustration

A tip: In order for other participants to see, you need to bring the shared application window up to the front of your desktop.

6.2 Display Shared Application in Full Screen Mode


1. Click **To Full Screen**  button at the lower right corner of the window. See *Figure 20*.
2. A dialog pops out, telling you to use **CTRL + Enter** key combination to return from full screen status later. See *Figure 21*.



Figure 21 To Full Screen Dialog

3. Click the "OK" button. The shared application displays in full screen mode. See *Figure 22*.

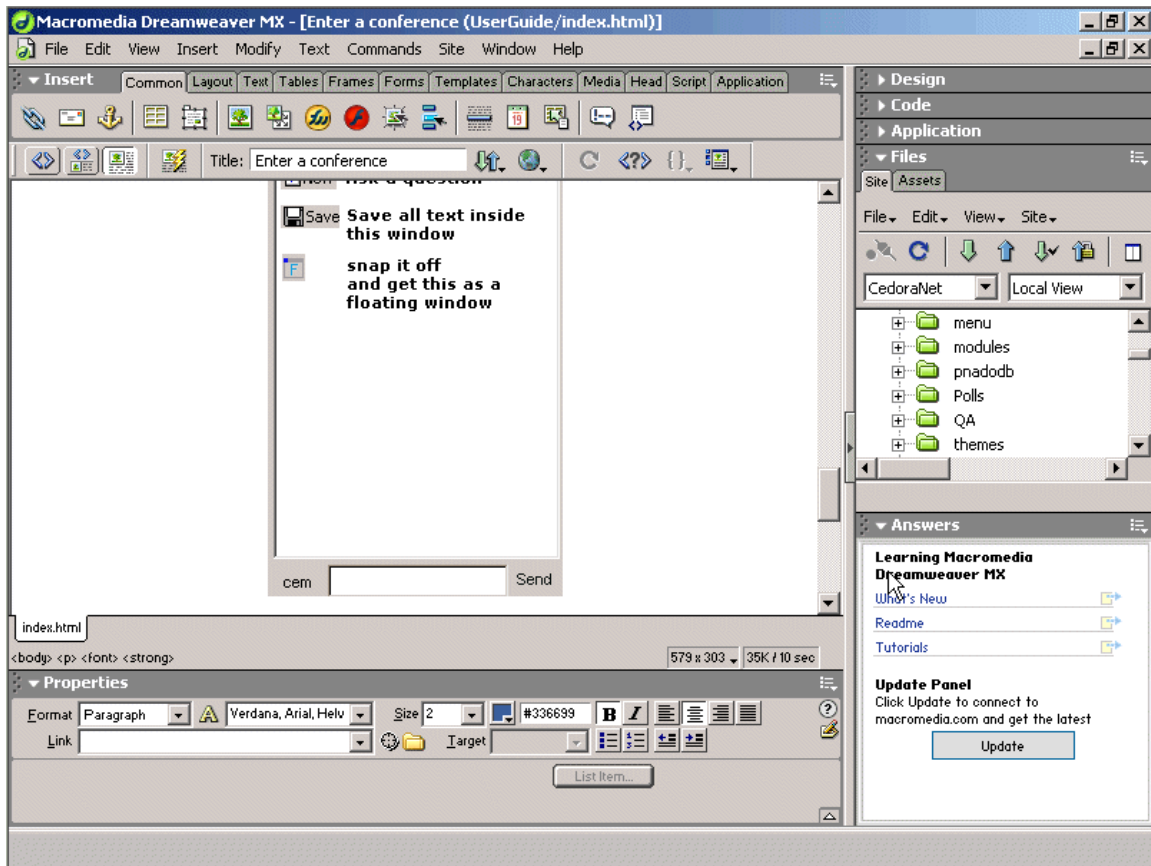


Figure 22 Display Shared Application In Full Screen Mode


6.3 Stop Sharing Application



Click the *Share Application* button on the toolbar again. Application Sharing is terminated.

6.4 Check Who Is Sharing Application

When sharing application, there are two places you can monitor the sharing status. One is the member-list panel, and the other is the left bottom status bar.


Member-list panel: an icon “” displays in front of the user who is sharing the application/desktop.

Status Bar: a text message displays “Sharing Desktop: *member name*”.

7 Application/Desktop Remote Control

Application Remote Control allows a conference participant to control your application or desktop remotely. After you give that person the privilege, he/she will be able to view your application/desktop and use his/her mouse and keyboard to control it.

7.1 Start Remote Control

1. Click the “Remote Control” button  on the toolbar. A dialog pops out, asking you to choose a person to give control to. See *Figure 23*.

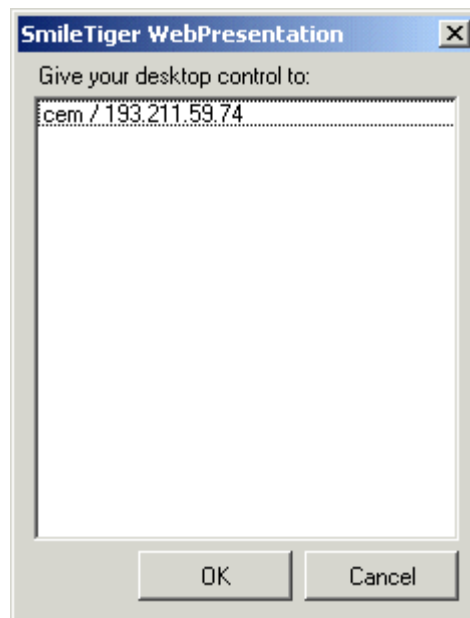


Figure 23 Choose The Controller Dialog

2. Click on the person's name on the dialog. That person's name row turns blue.
3. Click on “OK” button. Another dialog pops out, asking you to choose the application to give control to. See *Figure 24*.

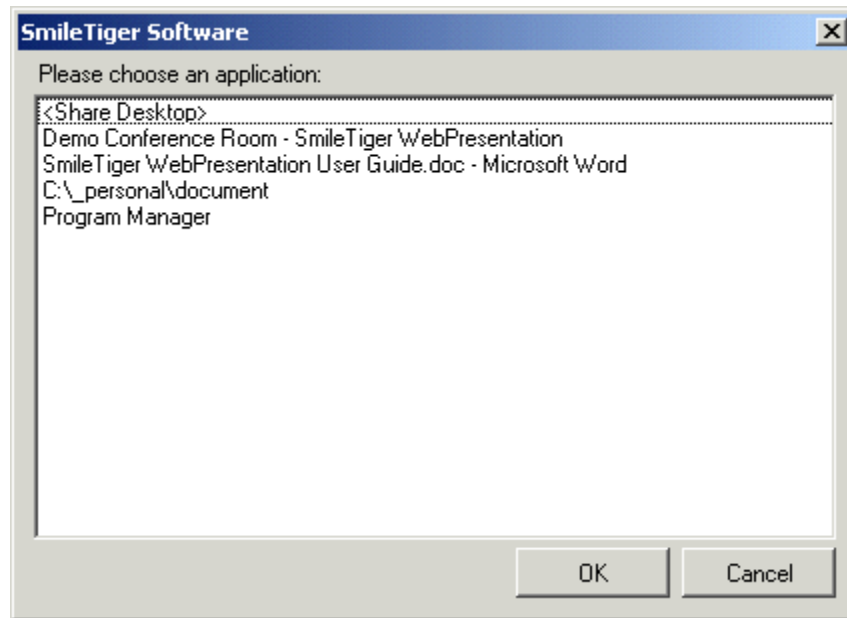


Figure 24 Choose Application Dialog

4. Click on the desired application. If you want to share the whole desktop, click on the first line <Share Desktop>.
5. Click on "OK" button. Another dialog pops out, asking you to choose the sharing mode. See *Figure 19*.

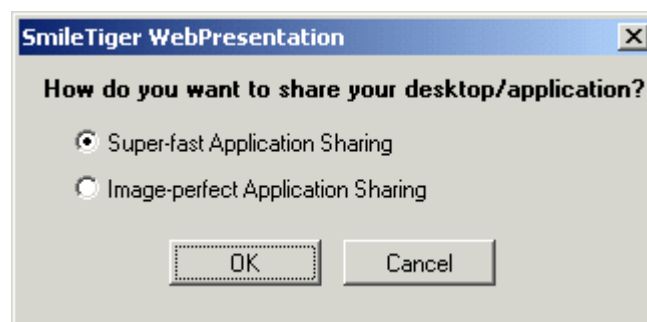


Figure 25 Choose Application Sharing Mode Dialog

6. Check the check box in front of the mode you prefer to.

"Super-fast Application Sharing" displays the shared application with higher speed and 256 color. It works perfect for sharing document and for dialup connection.

“Image-perfect Application Sharing” displays the shared application in 64K color. This mode does not cause color distortion, so it is perfect for sharing the application with pictures and for high-speed connection.

7. Click “OK” button. The remote controller can control your application now. This application displays on all other participants’ screen as well.

7.2 Stop Remote Control





1. Click the Remote Control button again on the toolbar.

This button restores to its original state. The controller person will not be able to control and view your desktop anymore.

7.3 Check Who Is Controlling Whom

When using remote control, there are two places you can monitor the status. One is the member-list panel, and the other is the left bottom status bar.


Member-list panel: an icon “” displays in front of the user who gives the control; an icon “” displays in front of the user who is in control.

Status Bar: a text displays “Sharing Application: *user name* | Remote Control: *controller’s name*”

8 Push Local File and Web Page


File Pushing allows you to push/transfer any file displaying on your inline browser to other participants.

8.1 Push Local File

1. Go to menu File | Open File. A dialog pops out, letting you choose a file from local hard disk.
2. Choose a file, then click Open button on the dialog. The chosen file displays at the SmileTiger eMeeting Inline browser
3. Click  Push Page button on the toolbar. A blue status bar appears at the bottom, displaying file transmission percentage.

After the file arrives at receiver's end, it may display at the receivers' screen automatically, or a dialog pops out asking to save this file. For example, if the receiver does not have the correct viewer, like pdf reader for arrived pdf file, the latter case will happen.

8.2 Push Web Page

1. Go to "Location" bar, and type in a web address, i.e., <http://www.yahoo.com/>. The web page displays in the inline browser.
2. Click  Push Page button on the toolbar.

A dialog pops out on all other participants' screen, showing them the web address and asking if they would like to open the received web page.

If they click "Open" button, the received web page displays on their inline browser.

9 Document Center

Document Center is the virtual space in the server that stores the files conference moderators upload and would like all participants to share.

All participants have the right to open the files on the Document Viewer panel, or download them to their local machines.

Moderators have the privilege to upload the files to and delete the files from the server. Moderators also have the right to give a normal user the upload privilege.

See *Figure 26*.

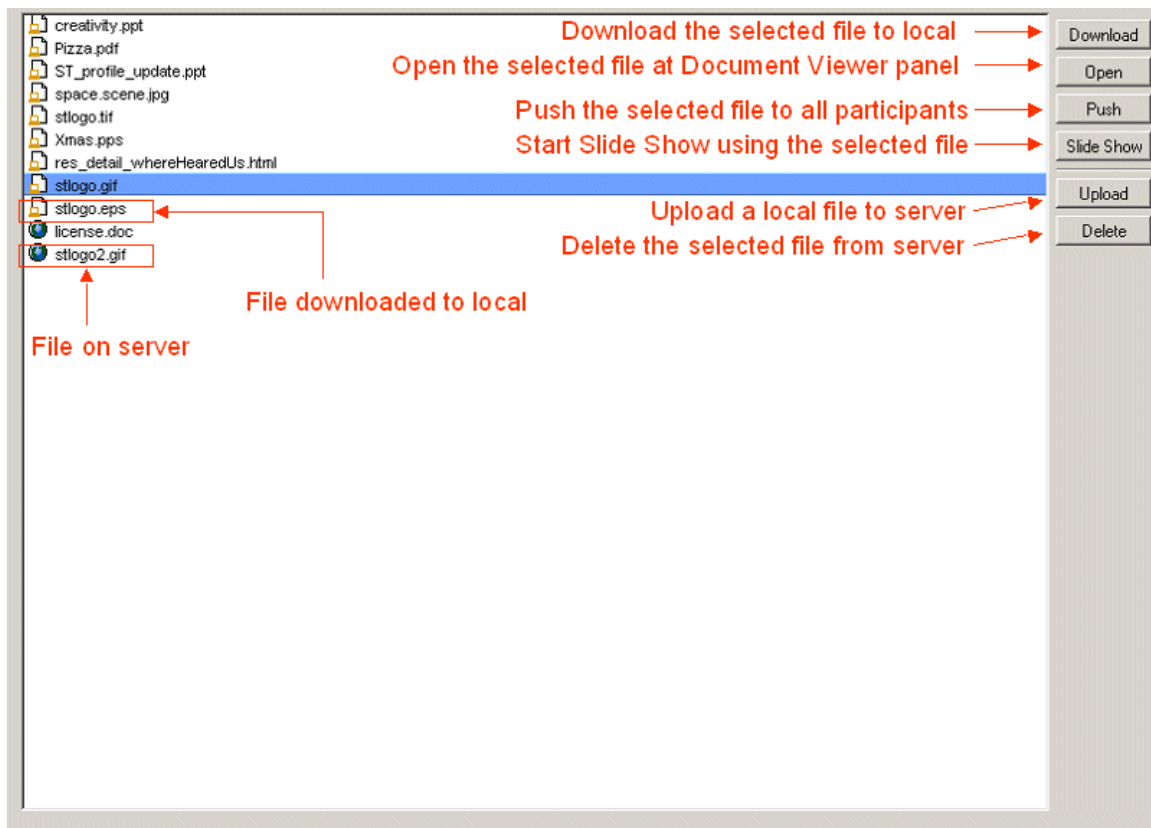


Figure 26 Document Center Panel

9.1 Upload A File To Server

Only the moderators or the users given the upload privilege by the moderator have right to upload files. If you have the right, the “Upload” button shows active. Otherwise, it is grayed out.

You can upload any file, but the default storage size for one conference is 1M bytes.

1. Click the “Upload” button. A dialog pops out, asking you to choose a file. See *Figure 27*.

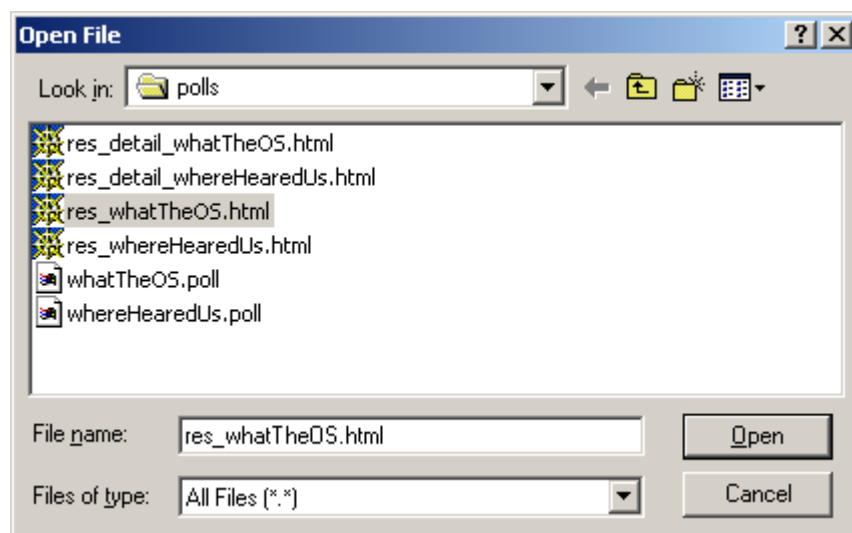


Figure 27 Choose File Dialog

2. Choose a file at the dialog.
3. Click “Open” button on the dialog. The upload begins.

As soon as the file is uploaded to the server, it is added to the file list displaying on Document Center panel.



9.2 Delete A File From Server

Only the moderators have the privilege to delete a file from server.



1. Click on the file name. The file row turns blue.
2. Click “Delete” button. A dialog pops out, asking you to confirm this operation.
3. If you decide to continue, click “OK” button. Otherwise, click “Cancel” button.

9.3 Download A Shared File From Server

Any conference participants can download the shared files from the server.

If the icon in front of a file name is , it means this file is still on the server, and you can download it. If the icon is , it means this file is already in your local machine.

1. Click on the file name. The file row turns blue.
2. Click on “Download” button. The download begins.

After the file is downloaded to the local machine, the icon in front of the file name turns from  to .

9.4 Open A Shared File

You can display the shared file at Document Viewer Panel.

1. Click on the file name. The file row turns blue.
2. Click on “Open” button. You are automatically switched to Document Viewer panel, and the file displays there.

For those file the Document Viewer can not display, i.e. *.exe file, a dialog pops out, asking you to open it in another application or save it.

If the file you choose to open is still on the server, it will be downloaded to your local machine first.

9.5 Push A Shared File To All Participants

If you need all participants to look at one specific file, you push it to them.

1. Click on the file name. The file row turns blue.
2. Click on “Push” button. All participants’ screens are automatically switched to Document Viewer panel, and the file displays there.

For the file the Document Viewer can not display, i.e. *.exe file, a dialog pops out, asking the participants to open it in another application or save it.

9.6 Present A Shared PowerPoint File

You can directly present a share PowerPoint file to the all participants.

1. Click on a PowerPoint file name. The file row turns blue.
2. Click on “Slide Show” button. The slide show function starts automatically. And you are switched to the “Slide Show” panel

10 Send Local File

Send File feature enables you to transfer any local file to all other participants in real time.



1. Click **Send File** button on the tool bar. A dialog pops out, asking you to choose a file name to open.
2. Choose a file, then click **Open** button on the dialog. A blue status bar appears at the bottom, displaying file transmission percentage.

After the file arrives at receiver's end, it may display at the receivers' screen automatically, or a dialog pops out asking to save this file. See *Figure 28*.

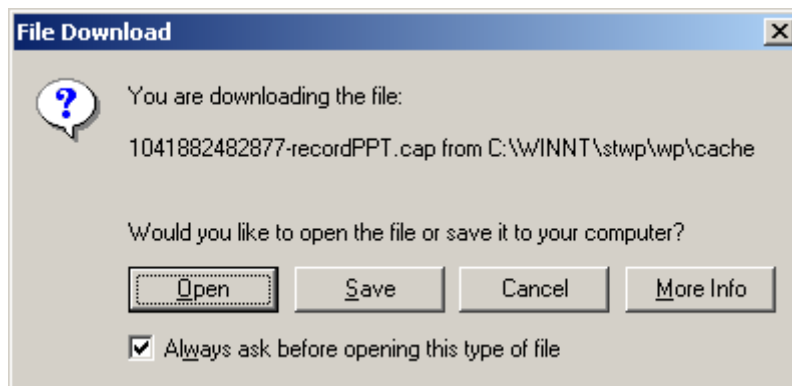


Figure 28 File Download Dialog

For example, if the receiver does not have the correct viewer, like pdf reader for arrived pdf file, the latter case will happen.

11 Web Tour

Web Tour allows you to lead other participants to surf the web. All other participants' inline browser keeps displaying the same web page you display at your end.


It is a convenient tool for training course.

11.1 Start Web Tour:

1. Click  Web Tour button on the toolbar.

From now on, whatever you surf at your inline browser displays on all other participants' the inline browser.

11.2 Stop Web Tour:

1. Click  Web Tour button again on the toolbar.

12 Favorites

SmileTiger eMeeting Favorites imports IE Favorites directly, so that you get quick access to your mostly visited web pages and local files.

The Favorites automatically gets get IE Favorites from network disk if your Windows Favorites is set so.

It is a convenient way to organize meeting agenda.

12.1 Add to Favaite

There are several ways to add to Favorites:

Option 1: At SmileTiger eMeeting inline browser, right click the mouse, then choose the “**Add to Favorites...**” menu item.

Option 2: Add to favorite at IE browser when browsing the web.

Option 3: Add to favorite at Windows File Explorer when browsing the local files.

12.2 Open Favorites

Go to menu Favorites.

13 Text Chat

You can do both public chat and private chat.

13.1 Public Chat:

1. Type message on the message input panel. See *Figure 29*.

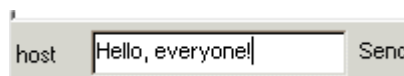


Figure 29 SmileTiger eMeeting Message Input Panel

2. Click "Send" button on the panel, or press "Enter" key on the keyboard. This message displays on all participants' message panel. See *Figure 30*.

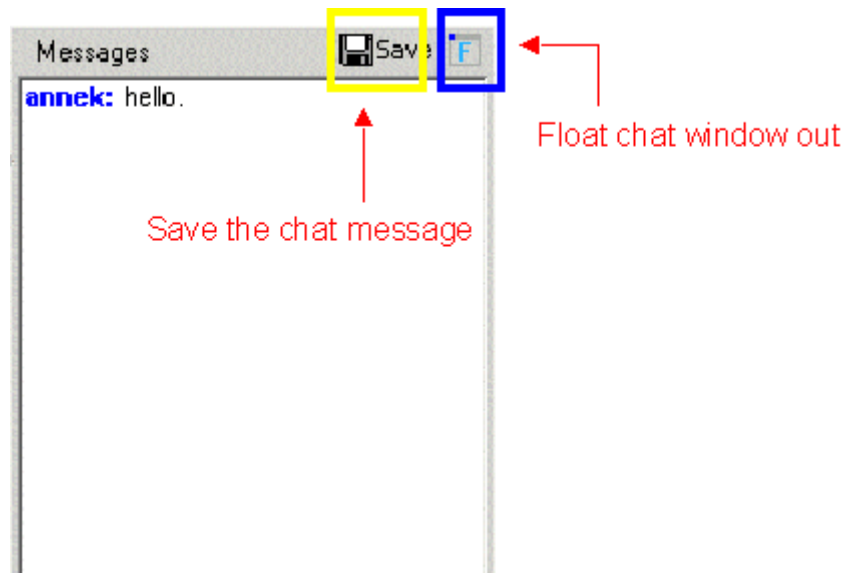



Figure 30 SmileTiger eMeeting Message Panel

13.2 Save Public Chat Message

Click  Save button on Message Panel. See *Figure 30*.

13.3 Copy One Line At Message Panel

Right click on that message line, and then click on “Copy” menu item on the popup menu.

13.4 Float Message Panel

If you want to have a bigger and resizable message panel, or want to keep the message panel “Always on Top”, you need to float out the Message Panel as a separate window.

13.4.1 Float Out Message Panel

Click  button on Message Panel. See *Figure 30*.

13.4.2 Restore Floated Message Panel Back

You have two options to restore the Message Panel.

Option 1: Close the float window.

Option 2: Click on the  button on the float window.

13.5 Clear Message Panel

Only moderator has the permission to clear message panel. Please refer to 18.3.

13.6 Private Chat:

1. Click on a user's name on the member list frame. A private chat window pops out. See *Figure 31*.

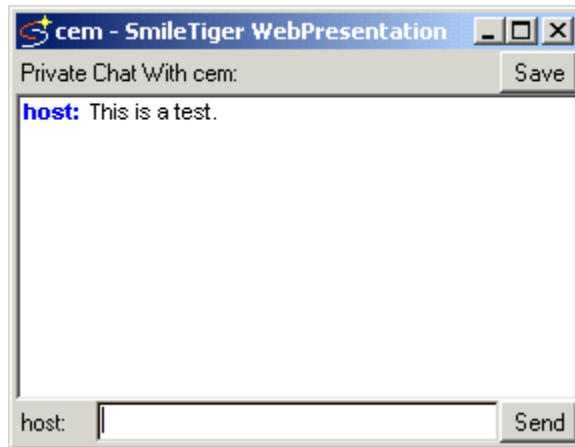


Figure 31 SmileTiger WebPresentatoin Private Chat Window

2. Type message on the message input panel, then click "Send" button on the panel, or press "Enter" key on the keyboard. A private chat window pops out.

13.7 Save Private Chat Message

1. Click "Save" button at the top right corner of private chat window. See *Figure 31*. A dialog pops out, asking you to choose a file name to save.
2. Go to a desired directory on the dialog.
3. Choose a file name, then click the Save button on the dialog.

14 Question & Answer (Q&A)

Question & Answer enables every meeting participant to put his/her questions clearly in the attention and get it answered. See *Figure 32*.

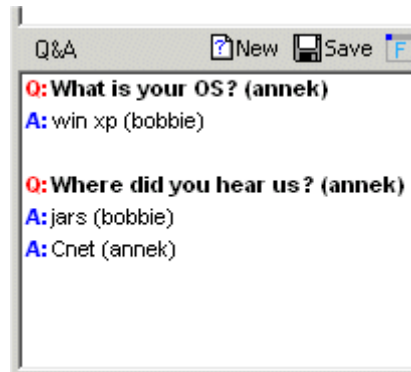



Figure 32 Q&A Panel

14.1 Publish A Question

1. Click the  New button in the Q&A panel. A dialog pops out, asking you to input a question. See *Figure 33*.

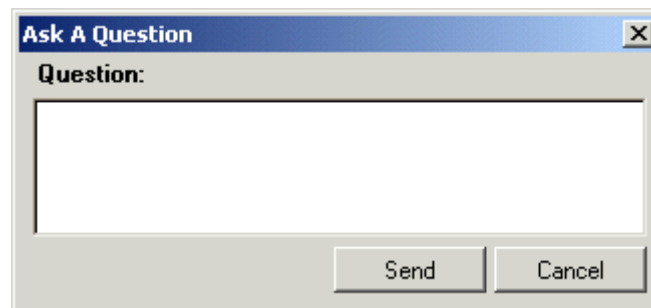


Figure 33 Question Dialog

2. Type your question in the dialog.
3. Click "Send" button. This question is published in the Q&A panel.

14.2 Answer A Question

1. Click the left mouse button on the interested question. A dialog pops out, displaying the question and asking you to input the answer. See *Figure 34*.

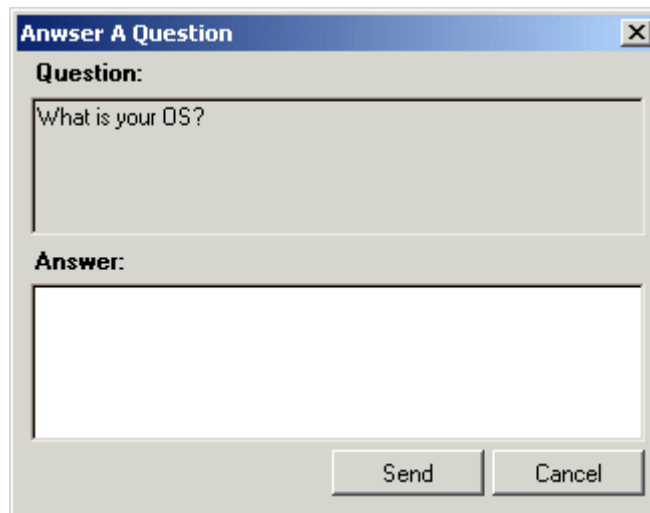


Figure 34 Answer Question Dialog

2. Type the answer in the dialog.
3. Click “Send” button. Your answer is published in the Q&A panel.

There could be multiple answers to one question.

14.3 Save Q&A

Click  Save button on Q&A Panel. See Figure 32.

14.4 Copy One Line At Q&A Panel

Right click on that line, then click on “copy” menu item on the popup menu.

14.5 Clear Q&A Panel

Only moderator has the permission to clear the Q&A panel. Refer to 18.4.

14.6 Float Q&A Panel

If you want to have a bigger and resizable Q&A panel, or want to keep this panel “Always on Top”, you need to float out the Q&A Panel as a separate window.

14.6.1 Float Out Q&A Panel

Click  button on Q&A Panel. See *Figure 32*.

14.6.2 Restore Floated Q&A Panel Back


You have two options to restore the Q&A Panel.

Option 1: Close the float window.

Option 2: Click on the  button on the float window.

15 Synchronize All Conference Participants

When there are many operations going on simultaneously in one conference room, the participants may be looking at different panels at one moment. For example, some people may be looking at Whiteboard while the others are looking at ongoing Slide Show.

If you need all participants to look at the same panel that you are looking at, click on the  button at the upper middle location of the main window.

16 Keep Application Window Always On Top

This feature enables any application window to always display on the top of other windows. This makes it easy to present and text chat at the same time.

A useful scenario is to keep the private chat window always on top during the application sharing.

16.1 Start “Always on Top”

1. Go to menu Options | Enable Always on Top Context Menu
2. Go to Windows task bar on the bottom of your desktop.
3. Choose the desired application on the task bar, and right click the mouse button. A popup menu appears. See *Figure 35*.

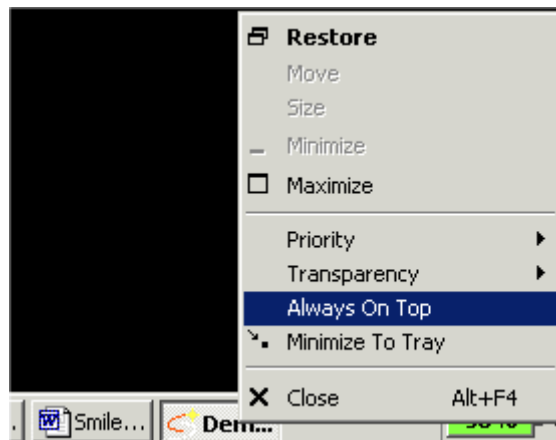


Figure 35 Windows Task Bar Popup Menu

4. Select “Always on Top” on the popup menu. This application window will always display on top of any other application windows.

16.2 Stop “Always on Top”

1. Go to Windows task bar on the bottom of your desktop.
2. Choose the desired application on the task bar, then right click the mouse button. A popup menu appears. See *Figure 35*.
3. Select “Always on Top” again on the popup menu.

17 Raise Hand (Online Training Mode Only)

This feature only exists in Online Training Mode. In Online Training Mode, when user first joins the conference, he/she has no other capabilities other than text chat.

There are two ways to get more capabilities. One is to authenticate as a moderator. A moderator default has all the capabilities.

The other way is to ask moderator to grant capabilities. To do this, you need this "Raise Hand" feature.

In the following two figures, *Figure 36* and *Figure 37*, see the interface difference for moderator Chris and student Yan.

Moderator Chris has a list of all the capability buttons active on the toolbar. And a list of all capability icons displays after his name at Member List Panel.

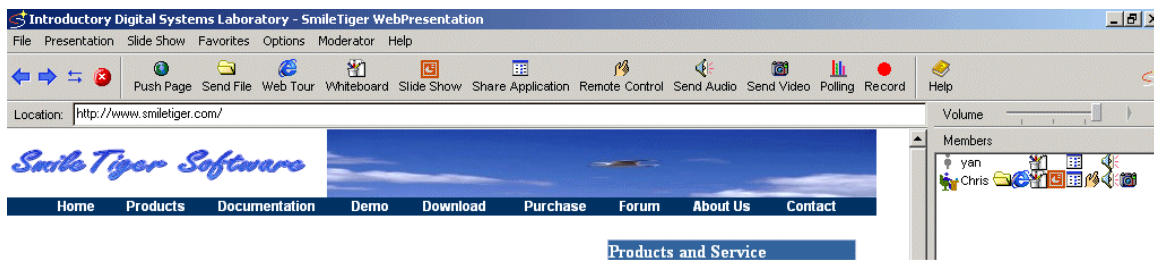


Figure 36 Moderator Chris's Interface

Student Yan only has three capability buttons on her tool bar. A list of three capability icons displays after her name at Member List Panel.

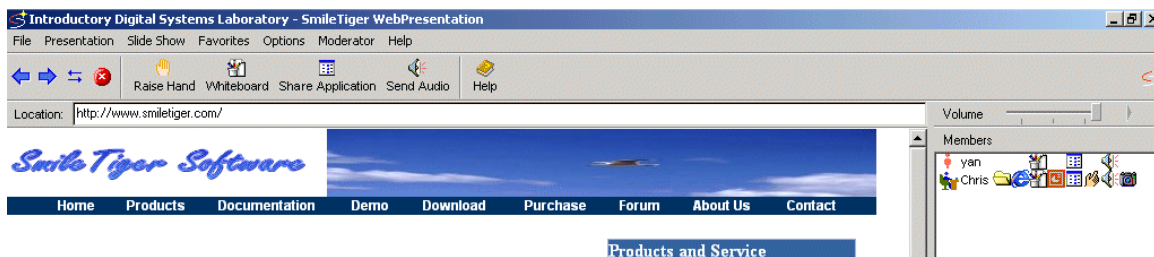



Figure 37 Student Yan's Interface

17.1 Student Raises Hand

1. Click on the  button on the tool bar. A message appears on Public Chat Message Panel, displaying your name with “RAISE HAND” message follows.

So the moderator knows you would like to add some capability.

2. Specify the capability you need by typing message in the public chat room. For example, audio, whiteboard....

17.2 Moderator Grants/Removes Students' Capability

1. At Member List Panel, right click on the student's name. A menu pops out. See *Figure 38*.

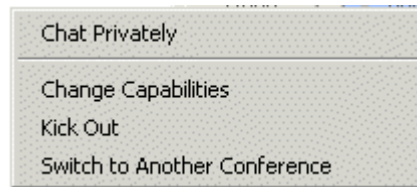


Figure 38 Member List Popup Menu

2. Choose "Change Capabilities" menu item. A dialog pops out. See *Figure 39*.

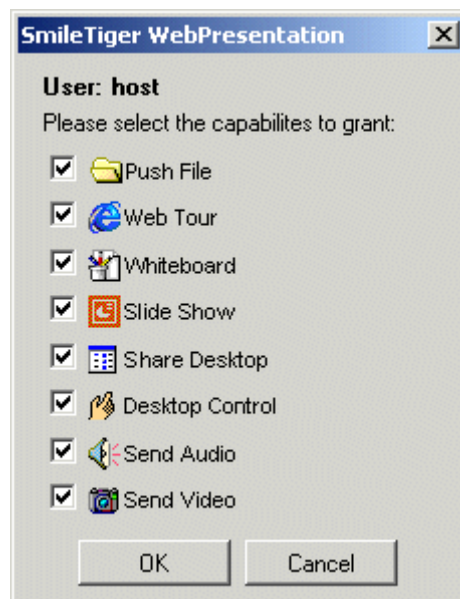


Figure 39 Grant/remove User Capability Dialog

3. Check/uncheck the check boxes to grant/remove this capability.

A checked check box in front the capability means the user is granted this capability.

4. Click "OK" button on the dialog.

18 Moderator

Moderator is the super user in a conference. He/she has the authority to manage other participants, grant/remove certain features to/from other users on the fly. He/she is also responsible for adjusting conference performance parameter based on participants' Internet connection.

The next figure shows the Moderator menu with all the moderator functions. See *Figure 40*.

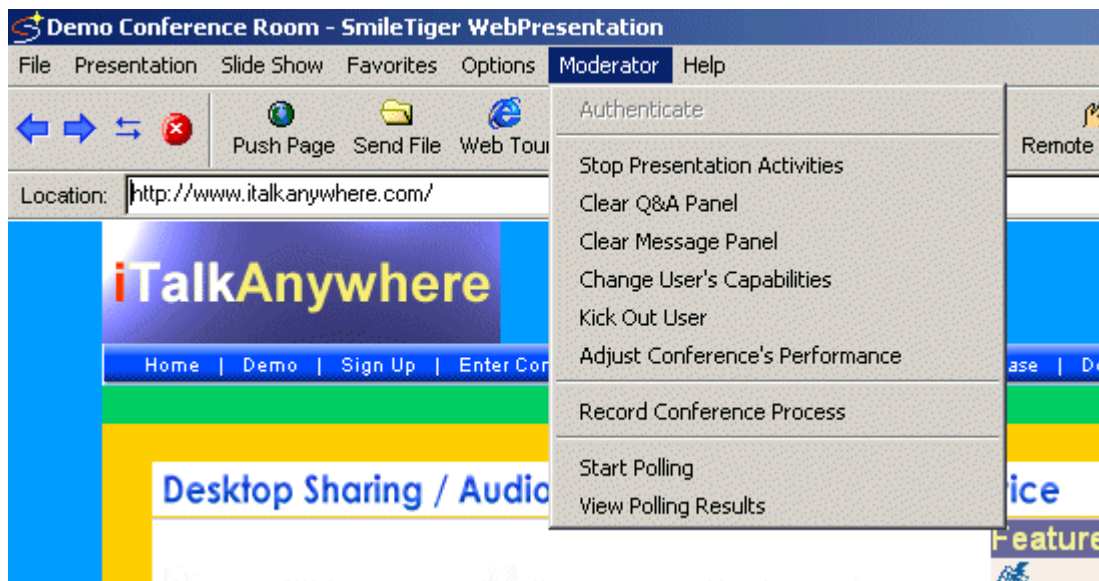


Figure 40 SmileTiger eMeeting Moderator Menu

18.1 Become A Moderator:

1. Go to menu Moderator | Authenticate. A dialog pops out. See *Figure 41*.

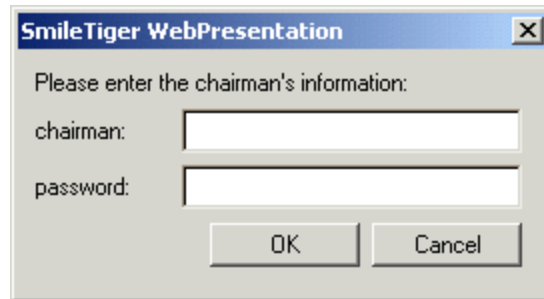


Figure 41 Moderator Authentication Window

2. Type in chairman name and password on the dialog.
3. Click "OK" button on the dialog. A dialog pops out, confirming you are a moderator. See *Figure 42*.

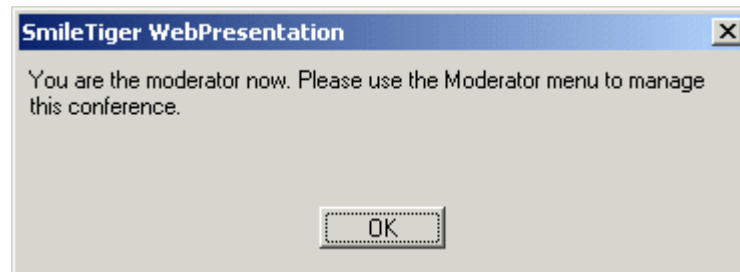


Figure 42 Moderator Authentication Confirmation Dialog

After a member becomes the moderator, an icon "👤" appears in front of this member's name at the member list panel.

18.2 Kick Out A User

To kick out a user from the conference:

1. Right click on the user's name at Member List Panel. A menu appears. See *Figure 43*.

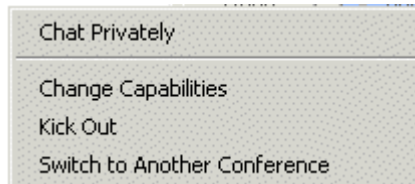


Figure 43 Member List Popup Menu

2. Choose "Kick Out" menu item. The user is kicked out from the conference.

18.3 Clear Message Panel

Clear all the messages in the current public text chat panel.

1. Go to menu Moderator | Clear Message Panel. All the users' message panel is cleared.

18.4 Clear Q&A Panel

Clear all the questions and answers in the Q&A panel.

1. Go to menu Moderator | Clear Q&A Panel. All the questions and answers are cleared.

18.5 Stop Presentation Activities

Most operations, i.e. Application Sharing, allow only one person to control at a given moment. In order for other person to operate, the controlling person needs to stop the operation from his/her side.

Un-welcomed operations could happen when someone does not give the operation permission to others when he/she should, or someone left the conference room in an abnormal case and could not stop his/her operation before exiting.

This Reset Operation feature enables the moderator to terminate the un-welcomed operations.

To Reset Operation

1. Go to menu Moderator | Stop Presentation Activities. A dialog pops out, displaying all the available presentations. See *Figure 44*.

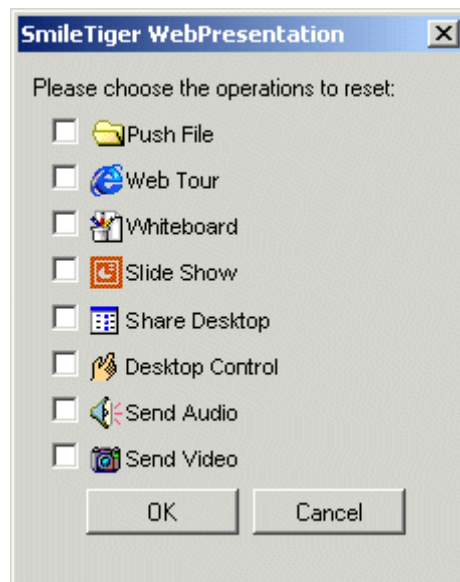


Figure 44 Reset Operation Dialog

2. Check the check box in front of the desired operation.
3. Click "OK" button. The chosen operation is terminated.

18.6 Change User's Capabilities

18.6.1 Grant or remove a user's capability

1. Right click on the user's name at Member List Panel. A menu appears. See *Figure 43*.

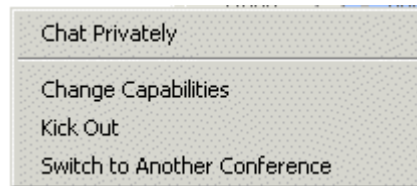


Figure 45 Member List Popup Menu

2. Choose "Change Capabilities" menu item. A dialog pops out with a list of possible capabilities for this user. See *Figure 46*.

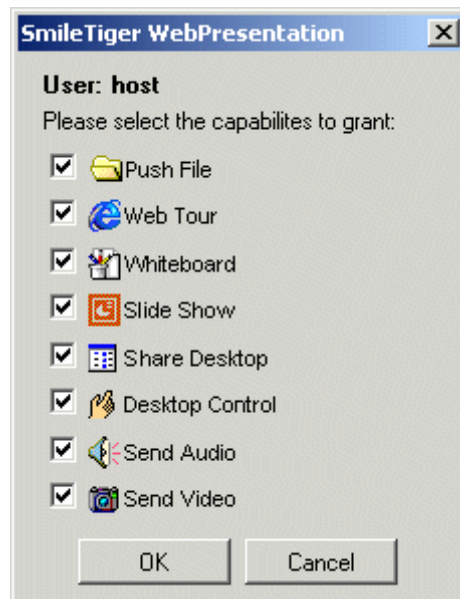


Figure 46 Edit User Capability Window

3. Check/uncheck the check boxes to grant/remove this capability. A checked checkbox in front the capability means the user is granted this capability.
4. Click "OK" button on the dialog.

18.7 View A User's Capabilities

A user's capabilities can be monitored at the member list panel. Their capabilities are displayed as icons following his/her name. See *Figure 47*.

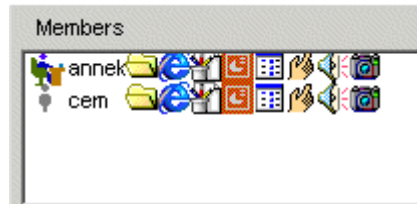


Figure 47 Member List Panel

18.8 Adjust Conference's Performance Parameters

A conference's performance, such as sharing speed and audio delay, can be managed by moderator. It is important to adjust the parameters based on all users' Internet connection. The default settings assume every participant uses broadband connection.

If one or more users in a conference use dial up connection, moderator should slow down the speed to make it work well for every dial up user. For intranet LAN, moderator may want to use higher speed than the default one.

To Adjust Conference Performance

1. Go to menu Moderator | Adjust Conference's Performance. A dialog pops out with three adjustable bars: Audio Buffer, Desktop Sharing Speed, and Local File Pushing Speed. See *Figure 48*.

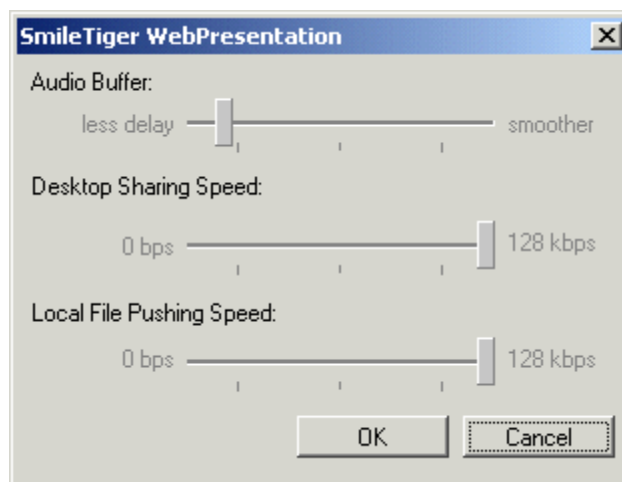


Figure 48 Adjust Conference Performance Parameter Window

2. Slide the bar back and forth to adjust.

Audio Buffer: For dial up users, slide the bar closer to "smoother" side to get better audio quality. For broadband users, slide the bar closer to the "less delay" side to get less audio delay.

Desktop Sharing Speed: For dial up users, slide the bar to a smaller bps to ensure all the screen data goes through. The recommended speed for dial up users is 64 kbps or lower.


Local File Pushing Speed: For dial up users, slide the bar to a small bps to ensure all the file goes through.

If the dialup user uses both audio and desktop sharing/control, the moderator should consider the overall bandwidth requirement and dialup user's bandwidth capability.

18.9 Send Meeting Invitation

Microsoft Outlook is embedded within the SmileTiger eMeeting to send meeting invitations. The invitation is sent out as a meeting request, so that it alarms the attendees before the meeting getting started.

You need to have Microsoft Outlook 98/2000/XP to use this feature.

1. Click on the “ Invite” button on member list panel. An Outlook Meeting Request window pops out. See *Figure 49*.

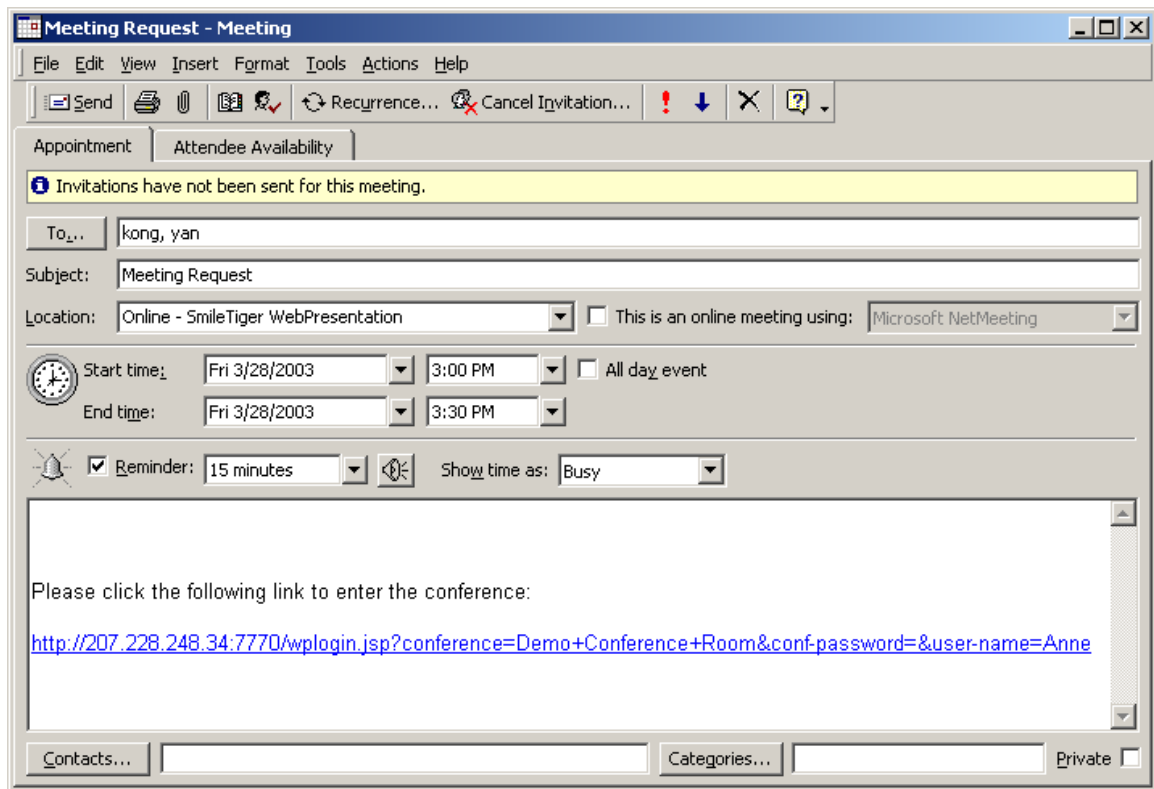


Figure 49 Microsoft Outlook Meeting Request Window


In the message, a link containing the conference room address and password automatically appears. The receivers can join the conference by simply clicking on the above link.

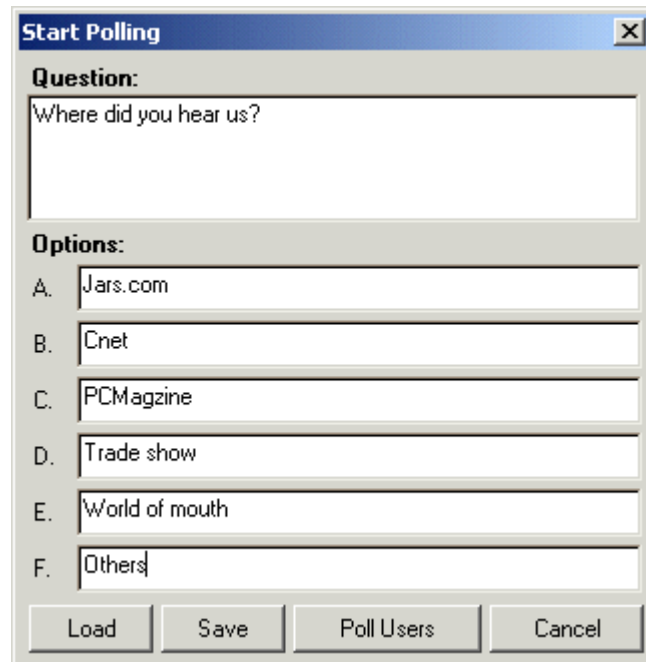
2. Fill in meeting information in the above window, and then send out the request.

18.10 Polling

This feature enables the moderator to poll the meeting participants during a meeting.

18.10.1 Poll Users

1. Click  button on the toolbar. If you did not authenticate as moderator yet, a dialog pops out, asking for chairman name and password. If you already did it, a dialog pops out, asking you to input the polling information. See *Figure 50*.



The image shows a dialog box titled "Start Polling" with a close button (X) in the top right corner. The dialog is divided into two main sections: "Question:" and "Options:". The "Question:" section contains a text input field with the text "Where did you hear us?". The "Options:" section contains six text input fields, each preceded by a letter from A to F. The text in these fields is: A. Jars.com, B. Cnet, C. PCMagazine, D. Trade show, E. World of mouth, and F. Others. At the bottom of the dialog, there are four buttons: "Load", "Save", "Poll Users", and "Cancel".

Figure 50 Start Polling Window

2. Type in polling question and answers, or load and edit a previously saved poll.
3. Click "Poll Users" button.

18.10.2 View Poll Result In Real Time

1. After clicking the “Poll Users” button, a dialog pops out in the front, displaying the polling result in real time. See *Figure 54*.

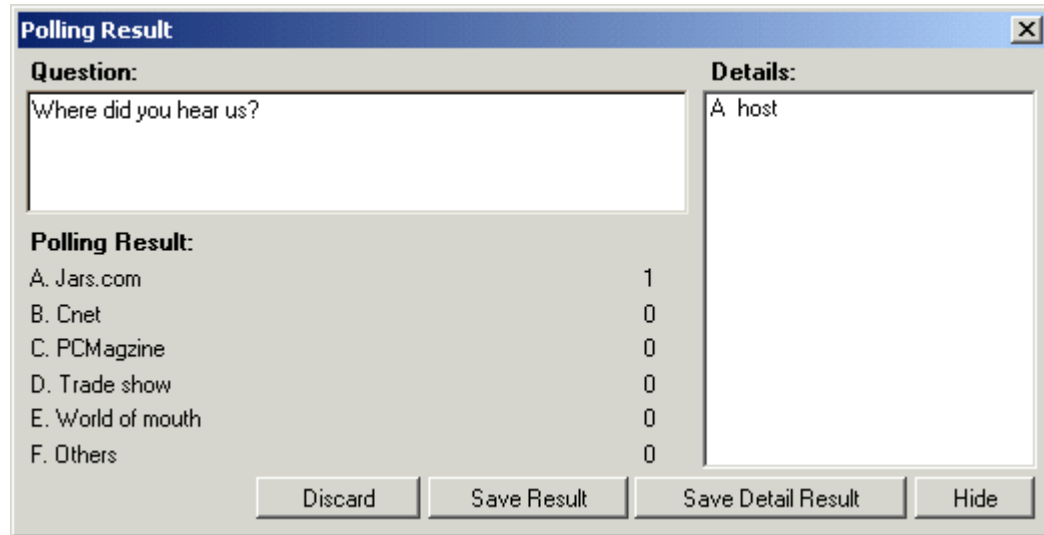


Figure 51 Polling Result Window

2. If you want to view this result later in this conference session, or wait for some participants to vote, click “**Hide**” button. This hides the result dialog.

To view this result later, refer to 18.10.3.

3. If you need to save this result for later reference, you have two options.

Option 1: Save the question column and Polling Result column only: Click “**Save Result**” button. The default format is html.

Option 2: Save all the results, including the details: Click “**Save Detail Result**” button. The default format is html. See *Figure 52* for a sample file.

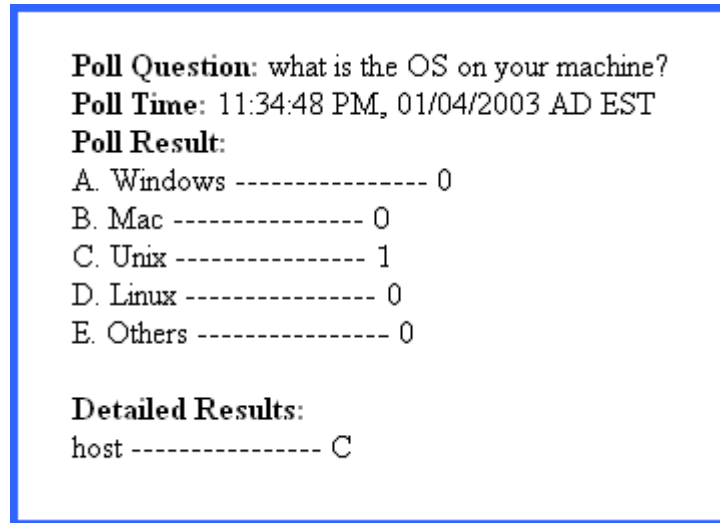


Figure 52 Saved Detailed Polling Result

4. If you do not need view this result any more, click on “**Discard**” button to delete it permanently. If you do this, you will not see this result dialog any more in this conference session.

18.10.3 View The Previous Poll Result

After you hide the polling result by clicking the "Hide" button on the polling result dialog, you can bring the dialog up front at any time.

1. Go to menu Moderator | View Polling Results. A dialog pops out, asking you to choose a polling question. See *Figure 53*.

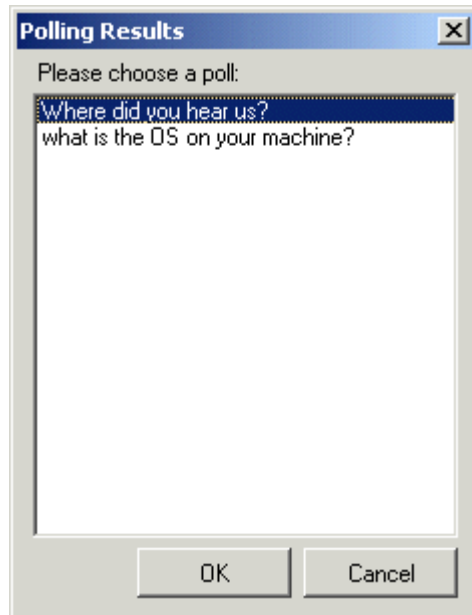


Figure 53 Choose Polling Dialog

2. Click on the desired polling question.
3. Click "OK" button. A dialog pops out, displaying the corresponding polling result. See *Figure 51*.

18.10.4 Response A Polling Request

1. When the polling request arrives, a response dialog automatically pops out in the front. See *Figure 54*.

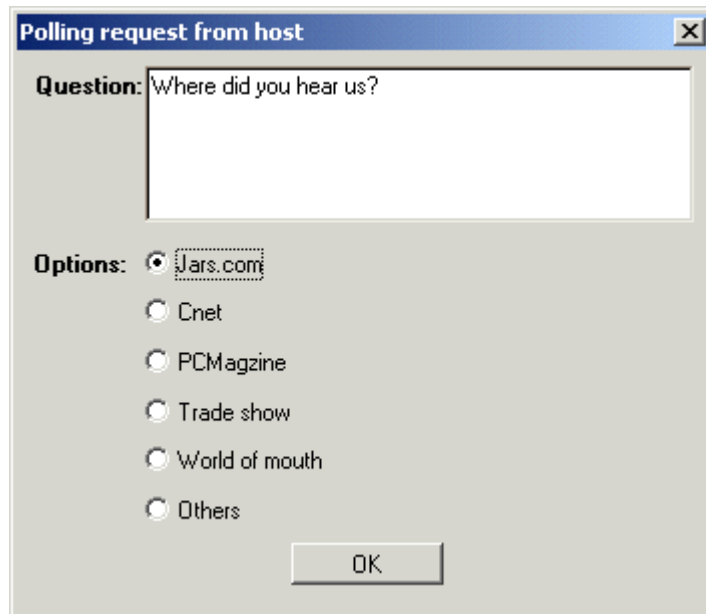



Figure 54 Polling Request Window

2. Check the box in front of the option you would like to choose.
3. Click “OK” button.

18.10.5 Create A Poll For Later Load

1. Click the  Polling button on the toolbar. If you did not authenticate as moderator yet, a dialog pops out, asking for chairman name and password. If you already did it, a dialog pops out, asking you to input the polling information.
2. Type in polling question and answers, or load and edit a previously saved poll.
3. Click “Save” button. A dialog pops out, asking you to save the poll as a *.poll file. You can load this file to create a poll later.

18.10.6 Load A Previous Saved Poll




1. Click the ^{Polling} button on the toolbar. If you did not authenticate as moderator yet, a dialog pops out, asking for chairman name and password. If you already did it, a dialog pops out, asking you to input the polling information.
2. Click the “Load” button. A dialog pops out, asking you to choose a previous saved *.poll file.
3. Choose the *.poll file, then click “Open” button. The previous saved poll question and choices are displayed in the poll dialog.

18.11 Record the conference

This feature enables the moderator to record the conference session and replay it later on. You can use this feature to build up your own training video.

The whole conference process will be recorded using this feature: video, audio, text chat, white board, pushed file, pushed local file, and shared application.

18.11.1 Start Record

1. Click  Record button on the tool bar. A dialog pops out, asking you to choose a file to save the recording session. See *Figure 55*.

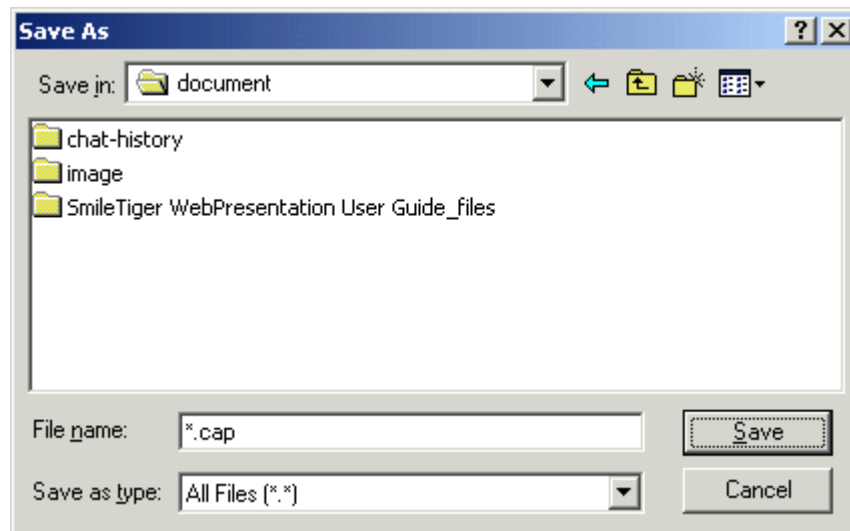



Figure 55 Save Record File Window

2. Choose the desired directory and type the file name on the dialog. The recommended file extension is *.cap.
3. Click "OK" button on the dialog. Record begins.

Tip: To record an activity, you first need to start the recording, and then start the activity.

For example, to record audio, you need to click the "Send Audio" button AFTER recording is started. Otherwise, you may not be able to record the audio. It is the same for other activities such as application sharing and white board.

18.11.2 Stop Record

1. Click  Record button again on the tool bar. Record ends. You must stop recording before replaying the session.

18.12 Switch User To Other Conference Room

The moderator can switch any user in one conference room to another room seamlessly.

This is a useful feature for support when there are multiple representatives waiting in one public room. The representative switches the customer to his/her own room when he/she is ready to serve the customer.

To switch user to another room

1. In Member List panel, right click on the person's name. A dialog pops out. See *Figure 56*.

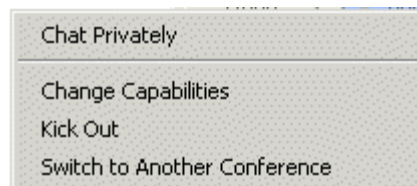


Figure 56 User Pop Up Menu

2. Choose "Switch To Another Conference" menu item. A dialog pops out. See *Figure 57*.



Figure 57 Switch Conference Dialog

3. Type in conference name and password you wish to switch the person to.
4. Click on "OK" button. The person is automatically switched to that conference.

You do not automatically go to that conference room. You need to switch yourself to or login to that conference if you are not already there.

19 Replay Recorded Conference

The recorded conference can be replayed using SmileTiger eMeeting Archive Player.

19.1 Get The Player

The Player is automatically downloaded and installed to your machine at your first visit to any SmileTiger eMeeting conference.

19.2 Start Replay

1. Go to Windows Start menu | Programs | SmileTiger eMeeting | Conference Archive Player. The player window pops out. See *Figure 58*.

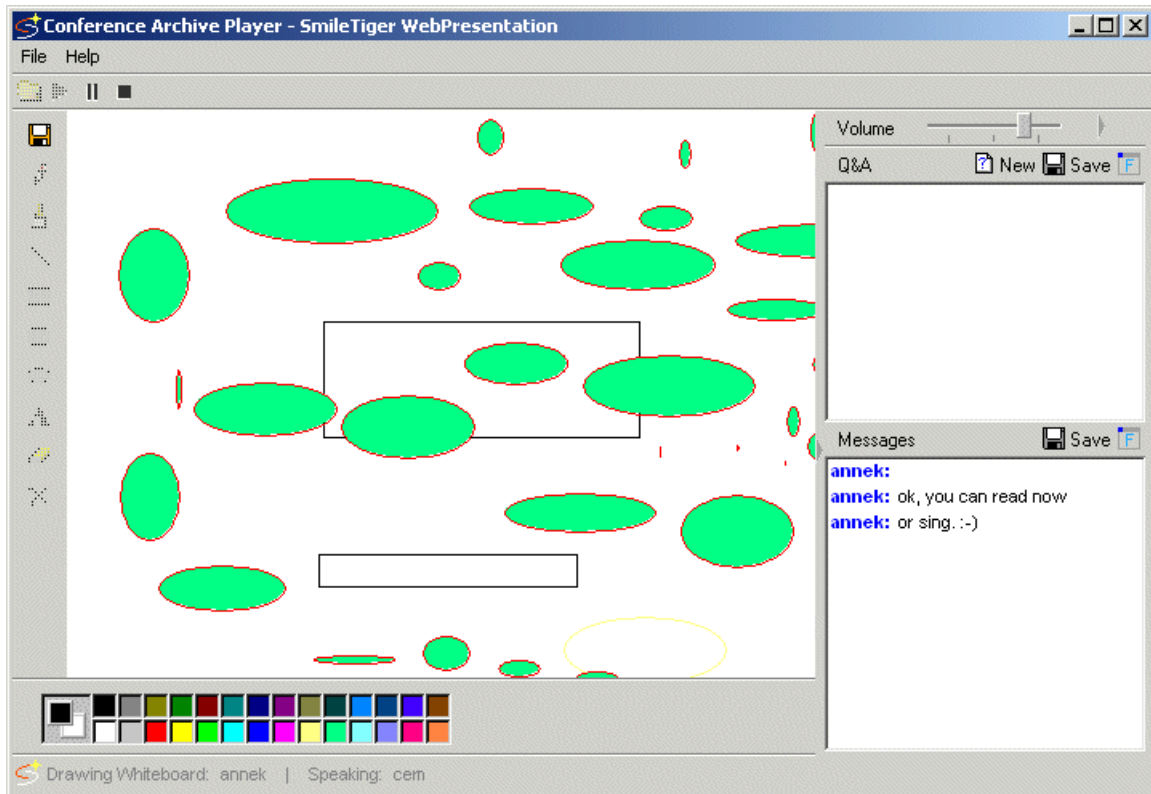




Figure 58 SmileTiger eMeeting Conference Archive Player Window

2. Click on  button on the toolbar. A dialog pops out, asking you to select the file to replay.
3. Select the file on the dialog.
4. Click “Open” button on the dialog. The replay starts.

The file is replayed at the same speed as it was recorded.

19.3 Pause And Restart to Replay

To pause the replaying file, click the  button on the toolbar.

To restart to play, click the  button on the toolbar.

19.4 Stop Replaying

To stop the replaying file, click the  button on the toolbar.

20 Support


Please check <http://www.smiletiger.com> for the latest product information. Email to support@smiletiger.com.

Appendix A

Adjust Audio Property

If you have multiple sound cards or other complex audio configuration, e.g. having TV Tuner Card, you need to adjust audio property.

For Windows 98 User

1. Click the  button on the right side of the Volume Bar. A dialog pops out. See *Figure 59*.

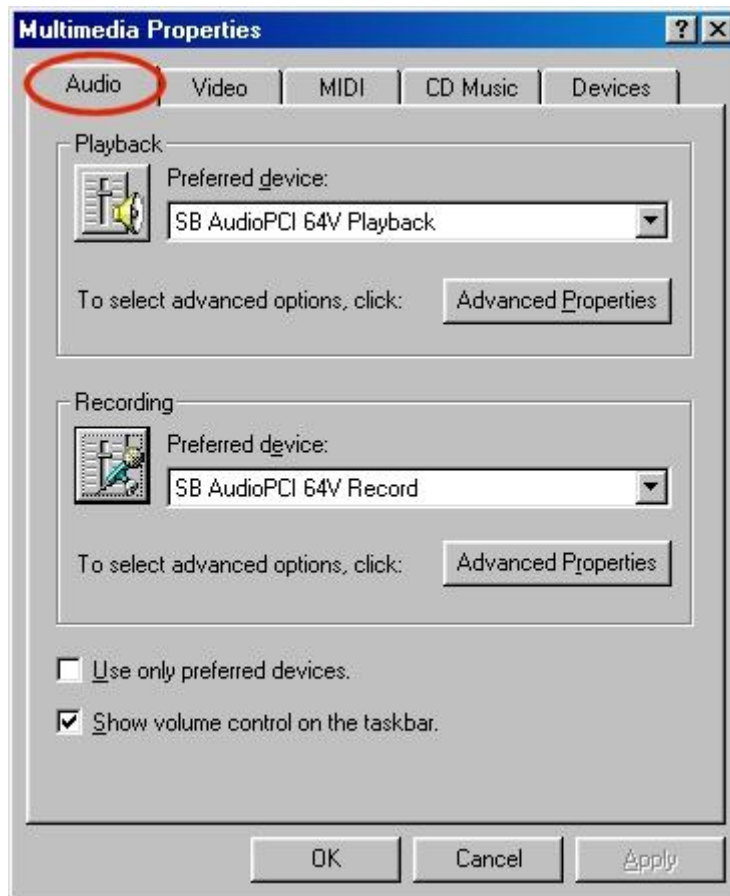


Figure 59 Windows 98 Audio Properties Setting Window

2. Click the red-circled image button at *Figure 60*. A dialog pops out.

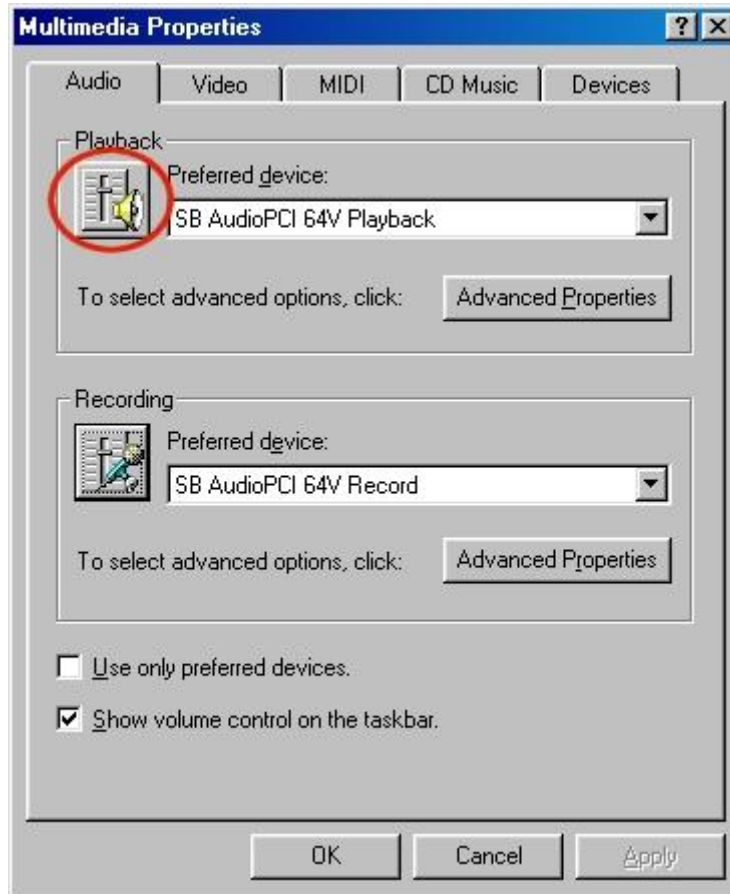


Figure 60 Windows 98 Speaker Image Button

3. Uncheck the check boxes at the “Master Volume Balance” column and “Wave Balance” column. See *Figure 61*. Then close this dialog.

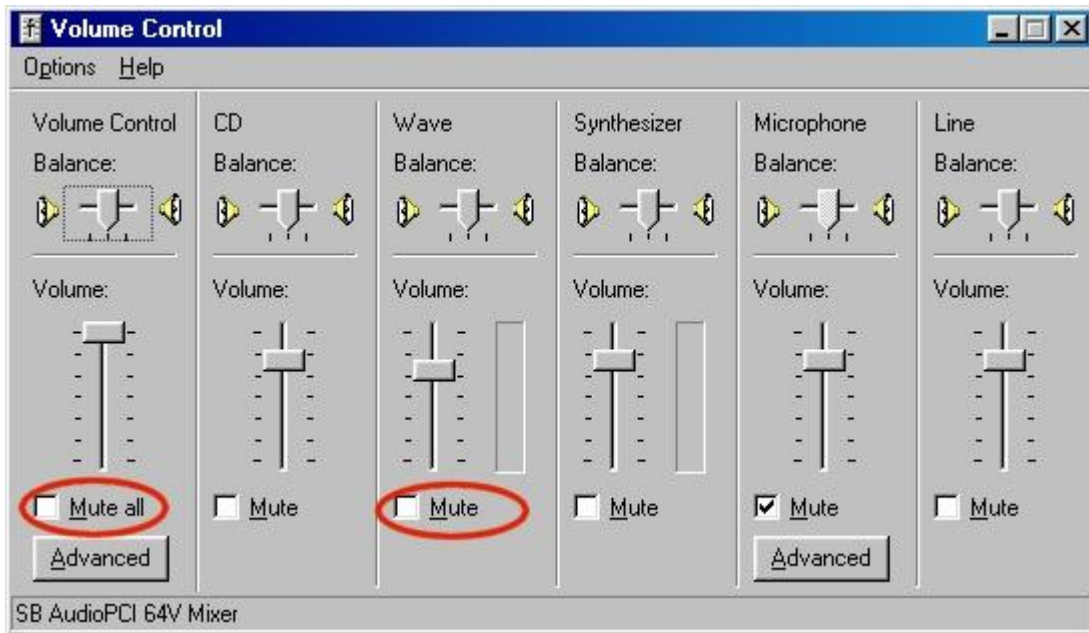


Figure 61 Windows 98 Speaker Volume Control Window

4. Click the microphone image button at Recording panel. See *Figure 62*. A dialog pops out.

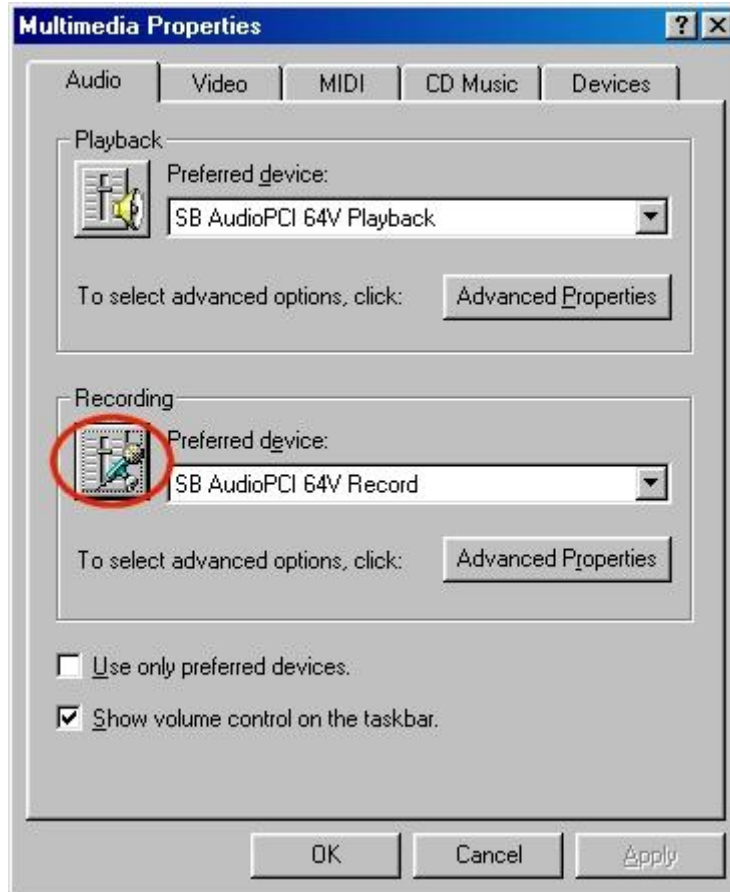


Figure 62 Windows 98 Microphone Image Button

5. Check the check box at the “Microphone Balance” column. See *Figure 63*.

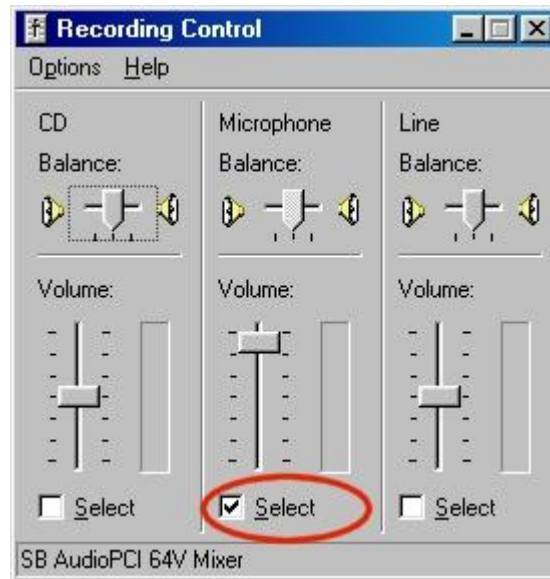


Figure 63 Windows 98 Microphone Recording Control Window

For Windows NT/Me/2000/XP user

1. Go to menu Options | Audio Properties. A dialog pops out. See *Figure 64*.



Figure 64 Windows NT/Me/2000/XP Audio Property Setting Window

2. Click **Volume** button at **Sound Playback** panel. A dialog pops out. See *Figure 65*.

3. Uncheck the check boxes at the “Master Volume Balance” column and “Wave Balance” column. See *Figure 65*.

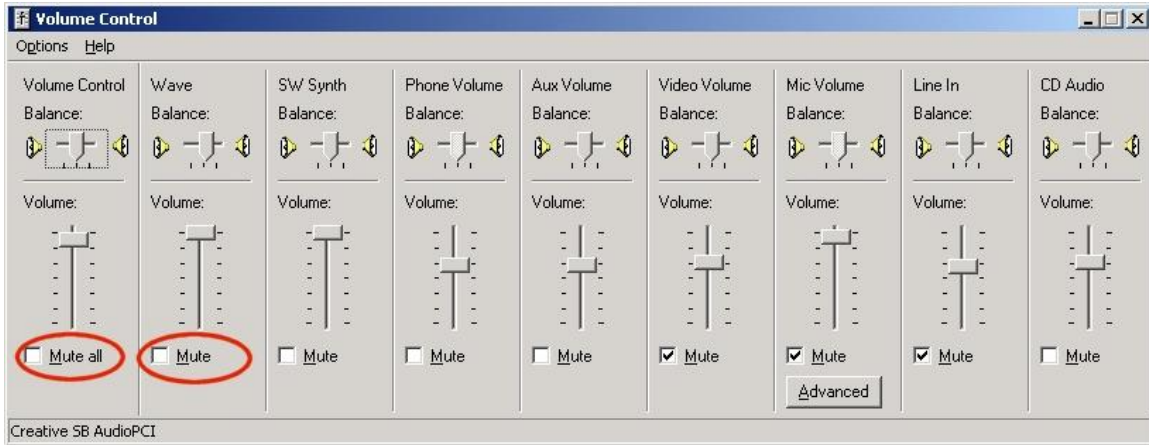


Figure 65 Windows NT/Me/2000/XP Speaker Volume Control Window

4. Click **Volume** button at the **Sound Recording** panel. A dialog pops out.
5. Check the check box at the “Microphone Balance” column. See *Figure 66*.

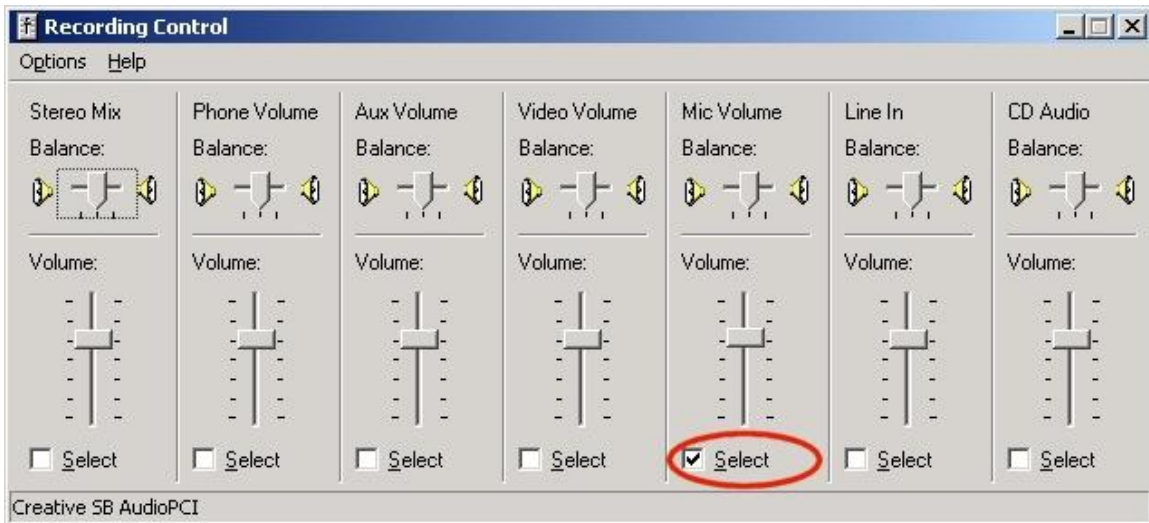


Figure 66 Windows NT/Me/2000/XP Microphone Recording Control Window