Overview

Introducing See&Share 3.3 Conferencing Software for Macintosh Computers

See&Share conferencing software is a client/server application that lets you share applications and information with anyone, anywhere in the world. You can use See&Share software to share your desktop, and send e-mail invitations to participants to join your conference. Once the conference has started, participants can draw over the desktop to write notes or highlight information. To keep your conferences secure, you can add password-protection and employ secure socket layer (SSL) encryption.

When you participate in or present a conference, you use the See&Share client to connect to a See&Share server. The See&Share software client is small, and you don't even have to install See&Share software: just download the client to your desktop and start the application with a double-click.

All of the features of See&Share software are available on a SMART Board interactive whiteboard, plus more.

What would you like to do?

Connect to a server and create a conference

Join a conference

Invite participants

Share your desktop

Take over sharing a desktop

Write on a shared desktop

Erase notes on a shared desktop

Use the screen pointer

Improve the conference's performance

System Requirements

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The minimum system requirements are:

- G4 1.0 GHz Processor
- Mac OS X v10.3 to v10.5
- 256 MB RAM
- a 56 Kbps Internet connection

Software Requirements

The See&Share software client requires an e-mail program for inviting participants to conferences. There are no specific requirements for this application, and the See&Share software client will use your computer's default e-mail application.

If you have SMART Board software, make sure you have version 9.5 or later. Earlier versions of SMART Board software do not support some of See&Share software's features, including drawing or writing on the shared desktop. To download a free upgrade of SMART Board software, visit SMART's website.

Getting See&Share Conferencing Software

Before you can join or present a conference, you must download the See&Share software client. You can do this automatically by clicking a link in an e-mail invitation to a conference, or you can use your Web browser to download the client.

NOTE: You don't need to install the See&Share software client after you download it. The client is self-contained, and you can just download it to your desktop and start the client from there.

To download the client by responding to an e-mail invitation

When you receive an e-mail invitation to join a conference, the invitation includes a link.

When you click the link in your e-mail invitation, a download dialog appears. Download the See&Share application to a location on your computer, double-click the **See&ShareLoader.zip** archive to extract the See&ShareLoader, then double-click the **See&ShareLoader** to join the conference. If See&Share software already exists on your computer, it automatically starts when you click the link.

To download the client from the See&Share Server

You can use your Web browser to download the client from **http://server.company.com** (where **server.company.com** is the See&Share software server that hosts the conferences you want to join). There's no need to install the client: you can download it to your desktop, unzip it, and then start it by double-clicking **See&ShareLoader**.

The See&Share Software Interface

During a conference, the See&Share software interface consists of a toolbar and a colored border around the shared desktop:

The See&Share software toolbar

From the **Menu** button in the toolbar, you can:

- share your desktop or ask to take over sharing
- change the sharing options (if you're sharing your desktop)
- select from a variety of drawing tools and write over the shared desktop
- change the language used in the See&Share software interface

The toolbar also includes six other buttons: mouse cursor, share desktop, pen and participant list.

Moving the Toolbar

You can use the drag handle on the See&Share software toolbar to drag the toolbar anywhere around the border of your desktop.

Most of the time, only the presenter can move the toolbar. The participants' toolbars mirror the position of the presenter's toolbar. For example, if the presenter moves the toolbar to the lower-right corner of the desktop, all the participants' toolbars move to the lower right as well. Participants can move their toolbars only if they've turned off the Fit presenter's desktop to window option.

The See&Share Software Borders

When you share your desktop or view someone else's, the shared desktop is surrounded by a border. The border changes color to indicate what's happening in the conference.

- Blue indicates that you're sharing your desktop and that you are the presenter. Only the presenter has a blue border. When the presenter has a blue border, all other participants viewing the conference have a green border.
- Red indicates that a participant has remote control of the presenter's desktop. A red border appears around the presenter's desktop and the desktops of all participants viewing the shared desktop.
- Green indicates that you're viewing the presenter's shared desktop. A green border appears around the desktops of all participants viewing the shared desktop.
- Orange indicates that the presenter has paused the current remote control session of the shared desktop. An orange border appears around the presenter's desktop and all desktops of participants viewing the shared desktop.

To change the language that See&Share software uses

See&Share software uses your operating system's default language. You can change the language that See&Share software uses by changing your operating system's default language in the **Language** tab in **System Preferences > International**.

Starting and Quitting See&Share Software

See&Share software starts automatically when you click the link in an e-mail invitation to a conference. If you do not have See&Share software on your computer, it downloads when you click the e-mail invitation link.

You can also start See&Share software yourself using the See&Share software icon on your desktop or in the Dock.

NOTE: If you downloaded the software and saved it to a location other than your desktop, you must open the folder that contains See&Share software and double-click the icon there.

To leave a conference and quit See&Share software

1. In the See&Share software toolbar, click **Menu**.
2. Select **Quit**.

   A confirmation dialog appears.

   NOTE: If you are the owner of a conference, you have the option of disconnecting all participants of the conference when you quit. In other words, the owner can close a conference when he or she leaves.

3. Click **Yes** in the confirmation dialog.

   See&Share software quits.

Joining a Conference

Joining a Conference from an E-mail Invitation

When you receive an e-mail invitation to join a conference, the invitation includes a link. You can connect to the server and join the conference by clicking that link. (You can also join a conference directly from the See&Share software.)

To join a conference from an e-mail invitation

1. Click the link in the e-mail invitation, and then click the **Download** button in the dialog box that appears.

2. Once the download completes, double-click the **See&ShareLoader.zip** archive to extract See&ShareLoader.app.

3. Double-click **See&ShareLoader.app** to join the conference.

4. When the *Join Conference* dialog opens, type your name and the password (if necessary) in the appropriate boxes.

NOTE: If the conference isn't password protected, the password box won't appear in the *Join Conference* dialog box. If the conference is password protected, the e-mail invitation might include the password (the sender has the option to send the password with your invitation). If the password doesn't appear in the body of the message, you'll have to get it directly from the person who created the conference.

Joining a Conference from See&Share Software

In addition to joining a conference by responding to an e-mail invitation, you can also join a conference by starting See&Share software yourself: just start the See&Share software, connect to the server and select a conference to join.

To join a conference from See&Share software

1. Download See&Share software and save it on your computer.

2. If necessary, open See&Share software by double-clicking the **See&Share** software icon on your desktop or by clicking the icon in the Dock.

   The software opens and connects to the last server you used.

   OR

   If you haven't used See&Share software before or you'd like to connect to a different server, enter the server name in the **Server Name** box and click **Connect**.

TIP: If you've used a number of See&Share software servers, they also appear in the Server Name list. This makes it easy to connect to servers you've used before without typing the server name again.

NOTE: The lock icon that appears to the left of the Server Name box indicates that See&Share software is using 256-bit SSL encryption.

3. Select the conference you'd like to join from the list of conferences and click **Join**.

4. When the *Join Conference* dialog opens, type your name and the password (if necessary) in the appropriate boxes.

NOTE: If the conference isn't password protected, the password box doesn't appear in the *Join Conference* dialog. If the conference is password protected, you'll have to get the password from the person who created the conference.

To leave a conference and quit See&Share software

1. In the See&Share software toolbar, click **Menu**.

2. Select **Quit**.

   A confirmation dialog appears.

3. Click **Yes** in the confirmation dialog.

   See&Share software quits.

Searching for a Conference

After you've connected to a See&Share server, you can either choose the conference you wish to join from the list, or search for a conference. You can search for conferences by name, owner, or any additional descriptive categories (if they're enabled by the See&Share server administrator).

NOTE: If the owner of a conference has chosen to require a password for entry, you must have the password before you can join.

Roles within a Conference

Participants can have one of three roles within a conference: owner, presenter, and participant.

NOTE: The conference's owner and presenter are clearly indicated in the participant list.

Owner: The conference's owner is the person who created the conference on the See&Share software server. The owner can adjust the conference settings and take over desktop sharing at any time. Owners can always draw on the desktop, even if the owner or presenter has disabled these features for other participants.

Presenter: The presenter is the person who is currently sharing a desktop. The presenter can adjust the conference settings and draw on the desktop. Although the presenter can disable these features for other participants, the features always remain available to the conference's owner.

Participant: The participants in a conference can always see the shared desktop. However, participants can draw on the desktop only when the owner or presenter has enabled these features within the conference.

Creating a Conference

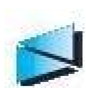
Connecting to a See&Share Software Server

When you create a conference on a See&Share software server, you become the conference's owner. Owners can control a number of conferencing options throughout the entire conference. Owners can enable and disable drawing on the shared desktop, and so on.

The owner is not necessarily the participant whose desktop is shared. The person who's sharing the desktop is called the presenter. Like the owner, the presenter can control a number of conferencing options for the other participants. However, the changes a presenter makes to the conferencing options don't apply to the owner.

To create a conference on the See&Share software server

1. If necessary, open See&Share software by double-clicking the **See&Share** software icon on your desktop or by clicking the icon in the Dock.

   The software opens and connects to the last server you used.

   OR

   If you haven't used See&Share software before or you'd like to connect to a different server, enter the server name in the **Server Name** box and click **Connect**.

TIP: If you've used a number of See&Share software servers, they also appear in the Server Name list. This makes it easy to connect to servers you've used before without typing the server name again.

NOTE: The lock icon  that appears to the left of the **Connect** button indicates that See&Share software is using 256-bit SSL encryption.

2. In the *See&Share Conferencing Software* dialog box, click **Create**.

   The *Create Conference* dialog opens.

   OR

   The *Password Required* dialog opens. This means that the administrator has assigned a password for creating conferences. Type the password in the **Creation Password** box and click **OK**.

3. Type a name for the conference in the **Conference Name** box.

4. If you wish, you can assign (and confirm) a password for the conference in the **Password** boxes.

   NOTE: If you don't assign a password, anyone who can view the list of conferences will be able to join your conference.

6. Under **User Information**, type **Your Name**. The name you type here appears in the participant list.

7. Click **OK** to start the conference, and the lobby screen appears.

You can then start share your desktop or invite participants to the conference. You can also wait for others to join the conference and share a desktop.

NOTE: The person who created the conference doesn't have to be the first one to share a desktop.

Sending Invitations to Participants

Once you've created a conference, you can send e-mail invitations to people you'd like to have join the conference. You can send invitations from the participant list in the lobby screen and from within a conference.

To send an e-mail invitation to participants

1. Click the **Send Invite** button, located directly under the participant list.

   The *Invite Participant* dialog appears.

2. If the conference is password protected but you don't want to include the password in the e-mail invitation, make sure the **Include password in e-mail** option isn't selected.

3. Click the **E-mail** button.

   See&Share software opens your default e-mail program and creates the e-mail invitation.

4. Address the e-mail invitation to one or more invitees, and send the e-mail.

   Your e-mail program sends the invitations, and the recipients can join the conference by clicking the link in the e-mail invitation.

Presenting in a Conference

Sharing Your Desktop

Once you've joined a conference, click the **Share Your Desktop** button in the lobby screen to begin sharing your desktop. A message, "Preparing to share your Desktop," appears briefly and then the See&Share toolbar and a blue border appear on your screen. When this happens, your desktop is being broadcast to all other members of the conference.

NOTE: If you join a conference in which someone else is already sharing their desktop, you see their desktop right away rather than seeing the lobby screen. If you want to share your desktop, you can ask to take over sharing.

The blue border indicates that your desktop is shared. Anyone in the conference can see your desktop just as if they were sitting in front of your computer in person.

NOTE: When you create a private text messaging conversation with a participant, the conversation is not visible on the shared desktop to other participants.

You can use the drag handle on the See&Share software toolbar to drag the toolbar anywhere around the border of your desktop.

In most cases, only the presenter can move the toolbar. The participants' toolbars automatically move to match the position of the presenter's toolbar.

Once you're sharing your desktop, you can:

- Change sharing options for the conference
- Use drawing tools or screen pointers to highlight information on screen
- View the list of participants
- Change the shared area of your desktop
- Allow remote control
- Monitor the conference's performance

Changing Conferencing Settings

Once you've started a See&Share software conference, you can turn a number of the conferencing options on or off. Click **Menu** in the See&Share toolbar, select **Preferences**, and then select the **Conference Settings** tab. The *Options* dialog box appears.

There are 2 tabs in the *Options* dialog box:

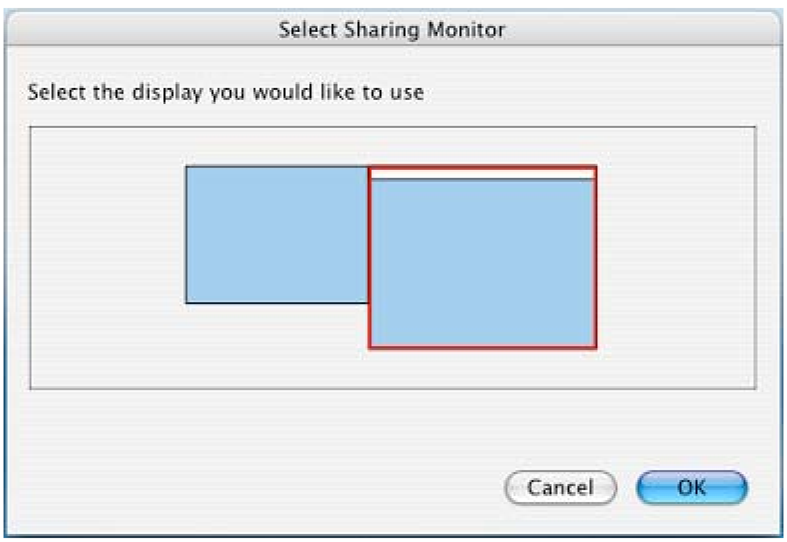
- Conference Settings

Conference Settings

Allow others to draw: When this option is selected, participants in the conference can use their drawing tools and screen pointer to highlight on-screen information. If, as owner or presenter, you want to be the only one who can draw and erase on the desktop, make sure this option isn't selected. **Allow others to draw** is on by default.

Allow others to share their desktops: When this option is selected, participants in the conference can ask to take over sharing, making their desktops visible instead of yours. You can, however, choose to decline the request. This option is on by default.

NOTE: If you have multiple displays connected to your computer and you're sharing your desktop, you can switch the display that you share in the conference by clicking the **Switch Monitors** button. The *Select Sharing Monitor* dialog box appears and allows you to switch the display you're sharing.



Allow remote control of your desktop: This option lets you enable and disable remote control of the presenter's desktop. When remote control is enabled, participants can request remote control from the presenter by clicking **Request Control of the Presenter's Desktop** in the toolbar. After a participant requests remote control, the presenter must accept or decline the request. If the presenter accepts the request, the participant who made the request has full control of the presenter's desktop. By default, the **Allow remote control of your desktop** check box is selected when you create a conference. This option is available only when the See&Share software administrator has enabled it on the server.

NOTE: At any time during a remote control session, the presenter can regain control of their desktop by clicking on their desktop.

Allow others to use chat: This option allows participants to start and participate in text messaging conversations in the participants list. The conversation is visible to all participants.

Allow others to use private chat: This option allows participants to start and participate in one-on-one text messaging conversations in the participants list. When you create a private text messaging conversation with a participant, the conversation is not visible to other participants on the shared desktop.

NOTE: The conference's owner can always draw. If someone other than the conference's owner shares the desktop, that presenter can change these options for the other participants. However, the presenter's selections don't affect the owner.

Viewing the List of Participants (for Owners and Presenters)

To view a list of the participants in a conference, click the participant list button .

The participant list appears, showing the number of participants and their names. Your name appears in boldface type.

NOTE: When no one in a conference is sharing a desktop, you can also see the list of participants in the See&Share software lobby screen.

You can move the participants list anywhere on the screen by clicking the title bar and dragging the window. You might find this useful if the list is covering a portion of the desktop that you want to see.

To close the participants list, click the Close button in the upper left or the participant list button in the See&Share software toolbar.

You can also invite others to attend the conference by clicking the **Send Invite** button.

Chatting with Other Participants

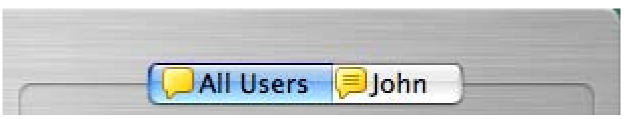
You can use the chat window in See&Share software's lobby screen or the participant list to broadcast messages to some or all members of a conference.

To send a message to all conference participants, type the text you wish to broadcast in the box under the **All Users** window and press **Send**.

If you only wish to chat with certain members of a conference, press the **chat** button next to the participant you want to add to your private conversation, and select **Create a New Conversation with Participant**. A tab that contains the participant's name appears in the chat window. Any text you send or receive under this tab is only visible to those in your private conversation.

To add more participants to your private conversation, select the conversation to which you want to add a participant, press the **chat** button next to the person you wish to add and select **Add Participant to Selected Conversation**.

If you have multiple private conversations running at the same time and a new message arrives in a conversation that isn't selected, the chat balloon icon appears with horizontal lines.



To end a private conversation, press the **exit** button in the tab you wish to close. When you close a tab, the remaining members of the conversation see a notification that you've left. They're still able to chat privately with each other even if you started the conversation.

NOTE: You can't close the **All Users** chat window.

If you receive a message while not viewing the lobby screen or the participant list, a notification bubble appears. Also, the participant list icon turns green, flashes three times, then remains green until you view the new message.

Click the notification bubble to open a chat window and view the incoming message.

Enabling Remote Control

By default, remote control is enabled when you start a See&Share software conference. When remote control is enabled, participants in a conference can request remote control of the presenter's desktop. If the presenter accepts the participant's request, a remote control session starts and the requesting participant has control of the presenter's desktop. Remote control is available only if the See&Share software administrator enables it on the server.

NOTE: The presenter can regain control of their desktop at anytime by clicking their mouse. By clicking their mouse, the presenter pauses the remote control session and a balloon message appears on their desktop.

- Click **Regain Control** to end the remote control session.
- Click **Return Control** to allow the requesting participant to continue their remote control session.

To enable remote control

NOTE: This option is available only when the See&Share software administrator has enabled it on the server.

Select **Menu > Enable Remote Control** in the See&Share software toolbar.

OR

1. Select **Menu > Options** in the See&Share software toolbar.
2. Click the **Conference Settings** tab.
3. Select the **Allow remote control of your desktop** check box.

   The **Request Remote Control** command appears in the See&Share software **Menu** for participants.

To disable remote control

Select **Menu > Disable Remote Control** in the See&Share software toolbar.

OR

1. Select **Menu > Options** in the See&Share software toolbar.
2. Click the **Conference Settings** tab.
3. Clear the **Allow remote control of your desktop** check box.

The **Request Remote Control** command is disabled in the See&Share software **Menu** for participants.

Changing the Shared Area on Your Desktop

While you're presenting a conference, you can limit the shared area of your desktop by moving the colored borders. This is useful when you want to share only a particular application or particular area.

To change the shared area

1. Hover the pointer over the border until it becomes a horizontal, vertical, or diagonal resize pointer.

2. Drag the border until it surrounds only the area you want to share.

After you've dragged the border to the new position, the other participants can see only the area within the border.

To share the entire desktop again

1. Hover the pointer over the border until it becomes a horizontal, vertical, or diagonal resize pointer.

2. Double-click on the border.

   The border once again surrounds your entire desktop.

Monitoring the Conference's Performance

When you're presenting a conference, an hourglass may appear on the participant list button  while See&Share software sends updates to the other participants. The hourglass disappears once all the participants can see your current desktop.

If the hourglass remains, that means that one or more participants are lagging behind the conference. If you open the participant list, you'll see a number next to the name of the participant who is lagging. This number is the delay (in seconds) experienced by the lagging participant before he or she sees the information being sent.

If participants continue to lag behind the conference, you can take steps to improve the conference's performance.

Participating in a Conference

Viewing the List of Participants

To view a list of the participants in a conference, click the participant list button .

The participant list appears, showing the number of participants and their names. Your name appears in bold type.

NOTE: When no one in a conference is sharing a desktop, you can also see the list of participants in the See&Share software lobby screen.

You can move the participants list anywhere on the screen by clicking the title bar and dragging the window. You might find this useful when the list is covering a portion of the desktop that you want to see.

To close the participants list, click the **Close** button in the upper left or the participant list button in the See&Share software toolbar.

You can also invite others to attend the conference by clicking the **Send Invite** button.

Chatting with Other Participants

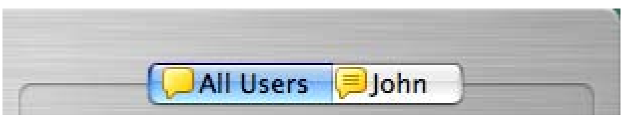
You can use the chat window in See&Share software's lobby screen or the participant list to broadcast messages to some or all members of a conference.

To send a message to all conference participants, type the text you wish to broadcast in the box under the **All Users** window and press **Send**.

If you only wish to chat with certain members of a conference, press the **chat** button next to the participant you want to add to your private conversation, and select **Create a New Conversation with Participant**. A tab that contains the participant's name appears in the chat window. Any text you send or receive under this tab is only visible to those in your private conversation.

To add more participants to your private conversation, select the conversation to which you want to add a participant, press the **chat** button next to the person you wish to add and select **Add Participant to Selected Conversation**.

If you have multiple private conversations running at the same time and a new message arrives in a conversation that isn't selected, the chat balloon icon appears with horizontal lines.



To end a private conversation, press the **exit** button in the tab you wish to close. When you close a tab, the remaining members of the conversation see a notification that you've left. They're still able to chat privately with each other even if you started the conversation.

NOTE: You can't close the **All Users** chat window.

If you receive a message while not viewing the lobby screen or the participant list, a notification bubble appears. Also, the participant list icon turns green, flashes three times, then remains green until you view the new message.

Click the notification bubble to open a chat window and view the incoming message.

Taking Over Sharing

At any point during the conference, you can ask to take over sharing and make your desktop visible to the other participants.

NOTE: This option is not available if the owner or presenter has disabled sharing requests.

To take over sharing

1. In the See&Share software toolbar, select **Menu > Share My Desktop**, or click the desktop sharing button in the toolbar .

   The presenter is notified that you'd like to share your desktop.

2. If the presenter agrees to the request, you become the presenter: your desktop is shared and becomes visible to all the participants in the conference.

   OR

   If the presenter does not agree to the request, you continue to view the presenter's desktop.

NOTE: If you are the owner of a conference, the current presenter doesn't need to approve your request to take over sharing. Sharing returns to you automatically when you select **Share My Desktop.**

Remote Control of the Presenter's Desktop

When a remote control session starts, the requesting participant can move the pointer on the presenter's desktop and click buttons, start programs and open files. However, the requesting participant is unable to resize the shared area or access the presenter's See&Share software toolbar.

NOTE: The presenter can regain control of their desktop at anytime by clicking their mouse. By clicking their mouse, the presenter pauses the remote control session and a balloon message appears on the requesting participant's desktop, indicating that the presenter paused the remote control session.

When a remote control session begins, the borders around the desktops of the presenter and participants change color:

- A red border appears around the presenter's desktop and the desktops of all participants viewing the shared desktop during an active remote control session.
- An orange border appears around the presenter's desktop and all desktops of participants viewing the shared desktop during a paused remote control session.

To request remote control

Click **Remote Control of the Presenter's Desktop** on the See&Share software toolbar.

OR

Select **Menu > Request Remote Control**.

The *Waiting* dialog box appears on the participant's computer and the *Remote Control Request* dialog box appears on the presenter's computer. If the presenter clicks **Yes** in the *Remote Control Request* dialog box, the requesting participant has remote control of the presenter's desktop.

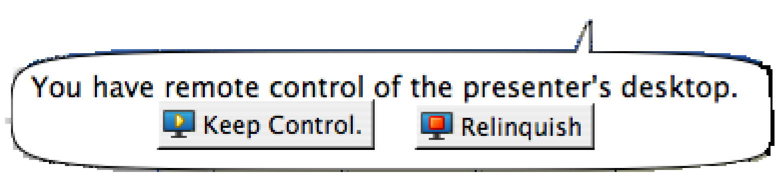
To end your remote control session

1. Click **Remote Control of the Presenter's Desktop** on the See&Share software toolbar.

   OR

   Select **Menu > Relinquish Remote Control**.

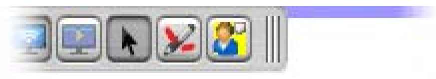
   A balloon message appears.

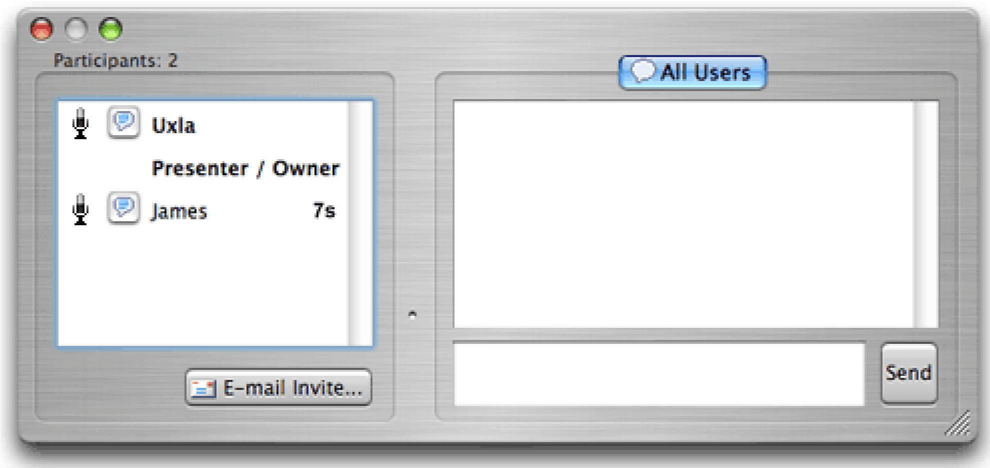
2. Click **Relinquish** in the balloon message to end your remote control session.

Monitoring the Conference's Performance

When you're viewing the shared desktop, the participant list button turns yellow if your computer is more than 5 to 10 seconds behind the presenter's.



If you open the participant list, you'll see a number next to your name. This number indicates the delay (in seconds) between the presenter's desktop and your computer.



If your computer is more than 10 seconds behind that of the presenter, the participant list button turns red.

If your computer continues to lag behind the conference, you and the conference's presenter can take steps to improve the conference's performance.

Drawing on the Shared Desktop

Writing on the Shared Desktop

You can use a SMART Board interactive whiteboard during conferences to write or draw over images, text or video. Whatever you write inside the shared area is sent to other conference participants.

By default, all the participants in a conference can write on the shared desktop using digital ink. However, the owner and the current presenter can change this setting to prevent the other participants from writing on the shared desktop.

When you join a See&Share conference, you are assigned an ink color. To customize your pen, including its ink color, press the **Menu** button and select **Tools > Customize Pen**.

NOTE: If the owner or the presenter has disabled drawing, the pen toolbar button and menu items are disabled.

To write on the shared desktop using a pen

1. Click the pen button .

2. Click and drag with the mouse pointer.

   A line of digital ink appears over the shared desktop, and your notes are visible to all the other participants. Any number of participants can write on the shared desktop at the same time.

3. When you finish writing, click the mouse pointer button .

TIP: If you're presenting the meeting, you can clear all the notes by clicking the mouse pointer button and then clicking anywhere on the shared desktop.

Customizing Your Pen

You can use this feature to change the color, width and transparency of your pen.

To customize the properties of the pen

1. From the **Menu**, select **Tools > Customize Pen**.

   The *Configure Tool Settings* dialog opens.

2. Select a color. For an expanded palette of colors, click the **More** button.
3. Select a pen width from 1 to 30 pixels. The default is 3 pixels.
4. If you want to use the pen as a highlighter, select the **Transparent** option.
5. Click **OK**.

TIP: You can also customize your pen by double-clicking the pen button .

Erasing on the Shared Desktop

You can erase notes from the shared desktop by using the Eraser tool.

NOTE: If the presenter has disabled drawing, the Eraser menu item is not available.

To erase notes

1. From the **Menu**, select **Tools > Eraser**.

   The icon changes to an eraser icon when you click anywhere on your screen. The eraser is only active as long as you hold down the mouse button.

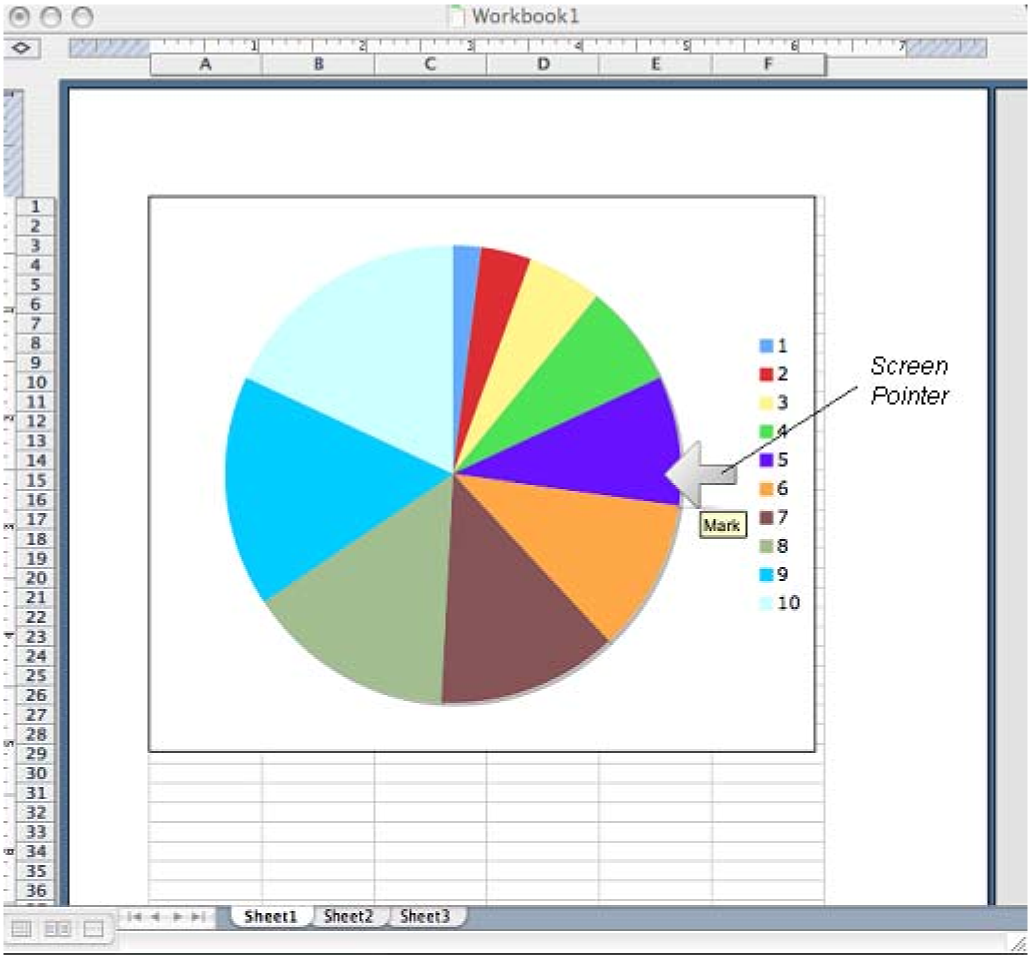
2. Drag the mouse pointer over the notes you want to erase.

3. Click the mouse pointer button to restore mouse mode.

TIP: If you're the meeting's presenter, you can clear all the notes by clicking the mouse pointer button and then clicking anywhere on the shared desktop.

Using the Screen Pointer

Use the screen pointer to point out an item on the shared desktop with a floating arrow.

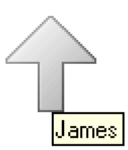


NOTE: If the presenter has disabled drawing on the shared desktop, the Screen Pointer menu item is not available.

To use the screen pointer

1. From the **Menu**, select **Tools > Show Screen Pointer**.

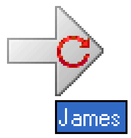
   A screen pointer appears on the shared desktop. For the first few seconds, the arrow flashes red so you can distinguish it from other pointers that might be on the screen. The name of the participant using the screen pointer appears beneath the pointer.

NOTE: Any number of participants can use screen pointers at the same time.

2. Click the arrowhead and drag the floating arrow to the position you want.

   Circular arrows appear in the arrow while you move it, indicating that you can make the arrow point in a different direction.

   The floating arrow points in the direction to which you drag it. For example, if you drag the arrow from left to right, the arrow points to the right.

NOTE: You can move the arrow without changing its direction by dragging the rear half of the arrow, not the arrowhead.

To dismiss the screen pointer

Double-click the floating arrow.

NOTE: If you're presenting the conference, you can dismiss the screen pointers of other participants. Just double-click a floating arrow to dismiss it.

Using a SMART Board Interactive Whiteboard

Writing on a SMART Board Interactive Whiteboard

By default, any participant can write or draw on the shared desktop. However, the presenter can change this setting to prevent the other participants from writing on the shared desktop.

NOTE: If the presenter has disabled drawing on the shared desktop, the pen toolbar button  and menu items are not available.

To write on the shared desktop using a pen tray pen

1. Pick up a pen from the SMART Pen Tray.

   OR

   Press a digital ink button on the Sympodium interactive pen display, and then pick up the tethered pen.

2. Write or draw with the pen.

   A line of digital ink appears over the shared desktop, and all the other participants can see your notes. Any number of participants can draw or write at the same time.

3. When you finish writing or drawing, return the pen.

Erasing on a SMART Board Interactive Whiteboard

By default, any participant can erase notes on the shared desktop. However, the presenter can change this setting to prevent the other participants from drawing and erasing notes on the shared desktop.

To erase notes using the pen tray eraser

1. Pick up the eraser in the SMART Pen Tray.

   The pointer immediately changes to an eraser icon.

2. Drag the physical eraser over the notes you want to erase.

3. Return the eraser to the pen tray.

TIP: If you're the presenter, you can quickly clear all the notes by pressing the mouse cursor button and then pressing anywhere on the shared desktop.

Capturing Conference Notes to Notebook Software

If you're using SMART Board software with a SMART Board interactive whiteboard, you can capture the notes on the shared desktop and save them in a Notebook file. There are several ways to capture and save information from your See&Share software conference, depending upon how much information you wish to keep and your role in the conference.

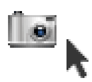
To capture information from a See&Share software conference, open Notebook software and select **View > Screen Capture Toolbar** to open the Screen Capture toolbar.

NOTE: After opening the Screen Capture toolbar, you may wish to close or minimize Notebook software in order to see the presenter's screen or to allow others better access to your desktop or another application if you are presenting the conference. The Screen Capture toolbar remains open even after you close or minimize Notebook software.

To capture an image of your entire screen

1. Press the **Screen capture** button .
2. Notebook software opens automatically and displays the captured image. You may save this image or manipulate it using Notebook software tools. See the Notebook software documentation for details.

To capture a square or rectangular area of your screen

1. Press the **Area capture** button . Your screen pointer changes to an icon showing a camera and an arrow .
2. Drag with the mouse pointer or your finger on the interactive screen to enclose the area to capture.
3. Once you have selected an area, Notebook software opens automatically and displays the captured image. You may save this image or manipulate it using Notebook software tools. See the Notebook software documentation for details.

To capture an irregularly-shaped area of your screen

1. Press the **Freehand capture** button . Your screen pointer changes to an icon showing a camera and an arrow .
2. Drag with the mouse pointer or your finger on the interactive screen to enclose the area to capture. You may enclose an area of any shape.
3. Once you have made your selection, Notebook software opens automatically and displays the captured image. You may save this image or manipulate it using Notebook software tools. See the Notebook software documentation for details.

Troubleshooting

Improving a Conference's Performance

Improving Performance (if you're the presenter)

If you're presenting a conference and you find that some participants are seeing events on your desktop several seconds after they happen, you can try a number of things to help speed up the updates:

- use a solid-color desktop rather than a complex wallpaper
- disable animations or fades in list boxes, windows, menus, tool tips, and so on
- reduce the screen resolution in your operating system's display settings or share only a portion of the desktop

You can reduce your desktop resolution in **System Preferences > Displays**.

Communication Security Overview

Secure Sockets Layer Standard (Version 3.0)

See&Share software complies with the SSL 3.0 standard for secure communications. Data transmitted in SSL mode is encrypted to prevent a third party from viewing it while it's in transit between a client and server. See&Share software has been tested to ensure that the encryption mechanism and the communication layers conform to the standard.

The SSL standard was originally constructed by Netscape Communications Corporation to provide secure communications between a Web browser and a Web server. Since its inception, the standard has been revised several times to strengthen security and fix security holes that existed in previous versions. Version 3.0 of the standard is mature, well established in the industry and has remained unchanged since November, 1996.

Software toolkit vendors supply libraries that implement the SSL standard and can be used to build SSL-capable applications. See&Share software uses a toolkit called OpenSSL to provide SSL security on both the client and the server. This toolkit implements both the SSL and the Transport Layer Security (TLS v1) protocols, as well as a full-strength general purpose cryptography library. For information about this toolkit, visit www.openssl.org.

Certificates

A certificate is a digitally signed document that serves to validate the sender's identity. See&Share software generates a new 256-bit SSL certificate each time the server starts.

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