

# Overview










## Introducing See&Share Conferencing Software

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 for others to join. Once the conference has started, participants can draw over the desktop to write notes or highlight information. To secure your conference, you can set a password that participants must use to join the conference.

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 the 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. If you present a meeting using a SMART Board interactive whiteboard, you can capture your notes in a Notebook file or save them in an [Ink Aware](#) application, such as Microsoft Word or Excel.

### 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**

### **System requirements**

The minimum system requirements are:

- Pentium II 266 MHz processor
- Windows 2000, XP or Windows Vista operating system
- 128 MB RAM
- a 56 Kbps Internet connection

### **Software Requirements**

The See&Share software client requires Internet Explorer 5.0 or later. However, Internet Explorer doesn't need to be your default browser.

See&Share software also requires an e-mail program for inviting participants to conferences. Although the See&Share software client works with a variety of e-mail programs, it has been designed to work best with Microsoft Outlook. If you use a different e-mail program, e-mail invitations might not work correctly.

If you have SMART Board software, make sure you have version 7.1.3 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 at [www.smarttech.com/support/software/index.asp](http://www.smarttech.com/support/software/index.asp).

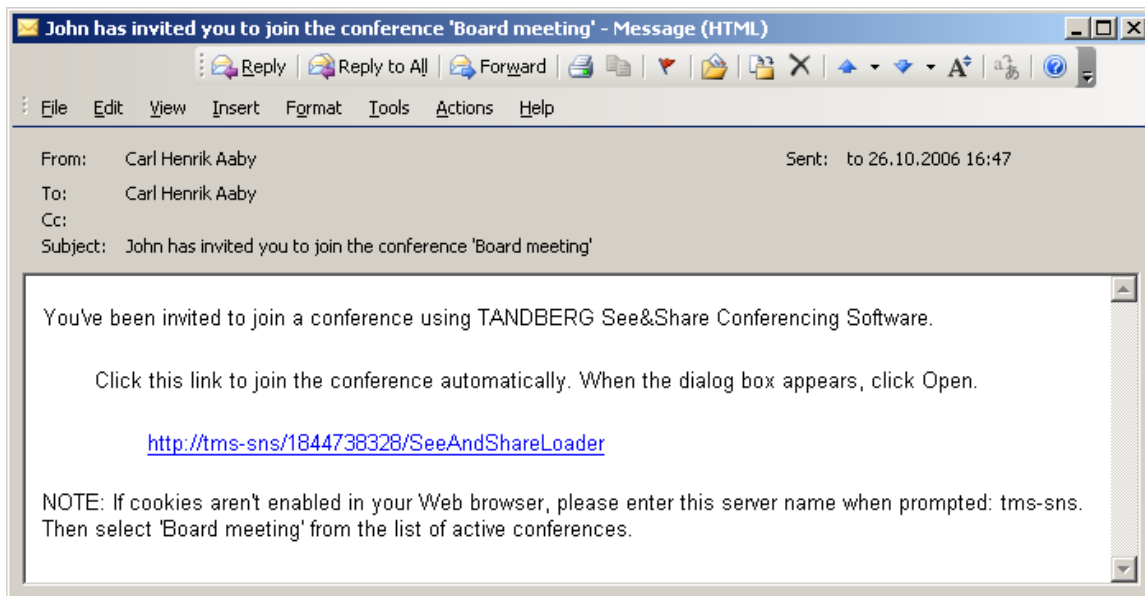
## Getting See&Share Conferencing Software

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.



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

### 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 just download it to your desktop and launch the complete application with a double-click.

## The See&Share Software Interface

During a shared desktop session, 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 viewing options](#) (if you're viewing someone else's shared desktop)
- [change the language used in the See&Share software interface](#)

During a conference, [participants](#) (but not the [presenter](#)) can also press the ALT key to make the menu appear.

The toolbar also includes five other buttons: mouse cursor, [share desktop](#), [pen](#), [webcam](#) 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, a border appears around the shared desktop. This 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.
- 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.

- 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.
- Orange indicates that the presenter 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 See&Share software uses**

1. In the See&Share software toolbar, click **Menu**.
2. Select **Options**.
3. Click the **Languages** tab.
4. Select the language you'd like to use from the list, and press **OK**.

See&Share software exits and then restarts using the language you've selected.

## Starting and Exiting See&Share Software

See&Share software starts automatically when you click the link in an [e-mail invitation to a conference](#), and then click **Run** in the *File Download* dialog box that appears.

You can also start See&Share software yourself by double-clicking the See&Share software icon on your desktop.



**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.

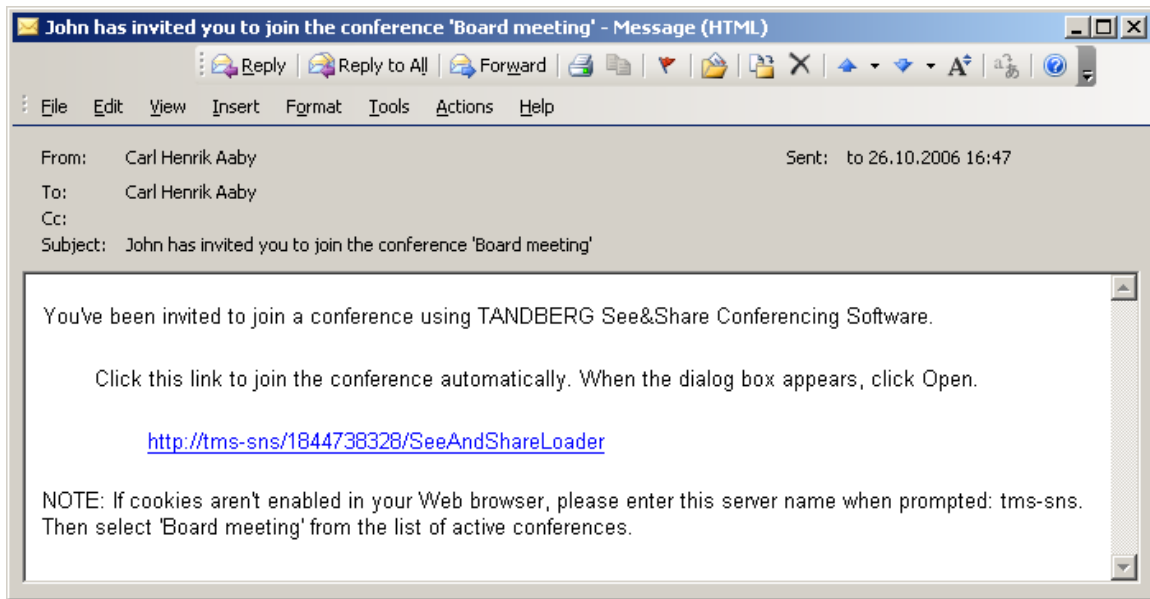
### To leave a conference and exit See&Share software

1. In the See&Share software toolbar, click **Menu**.
2. Select **Exit See&Share**.  
A confirmation dialog appears.
3. Click **Yes** in the confirmation dialog.  
See&Share software exits.

# 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 See&Share software](#).)



## To join a conference from an e-mail invitation

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

The See&Share Loader starts the software, and then the *Join Conference* dialog box appears.

2. Type your name and the conference password (if required), and then click **OK**.

The lobby screen appears.

**NOTE:** If the conference isn't password protected, the **Password** box doesn't appear in the *Join Conference* dialog box. If the conference is password protected, the e-mail invitation might include the password. If it doesn't, you must obtain the password from the conference creator.

## To join a conference from an e-mail invitation when cookies are disabled in your Web browser

If cookies are disabled in your Web browser, you must manually enter some information before you can join a conference.

## See&Share Conferencing Software User's Guide

1. Click the link in the e-mail invitation, and then click **Save** in the *File Download* dialog box that appears.
2. Browse to the location where you want to save **See&ShareLoader.exe** on your computer, and then click **Save**.
3. Browse to the location where you saved **See&ShareLoader.exe**, and then double-click the icon.
4. Click **Run** in the *Open File - Security Warning* dialog box that appears.

The See&Share Loader starts.

5. Enter the server name in the **Server Name** box.
6. Click **OK**.

The *TANDBERG See&Share Conferencing Software* dialog box appears.

7. Click the conference you want to join, and then click **Join**. (The conference name is included in the e-mail invitation.)

The *Join Conference* dialog box appears.

8. Type your name and the conference password (if required), and then click **OK**.

The lobby screen appears.

**NOTE:** If the conference isn't password protected, the **Password** box doesn't appear in the *Join Conference* dialog box. If the conference is password protected, the e-mail invitation might include the password. If it doesn't, you must obtain the password from the conference creator.

## Joining a Conference from See&Share Software

In addition to [joining a conference by e-mail invitation](#), you can also join a conference by starting See&Share software yourself: just start 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 then save it on your computer.
2. Navigate to the location where you saved See&Share software, and then double-click the See&Share software icon.




The software starts 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 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 box 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, you'll have to get the password from the person who created the conference.

### To leave a conference and exit See&Share software

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

A confirmation dialog box appears.

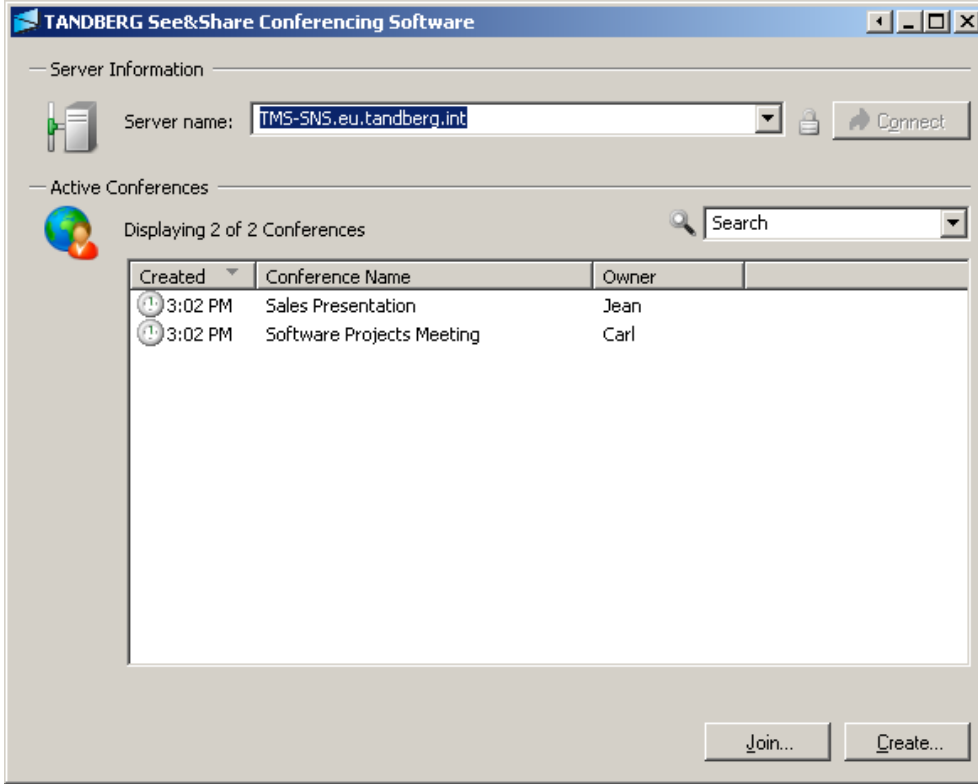
**NOTE:** If you are the owner of the conference, the confirmation dialog box also asks if you would like to disconnect all other users, effectively ending the conference.

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

See&Share software exits.

## 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, or 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 presenter has [disabled these features](#) for other participants. Owners can disconnect all users and end the conference.

**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 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 their desktop is called the [presenter](#), and, 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](#) do not apply to the owner.

### To create a conference on the See&Share software server

1. If See&Share software is not already started, start it by double-clicking the See&Share software icon.




The software starts 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 drop-down 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 is using [256-bit SSL encryption](#).

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

The *Create Conference* dialog opens.

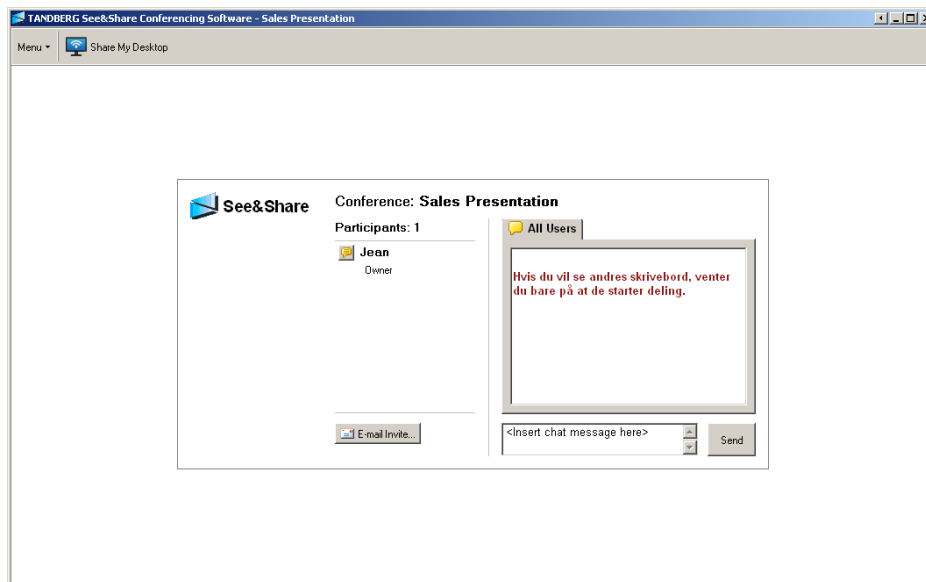
OR

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 want, 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 [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. In the participant list, click the **Send Invite** link or button.

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 starts 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 a Conference

## Sharing Your Desktop

Once you've joined a conference, click the **Click here to share your desktop** link 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.

**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 See&Share software is sharing your desktop. Anyone in the conference will be able to 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 isn't visible to other participants on the shared desktop.

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.

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. In the See&Share software toolbar, select **Menu > Options**. The *Options* dialog box appears.

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

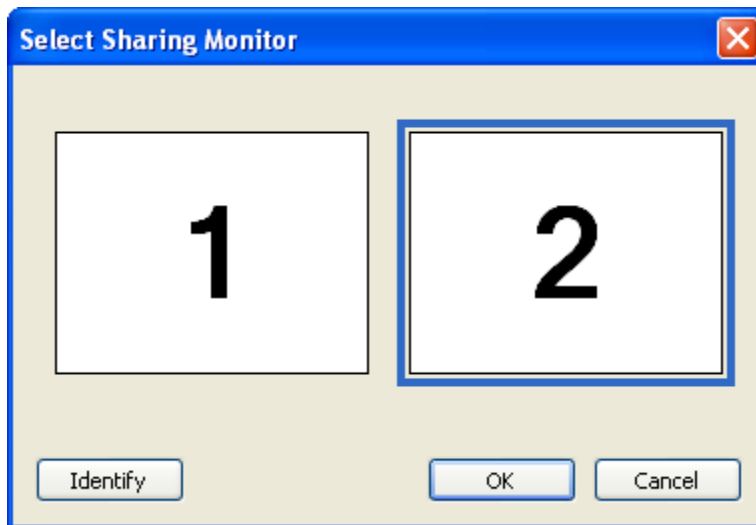
- [Conference Settings](#)
- [Viewing Options](#)
- [Languages](#)


### 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 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 always decline the request, however.) If you don't want participants to ask to take over sharing, make sure this option isn't selected. **Allow others to share their desktops** 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 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 or **Request Remote Control** in the **Menu**. After a participant requests remote control, the presenter must accept or decline the request. If the presenter accepts the request, the requesting participant gains [control of the presenter's desktop](#). By default, the **Allow remote control of your**

**desktop** check box is selected when you create a conference. **Allow remote control of your desktop** is available only if the See&Share software administrator enables it on the server.

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

**Allow others to use chat:** This option allows participants to start and participate in text messaging conversations in the [participant list](#). These conversations are 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 [participant list](#). When you create a private text messaging conversation with a participant, the conversation isn't visible to other participants on the shared desktop.

**NOTE:** The conference's owner can always draw, talk and share a webcam. If someone other than the conference's owner is presenting their desktop, that presenter can change these options for the other participants. However, the presenter's selections won'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. If audio is disabled on the server, only the chat icon appears next to participants' names.

**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.

### Conference: **Software Projects Meeting**

Participants: 1

 **Carl**  
Owner



 E-mail Invite...



The screenshot shows a window titled "All Users" with a chat area containing the text: "Hvis du vil se andres skrivebord, venter du bare på at de starter deling." Below the chat area is a text input field with the placeholder text "<Insert chat message here>" and a "Send" button. To the left of the chat window is a participant list showing "Participants: 1" and a list entry for "Carl" (Owner) with a chat icon next to the name. Below the participant list is an "E-mail Invite..." button.

**NOTE:** If you are not the conference's presenter or owner, your [participants list looks different](#).


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 right or the participant list button  in the See&Share software toolbar.

You can also [invite others to attend the conference](#) by clicking the **Email Invite** button.

## To hide or show the conference snapshot window

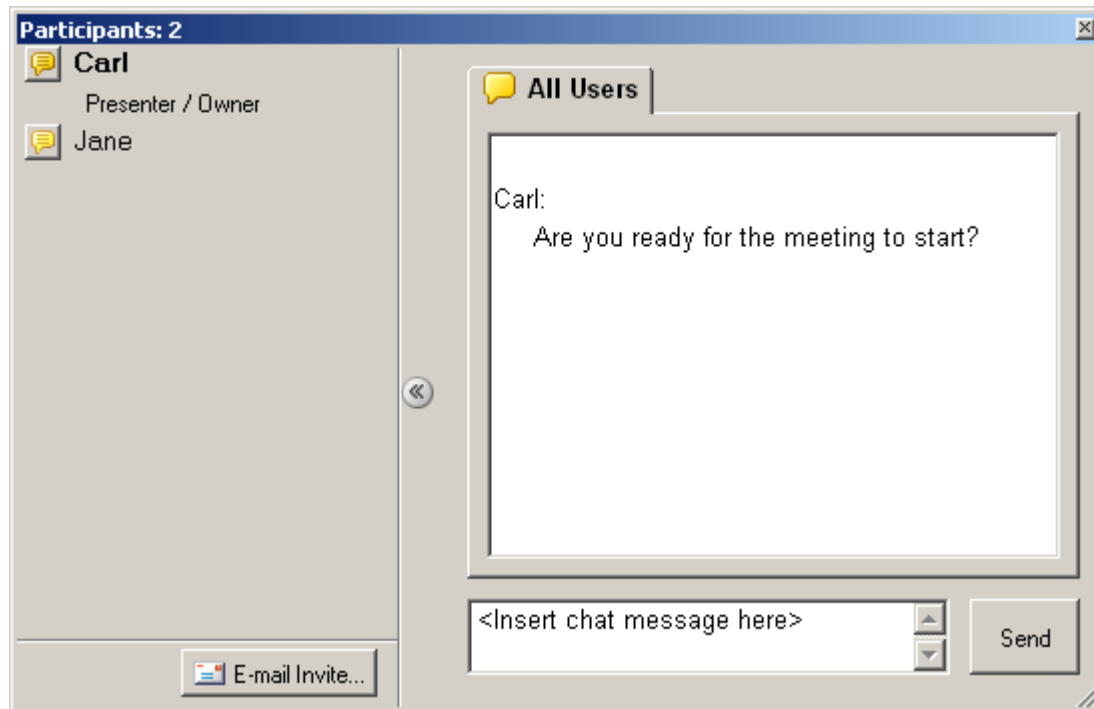
There may be times when snapshot window covers items on the screen that you'd like to see. You can move the *Video* window, or you can hide the window and then show it again later.


Click the webcam button  in the toolbar to alternately hide or show the *Video* window.

## Chatting with Other Participants

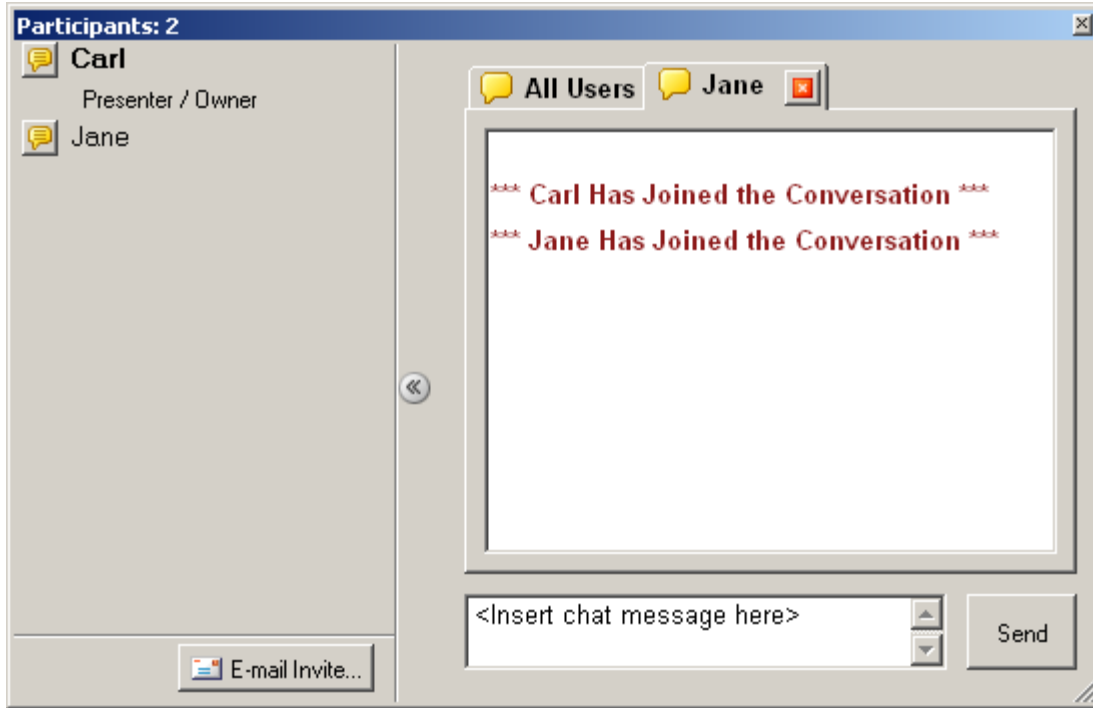
You can use the chat window in See&Share software's lobby screen or the [participant list](#) to broadcast messages to some or all members of a conference.


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 wish to only 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. The participant list icon  turns green, flashes three times, and then remains green until you view the new message.

**You've received a chat 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, conference participants 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. When the presenter clicks their mouse, they pause 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 if the See&Share software administrator enables 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.

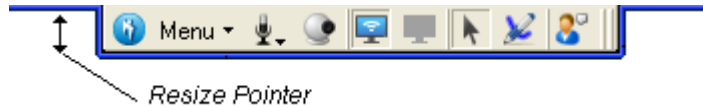
The **Request Remote Control** command is disabled in the See&Share software **Menu** for participants.

## Changing the Shared Area on Your Desktop

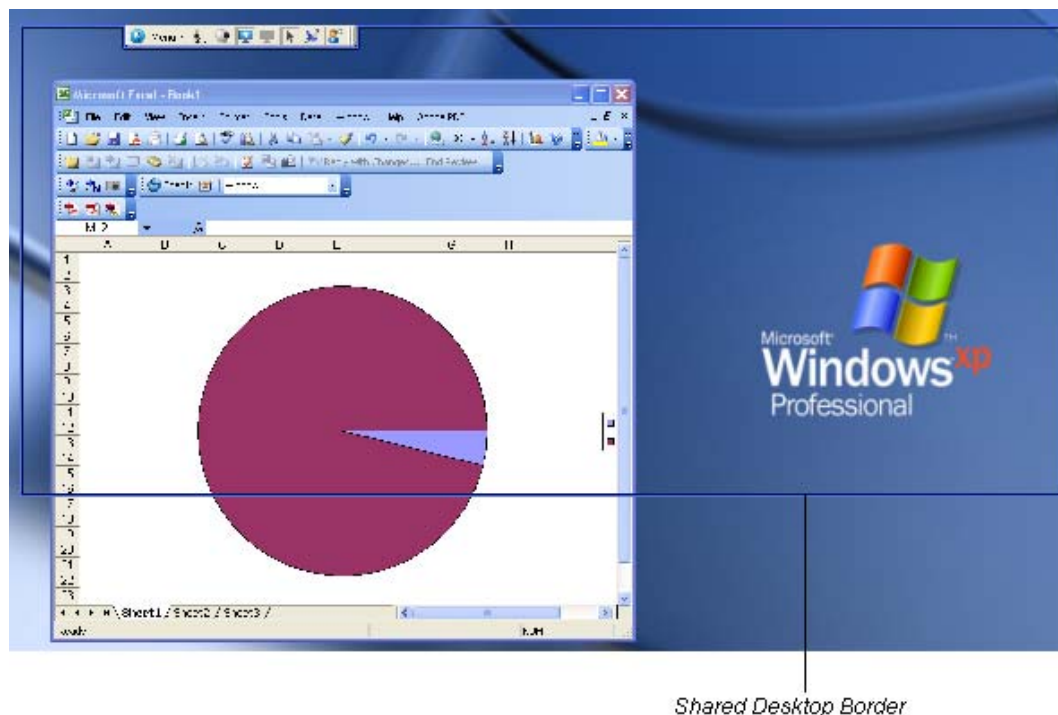
While you're presenting a conference, you can limit the shared area of your desktop by moving the [colored borders](#). This is useful when you want to share only a particular application or particular area.

### To change the shared area

1. Hover the mouse over the border until the pointer 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

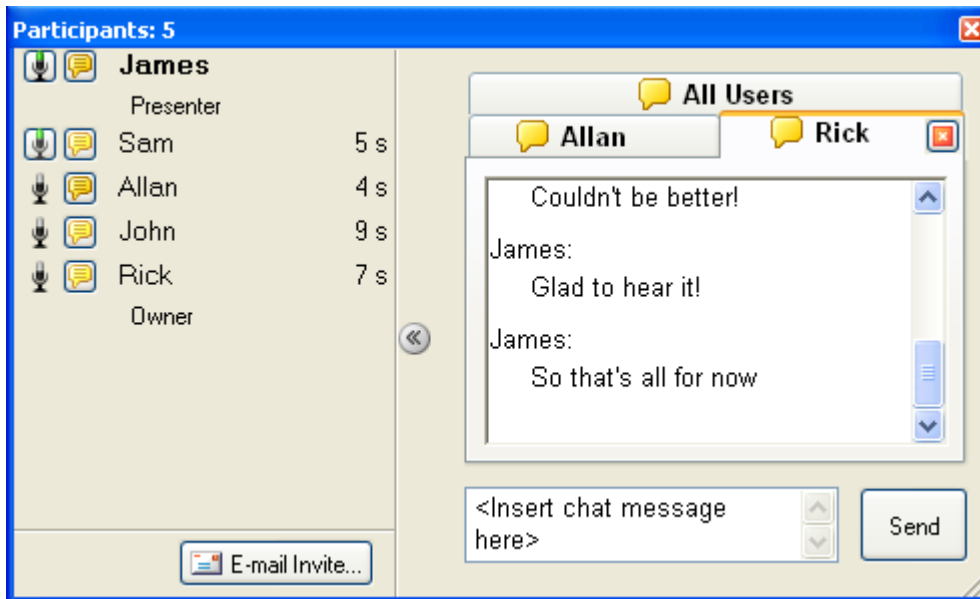
1. Hover the mouse over the border until the pointer becomes a horizontal, vertical, or diagonal resize pointer.
2. Double-click the border.

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. In the participants list, the delay interval (in seconds) is indicated by the number next to the name of the participant who's lagging.



If participants continue to lag behind the conference, you can take steps to [improve the conference's performance](#).

# Participating in a Conference

## Changing the Viewing Options

After you've joined a conference (either [from an e-mail invitation](#) or [from See&Share software](#)), you can adjust the viewing options in a number of ways. Select the option you'd like from **Menu > Options > Viewing Options**.

Three options are available:

**View Full Screen:** When you check this option, See&Share software expands to occupy your entire display. If the presenter's desktop is smaller than yours, it appears centered within your display. If the presenter's desktop is larger than yours, See&Share software reduces the image to fit on your screen.

**NOTE:** When you select the **View Full Screen** option, the shared desktop also covers the Windows taskbar. If you need to see the taskbar again, clear this selection or press ALT+F.

**Keep See&Share software window on top of other windows:** Select this option to prevent other programs and windows from appearing on top of the shared desktop.

**Fit presenter's desktop to window:** When you check this option, See&Share software reduces the image of the shared desktop to fit within the See&Share software window, if necessary. If you turn this option off while you're viewing a shared desktop that's larger than your desktop, scroll bars appear. You can use them to scroll to the parts of the shared desktop that don't fit within your display. The **Fit presenter's desktop to window** option is on by default.

**NOTE:** If you turn off the **Fit presenter's desktop to window** option, you can move the See&Share software toolbar independently of the presenter's toolbar. Normally, your toolbar mirrors the position of the presenter's toolbar.

## 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 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.

**NOTE:** If you are the conference's presenter or owner, your [participants list looks different](#).

You can move the participant 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.

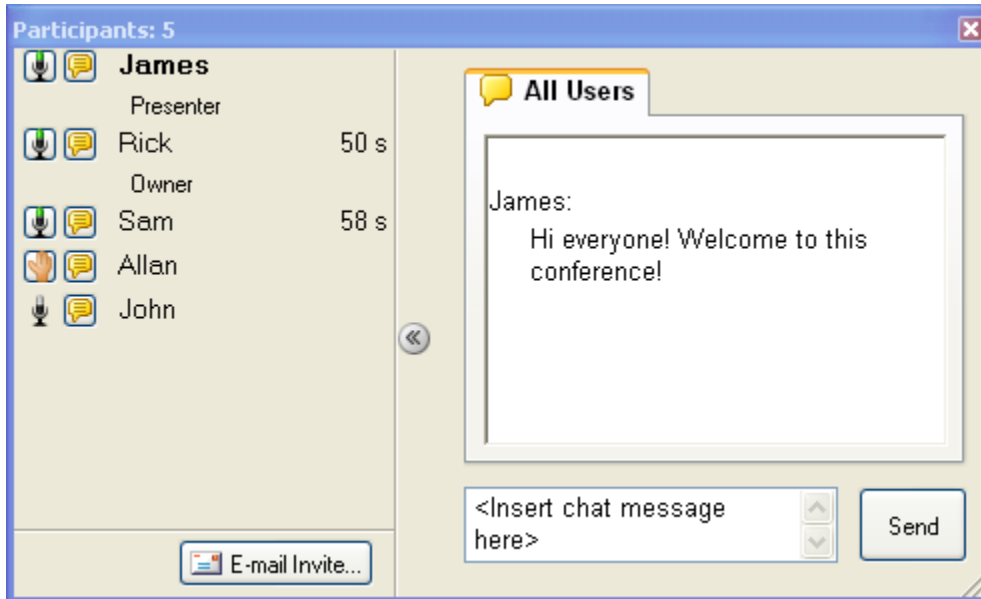
To close the participants list, click the Close button  in the upper right or the participant list button  in the See&Share software toolbar.


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 wish to only 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. The participant list icon  turns green, flashes three times, and 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

Press the **Start/Stop Sharing My Desktop** button  in the toolbar.

The presenter receives notification that you'd like to share your desktop.

2. If the presenter accepts 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 accept 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, 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. When the presenter clicks their mouse, they pause 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 presenter and participants' desktops change color:

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

### 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 gains 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**.

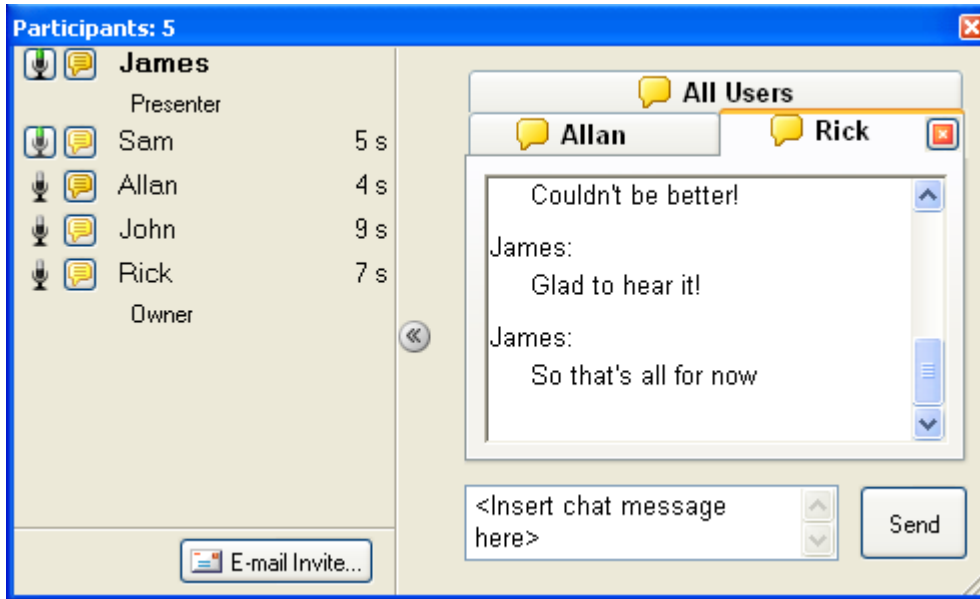
A balloon message appears.


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 the presenter's, the participant list button turns red .

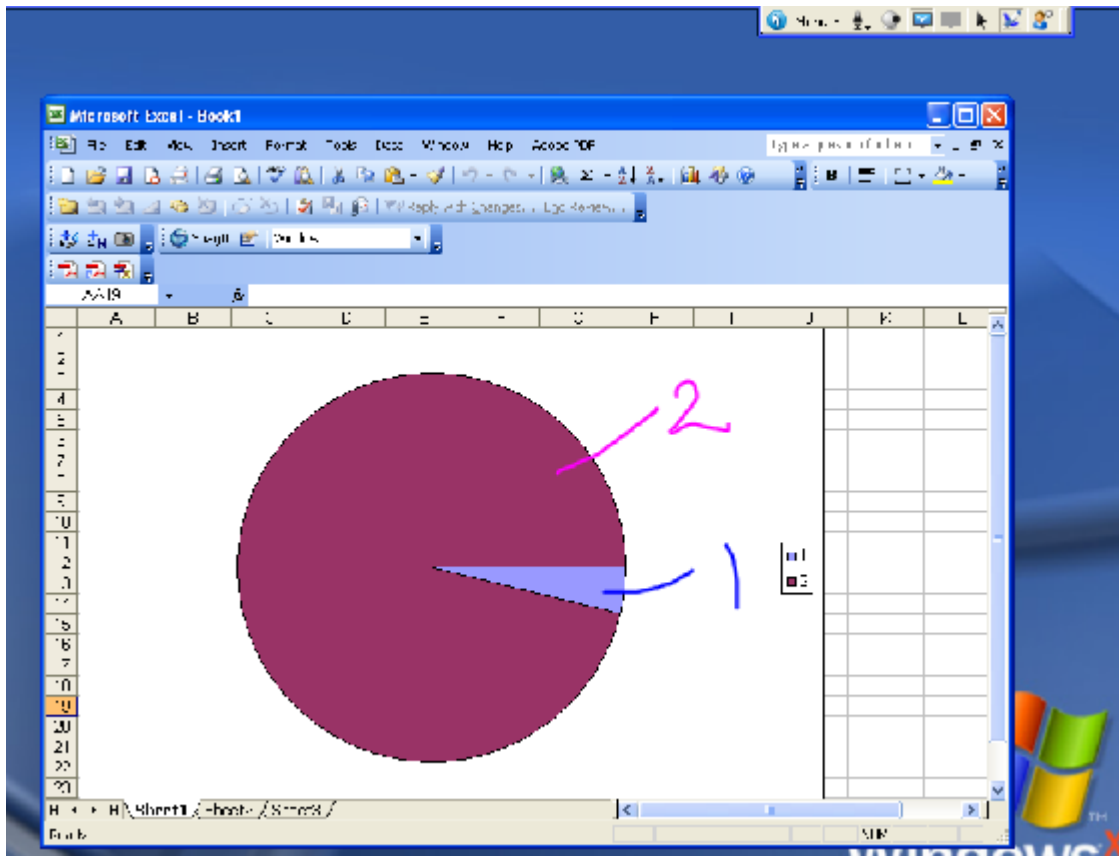
If your computer continues to lag behind the conference, you and the conference's presenter can take steps to [improve the conference's performance](#).




# Drawing on the Shared Desktop

## Writing on the Shared Desktop


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](#).



See&Share software assigns you an ink color when you join a conference, but you can easily change it. The menu provides a black, blue, and red pen and a yellow highlighter, accessible from **Menu > Tools**. You can also [customize your pen](#) to change the ink color, line width, and transparency.

**NOTE:** If the owner or the presenter has [disabled drawing](#), the pen button  in the toolbar 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.

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 box opens.

2. Select a color. For an expanded palette of colors, click the **More** button.
3. Select a width from 1 to 32 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. From the **Menu**, select **Tools > Eraser**.

**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 pointer changes to an eraser icon.

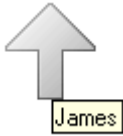
2. Drag the mouse over the notes you want to erase.

3. Click the mouse pointer button  to restore left-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

The screen pointer lets you place a floating arrow on the shared desktop to point out an item on the shared desktop.



**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 > 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 clicking 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 any 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 button  in the toolbar 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 colored 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.

**NOTE:** When you're using an [Ink Aware](#) application, you can write within only the standard workspace. You can't write on top of menus, toolbars or window frames.

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

## 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 and [prevent 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 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 pointer button  and then pressing anywhere on the shared desktop. However, this feature is not available if you're using a SMART Board interactive whiteboard to share an [Aware application](#) other than Microsoft Word, Excel or PowerPoint.



## Capturing the Notes (SMART Board Software)

If you're using SMART Board software on a SMART Board product, you can capture the notes on the shared desktop and save them in a Notebook file. The procedure varies, depending on whether you're the presenter or one of the other participants.

For more details about SMART Board software and Notebook software, refer to the Help file provided with each application.

### To capture notes (if you're the presenter)




If you're presenting the conference, you can use the Area Capture button  in SMART Board software Floating Tools. To open Floating Tools, press the SMART Board icon  in the system tray and select **Floating Tools**.

1. Press the **Area Capture** button .
2. Drag the cursor  with the mouse or your finger on the interactive screen to enclose the area to capture.
3. Notebook software captures the area and places it on a new Notebook page (unless you've cleared the **Save to new page** checkbox on the *Capture* toolbar).

### To capture an area (if you're a participant)

1. Open Notebook software.
2. Select **View > Screen Capture Toolbar**.

The *Capture* toolbar appears.



3. Press the **Area Capture** button  or the **Freehand Capture** button .
4. Drag the cursor  with the mouse or your finger on the interactive screen to enclose the area to capture.
5. Notebook software captures the area and places it on a new Notebook page (unless you've cleared the **Save to new page** checkbox on the *Capture* toolbar).

### To capture a window (if you're a participant)

1. Open Notebook software.
2. Select **View > Screen Capture Toolbar**.

The *Capture* toolbar appears.


3. Press the **Window** button .

4. Hover the cursor  over the window you'd like to capture. (A hashed area  highlights the window that will be captured.)
5. Press the highlighted window.
6. Notebook software captures the window and places it on a new Notebook page (unless you've cleared the **Save to new page** checkbox on the *Capture* toolbar).

### To capture the entire screen (if you're a participant)

1. Open Notebook software.
2. Select **View > Screen Capture Toolbar**.

The *Capture* toolbar appears.

3. Press the **Screen** button .
4. Notebook software captures the screen and places it on a new Notebook page (unless you've cleared the **Save to new page** checkbox on the *Capture* toolbar).

## Saving Notes in Ink Aware Applications

If you use an Ink Aware application, you can save notes that you make as part of the active file in a variety of spreadsheet, word processing, conferencing, presentation and graphics applications. In Aware applications, anything written or drawn with a pen tray pen or [pen button](#) becomes an actual component of the current file on the presenter's computer.

For complete details on using these applications with a SMART Board interactive whiteboard, refer to the SMART Board software Help file.

The presenter of the conference can save notes into any of the following Aware applications:

- Microsoft PowerPoint versions 97, 2000, XP and 2003
- Microsoft Word versions 97, 2000, XP and 2003
- Microsoft Excel versions 97, 2000, XP and 2003
- Corel Draw versions 8, 11 and 12
- Corel Presentations 8
- AutoCAD versions 97, 2000, 2002, 2004 and 2005
- AutoVue 17
- Volo View Express 2
- Microsoft Paint (versions included with Windows 98, NT or later)
- Windows Imaging (versions included with Windows 98, NT or later)
- Microsoft Windows Journal 1.7.2600.218c
- Corel Grafigo 2
- Microsoft Office OneNote 2003
- Microsoft Visio versions 2002 and 2003
- Adobe Acrobat Professional versions 6 and 7
- ArcView versions 8 and 9



# 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](#).

The procedure for reducing the desktop resolution varies between versions of the Windows operating system. However, the option is always available in **Control Panel > Display > Settings**.

- Avoid using the [Fit presenter's desktop to window](#) option if you're using a less powerful computer. If your desktop is the same size or larger than the presenter's, you can [view the shared desktop full screen](#) without using scroll bars.

**NOTE:** This can improve performance for slow computers, but not slow networks.

### Improving Performance (If You're a Participant)

If you're participating in a conference and you're seeing events on the presenter's desktop several seconds after they happen, you can try a number of things to help speed up the updates:

- Avoid using the [Fit presenter's desktop to window](#) option if you're using a less powerful computer. If your desktop is the same size or large than the presenter's, you can [view the shared desktop full screen](#) without using scroll bars.

**NOTE:** This can improve performance for slow computers, but not slow networks.

- Lower the level of Windows hardware acceleration by navigating to **Control Panel > Display > Settings > Advanced**. Click the **Troubleshoot** tab and drag the level of **Hardware acceleration** toward **None**. Test See&Share software's performance and lower the hardware acceleration more if necessary.

**NOTE:** This can improve performance for slow computers, but not slow networks.

If none of these options helps significantly, contact TANDBERG technical support.



# Communication Security Overview

## Secure Sockets Layer Standard

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](http://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 start.



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