Using IP Office Web Collaboration Agent
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Chapter 1: Introduction

Purpose
This document describes how to use product features and capabilities.

Intended audience
This document is intended for people who want to learn how to use product features and capabilities.

Related Resources

Documentation
Download the following related documents at http://support.avaya.com.
The Avaya Support website also includes the latest information about product compatibility, ports, and IP Office Web Collaboration releases.

Related Links
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Using

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<th>Title</th>
<th>Use this document to:</th>
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<tr>
<td></td>
<td>Using IP Office Web Collaboration Agent.</td>
<td>Manage and participate in conferences using Collaboration Agent</td>
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Support

Go to the Avaya Support website at http://support.avaya.com for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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Chapter 2: Overview

Overview

Web Collaboration provides web-based conferencing and online meeting tools that enable your organization’s members and invited guests to join in conference calls and group meetings on site or from remote locations.

Participants can quickly join the conference by logging in to Collaboration Agent and then dialing into the bridge number assigned for the conference call. An audio-only participant joins the conference by dialing in to the audio bridge. A conference owner can also dial out to users and add the users as participants. Additional participants can even be invited to join a conference already in progress. Then, the participants can easily perform a number of tasks, such as:

- See a list of other participants
- Raise their hands

For scheduled conferences from , after the conference time elapses, the application disconnects all participants and the conference owner from the audio call.

With web collaboration, the conference moderator or any selected participant can share:

- All or some of their desktop
- Specific applications
- Documents
- Virtual whiteboards

When web collaboration is active, participants can:

- Send messages
- Annotate shared content
- Record minutes

Using the Library feature, anyone with a Web Collaboration account can store these presentation materials in advance and retrieve them in seconds when “given the floor.” Participants can truly collaborate by viewing these presentations, as well as making notes on any whiteboard. Throughout the conference, anyone who is logged into the Collaboration Agent can see the following:

- Who is on the call
- Who is currently speaking
- Who is taking part in Web Collaboration
- Who is presenting
Best of all, your organization can also use the Web Collaboration tools to boost productivity and track accountability for action items even after the conference call has ended. Conference moderators can:

- Record and edit meeting minutes
- Create and distribute reports based on meeting minutes

At the end of each collaboration session, a transcript or Meeting Report is automatically generated and can be accessed from the Collaboration Agent. These reports contain the following information:

- Meeting minutes (including action items, notes, keywords and questions)
- All messages exchanged during the conference
- Library files that have been shared (including individual pages and slides)
- Whiteboard, desktop, screenshot, and application sharing events

All reports for conferences are stored on the Web Collaboration server for up to 90 days, and you can sort through these saved sessions by report name, the date and time of the conference, or the duration of the conference.

The language of the help documentation is based on the language setting of your browser.

---

**Collaboration Agent user types**

Collaboration Agent supports the following types of user roles:

- Conference owner
- Guest

During a conference, the user type is constant. It does not change.

Conference owners require a password and an account on IP Office Web Collaboration. Conference owners have access to a large number of privileges within the Collaboration Agent environment.

Guests do not require a password and do not have an account on Web Collaboration. Guests have fewer privileges than conference owners. For example, guests can log in to a conference, raise their hands, send messages, enter minutes, associate their audio line, and be promoted to a presenter. However, they cannot be promoted to a moderator. Guests can also mute themselves if their Collaboration Agent log-in is associated with their phone in the participant list.

A guest must know the collaboration code to join the Collaboration Agent. The extension of the conference owner is the collaboration code.
### Main window components field descriptions

<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td><strong>Add Participants</strong> button</td>
<td>Displays the Add Participants panel, which enables you to add participants to the conference. When you specify the telephone number or SIP URI of the participant you want to add to the conference, Collaboration Agent calls that participant and invites the participant to join the conference.</td>
</tr>
<tr>
<td>2</td>
<td><strong>Conference</strong> button</td>
<td>Displays the Conference Controls panel using which you can lock and unlock the conference. You can also end the conference.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| 3   | **Information** button | Displays the Information panel. From the Information panel, you can:  
  • View the telephone number and participant code for the conference bridge.  
  • View the Uniform Resource Locator (URL) for Collaboration Agent and the participant code to log in to Collaboration Agent for this conference.  
  • View the revision information.  
  **Tip:**  
  You can copy the phone number, URL, and participant code to an email or other application to save typing them. You can copy all the information to the by clicking the book icon at the bottom left of the Information window. You cannot copy the host code to prevent accidental publishing of the information.  
  • See the list of participants on the conference.  
  • View the documentation for Collaboration Agent.  
  • Access and manage your meeting reports.                                                                                                                   |
<p>| 4   | <strong>Active Talkers</strong> area | Displays the users who are speaking or who have recently spoken during the conference. The current speakers have the Active Talker icon next to their name. More recent speakers replace the current Active Talkers. |
| 5   | <strong>Mute</strong> button       | Enables you to mute and unmute the audio                                                                                                               |
| 6   | <strong>Participants Search</strong> box | Enables you to search for a participant in the conference. As you enter text in the Participants Search box, Collaboration Agent displays the participants that contain the matching text. |
| 7   | <strong>Select All Participants</strong> button | Selects all participants in the conference.                                                                                                         |</p>
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| 8   | **Participants Controls** button           | If you are the conference owner, the Participant Controls button displays the following actions that you can perform on participants in the conference:  
• Mute the selected participant or participants.  
• Promote the selected participant to moderator.  
• Allow the selected participant to be a presenter that is, share information using web collaboration.  
• Clear the hand raised by the selected participants.  
• Drop the selected participant or participants from the conference.  
• Dissociate audio and Collaboration Agent logins for the selected participants.  
If you are a participant and your Collaboration Agent logins are associated, the Participant Controls button displays the following actions that you can perform during the conference:  
• Associate or dissociate your Collaboration Agent logins.  
• Mute yourself.  
• Raise or lower your hand.  
• Drop from the Call.                                                                                                                                                                                                                                                                                                                                                     |
| 9   | **Participants List** area                 | Lists the participants in the conference.  
A panel for each participant displays:  
• The name of the participant or the telephone number of the participant.  
• An icon indicating whether the audio of the participant is muted or unmuted.  
• An icon indicating whether the hand of the participant is raised.                                                                                                                                                                                                                                                                                                                                                     |
| 10  | **Sort Participants by Join Time** button | Displays the participants in the Participant List in the order of joining the conference                                                                                                                                                                                                                                                                                                                                                                                                   |
| 11  | **Sort Participants by Roles** button     | Displays the participants by their roles that is, moderator, participant, and presenter in the Participant List.                                                                                                                                                                                                                                                                                                                                                                                |
| 12  | **Show Dropped Participants** button      | Displays the participants who have dropped from the conference in the Participant List.                                                                                                                                                                                                                                                                                                                                                                                                         |
| 13  | **Drop from conference** button           | Drops you from the conference.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

*Table continues*...
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td><strong>Handset icon</strong></td>
<td>Displays the participant status. The icon is grey when the participant has not joined the audio conference. The icon is white when the participant has joined the audio conference.</td>
</tr>
</tbody>
</table>

### Collaboration Agent icons

<table>
<thead>
<tr>
<th>Button</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The participant is an active speaker</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The participant is a presenter.</td>
</tr>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The participant is the conference owner.</td>
</tr>
</tbody>
</table>

### Conference check list

The moderator, or person organizing a conference call, should complete the following tasks in advance.

<table>
<thead>
<tr>
<th>#</th>
<th>Task</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Create an email list of all individuals who should be invited to participate in the conference.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong></td>
</tr>
<tr>
<td></td>
<td>To get the URL to the conference in Collaboration Agent. Click Information to open the Information panel and click <strong>Call information</strong>. You can open the panel if you are not logged into a conference.</td>
</tr>
<tr>
<td></td>
<td><strong>Tip:</strong></td>
</tr>
<tr>
<td></td>
<td>You can copy the phone number, URL, and participant code to an Email or other application to save typing them. You cannot copy the host code to prevent accidental publishing of the information. You can click the clipboard (Launch) icon to copy the conference information to clipboard.</td>
</tr>
<tr>
<td>2</td>
<td>Send an email invitation that includes:</td>
</tr>
<tr>
<td></td>
<td>• Either name or purpose or both of the conference call</td>
</tr>
<tr>
<td></td>
<td>• Date and time</td>
</tr>
<tr>
<td></td>
<td>• Instructions for logging in to Collaboration Agent</td>
</tr>
<tr>
<td></td>
<td>• Instructions for dialing in to the conference bridge number</td>
</tr>
</tbody>
</table>

*Table continues...*
## Task

<table>
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<tr>
<th>#</th>
<th>Task</th>
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</table>
|    | • Instructions for entering the participant code  
• Instructions for sending messages and annotating shared files and whiteboard  
• Reminders to presenters to load documents for sharing in the Library |
|    | **Note:** You can also do these actions by using the Conference Scheduling gadget in one-X portal and the Schedule Conference feature in Avaya Outlook plug-in. For more information, see one-X Portal for IP Office: User Guide. You can download this document from [http://support.avaya.com/](http://support.avaya.com/) |
| 3  | Load documents for sharing in the Library. |

### Viewing the Collaboration Agent version

You can view the current version of Collaboration Agent at any time.

**About this task**

The purpose of this task is to view the version information of the Collaboration Agent application that you are currently using.

**Procedure**

1. Log in to Collaboration Agent and access a conference.
   
   You can access your own conference or enter the code(s) required to access another conference.

2. On the Web Collaboration pane, right click the mouse button to display an information menu.
   
   The version information is displayed at the top of the information menu.

### Accessing online help

If you have difficulties accomplishing any task in Collaboration Agent, you can access helpful instructions at any time.

**About this task**

The purpose of this task is to view helpful information related to the Collaboration Agent application.

**Procedure**

1. Log in to Collaboration Agent and access a conference.
   
   You can access your own conference or enter the code(s) required to access another conference.
2. In the Collaboration Agent window, click **Information**.

3. On the Information Panel, click **Documentation**.

   Collaboration Agent opens a new dialog which contains a comprehensive guide to the common tasks and important concepts within Collaboration Agent.
Chapter 3: Logging in to and out of collaboration agent

System requirements

- For Collaboration Agent: Adobe Flash version 10.2.0 or later
- For Web Collaboration: Java 6 update 18 (1.6.0_18) or later.

Supported web browsers and operating systems

<table>
<thead>
<tr>
<th>Web browser</th>
<th>Operating system</th>
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<tbody>
<tr>
<td>Internet Explorer 10 and 11</td>
<td>Windows 8</td>
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<tr>
<td></td>
<td>Windows 7</td>
</tr>
<tr>
<td>Mozilla Firefox version 10 and later</td>
<td>Windows 7</td>
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<tr>
<td></td>
<td>Windows 8</td>
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<tr>
<td>Google Chrome version 17 and later</td>
<td>Windows 7</td>
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<td>Windows 8</td>
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<td></td>
<td>OS X 10.7.x</td>
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<tr>
<td></td>
<td>Chrome 17 only</td>
</tr>
<tr>
<td>Safari 5, 6, and 7 for Macintosh computers,</td>
<td>OS X 10.7, 10.8,</td>
</tr>
<tr>
<td>excluding iPad and iPod</td>
<td>10.9, 10.10</td>
</tr>
</tbody>
</table>

Limitations

If you use Google Chrome with OS X, you might face issues with screen sharing. Use Safari or Mozilla Firefox.

For document sharing to work properly, your administrator must install a trusted root certificate on the web collaboration server. The trusted root certificate must be signed by a certified authority.
Logging in to Collaboration Agent

You can log in to Collaboration Agent as a conference owner or as a guest.

Logging in to Collaboration Agent as the conference owner

Before you begin
Get the collaboration agent address from your system administrator.

Procedure

1. Using your web browser, go to the Collaboration Agent address provided by your system administrator.
2. In the IP Office Web Collaboration window, select Login as conference owner.
3. In the Username box, type your user name.

   Note:
   The user name must be the same as the telephony user name defined in IP Office Manager.

4. In the Password box, type your password.

   Note:
   The password must be the same as the telephony password defined in IP Office Manager.

5. To retain your login settings, check Remember me.
6. Click Login.

Logging in to Collaboration Agent as a guest

About this task

Note:
If you want to log in to more than one conference, use a different browser application for each conference.

Procedure

1. Using your web browser, go to the Collaboration Agent address provided by your System Administrator.
   For example, https://<IP address or server name>:9443/meeting/, where <IP address or server name> is the logical IP address or FQDN of the server running Collaboration Agent.
2. In the Collaboration Agent window, select **Enter meeting as a guest**.

3. Enter the name you want displayed in the conference in the Display name box. (The information you enter here appears in the Participant List.)

   You must enter a display name, which is the name that appears in the roster. The name must be between 2 and 31 characters in length.

4. **(Optional)** Enter your telephone number in the **Telephone** box.

   The phone number should be seven to 15 digits long with optional separators (space “ “, period “,”, dash “–”, or parentheses “(“ “)” and an optional leading plus “+” sign. For example, +1 (555) 555–2234.

5. Click **Login**.

6. Enter the participant code of the conference you want to join, and click **Enter**.

   - If the conference has started, the Conference tab opens.
   - If the conference not has started, the message “Waiting for conference to start” appears until the conference starts.

7. **(Optional)** Select your phone in the Identify my phone window.

   The association feature is not available for Flare phones.

   If your phone and Collaboration Agent account are automatically associated, then the Identify my phone window does not open.

8. **(Optional)** Click **OK**.

---

**Logging out**

**Procedure**

1. To log out from a Collaboration Agent conference, click ✗ on the top right hand corner of the Collaboration Agent conference window.

   The Collaboration Agent login window opens. If you plan to log in to another Collaboration Agent conference, you can leave this window open.

2. To log out from Collaboration Agent, click **Logout** in the Collaboration Agent conference login window.

   The Collaboration Agent login window opens.
Chapter 4: Accessing Avaya Office Web Collaboration

Accessing Web Collaboration

You can access Web Collaboration as a conference owner or a participant from one of the following Avaya endpoints:

• Avaya IP Office One X User Portal
• Avaya IP Office Outlook Plug-in
• Avaya Communicator for Windows
• Avaya Communicator for iOS

The integration of web collaboration with Avaya communication end points ensure ease of communication. By clicking the web collaboration icon you can directly start a collaboration session without the need to enter the user name and password again.

Accessing Web Collaboration through One X user portal

Before you begin
Your administrator must enable Web Collaboration for you.

Procedure
In the window:

• To start a Web Collaboration session as the conference owner, at the top of the window, click the Web Collaboration icon.

• To join the Web Collaboration session of a contact as a participant, in the Directory area, click the Web Collaboration icon next to the contact name.
The Web Collaboration session starts in a separate window.

**Accessing Web Collaboration through IP Office Outlook plug-in**

**Before you begin**
Your administrator must enable Web Collaboration for you.

**About this task**
Use this task to start your Web Collaboration session as the conference owner. You can also join Web Collaboration session of other users as a participant.

**Procedure**
In the Avaya IP Office Plug-in window:

- To start Web Collaboration session as the conference owner, at the top of the Avaya IP Office Plug-in window, click the Web Collaboration icon.
- To join the Web Collaboration session of a contact as a participant, click **Join Web Conference** next to the contact name.

The Web Collaboration session starts in a separate window.

**Accessing Web Collaboration through Avaya Communicator for Windows**

**Before you begin**
- Your administrator must enable Web Collaboration for you.
- To view the Web Collaboration icon, you should first dial into the meet-me conference using the meet-me short code. The default shortcode is *66*NNNN#, where NNNN is the extension number of the moderator.
Procedure

In the Avaya Communicator window:

• To start a web collaboration session as the conference owner, click the Web Collaboration icon.

• To join web collaboration session as a participant, click the Collaboration is available pop-up window.

🌟 Note:

The Collaboration is available pop-up window is displayed only when the conference owner starts a web collaboration session.

The Web Collaboration session starts in a separate window.

Accessing Web Collaboration through Avaya Communicator for iOS

Before you begin

• Your administrator must enable Web Collaboration for you.

• To view the Web Collaboration icon, you should first dial into the meet-me conference using the meet-me short code. The default shortcode is *66*NNNN#, where NNNN is the extension number of the moderator.

Procedure

To start Web Collaboration session as the conference owner or a participant, in the Avaya Communicator window, click the Web Collaboration icon.

The Web Collaboration session starts in a separate window.
Accessing Web Collaboration through Avaya Engage

Before you begin

Your administrator must enable Web Collaboration for you.

Procedure

To start a Web Collaboration session as the conference owner, click options and then click My Web Collab.

The Web Collaboration session starts in a separate window.
Chapter 5: Managing your participation

Raising and lowering your hand

Procedure

1. To raise your hand, do one of the following:
   • Right-click your Collaboration Agent entry in the participant list.
   • Select your Collaboration Agent entry in the participant list and click ⬆️.

2. Click ⬆️.
   The system displays the ⬆️ icon next to your name in the Participants list.

3. To lower your hand, do one of the following:
   • Right-click your Collaboration Agent entry in the participant list.
   • Select your Collaboration Agent entry in the participant list and click ⬇️.

4. Click ⬇️.
   The system does not display the ⬇️ icon.

Muting and unmuting yourself

About this task
You can only mute and unmute yourself.

Procedure

1. Right-click your Collaboration Agent entry in the participant list.

2. Click ⏹️.
   When your associated phone is muted, the ⏹️ icon turns blue, and the mute icon appears next to your name in the Participants list.
Retrieving the attendance snapshot

Use the attendance snapshot to capture a list of participants at a specific moment in time. The list appears in a pop-up window and contains the attendants' names and entry and exit times.

Tip:
The attendance snapshot only captures the attendance at a single moment during the conference. Avaya recommends using the recording feature to obtain a true representation of the attendance for the full duration of the conference.

Before you begin
Enable pop-ups in your browser.

Procedure
1. Click the Information button.
2. Click Attendance.
   A pop-up window with a detailed list of attendants appears.
3. You can print the window, or right-click and select Select All and then Copy to save the list to the clipboard. You can open Microsoft Excel and paste the list. Microsoft Excel preserves the column and row format.
Example

Attendance of the conference at Tue Jan 17 2012 04:32:27 PM

<table>
<thead>
<tr>
<th>Participant</th>
<th>Sign in Time</th>
<th>Leave Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gregory Adamson</td>
<td>Tue Jan 17 2012 03:29:56 PM</td>
<td></td>
</tr>
<tr>
<td>Kim Jones</td>
<td>Tue Jan 17 2012 03:31:57 PM</td>
<td>Tue Jan 17 2012 04:30:43 PM</td>
</tr>
<tr>
<td>John Smith</td>
<td>Tue Jan 17 2012 03:32:42 PM</td>
<td></td>
</tr>
</tbody>
</table>

Searching for users

Tip:
The Participant List is a limited display of all participants. The search feature searches the entire list.
Procedure

1. In the Participants Search box, enter the name of the participant you want to find. If you want to find the moderator, enter moderator.

   As you enter each letter, the panel of each participant that contains matching information appears in the participant list.

2. To cancel the search and view all participants in the participant list, click X in the Participants Search box.

Example

Typing “Jo” in the search box will highlight:

- Smith, John
- Johnson, Steve
- Joanne

Dropping from a conference

Procedure

1. In the participant list, right-click your Collaboration Agent entry.

2. Click .
Chapter 6: Managing a conference

Adding a participant to a conference

Procedure

1. In the Collaboration Agent window, click [ ].
2. If you want to call a telephone number:
   a. Using the dialpad in the Add Participants panel, enter the telephone number of the participant you want to add to the conference. If you do not see the dialpad, click at the bottom of the Add Participants panel.
   b. Click [ ].
3. If you want to call a SIP URI:
   a. In the text box provided in the Add Participants panel, enter the SIP URI of the participant you want to add to the conference. If you do not see the SIP screen in the Add Participants panel, click the SIP button at the bottom of the Add Participants panel.
   b. Click [ ].

Result
If the invitee accepts the invitation at the prompt, that person appears in the Participants list.

Muting and unmuting specific participants

About this task
During a conference call, you can mute participants if there is noise from the participant's location, or for some other reason. Similarly, you can unmute the participant.

Procedure

1. In the Participant list, click on the panel of each participant you want to mute. If you want to select all of the participants, click [ ].
   The selected participant panels turn blue.
2. To mute the participants:
   • Click [ ], and select Mute, or
• Right click on a selected participant, and select **Mute**.

When a participant is muted, the Mute icon appears on the participant's panel in Participants list.

3. To unmute the participants:
   • Click ![mute](image), and select **Mute**, or
   • Right click on a selected participant, and select **Mute**.

When a participant is unmuted, the Mute icon on the participant's panel in Participants list disappears.

---

**Assigning and unassigning presenter capabilities to a participant**

**About this task**

By default, only the moderator can present content to the participants on a conference. Use this procedure to promote another participant to a presenter so that participant can share documents, applications or a whiteboard.

**Procedure**

1. In the Participant list, click on the panel of the appropriate participant.

   The selected participant panels turn blue.

2. To assign presenter capabilities:
   • Click ![promote](image), and select **Promote to Presenter**, or
   • Right click on the selected participant, and select **Promote to Presenter**.

   When a participant becomes a presenter, the presenter symbol appears on the participant's panel in Participants list.

3. To unassign presenter capabilities:
   • Click ![promote](image), and select **Promote to Presenter**, or
   • Right click on the selected participant, and select **Promote to Presenter**.

   When a participant is no longer a presenter, the presenter symbol disappears on the participant's panel in Participants list and the web collaboration session ends.
Promoting a participant to moderator

About this task
Using this procedure, you can promote another participant to moderator during a conference.

⚠️ Important:
This promotion takes place immediately after you click OK in the confirmation dialog box.

🌟 Note:
A guest cannot be promoted to a moderator.

Procedure
1. Right-click the Collaboration Agent entry of the participant in the participant list.
2. Click Moderator.
3. In the confirmation dialog box, click Yes to promote the participant to moderator.

The participant is promoted to a moderator.

Resuming the moderator role

About this task
Using this procedure, you can resume the moderator role during a conference.

Procedure
1. Right-click your Collaboration Agent entry in the participant list.
2. Click and select Assume Moderator.

You resume the moderator role.

Dropping a participant

Procedure
1. In the Participant list, click on the panel of each participant you want to drop. If you want to select all of the participants, click .

The selected participant panels turn blue.
2. Perform one of the following steps:
   • Click , and select Drop from Call.
   • Right click on a selected participant, and select Drop from Call.
Result
All the phones associated with the selected participants drop from the conference and the Connected and Dropped buttons show updated numbers. If the phone and Collaboration Agent login are associated, both log-ins are dropped.

Clearing raised hands
Participants can raise their hands during the conference to attract the moderator's attention, for example if they wish to ask a question. As moderator, you can lower raised hands.

Procedure
1. In the Participant list, click on the panel of the appropriate participant. If you want to select all of the participants, click .
   The selected participant panels turn blue.
2. Perform one of the following steps:
   • Click , and select Raise Hand.
   • Right click on the selected participant, and select Raise Hand.

Result
The Raised Hand icon next to the participants in the Participants list disappears.

Locking and unlocking the conference

About this task
If you are logged in as the moderator, you can lock the conference to new participants. After you lock the conference, participants cannot join the audio conference or the Collaboration Agent conference.

Procedure
1. In the Collaboration Agent, click Conference.
2. Click Lock to lock the conference.
   New participants cannot join either the audio conference or the Collaboration Agent conference. “Conference locked” appears in the Mode Bar, the Lock button is pressed in, and the button color changes to blue.
3. Click Lock again to unlock the conference.
   New participants can join the conference.
“Collaboration Agent” is shown in the Mode Bar, the Lock button is not pressed in and the button color changes to black.
Chapter 7: Sharing information

Overview of Web collaboration

Conference owners and presenters can share the following content and information:

- Documents from My Library
- Virtual whiteboards
- All or part of the desktop
- Applications

Web Collaboration components

<table>
<thead>
<tr>
<th>No.</th>
<th>Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Annotation tools</td>
<td>Annotate the whiteboard or shared document.</td>
</tr>
<tr>
<td>2</td>
<td>Zoom tools</td>
<td>Changes the size of the screen content.</td>
</tr>
<tr>
<td>3</td>
<td>Autofit</td>
<td>Fits the Web Collaboration interface to the window size.</td>
</tr>
</tbody>
</table>

Table continues…
### Managing your library

#### Library

Your account on the IP Office Web Collaboration system provides a “library” into which you can upload documents, presentations and pictures that you can quickly share during a web collaboration session. You can upload the following file formats in the Library:

- Adobe® Acrobat® (.pdf)
- JPEG (.jpg and .jpeg)
- portable network graphics (.png)

To upload a file into your library, you must log into your Web Collaboration account with either Avaya Collaboration Agent using a PC or Avaya Communicator for Windows.

#### Uploading documents

##### Before you begin

Close the document before you upload it. You cannot upload a document that is open on your computer.

IP Office Web Collaboration does not support Microsoft Office. To share a Microsoft Office document, convert the file to PDF.

You might have to install a trusted root certificate before you can upload documents to the library.

##### About this task

If you want to share a document from the library, you need to upload it.

You cannot upload documents which are encrypted with a password. In terms of size, your document must be less than 300 pages and the file size must be less than 6 MB. In addition, your library is limited to 10 documents. You must not exceed this total.

<table>
<thead>
<tr>
<th>No.</th>
<th>Tools</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Screenshot</td>
<td>Sends a shot of the current screen to all participants as a JPG file that participants can download.</td>
</tr>
<tr>
<td>5</td>
<td>Navigation tools</td>
<td>Navigate the shared content. The buttons change according to the content being shared.</td>
</tr>
<tr>
<td>6</td>
<td>Stop Sharing</td>
<td>Stop sharing current content.</td>
</tr>
<tr>
<td>7</td>
<td>Hide or show roster</td>
<td>Hides or shows the conference roster.</td>
</tr>
</tbody>
</table>
Procedure

1. Open your document library.
   • In the conference log-in screen: click Library
   • In Web Collaboration: click My Library.
2. Click Upload.
3. Choose the file you want to upload in the Select file to upload window.
4. Click Open.

Viewing documents in the library

Viewing documents as thumbnails

Procedure

1. Click My Library.
2. Click .

   The documents appear as a series of thumbnails. The number of pages or slides in the document or presentation appears.

Viewing documents as a list

Procedure

1. Click My Library.
2. Click .

   The documents appear as a list.

Renaming documents

Before you begin
You must be logged in to rename documents.

Procedure

1. Open your document library.
   • In the conference log-in screen: click Library
   • In Web Collaboration: click My Library.
2. Select a document.
3. Click Rename.
4. Type the new name in the dialog box.
5. Click **Save**.

---

**Deleting documents**

**Before you begin**
You must be logged in as a moderator, presenter, or participant to delete documents.

**Procedure**
1. Open your document library.
   - In the conference log-in screen: click **Library**
   - In Web Collaboration: click **My Library**.
2. Select a document.
3. Click **Delete**.
4. Click **OK**.

---

**Sorting documents**

**Procedure**
1. Open your document library.
   - In the conference log-in screen: click **Library**
   - In Web Collaboration: click **My Library**.
2. Click the column you want to sort by.
   - Clicking the column again reverses the sorting order.
   - The file are sorted according to your choice.

---

**Installing the Collaboration Agent plug-in**

**About this task**
Web collaboration requires a Java applet to share your desktop and applications. Because of modifications to Web browsers to resolve security vulnerabilities, your Web browser might block Collaboration Agent from invoking the Java applet to share your desktop. Install the Collaboration Agent plug-in so that Collaboration Agent does not require the Java applet for desktop sharing.

**Note:**
The Collaboration Agent plug-in supports 64-bit browsers.
**Procedure**

1. On Collaboration Agent, click **Begin Sharing**.

   **Note:**
   Collaboration Agent automatically prompts you to download the plug-in when you click **Begin Sharing** and choose **Entire Screen**, **Portion of Screen**, or **Application Window**.

2. From the drop-down list, click **Download Collaboration Plugin**.
   Collaboration Agent displays the **Sharing** window.

3. To install the plug-in, click **Download and Install plugin**.
   The operation system firewall might display a warning when you download the plug-in. Click the appropriate option for the firewall to allow access to the plug-in.

   **Caution:**
   - Be careful when you uninstall the plug-in. the operating system of the computer does not prompt you to confirm if you want to uninstall the plug-in.
   - Do not disable the plug-in. If you disable the plug-in, Collaboration Agent prompts you to download the plug-in again when you share your desktop the next time. If you install the plug-in again, the operating system of your computer displays the following message:
     
     **This program might not have installed correctly.**

To use the Web collaboration feature without downloading the plug-in, click **Share without plugin**. If you do not install the plugin,

- Collaboration Agent prompts you to install the plug-in again when you click **Begin Sharing** the next time.
- Collaboration Agent continues to use the Java applet for desktop sharing, which might cause issues when the Web browser prevents Collaboration Agent from invoking the Java applet.

---

**Sharing a document**

**Sharing documents from the library**

**Before you begin**

If you want to share documents from the library, you must upload the documents into “My Library” before you can share them.
Procedure

1. Click **Begin Sharing**, or **Sharing**.
2. Select **Document from library**.
   
   The My Library window opens.
3. Choose the document type by clicking one of the tabs:
   - Presentations.
   - Documents.
   - Pictures.
4. Select the document.
   
   If you want to share the document from a specific page or slide, click **Preview** and navigate to the page or slide.
5. Click **Share**.

Result

The document sharing workspace opens.

Navigating shared content

Use the navigation keys to browse shared documents. If you want to browse a document in your workspace without changing the display of the shared document, see **Browsing a presentation as a participant** on page 40.

The navigation keys are at the top of the screen, above the shared document.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Auto fit" /></td>
<td>Auto fit</td>
<td>Fits the Web Collaboration interface to the window size.</td>
</tr>
<tr>
<td><img src="image" alt="Zoom out" /></td>
<td>Zoom out</td>
<td>Decreases size of screen content.</td>
</tr>
<tr>
<td><img src="image" alt="Zoom in" /></td>
<td>Zoom in</td>
<td>Increases size of screen content.</td>
</tr>
<tr>
<td><img src="image" alt="Magnification slider" /></td>
<td>Magnification slider</td>
<td>Changes the size of the screen content.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>This slider operates independently of the auto fit feature.</td>
</tr>
<tr>
<td><img src="image" alt="First slide or page" /></td>
<td>First slide or page</td>
<td>Goes to the first page of the shared document.</td>
</tr>
<tr>
<td><img src="image" alt="Previous slide or page" /></td>
<td>Previous slide or page</td>
<td>Goes to the previous page of the shared document.</td>
</tr>
</tbody>
</table>
## Browsing a presentation as a participant

Use this feature to browse a shared document independently of the moderator or presenter.

### About this task

Participants normally follow the presentation at the presenter's pace. However, if you wish to follow at your own pace, for example if you want to return to a previous slide, you can open the presentation in a separate window on your computer.

### Procedure

1. Click **Browse** at the top of the Web Collaboration window.
   - The browsing window opens.
   - You may now page forward or backward through the document.

2. While the document is open:
   - Click □ to toggle between full screen and normal-sized views of the document.
   - Navigate the document using the arrow keys.

3. To close the window, click **Close**.
   - The presentation resumes at the current page, and continues with the presenter.
Ending document sharing

Procedure

Click Stop sharing.

Result

The document closes.
The “Sharing is not active” message appears.
The Begin Sharing button appears in the Web Collaboration window.

Advantages of sharing documents instead of the desktop

Presenters may share documents and presentation materials directly from their desktops, so why use the library? There are several reasons:

• Presenters can share from anywhere. Simply log in to access your library and its contents from anywhere.

• Speed and quality. When you share from your library, participants experience more responsive and higher resolution sessions than when sharing from your desktop.

• Participant flexibility. When you share from your desktop, participants must follow what appears on your screen. When you instead share a presentation from your library, participants can page forward and backward. This results in fewer requests to roll back and repeat. Note that participants automatically page along with you as you present unless the participants explicitly attempt to view the presentation pages directly.

Sharing a whiteboard

Sharing virtual whiteboards

Use a virtual whiteboard to share text or drawings with other participants. When the moderator or presenter has opened the whiteboard, other participants may use it.

Tip:

When you hover over the annotation, a pop-up window shows the name of the participant who added the annotation.

Procedure

1. Click Begin Sharing, or Sharing.
2. Select **Whiteboard**.

**Result**
A virtual whiteboard opens. There is a variety of tools you can use to create, delete and annotate white boards.
See [Annotation controls](#) on page 45 for information on the tools.

## Navigating whiteboards

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔄</td>
<td>Previous whiteboard</td>
<td>Goes to the previous whiteboard</td>
</tr>
<tr>
<td>🔄</td>
<td>Next whiteboard</td>
<td>Goes to the whiteboard</td>
</tr>
<tr>
<td>📚</td>
<td>Whiteboard title</td>
<td>Shows the title of the current whiteboard.</td>
</tr>
<tr>
<td>📚</td>
<td>Whiteboard list</td>
<td>Show a list of the current whiteboards. To view another whiteboard, select in the list.</td>
</tr>
</tbody>
</table>

## Adding a whiteboard

**Before you begin**
You must be sharing a whiteboard.

**Procedure**

Click 🔄 in the navigation toolbar at the top of the collaboration workspace.

A new, empty whiteboard opens.

## Deleting a whiteboard

**Before you begin**
You must be sharing a whiteboard.

**Procedure**

1. Click 🔄 in the navigation toolbar at the top of the collaboration workspace.
2. Click **Ok**.
The current whiteboard is deleted and the collaboration workspace shows the previous whiteboard.

---

**Ending whiteboard sharing**

**Procedure**

Click **Stop sharing**.

**Result**

The whiteboard closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.

---

**Sharing applications and the desktop**

**Sharing applications**

You can share an application window, your entire desktop, or a portion of your desktop. Once you make your selection, it can take a few moments to start sharing. A red border indicates the sharing region. You can stop sharing at any time, by clicking the **Stop Sharing** button on the Web Collaboration window.

**Note:**

Application sharing is not available in Mac OS 10.

**Before you begin**

You must enable pop-up windows in your browser to share an application.

**Procedure**

1. Click **Begin Sharing**, or **Sharing**.
2. Choose from the following options:
   - Application window
   - Entire screen
   - Portion of screen
     a. If you select **Application window**, a list of open applications is displayed in a pop-up dialog.
     b. Select the application from the list.
     c. Click **Share** to share the application.
If you select **Entire screen** or **Portion of screen**, **Web Collaboration** begins to share the screen. The message **Desktop sharing is in progress** is displayed on the **Web Collaboration** window.

### Sharing application and desktop controls

While sharing an application or the desktop, you can annotate the screen and pause and resume sharing.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>✂️</td>
<td>Change sharing type (desktop sharing, portion of screen sharing, Application sharing).</td>
</tr>
<tr>
<td>🎨</td>
<td>Color picker tool.</td>
</tr>
<tr>
<td>🆕️</td>
<td>Stamp tool.</td>
</tr>
<tr>
<td>🖍️</td>
<td>Pen tool.</td>
</tr>
<tr>
<td>🛑</td>
<td>Pause sharing.</td>
</tr>
<tr>
<td>⏯️</td>
<td>Resume sharing.</td>
</tr>
</tbody>
</table>

### Ending application and screen sharing

**Procedure**

Click:

- **Stop Sharing**, or
- The **Exit Sharing** button, or
- **Stop Desktop Sharing** in the Sharing menu.

**Result**

The shared application or screen closes.

The “Sharing is not active” message appears.

The **Begin Sharing** button appears in the Web Collaboration window.
Annotating content

Annotating

Web Collaboration provides a range of tools for annotating shared content, applications and screens, and drawing on a virtual whiteboard. You can add text, lines and stamps to clarify or expand the content.

A presenter and moderator can annotate in all shared content. A participant can annotate only on a virtual whiteboard. A moderator or presenter can only annotate content that the moderator or presenter himself shares.

The available tools depend on the content you are sharing; however, the icons are the same.

Annotation controls

The annotation keys are at left of the screen, next to the shared content.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select tool</td>
<td>Selects an annotation. When the arrow changes to a finger cursor, you can move the annotation with the mouse.</td>
</tr>
<tr>
<td></td>
<td>Pen tool</td>
<td>Draws a freehand line.</td>
</tr>
<tr>
<td></td>
<td>Marker tool</td>
<td>Highlights text or graphics. Tip: Use the color selection tool to choose the highlighting color.</td>
</tr>
<tr>
<td></td>
<td>Line tool</td>
<td>Draws a straight line in the currently selected color. Tip: You can choose one of three line widths in the fly-out.</td>
</tr>
<tr>
<td></td>
<td>Line tool fly-out</td>
<td>Chooses the line thickness.</td>
</tr>
<tr>
<td></td>
<td>Rectangle tool</td>
<td>Draws a filled rectangle or rectangular outline in the currently selected color.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Rectangle Tool" /></td>
<td>Rectangle tool fly-out.</td>
<td>Chooses rectangle type: filled or outline.</td>
</tr>
<tr>
<td><img src="image" alt="Ellipse Tool" /></td>
<td>Ellipse tool</td>
<td>Draws a filled ellipse or elliptical outline in the currently selected color. You can choose a filled ellipse or outline in the fly-out. <strong>Tip:</strong> The button shows the ellipse type.</td>
</tr>
<tr>
<td><img src="image" alt="Ellipse Tool" /></td>
<td>Ellipse tool fly-out.</td>
<td>Chooses ellipse type: filled or outline.</td>
</tr>
<tr>
<td><img src="image" alt="Stamp Tool" /></td>
<td>Stamp tool</td>
<td>Inserts a stamp in the currently selected color. Use this tool to call attention to items you are sharing. <strong>Tip:</strong> User the color selection tool to choose the stamp color.</td>
</tr>
<tr>
<td><img src="image" alt="Text Tool" /></td>
<td>Text tool</td>
<td>Adds text annotation in the currently selected color. You can choose one of three text sizes in the fly-out. <strong>Tip:</strong> The button shows the text size.</td>
</tr>
<tr>
<td><img src="image" alt="Text Tool" /></td>
<td>Text fly-out.</td>
<td>Selects the text size: small, medium or large.</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
</table>
| ![Color picker tool](image) | Color picker tool. | Selects a color for annotation. Choose the color in the fly-out.  
**Tip:**  
The current color is shown on the button.  
**Tip:**  
You cannot edit existing text. You must delete the text and type the new text. |

| ![Delete tool](image) | Delete tool |  |
| ![Delete flyout](image) | Delete flyout |  |
| ![Delete selection tool](image) | Delete selection tool | Deletes the selected annotation. |
| ![Delete all tool](image) | Delete all tool | Deletes all drawings. |
| ![Screenshot](image) | Screenshot | Sends a shot of the current screen to all participants as a JPG file that participants can download. |

**Related Links**
[Navigating shared content](#) on page 39

---

### Changing the type of sharing

While you are sharing, you can change the type of information you are sharing.

**Procedure**

1. Click Sharing in the Collaboration window.
2. Choose one of the options from the pop-up menu:
   - Document from library
   - Entire screen
   - Portion of screen
   - Application window
   - Whiteboard
   - Share previous document
Result
The sharing type changes.

Sending a screenshot
You can send a screenshot of the current screen to all participants as a message.

Before you begin
You must be a moderator or presenter to send a screenshot. You must begin sharing before you can send a screenshot.

Procedure
1. Click Begin Sharing, or Sharing.
2. Click .
   A confirmation window opens.
3. Click Yes to send the screenshot.

Result
All the participants receive the screenshot as a JPEG file attachment to message.
Chapter 8: Sending messages during a conference

The Messages window

The Messages window contains a list of messages sent by the moderator and participants during the conference. There is also a field for entering text for messages. The maximum number of characters you can enter in this field is 1024. You can paste a text message in the field.

You can also paste a website URL.

The messages are shown with the sender's name and the time the message was sent. The most recent message is at the end of the list.

You can send a message to all the participants.

![Figure 1: The Messages Window](image)

Opening the Messages window

Procedure

Click **Messages**.

The Messages window opens.
Sending a message
Procedure

1. Open the Message window.
2. Enter the message in the space at the bottom of the Messages window.
3. Click **Send**.
   
   • The message pops up briefly. Participants can click on the pop-up to open the message or open the Messages window.
   
   • The message appears in the list with your name and the time you sent the message. Other participants in the conference see an updated number of unread messages.
Chapter 9: Managing meeting minutes

Meeting minutes

All users may record and edit meeting minutes which are available for later review. The moderator may also create a report, suitable for mailing to attendees, containing any or all elements of the meeting minutes. You can organize your meeting minutes into the following categories:

- notes
- keywords
- action items
- questions

Figure 2: Minutes Window

Minutes interface

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter text here</td>
<td>The text you want to appear in the note.</td>
</tr>
</tbody>
</table>
Adding minutes

Procedure

1. Open the Minutes window by clicking Minutes.
2. Enter the text you wish to add.
3. Select the Minute type.
4. To make the note invisible to other conference participants, check the Personal box. Personal minutes, except from the moderator, do not appear in meeting reports.
5. Click Add.

Web Collaboration adds the minute with the type, your name and a time stamp. Other participants in the conference see the number of unread minutes.

Editing minutes

Before you begin

You can only edit minutes that you added.
Procedure
1. Open the Minutes window by clicking Minutes.
2. Select the note you wish to edit.
3. Click ✎.
   The Edit window opens.
4. Edit the text and change the item type and sensitivity.
5. Click Save to save the changes.

Deleting minutes

Before you begin
You can only delete notes that you added.

Procedure
1. Open the Minutes window by clicking Minutes.
2. Select the note you wish to delete.
3. Click ✎.
   The Confirmation window opens.
4. Click OK to delete the note.
Chapter 10: Managing meeting reports

Meeting reports

Introduction
At the end of each collaboration session, a report is automatically generated which, in addition to the meeting minutes, also includes the different sharing events that took place in the collaboration session. Users can access the reports of their web collaboration sessions from the Collaboration Agent.

The server stores meeting reports for 90 days.

Meeting report contents
The meeting reports contain the following information for a session:

- Meeting notes (action items, key words, notes, screenshots, and questions, any of which participants or guests can mark private), except for private notes which guests and participants add. These private minutes do not appear in the archive for privacy reasons.
- All messages exchanged publicly during the meeting.
- Library file sharing events, down to the level of individual pages and slides. The library files are accessible in the transcript only if the owner (moderator) owns the library files and the files are available in the library at the time of the reporting. The owner (moderator) does not have access to library files owned by other presenters.
- Whiteboard, application and desktop sharing events, and screenshots.

Accessing meeting reports

Before you begin
You must be the conference owner.

Procedure
1. To access reports from a Collaboration Agent session:
   a. Click Information.
   b. On the Information panel, click My Reports.
2. To access reports from the login screen, click My Reports.
Result
The Meeting Reports window opens.

---

**Sorting Web Collaboration sessions**

**Before you begin**
You must be the conference owner.

**About this task**
You can sort the Web Collaboration sessions in ascending or descending order by date and time, name or duration.

The selected sort item is shown by an arrow in the column, the arrow also indicates the sort order: ascending or descending.

**Procedure**

1. To access reports from a Collaboration Agent session:
   a. Click **Information**.
   b. On the Information panel, click **My Reports**.
2. To access reports from the login screen, click **My Reports**.
3. To sort the Web Collaboration sessions, click the column.
   - Date and time — the date and time of the Web Collaboration session.
   - Name — name of the Web Collaboration report.
   - Duration — length of the Web Collaboration session.
4. Click the column again to reverse the sort order.

---

**Deleting meeting reports**

**Before you begin**
You must be the conference owner.

**Procedure**

1. To access reports from a Collaboration Agent session:
   a. Click **Information**.
   b. On the Information panel, click **My Reports**.
2. To access reports from the login screen, click **My Reports**.
3. Select the meeting report.
Renaming meeting report sessions

Before you begin
You must be the conference owner.

Procedure

1. To access reports from a Collaboration Agent session:
   a. Click Information.
   b. On the Information panel, click My Reports.
2. To access reports from the login screen, click My Reports.
3. Click Rename.
4. Enter the new name in the Rename Session dialog box.
5. Click Save.

Generating and sending reports

Before you begin
You must be the conference owner.

Procedure

1. To access reports from a Collaboration Agent session:
   a. Click Information.
   b. On the Information panel, click My Reports.
2. To access reports from the login screen, click My Reports.
3. Select the report.
4. Click Open.
5. (Optional) Customize the report:
   • Sort the meeting events by time, author or type in the Layout by: drop-down menu.
   • Select the events for the report in the View: drop-down menu.
   See Meeting reports custom parameters on page 57 for information on customizing meeting reports.
6. To generate the report, click **Export**. A pop-up window showing the report layout opens.

7. To copy the report to the clipboard as text, for example to send it in an email, click **Copy**.

8. To save the report as an HTML file, click **Save**.

9. To print the report, click **Print**.

---

**Meeting reports custom parameters**

You may sort events the **List by** menu.

<table>
<thead>
<tr>
<th>To sort by...</th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Event time</td>
<td>Time</td>
</tr>
<tr>
<td>Participant Name</td>
<td>Author</td>
</tr>
<tr>
<td>Event type, for example shared document</td>
<td>Type</td>
</tr>
<tr>
<td></td>
<td>See View for a list of event types.</td>
</tr>
</tbody>
</table>

You may choose to view all events or select specific event types using the **View** menu.

<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>All</td>
<td>All minutes, notes and events.</td>
</tr>
<tr>
<td>✔️ Action Items</td>
<td>Action items assigned in the meeting minutes.</td>
</tr>
<tr>
<td>Keywords</td>
<td>Keywords defined in the meeting minutes.</td>
</tr>
<tr>
<td>💬 Meeting Events</td>
<td>Events, such as starting or ending sharing or sharing documents.</td>
</tr>
<tr>
<td>📩 Messages</td>
<td>Messages sent during the conference.</td>
</tr>
<tr>
<td>✍️ Notes</td>
<td>Meeting minutes tagged as notes.</td>
</tr>
<tr>
<td>🤔 Questions</td>
<td>Meeting minutes tagged as questions.</td>
</tr>
<tr>
<td>Personal items</td>
<td>Include minutes flagged as personal by the moderator.</td>
</tr>
</tbody>
</table>
Chapter 11: Installing Certificate

Installing certificates

If your administrator decides to use a customized trusted root certificate, you must install the certificate using your browser. Request your administrator to share the trusted root certificate with you.

Installing a trusted root certificate in Chrome

Before you begin
Get the trusted root certificate from your administrator.

Procedure
1. On Google Chrome, navigate to Customize and control Google Chrome > Settings.
2. On the Settings window, navigate to Show advanced settings > Manage Certificates.
3. In the Certificates dialog box, click Trusted Root Certification Authorities.
4. Click Import, and select the trusted root certificate that your administrator has shared with you.

Installing a trusted root certificate in Firefox

Before you begin
Get the trusted root certificate from your administrator.

Procedure
1. On Firefox, navigate to the menu and click Options.
2. In the Options dialog box, navigate to Advanced > Certificates.
3. In the Certificate Manager dialog box, click Import and select the trusted root certificate that your administrator has shared with you.
Installing a trusted root certificate in Internet Explorer

Before you begin
Get the trusted root certificate from your administrator.

Procedure
1. On Internet Explorer, navigate to Tools > Internet Options.
2. In the Internet Options dialog box, navigate to Content > Certificates.
3. In the Certificates dialog box, click Trusted Root Certification Authorities.
4. Click Import, and select the trusted root certificate that your administrator has shared with you.

Installing a trusted root certificate in an Apple system

Before you begin
Get the trusted root certificate from your administrator.

Procedure
1. To import the certificate, do one of the following:
   • Double-click Certificate on your Apple desktop.
   • Open the Keychain Access utility, and navigate to File > Import items.
2. Browse and select the trusted root certificate, and click Open.
3. To install the certificate, click Always Trust.
   The system displays a password dialog box.
4. Type your password, and click Update Settings.

Browser support for certificates

<table>
<thead>
<tr>
<th>Hostname + Without Trusted CA</th>
<th>Firefox</th>
<th>Chrome</th>
<th>Internet Explorer</th>
<th>Safari</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Collab</td>
<td>Upload</td>
<td>Collab</td>
<td>Upload</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Table continues…
<table>
<thead>
<tr>
<th>IP Address +</th>
<th>Firefox</th>
<th>Chrome</th>
<th>Internet Explorer</th>
<th>Safari</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Trusted CA</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>IP Address +</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>With Trusted CA</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Legend:
- Hostname: Hostname to access Web Collaboration
- IP Address: IP address to access Web Collaboration
- Without Trusted CA: Self Signed or Avaya provided certificate
- With Trusted CA: Certificate from a trusted signing authority
- Collab: Using Collaboration
- Upload: Using document sharing services
Chapter 12: Troubleshooting

Client error

Outlook Plug-in link to web collaboration fails
When the Outlook plug-in link to Web Collaboration fails, the system displays the Navigation Cancelled page. This error occurs if you do not add the trusted root certificate to Internet Explorer. You must contact your system administrator to get the trusted root certificate.

Related Links
Installing a trusted root certificate in Internet Explorer on page 59

Avaya Communicator for Windows fails
When Avaya Communicator for Windows fails, the system displays the Navigation Cancelled page. This error occurs if you do not add the trusted root certificate to Internet Explorer. You must contact your system administrator to get the trusted root certificate.

Related Links
Installing a trusted root certificate in Internet Explorer on page 59

Document sharing error

Unable to upload a file to the library
When the trusted root certificate is not added to your browser, you see the following error message:
The document upload failed. The Document Conversion Server may be unavailable at this time, possibly due to an untrusted or expired security certificate. Please try again later. If the problem persists, contact your administrator.
Troubleshooting

Contact your system administrator for the trusted root certificate. Your system administrator will share the certificate with you.

**Related Links**
- Installing a trusted root certificate in Chrome on page 58
- Installing a trusted root certificate in Firefox on page 58
- Installing a trusted root certificate in Internet Explorer on page 59
- Installing a trusted root certificate in an Apple system on page 59

---

**Unable to share desktop in Safari and Chrome browser**

While sharing the desktop in Safari, the system might display a desktop sharing error. Ensure that you enable the Avaya Aura Conferencing Plugin in Safari.

While sharing an application or the desktop in Chrome, the system might provide an option to install the Avaya Aura Conferencing Collaboration Plugin. If the plug-in is already installed, ensure that you enable the plug-in in Chrome.

---

**SIP registration failed**

**Cause**

SIP registration not enabled.

**Solution**

For a user to access WebRTC, the administrator must select the **SIP Registrar Enable** box in IP Office. If the administrator does not enable this check box then users with any extension type will not be able to access WebRTC. Also, for WebRTC to work on Server Edition machines, the Server Edition license needs to be added.
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