



Bridgit Conferencing Software

User's Guide

Version 3.0

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Introducing Bridgit Conferencing Software

Bridgit conferencing software is a client/server application that lets you share applications and information with anyone, anywhere in the world. You can use Bridgit software to talk to participants using the Voice over Internet Protocol (VoIP), share your desktop, and send e-mail invitations to participants to view your desktop. Once the conference has started, participants can draw over the desktop to write notes or highlight information. You can share your webcam and view other participants' webcams as well. To keep your conferences secure, you can add password-protection.

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

All of the features of Bridgit 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 a SMART Aware application, such as Microsoft Word or Microsoft Excel.

System Requirements

Basic conferencing is possible on less-powerful computers, provided you don't use Bridgit software's audio and video features.

System requirements (without using audio or webcams)

- Pentium II 266 MHz processor
- Windows 98, 2000, Me, XP or Windows NT 4.0 operating system
- 128 MB RAM
- a 56 Kbps Internet connection

System requirements (using audio and webcams)

If you plan to use Bridgit software to share audio, video and complex screen information, make sure your computer meets these minimum requirements:

- Pentium III 800 MHz processor
- Windows 98, 2000, Me, XP or Windows NT 4.0 operating system
- 256 MB RAM
- a broadband Internet connection

Webcam Requirements

Bridgit software supports webcams that meet these requirements:

- compatible with the Video for Windows (VFW) driver
- supports 24-bit color
- supports image sizes of 176 x 144 or 160 x 120

Audio Requirements

- a sound card
- speakers or headphone
- a microphone

Software Requirements

The Bridgit software client requires Internet Explorer 5.0 or later. However, Internet Explorer doesn't need to be your default browser. Bridgit software can use a variety of Web browsers to access the Internet, including:

- Internet Explorer 5.0 or later
- Netscape 7.0 or later
- Mozilla 1.0 or later
- Opera 7.2 or later

Bridgit software also requires an e-mail program for inviting participants to conferences. Although the Bridgit 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 Bridgit 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/customers/software.htm.

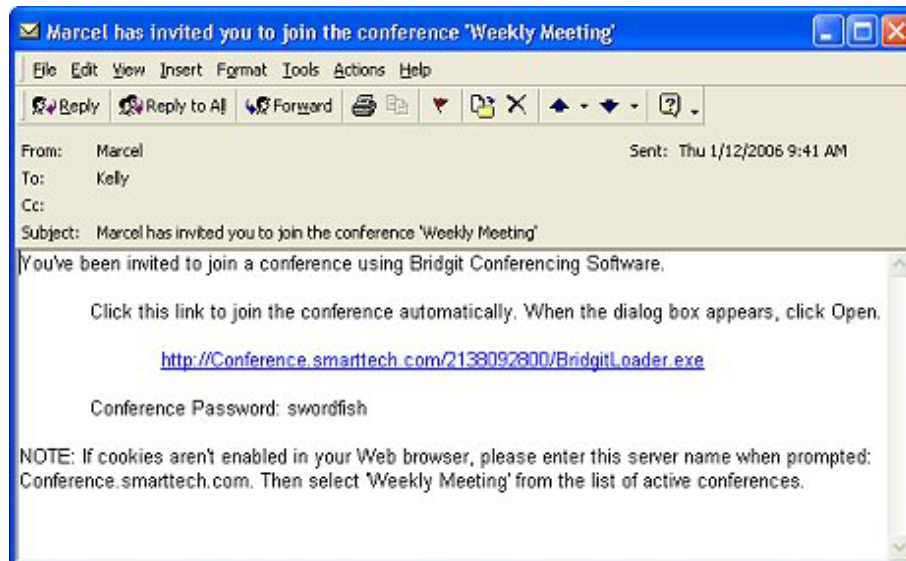
Getting Bridgit Conferencing Software

Before you can join or present a conference, you must download the Bridgit software client. You can do this automatically by responding to 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 Bridgit 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 your e-mail invitation and click the **Open** button in the *File Download* dialog box. The *Bridgit Loader* starts briefly and downloads the client to your computer automatically. After the download is finished, the Bridgit software client starts, connects to the server and joins the conference.

To download the client from the Bridgit Server

You can use your Web browser to download the client from **http://server.company.com** (where **server.company.com** is the Bridgit 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.

To download the client from the SMART website

The Bridgit software client is available for download from SMART's website. Go to www.smarttech.com/products/bridgit/downloads.asp.

The Bridgit Software Interface

During a conference, the Bridgit software interface consists of a toolbar and a border around the shared desktop:



The Bridgit software toolbar

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

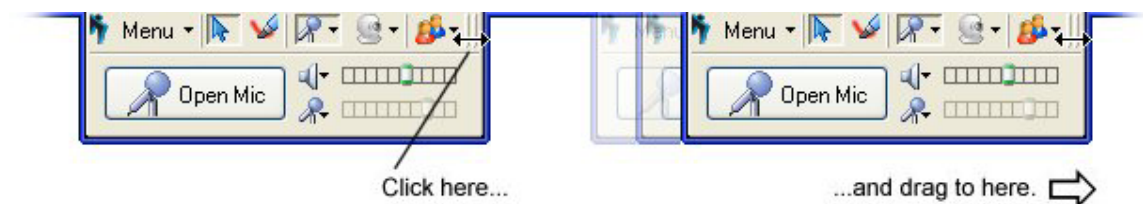
- share your desktop or ask to take over sharing
- change the sharing options (if you're sharing your desktop)
- select from a variety of drawing tools and write over the shared desktop
- change the viewing options (if you're viewing someone else's shared desktop)
- change the language used in the Bridgit 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, pen, microphone, web camera and participant list.

Moving the Toolbar

You can use the drag handle on the Bridgit 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 Bridgit software borders

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

If you're sharing your desktop, the border is either blue or red. A blue border indicates that you're sharing your desktop normally, and a red border indicates that you're sharing your desktop and allowing remote control.



Sharing your desktop



Sharing your desktop during a remote control session

If you're viewing someone else's shared desktop, the border is either green or orange. If you're viewing the presenter's desktop normally, the border is green. An orange border indicates that the presenter has enabled remote control and you can manipulate the shared desktop directly.

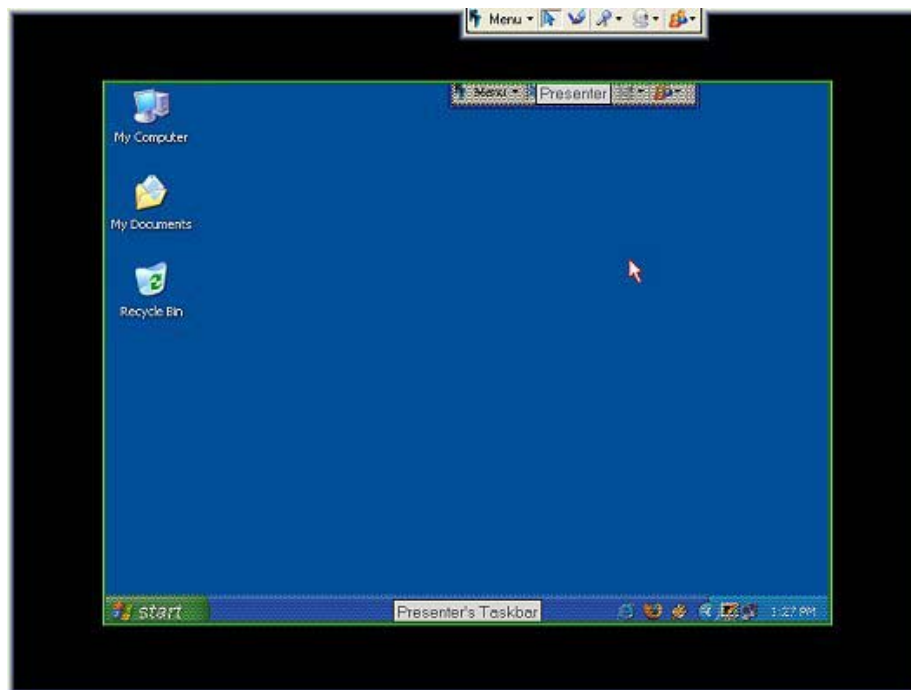


Viewing the presenter's desktop



Viewing the presenter's desktop during a remote control session

A fifth border color, silver, appears when you're viewing the shared desktop full screen and the presenter's desktop is smaller than yours. The green border still appears within the silver border.



To change the language Bridgit software uses

1. In the Bridgit 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**.

Bridgit software exits and then restarts using the language you've selected.

Starting and Exiting Bridgit Software

Bridgit software starts automatically when you click the link in an e-mail invitation to a conference.

You can also start Bridgit software yourself by double-clicking the Bridgit 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 Bridgit software and double-click the icon there.

To leave a conference and exit Bridgit software

1. In the Bridgit software toolbar, click **Menu**.
2. Select **Exit Bridgit**.

A confirmation dialog appears.

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

Bridgit software exits.

The Audio Setup Wizard

When you run Bridgit conferencing software for the first time, you may be prompted to run the Audio Setup Wizard. Use the wizard to set the levels for your microphone and headphones or speakers.

If you're prompted to run the Audio Setup Wizard, make sure your headphones (or speakers) and microphone are attached to your computer, and then press **Yes**. Follow the on-screen directions to set up your audio devices to work properly with Bridgit software.

After you've set up the audio devices, you can use them to talk within a conference.

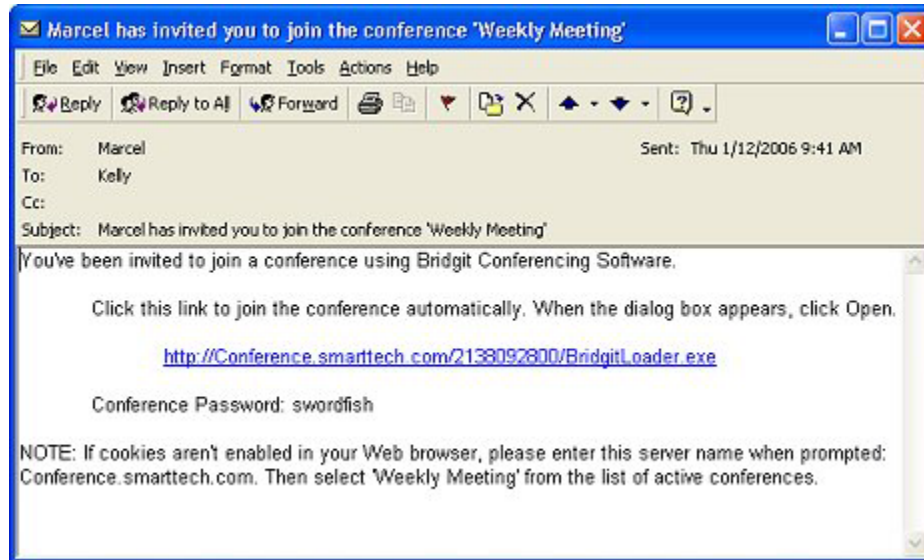
If you are the conference's owner, you can adjust the audio settings to optimize for better sound quality or for less bandwidth usage.

NOTE: If the Bridgit software administrator has disabled audio on the server, you won't be able to use Bridgit software's audio features.

Joining a Conference

Joining a Conference from an E-mail Invitation

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



To join a conference from an e-mail invitation

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

The Bridgit Loader starts the software and the conference opens automatically. (If you haven't already downloaded the Bridgit software client, the Bridgit Loader downloads it for you.)

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

NOTE: If the conference isn't password protected, the password box won't appear in the *Join Conference* dialog box. If the conference is password protected, the e-mail invitation might include the password. If it doesn't, you'll have to get the password from the person who created the conference.

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

If cookies aren't enabled in your Web browser or you're using a browser other than Internet Explorer, you'll have to enter some information manually before you can join the conference.

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

The Bridgit Loader prompts you for the server name, which you'll find in the e-mail invitation.

2. Enter the name in the **Server Name** box.
3. Click **OK**.
4. When the *Bridgit Conference Software* dialog box opens, select the conference from the list of conferences and click the **Join** button. (The conference name is included in the e-mail invitation, too.)
5. 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. If the conference is password protected, the e-mail invitation might include the password. If it doesn't, you'll have to get the password from the person who created the conference.

Joining a Conference from Bridgit Software

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

To join a conference from the Bridgit software

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




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

OR

If you haven't used Bridgit 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 Bridgit 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 Bridgit is using 256-bit SSL encryption.

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

1. In the Bridgit software toolbar, click **Menu**.

2. Select **Exit Bridgit**.

A confirmation dialog box appears.

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

Bridgit software exits.

Roles within a Conference

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

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

Owner: The conference's owner is the person who created the conference on the Bridgit software server. The owner can adjust the conference settings, adjust audio optimization, and take over desktop sharing at any time. Owners can always draw on the desktop, talk within a conference, and share webcams, even if the presenter has disabled these features for other participants.

Presenter: The presenter is the person who is currently sharing a desktop. The presenter can adjust the conference settings, draw on the desktop, talk within a conference, and share webcams. 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, listen to other participants talk, and view any shared webcams. However, participants can draw on the desktop, talk within a conference or share a webcam only when the owner or presenter has enabled these features within the conference.

Creating a Conference

Connecting to a Bridgit Software Server

When you create a conference on a Bridgit software server, you become the conference's owner. Owners can control a number of conferencing options throughout the entire conference. Owners can open and close participants' microphones, enable or disable webcams, 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 will not apply to the owner.

To create a conference on the Bridgit software server

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




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

OR

If you haven't used Bridgit 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 Bridgit 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 Bridgit is using 256-bit SSL encryption.

2. In the *Bridgit 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.

5. If you want the participants' microphones to be open when participants join a conference, select the **Automatically open microphones** option.
5. Under **User Information**, type **Your Name**. The name you type here appears in the participant list.
6. Click **OK** to start the conference, and the opening screen appears.



You can then start talking with other participants, share your desktop or webcam, 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 opening 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.

Bridgit 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 on the link in the e-mail invitation.

NOTE: Although the Bridgit 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.

Talking within a Conference


Talking within a Conference (for Owners and Presenters)

Participants can use Bridgit software's Voice over Internet Protocol (VoIP) feature to talk to each other during a conference. Up to four participants can talk at once. Before participants can talk in a conference, they must run the Audio Setup Wizard to set the levels for their microphones and headphones or speakers.

By default, participants must press the **Open Mic** button before they can talk in a conference. However, if the owner of a conference selects the **Automatically open microphones** option when creating a conference, all participants' microphones are open automatically when they join a conference.

To hide or show the audio controls

There may be times when the audio controls cover items on the screen that you'd like to see. You can hide the controls and then show them again later.

Click the audio controls menu button  in the toolbar to alternately hide or show the audio controls.

To talk within a conference

1. Press the **Open Mic** button on the audio controls toolbar. If the button is not visible, press the **Show/Hide Audio Controls** button .


The other participants can now hear everything you say into the microphone.

2. If you need to adjust the volume of the speakers, headphones or microphone, use the sliders in the audio controls.

Adjust Speaker Volume   Adjust Microphone Volume  

3. When you are finished talking, press the **Close Mic** button. This gives another participant an opportunity to talk.

To close another participant's microphone

Owners and presenters of conferences can close a participant's microphone by clicking the microphone button  next to the participant's name in the participants list.

You may find this useful when four people are already talking in a conference and you need to make a space available for another participant to talk.

To grant a request to talk

If you have selected the Others must request to talk option, the participants' **Open Mic** button changes to a **Request Mic** button, which features a raised hand icon 🙋. When a participant presses the **Request Mic** button, a tool tip appears on your shared desktop notifying you of the participant's request.

To grant the request, press the small raised hand icon next to the participant's name in the participants list.

Talking within a Conference (for Participants)


Participants can use Bridgit software's Voice over Internet Protocol (VoIP) feature to talk to each other during a conference. Up to four participants can talk at once. Before participants can talk in a conference, they must run the Audio Setup Wizard to set the levels for their microphones and headphones or speakers.

By default, you must press the **Open Mic** button before you can talk in a conference. However, if the owner of a conference selects the **Automatically open microphones** option when creating a conference, all participants' microphones are open automatically when they join a conference.

NOTE: You can always hear other participants talk, even if your microphone isn't open.

To hide or show the audio controls

There may be times when the audio controls cover items on the screen that you'd like to see. You can hide the controls and then show them again later.

Click the audio controls menu button  in the toolbar to alternately hide or show the audio controls.

To talk within a conference

1. Press the **Open Mic** button on the audio controls toolbar. If the button is not visible, press the **Show/Hide Audio Controls** button .


The other participants can now hear everything you say into the microphone.

2. If you need to adjust the volume of the speakers, headphones, or microphone, use the sliders in the audio controls.



3. When you are finished talking, press the **Close Mic** button. This gives another participant an opportunity to talk.

To request to talk

If the owner or presenter of the conference has selected the Others must request to talk option, your **Open Mic** button changes to a **Request Mic** button, which features a raised hand icon . When you press the **Request Mic** button, a tool tip appears on the presenter's shared desktop notifying the presenter of your request.

If the presenter grants your request, your microphone opens and you can talk within the conference.

Presenting a Conference

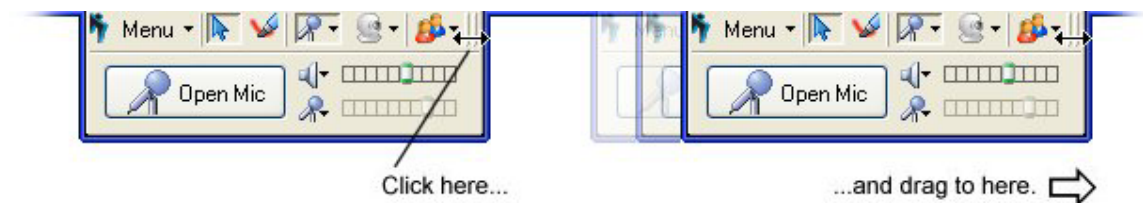
Sharing Your Desktop

Once you've joined a conference, click the **Click here to share your desktop** link in the opening screen to begin sharing your desktop. A message, "Preparing to share your Desktop," appears briefly, and then the Bridgit 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 opening screen. If you want to share your desktop, you can ask to take over sharing.

The blue border indicates that Bridgit 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.

You can use the drag handle on the Bridgit 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:

- Talk to and listen to other participants
- Change sharing options for the conference
- Use drawing tools or screen pointers to highlight information on screen
- View the list of participants
- Share your webcam with other participants and view their webcams
- Change the shared area of your desktop
- Allow remote control
- Monitor the conference's performance

Changing Conferencing Settings

Once you're started a Bridgit software conference, you can turn a number of the conferencing options on or off. Click **Menu** in the Bridgit toolbar, select **Options**, and then select the **Conference Settings** tab. The sharing options include:

Others must request to talk: When this option is selected, participants must request before talking in a conference. Otherwise, they can simply press the **Open Mic** button and start talking in

the conference right away. When talking requests are enable, the Presenter and Owner receive a notification, and they can grant or decline the request to talk from the Participants list.

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 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.

Allow others to share their webcams: When this option is selected, participants in the conference can share their webcams, making them visible to the other participants. Up to four participants can share their webcams at the same time. If you want to be the only one in the conference who can share a webcam, make sure this option isn't selected. You'll still be able to share your webcam, but participants won't be able to share theirs. **Allow others to share their webcams** is on by default.

Allow remote control of your desktop: This option lets you turn remote control on or off. When remote control is on, anyone in the conference can use their computer to move your mouse, click on icons, and open files or programs just as if they were sitting in front of your computer in person. When you create a new conference, **Allow remote control of your desktop** is off by default. (This option is available only when the Bridgit software administrator has enabled it on the server.)

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.

Adjusting Audio Properties


If you are the conference's owner, you can use the **Menu > Options > Audio Settings** tab to choose one of two options for optimizing the audio feature of Bridgit software:

Optimize for High Audio Quality: Select this option to make the audio sound as good as possible while consuming more bandwidth.

Optimize for Low Bandwidth: Select this option to make the audio consume less bandwidth while sacrificing some sound quality.

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, their names, the status of their microphones, and the color of digital ink used by each participant. (If you've disabled drawing, a pen with no ink icon  appears in the list.) 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 Bridgit software opening screen.





The microphone icon reflects the status of a participant's microphone.

-  **Request to Talk:** A participant has requested to talk within the conference. To grant the participant's request, press the raised hand icon. (This icon appears when the presenter or owner has selected the Others must request to talk option or when four people are already talking in a conference and a fifth person requests to talk.)
-  **Open Microphone:** The participant's microphone is open and they're talking within the conference. To close the participant's microphone, press the microphone icon.
-  **Closed Microphone:** This participant's microphone is closed, and they are not talking within the conference.

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 when the list is covering a portion of the desktop that you want to see.

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

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

Sharing and Viewing Webcams

If you have a compatible webcam, you can share it and make it visible to the other participants in a conference. Even if you don't have a webcam, you can still view the webcams of other participants. Up to four participants can share their webcams at the same time.

If you're the owner or presenter of the conference, you can disable remote webcams. You'll still be able to share your webcam, but participants won't be able to share theirs.

NOTE: Before you share your webcam, make certain that no other program is using it.

To share your webcam

1. Click the webcam menu button  in the toolbar.

2. Press the **Start My Webcam** button, and the Bridgit software toolbar shows your webcam as it appears to the other participants. The Webcam icon also appears in color to indicate that the webcam is shared.




3. As other participants share their webcams, they appear along the bottom of the larger image. When you hover the mouse over one of the smaller images, a tool tip appears that shows you the name of the person sharing that webcam.



NOTE: You can click on one of the smaller images to make it occupy the larger window.

To hide or show the webcam window

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

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

To stop sharing your webcam

1. Click the webcam menu button  in the toolbar.

2. Click the **Stop My Webcam** button.

Your webcam no longer appears in the webcam window. If other participants are still sharing their webcams, they remain visible.

Allowing Remote Control

When you allow remote control, anyone in the conference can use their computer to move your mouse, click on icons, type text into programs and open files, almost as if they were sitting in front of your computer in person. (Remote control is available only if the Bridgit software administrator has enabled it on the server.)

NOTE: Remote control works only within the shared area on your desktop. If there are portions of your screen you don't want participants to control, you can change the shared area. For example, you could exclude the Windows taskbar or a program's menu.

To enable remote control

1. In the Bridgit software toolbar, click **Menu > Options**
2. Select the **Conference Settings** tab.
3. Select the **Allow remote control of your desktop** option.

The Bridgit software border turns red to indicate that remote control is enabled.

NOTES

- When you've allowed remote control, the border turns orange on the participants' computers.
- Even after you've enabled remote control, certain areas of your desktop remain off-limits to participants. Participants can't manipulate Bridgit software's toolbar or dialog boxes, nor can they change the shared area of your desktop.
- Remote control is temporarily disabled while you use your mouse or keyboard. Participants can control your desktop again a moment after you've stopped moving the cursor or pressing keys.

To disable remote control

You can end the remote control session at any time by pressing the ESC key. You can also clear the selection of the **Allow remote control of your desktop option** in **Menu > Options > Conference Settings**.

Changing the Shared Area on Your Desktop

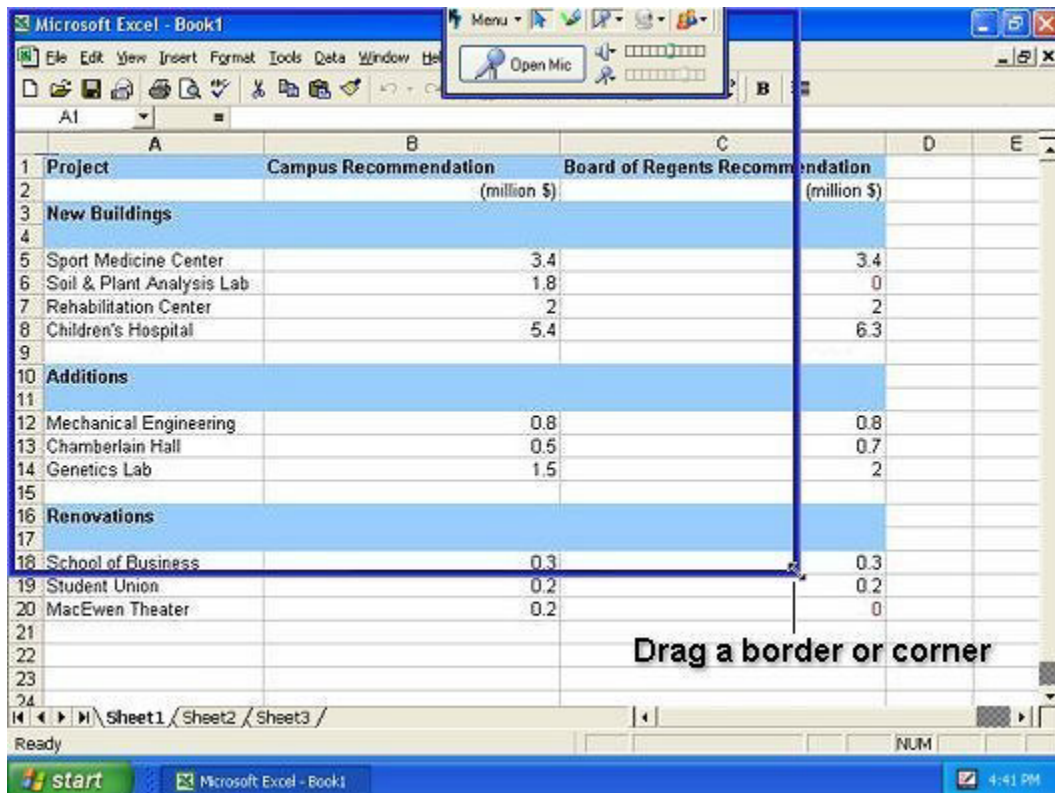
While you're presenting a conference, you can limit the shared area of your desktop by moving the colored borders. This is useful when you want to share only a particular application or particular area.

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.



3. 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 on the border.

The border once again surrounds your entire desktop.

NOTE: You can also change the shared area while remote control is enabled.

Monitoring the Conference's Performance

When you're presenting a conference, a yellow hourglass appears on the participant list button while Bridgit software sends updates to the other participants.



The hourglass disappears once all the participants can see your current desktop.

If the hourglass remains, that means that one or more participants are lagging behind the conference. If you open the participant list, you'll see a number next to the name of the participant who's lagging. This number is the estimated time (in seconds) it will take for the participant to catch up.



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 the Bridgit 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, Bridgit 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, Bridgit 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 Bridgit 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, Bridgit software reduces the image of the shared desktop to fit within the Bridgit 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. Turning it off may improve a conference's performance on a less-powerful computer.

NOTE: If you turn off the **Fit presenter's desktop to window** option, you can move the Bridgit 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, their names, the status of their microphones, and the color of digital ink used by each participant. (If the conference's presenter or owner has disabled drawing, a pen with no ink icon  appears in the list.) 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 Bridgit software opening screen.



The microphone icon reflects the status of a participant's microphone.



 **Request to Talk:** A participant has requested to talk within the conference. (This icon appears when the presenter or owner has selected the Others must request to talk option or when four people are already talking in a conference and a fifth person requests to talk.)

 **Open Microphone:** The participant's microphone is open and they're talking within the conference.

 **Closed Microphone:** This participant's microphone is closed, and they are not talking within the conference.

NOTE: If you are 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 when the list is covering a portion of the desktop that you want to see.

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

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

Sharing and Viewing Webcams

If you have a compatible webcam, you can share it and make it visible to the other participants in a conference. Even if you don't have a webcam, you can still view the webcams of other participants. Up to four participants can share their webcams at the same time.

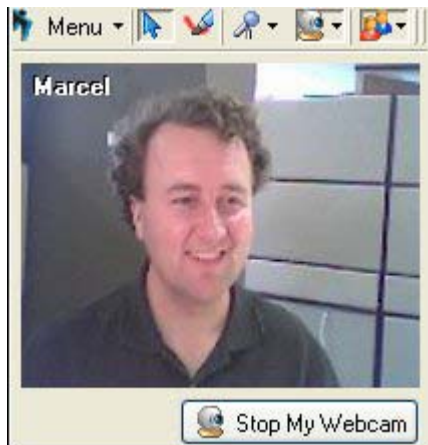
If the presenter of the conference has disabled remote webcams, you won't be able to share your webcam. However, you can still see the presenter's webcam if it's shared.

NOTE: Before you share your webcam, make certain that no other program is using it.

To share your webcam

1. Click on the webcam menu button  in the toolbar.

2. Press the **Start My Webcam** button, and the Bridgit software toolbar shows your webcam as it appears to the other participants. The Webcam icon also appears in color to indicate that the webcam is shared.




3. As other participants share their webcams, they appear along the bottom of the larger image. When you hover the mouse over one of the smaller images, a tool tip appears that shows you the name of the person sharing that webcam.



NOTE: You can click on one of the smaller images to make it occupy the larger window.

To hide or show the webcam window

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

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

To stop sharing your webcam

1. Click the webcam menu button  in the toolbar.

2. Click the **Stop My Webcam** button.

Your webcam no longer appears in the webcam window. If other participants are still sharing their webcams, they remain visible.

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 Bridgit software toolbar, select **Menu > Share My Desktop**.

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

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

OR


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

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

Remotely Controlling the Presenter's Desktop

When the presenter starts a remote control session, you can use your computer to move the presenter's mouse, click on icons, type text into programs and open files, almost as if you were sitting in front of the presenter's computer in person.

NOTES

- During a remote control session, the Bridgit software border turns orange.
- Even after the presenter has enabled remote control, certain areas of the presenter's desktop remain off-limits: you can't manipulate the presenter's toolbar or respond to Bridgit software dialog boxes that appear on the presenter's computer. In addition, only the presenter can change the desktop's shared area.
- Remote control is temporarily disabled while the presenter uses the mouse or keyboard. When this happens, your pointer turns back into the locked pointer . Control returns a moment after the presenter has stopped moving the mouse or pressing keys.

Monitoring the Conference's Performance

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



If you open the participant list, you'll see a number next to your name. This number is the estimated time (in seconds) it will take for your computer to receive all the updates from the presenter.



If your computer is more than seven seconds behind the presenter's, the participant list button turns red.

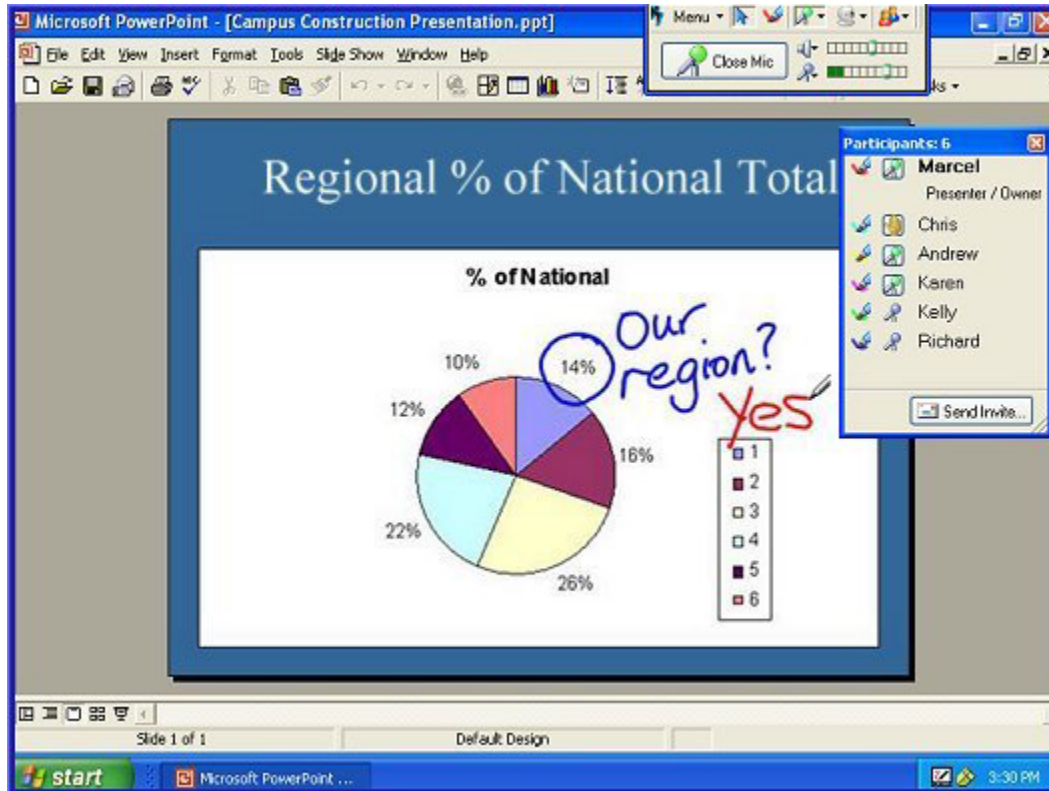


If your computer continues to lag behind the conference, you and the conference's presenter can take steps to improve the conference's performance.


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.



Bridgit 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 annotations 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 annotations 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**.

The pen button and the icon next to your name in the participants list change to reflect your choice.

TIP: You can also customize your pen by double-clicking on 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**.

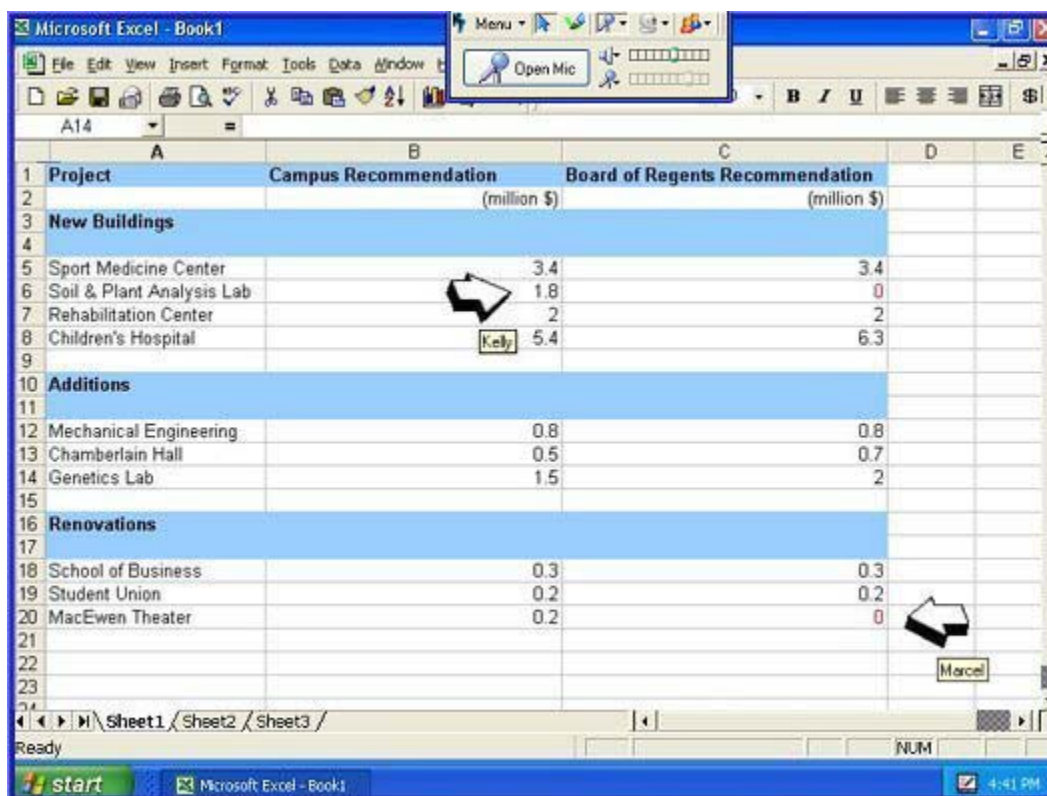
The pointer immediately changes to an eraser icon.

2. Click and 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 on the rear half of the arrow, not the arrowhead.

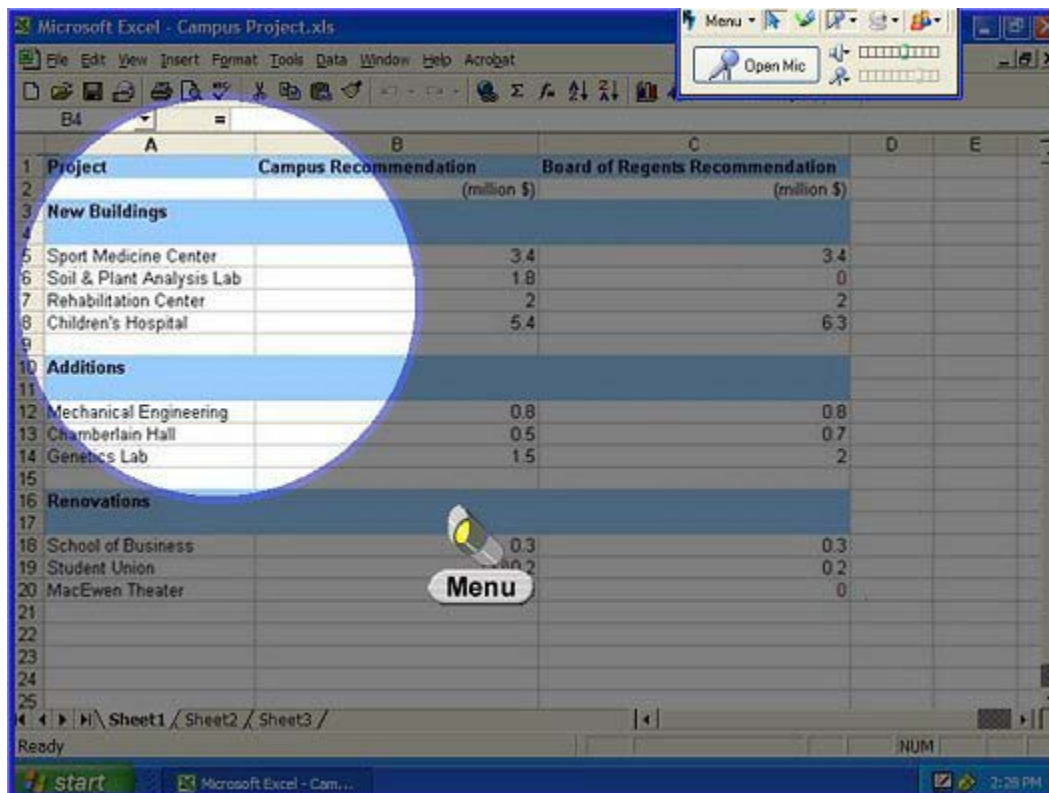
To dismiss the screen pointer

Double-click the floating arrow.

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

Using the Spotlight

While you're presenting a conference, you can use the Spotlight to draw attention to a particular area of the shared desktop.



NOTE: The Spotlight tool may not be available on Windows 98 computers that do not have SMART Board software installed.

To use the Spotlight

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

A spotlight appears on the screen.


NOTE: While the spotlight is active, clicking outside the spotlighted area has no effect.

2. Change the Spotlight's appearance, if you'd like:
 - To change the shape, press the **Menu** button, select **Shape** and choose a circle, square, star or arched frame.
 - To change the background transparency, press the **Menu** button, select **Transparency** and choose the degree of transparency you want. (This feature is available only on Windows 2000 and Windows XP.
3. Move and resize the spotlight, if required:
 - To move the spotlight, click the background and drag in the direction you want to move the spotlight.
 - To resize the spotlight, press the edge of the spotlighted area and drag outwards.
 - To rotate the spotlight, press the edge of the spotlighted area and drag in a circular motion.
4. To remove the spotlight, press the **Menu** button and select **Exit**.

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.
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 to prevent the other participants from erasing notes on the shared desktop.

To erase notes using the pen tray eraser

1. Pick up the eraser in the SMART Pen Tray.
The pointer immediately changes to an eraser icon.
2. Drag the physical eraser over the notes you want to erase.
3. Return the eraser to the pen tray.



TIP: If you're the presenter, you can quickly clear all the notes by pressing the mouse cursor button  and then pressing anywhere on the shared desktop. 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 interactive whiteboard, 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. The Floating Tools toolbar appears as soon as the presenter picks up a pen from the pen tray or presses the pen button .

1. Press the **Area Capture** button .

The pointer changes to an icon that shows a camera and an area.




2. Drag 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.


To capture notes (if you're a participant)

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


The *Screen Capture* toolbar appears.

3. To capture the active window, press the **Window** button .

OR

To capture your entire screen, press the **Screen** button .

OR

To capture a selected area of the screen, press the **Area** button  and drag with the mouse or your finger on the interactive screen to enclose the area to capture.

4. Open Notebook software to view the capture results.

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:

- NetMeeting versions 2.0, 2.1 and 3.0
- 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
- Microsoft Live Meeting 2005

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
- stop sharing your webcam
- reduce the screen resolution or share only a portion of the desktop
- turn off the **Share in full color** option (described below)

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

NOTE: If you are the conference owner, you can choose an audio optimization setting that might improve performance. **Select Menu > Options > Audio Settings**, and then select the **Optimize for Low Bandwidth** option.

To turn off full-color sharing

1. From the **Menu**, select **About Bridgit**.
2. Click the **Technical Support** tab.
3. Click the **Troubleshooting** button.

The *Troubleshooting* dialog appears.

4. Disable the **Share in full color** option.

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:

- hide the webcam window
- stop sharing your webcam
- stop using audio
- Avoid using Fit presenter's desktop to window if you're using a less-powerful computer. If your desktop is at least as large as the presenter's, you can view the shared desktop full screen without using scroll bars.

If none of these options helps significantly, contact SMART Technologies Technical Support.

Communication Security Overview

Secure Sockets Layer Standard (Version 3.0)

Bridgit software complies with the SSL 3.0 standard for secure Web 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. Bridgit 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. Bridgit software uses a toolkit called Open SSL to provide SSL security on both the client and the server. This toolkit implements both the SSL and the Transport Layer Security (TLS v1) protocols, as well as a full-strength general purpose cryptography library. For information about this toolkit, visit www.openssl.org.

Certificates

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

Technical Support

Getting More Help

All SMART software includes free telephone, fax and e-mail support. There are a number of ways to contact Technical Support:

Telephone: 1.866.518.6791 (toll-free in Canada/U.S.) or +1.403.228.5940 (all other countries) (available 7 a.m. – 6 p.m. Mountain Time from Monday to Friday)

Fax: +1.403.806.1256

E-mail: support@smarttech.com

Website: www.smarttech.com

When you phone Technical Support, it will be helpful if you have access to your SMART product. The support representative may ask you for the version of the software that's causing the problem and the version of your computer's operating system

SMART Technologies Inc. releases new software versions from time to time. You can download the current version of individual SMART programs from www.smarttech.com/support/software/.

Sending Feedback

You can help us improve our documentation by e-mailing your comments to TechnicalDocumentation@smarttech.com. We'd love to hear from you!

Obtaining More Information for Your Product

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- download PDF versions of our user guides, installation instructions and more
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- troubleshoot a problem

Making General Inquiries

Main Switchboard: 1.888.42.SMART (toll-free in Canada/U.S.) or +1.403.245.0333 (all other countries)

Fax: +1.403.228.2500

E-mail: info@smarttech.com

Address: SMART Technologies Inc.
1207 – 11 Avenue SW, Suite 300,
Calgary, AB T3C 0M5
CANADA

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