Understanding the iLinc Client

The *iLinc Client* is the virtual room in which you collaborate and communicate during an online session. The Client is a small piece of software that is automatically installed on your computer when you join a session. The session room looks slightly different depending on the iLinc session type you are attending (i.e., MeetingLinc, LearnLinc, ConferenceLinc, or SupportLinc).

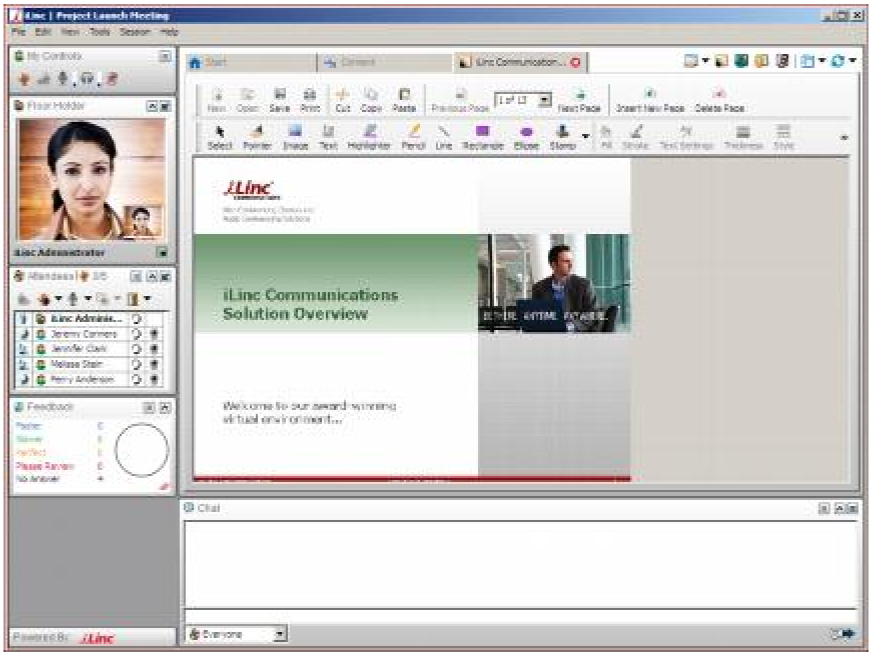


Figure 15: iLinc Client

Joining a Session

You can join a session three ways:

1. Join Using an Invitation E-mail Link
2. Join from Your Communications Center Home Page
3. Join from the Public Sessions Page

If this is the first time you are joining an iLinc session, the iLinc Client software will install when you click the **Join** link. Depending on the settings established by your site administrator, you may need to download and install either a Java application or an ActiveX control. To complete the installation, accept the prompts as presented. A manual option is available if the automatic setup isn't available. Each join method is described in the sections that follow.

Join Using an Invitation E-mail Link

If the session leader decides to send an invitation e-mail, you will receive an email with a join link to the session. Before you join a session, you will be prompted to enter your User ID and Password, or your First Name, Last Name and E-mail Address.

Click the link to join the session. If this is the first time you are joining a session, the iLinc Client installation begins. Otherwise, you simply enter the session.

In some cases, the invitation e-mail may also include a link that allows you to upload a user picture that will appear in the session when you have the floor. For more information on adding a user picture, refer to Adding or Changing Your User Picture in Chapter 2, Using the iLinc Communications Center.

Join from Your Communications Center Home Page

Sessions are categorized by session type on your home page. You may have one or more available session types, depending on your organization's licensing options.

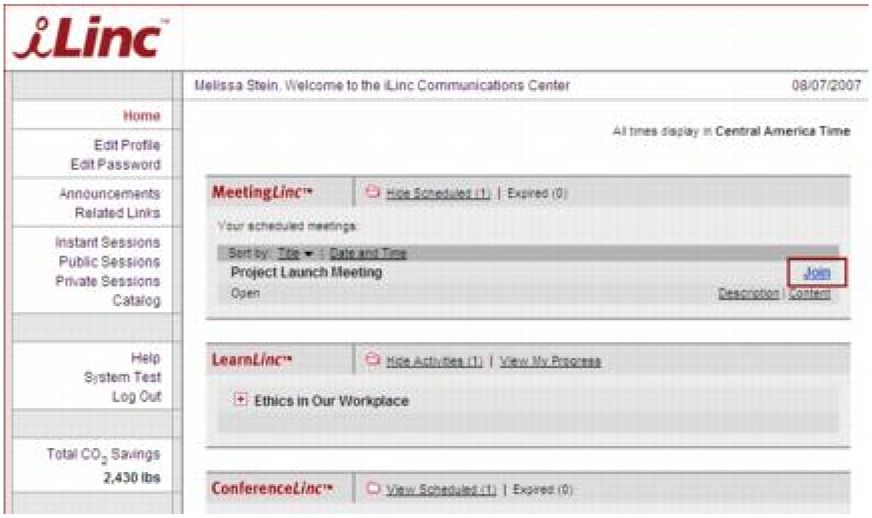


Figure 16: Join a Session

Your home page lists all MeetingLinc, LearnLinc, ConferenceLinc, and SupportLinc sessions that you are scheduled to attend or lead. You may have one or more of these session types on your home page, depending on the licensing options your organization has chosen. To join a session, locate it on your list and click the **Join** link for the session.

Join from the Public Sessions Page

Depending on how your session leader has set up the session, you may be able to register for and/or join the session from the *Public Sessions* page.

To Register and/or Join from the Public Sessions Page:

1. Access the *Public Sessions* page. There are two ways to do this:

- navigate to a URL the session leader sent to you
- click the **Public Sessions** link on the navigation menu

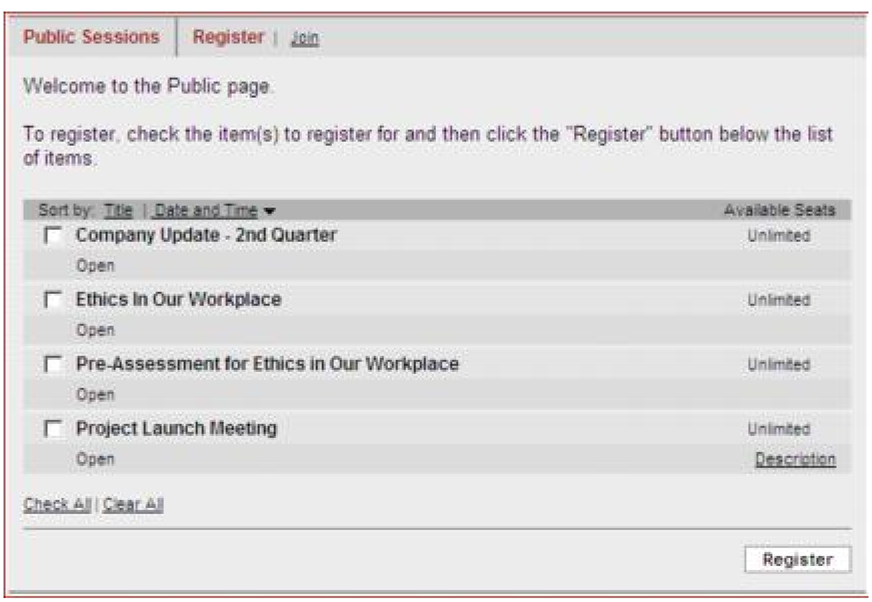


Figure 17: Public Sessions

2.Find your session on the list:

If the session. . .	Then ...
allows "public registration"	select the check box preceding the session name, and click **Register**. You will receive an invitation email with a **Join** link.
allows "public join"	click the **Join** link to enter the session.
has session content	click the **Content** link to view session content. Refer to Using the iLinc Communications Center for more information.

Understanding the Session Tool Panel

The Tool Panel is the main interface element in an iLinc session. The Tool Panel displays the most commonly used tools, including audio or video conferencing, the class list, Feedback, and Chat. These tools enable leaders and participants to interact with one another in real time. For example, when a participant raises his or her hand, the leader sees a hand raise notification immediately.

The Tool Panel is configurable for each attendee in that you can collapse and expand, or dock and undock windows. When one window collapses or undocks, the rest of the windows move up in the panel area. Refer to Chapter 1, What is iLinc? for diagrams of the participant Tool Panels.

If you are a session leader or assistant, refer to Chapter 5, Leading a Session for a diagram of the Leader Tool Panel.

Note: Your organization or session leader can also choose to configure the Tool Panel so that it does not show all windows and/or session tools. If that is the case, your session interface may look slightly different then the diagrams in this User Guide.

Interacting in Your Session

There are several ways you can communicate in your session. You can:

- talk with other participants over the telephone or Internet.
- control your settings during a session.
- see the videos or photos of the leader, assistants or other participants.
- provide feedback upon request when your session leader asks questions using the Feedback.
- "instant message" participants and/or the leader using Chat.

Each communication method is described in the sections that follow.

Talking in a Session

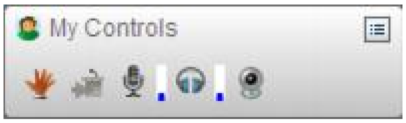
When you join your session, you will need either a telephone or computer audio equipment (speakers or headset).

If a teleconference has been set up for this session, you will see the *Primary Dial-In* and *Passcode* for the session in the Join message. Once you dial-in to the conference call, you are able to communicate with the session leader and other participants via your telephone. If you need to call in again during the session, you can open the dial-in details by clicking **Tools** > **Teleconference**.

If Internet audio is being used for this session, you will need either computer speakers or headphones to hear the attendees. You may also need a microphone if you want to speak during the session.

My Controls

Throughout your session, you may want to adjust your communication settings. For example, maybe you want to get the attention of the leader, the volume of your voice is too loud, or you can't hear others clearly. The My Controls section of the Tool Panel gives you easy, one-click access to many tools to adjust and enhance your experience.



Raise Your Hand

Imagine you are in the same room as all the attendees. If you wanted to ask a question, you would raise your hand to get the attention of the leader. Using the hand raise icon , you can grab the leader's attention by virtually raising your hand. Any hand raise by a participant is highlighted to the leader and they can then address you so that you may ask your question to the entire session.

Take the Floor

In a MeetingLinc meeting and some LearnLinc class activities, you may have the ability to take the floor at any time. Taking the floor means that you will be driving the experience of all participants which includes the ability to share your desktop or applications, open and navigate in Powerboard files, browse web sites, display video or play audio links, or pose questions to the other attendees.

In order to take the floor, simply click the Take Floor icon . As the new floor holder, you can activate and use any feature of the session, including launching Content from the *Content* tab, opening a synchronized browser window, posing a Q&A question or passing the floor to other participants. When you are finished as floor holder, you can pass the floor to someone else or wait for the next person to take the floor.

Audio and Video Control

A key component of any session is the ability to hear and be heard by participants, especially in meetings and class activities. Depending on how you are connecting to the audio portion of the session, you may have access to microphone and speaker volume or video broadcasting.

- The microphone icon provides you one-click access to mute yourself or to click the volume meter to adjust if you are too loud or too soft.
- The speaker icon provides you one-click access to turn off your speakers or to click the volume meter if you cannot hear the other participants speaking or if they are too loud.
- The camera icon provides you the ability to either broadcast your video to your other participants or to turn it off. Once turned off, the floor holder cannot turn it on to view you in your environment.

Viewing the Floor Holder

In addition to being able to control the broadcasting of your own video image, you can also determine if you want to see other videos being broadcast by your floor holder or other session attendees. In the Floor Holder panel, you can turn on or off their video with the click of the camera icon.

On the Floor Holder panel, you can determine if you want to:
- See the Floor Holder's video
- See the Floor Holder's picture
- See Your broadcast to other Attendees

By clicking the video camera icon in the Floor Holder panel, you can either see the Floor Holder's video or hide it to see their picture.

The Picture-in-Picture button provides a peak at what you are broadcasting to other attendees: your picture or your video. If you want to turn off your video broadcast, click the camera icon in the My Controls panel, as mentioned earlier.

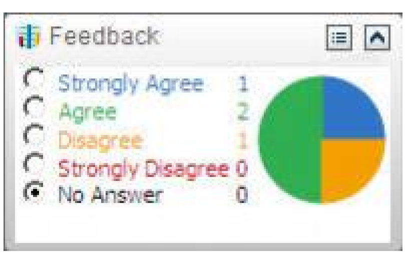
Viewing Attendees

As a participant in a session, you may have the opportunity to see the other participants that have joined. The Attendee panel provides a list of all attendees, including the Leader and any Assistants, as well as Participants of the session. Each attendee's role is identified with a particular picture, so you can quickly see the makeup of your session.
- Leader Icon:
- Assistant Icon:
- Participant Icon:

If you undock the Attendee panel, you may be able to view video being broadcast by other attendees. Click the undock icon and a field of pictures opens above the Tab area showing all attendees. If any attendees are broadcasting video, you can click their camera icon to turn on their video. Click the camera again to turn it off.

Responding to Feedback Questions

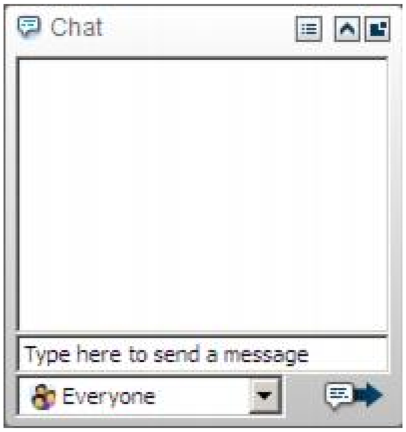
Feedback is a polling application that a session leader can use to solicit feedback from participants. When a question is asked, either verbally or in Chat, you may select an answer in the feedback area.



When participants have shared their response, the leader can then share out the answers using either a pie chart (pictured) or a bar graph.

Communicating Through Chat

Chat is an instant messaging tool for quick and easy text discussions. Depending on the setup of your session, you may be able to chat with the leader, assistant(s) or other participants in the session. Clicking the drop down next to the send icon will provide you a list of those attendees with which you can directly chat.



Sending a Private Message

You can send a private message to the session leader(s) and assistant(s), or to designated participants in meetings by selecting the user's name from the drop down list. If you want to send to a selected group of users, choose them from the same list. Your available groups may include: Leaders, Assistants, Leaders and Assistants, Floor Holder, or Everyone.

Changing the Chat Font Size

By default, your chat text displays in a small font size. To show text in a larger font select the Menu button on the Chat panel or from the main menu choose *Tools* > *Chat* > *Font Size*, and select Small, Medium or Large.

Saving the Chat Transcript

During your session, you and other attendees may discuss items for which you would like to save the transcript for future use. Be sure to save your chat before you leave the session. To save the chat, simply click the **File** menu item, click **Save** and then choose **Chat**. Using your computer navigation, select an appropriate place on either your local machine or any network drives to which you may have access.

Using Emoticons

Chat supports the use of many popular emotion icons (emoticons) when communicating with other session attendees. Typing certain sets of letters and/or characters will replace the text with a graphic image when it is sent to all other attendees. Examples of emoticons you can use with Chat are listed in the table below.

Emoticon	Key Strokes
smile	:) or :-)
wink	;) or ;-)
laugh	:d or :-d
sad	:(or :-(
straight face	:| or :-|
surprise	:o or :-o
be right back	brb or (away)

Viewing Session Content

Types of Content

An iLinc session may have content that appears “in session,” on a user’s home page, and/or on the *Public Sessions* page.

- **In-session content** appears on the **Content** tab in a session. In-session content can also be set to automatically launch when participants join a session.
- **Content on** the *home page* or *Public Sessions page* is available from a **Content** link on either page.

In-session content includes files such as PowerPoint presentations, video clips, URLs, Powerboard files, and iLinc recordings. Session content on the homepage can include Word documents, Excel Spreadsheets, and Flash Movies.

Launching Content

Leader-Launched Content

When the session leader double-clicks content item in a session, the item launches for all participants. The appropriate iLinc session application opens a new tab for each participant in which to launch the content (i.e., Powerboard, the Synchronized Web Browser, Q&A, or Sharing). Refer to the next section, “Using Session Tools” for a description of each session application that is available in a session.

Participant-Launched Content

Participants can also launch content when they have the floor. To determine who has the floor, check the Floor Holder panel on the Tool Panel. When you have the floor, your image will appear as the floor holder image.

The session leader may pass the floor to a participant when that participant needs to launch content or run an iLinc application or, if available, anyone may take the floor at anytime. There are three ways to pass the floor to another attendee. The three ways are:

1. click the **Take Floor icon** in the My Controls panel
2. double-click the **user’s name** in the attendee panel
3. select the user from the attendee panel and from the Tools menu, choose the **Take Floor** item.

Using Session Tools

iLinc includes a full set of flexible, easy-to-use session tools that participants and session leaders can use to present content and collaborate during a session. Each tool is described in the following sections.

Powerboard

What is it?

Powerboard is a powerful presentation and white boarding tool that the session leader or floor holder can use to easily present PowerPoint presentations. Powerboard also contains markup tools that can be used to highlight or draw on the slide, without changing the original material. Powerboard can also be launched as your own workspace. Powerboard files can be saved for use outside of an iLinc session

How is it launched?

If this feature has been enabled for you, click the Powerboard icon in the icon bar located to the right of the Tabs.

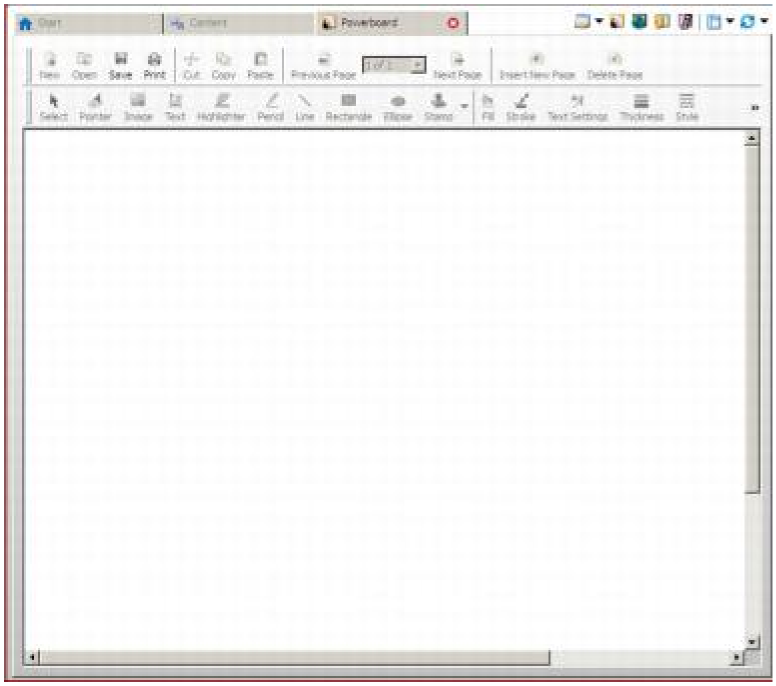


Figure 18: Powerboard Tab

Synchronized Web Browser

What is it?

The Synchronized Web Browser allows the current floor holder (usually the session leader) to drive the entire group to any web-based content.

How is it launched?

If the feature has been enabled for you, click the Synchronized Web Browser icon in the icon bar located to the right of the Tabs.

Figure 19: Synchronized Web Browser Tab

Sharing

What is it?

Sharing enables the floor holder to share any file or application running on their PC during a session. The person sharing the application can pass the floor to another participant and the new floor holder can control the software, without needing the application installed on their machine. Sharing also includes mark-up tools for highlighting the shared application or desktop.

How is it launched?

If you are the floor holder, click the icon's  drop down arrow and select the Sharing type: Desktop, Region or Application. Sharing includes controls to pause, resume, stop or markup the shared item.

Figure 20: Sharing Controls

Desktop: Immediately share out your entire desktop area to all attendees. Any window currently open underneath the iLinc application will display, including e-mail or instant messaging clients.

Region: Define a portion of your desktop to share to all attendees. A blue-outlined box will appear on your desktop and any portion of your desktop contained within the blue outline will be shared with attendees. You can move or adjust the size of this box at any time to change the shared portion of your desktop. Click the **Start Sharing** button on the Sharing Controls Panel to begin sharing this region.

Application: Display a list of current open (including minimized) applications on your computer. You can select one or more applications by selecting the check box next to the name of the item. When you have selected the item(s), click the **Start Sharing** button to display these to your attendees.

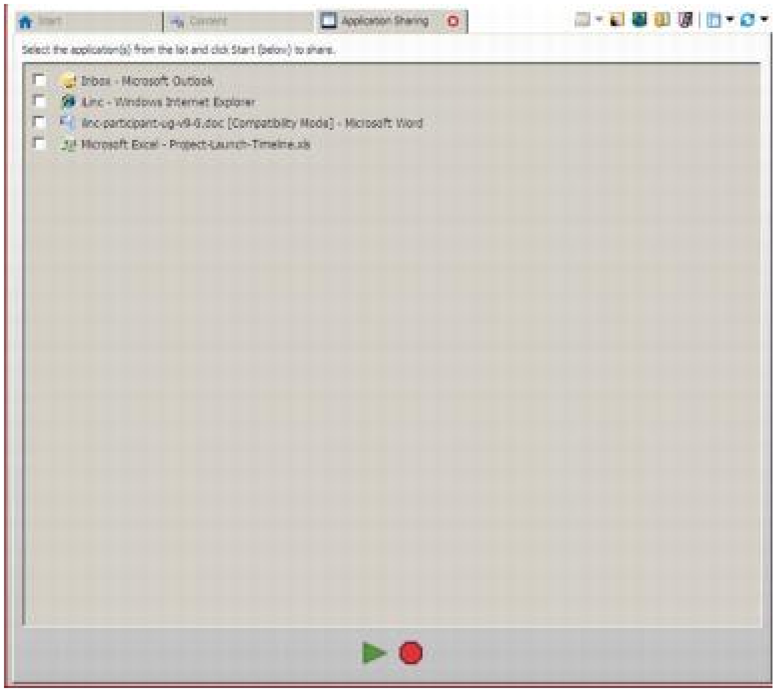


Figure 21: Application Sharing Tab

Streaming Audio / Video

What is it?

The streaming tool provides synchronized streaming of video or audio clips compatible with Windows Media Player to all participants.

How is it launched?

If this feature is enabled for you, click the Audio/Video link icon in the icon bar located to the right of the Tabs. Enter the URL for the clip and click **Go**.

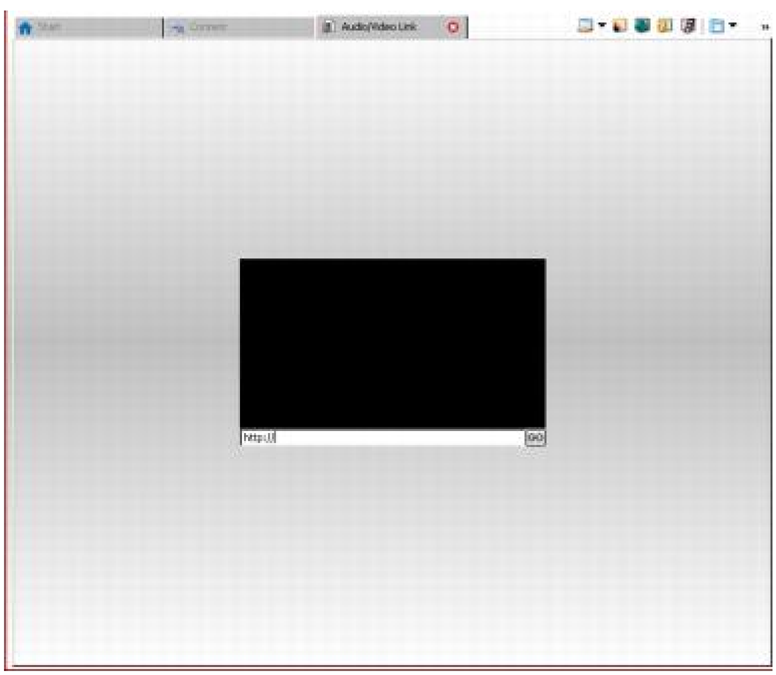


Figure 22: Streaming Audio or Video Tab

Q&A

What is it?

Q&A, iLinc's Question and Answer application, is a powerful communication tool that can be used to gather information from participants. When a question file is presented during a session by the session leader or current floor holder, you will see the Q&A Tab. When the leader or floor holder asks a question, you will see the question and answer selections.

Select an answer for the question. If you need to change your answer, simply select another answer. After gathering all the answers, the leader or floor holder may also choose to share answer statistics. When the leader or floor holder is finished gathering results, they may withdraw the question which will remove it from your Q&A Tab.

How is it launched?

If this feature is available to you, click the Q&A icon in the icon bar located to the right of the tabs.

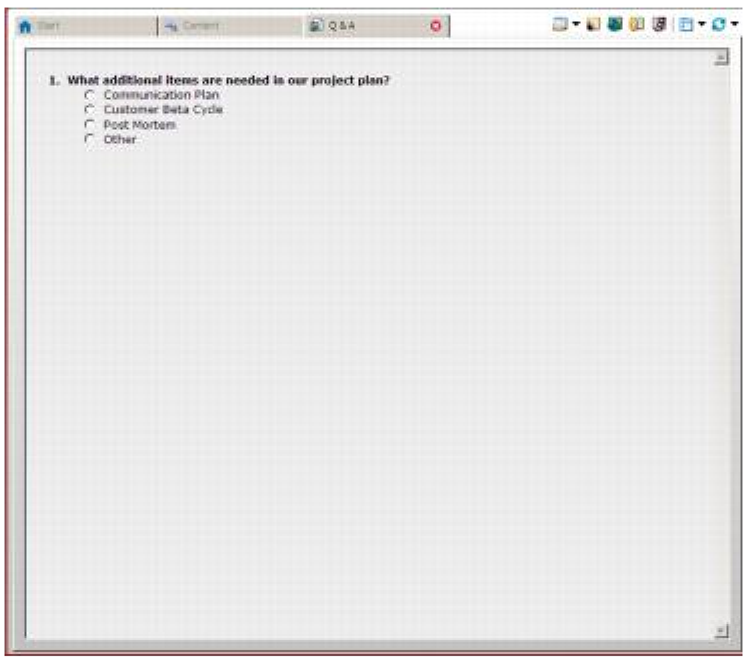


Figure 23: Q&A Tab

Working in Breakout Groups

What Is a Breakout Group?

A breakout group is a meeting room to which the session leader sends a group of participants to work collaboratively for a set period of time. In the breakout group, you can do anything you can do in the main session, including sharing content, applications, whiteboard files, and web navigation. You can also poll fellow participants using Feedback or introduce Q&A questions to the group. When the breakout group time limit elapses, you and all participants in your group automatically return to the main session where you can share your group work with the rest of the session participants.

Working with Your Group

When you are added to a group by your leader, your Attendee panel will update and display only the other participants that are in your group. You can then chat with them or, if your session is set up with Internet Audio (VoIP) audio, you will be able to talk with your group members. If specific content items are assigned to your group, you can view the list and launch any item from the *Content* tab.

Time Limits for Breakout Groups

Your leader may set a restricted time limit for the group breakout. If a time limit is used, you will be returned back to the full session with all participants automatically. Your session will then proceed with the leader or floor holder continuing the presentation or discussion.

To view the time left in the group, look to the timer in the My Controls panel. To leave the group before the time has run out, click the exit icon. You will be returned to the main session.

Understanding Floor Control in a Breakout Group

In a Breakout Group, each attendee is given equal control over the session. Participants can take or pass the floor at any time to gain control of audio and session content. To take the floor, simply click the icon in the My Controls panel or double-click your name in the Attendee panel.

To avoid interrupting each other, you may want to click the Raise Hand icon to indicate that you would like to take the floor. The current floor holder can then wrap up whatever he or she is doing before you take the floor. If groups use the raised hand approach, the floor holder can click the participant's name and then click the Give Floor icon to pass the floor, or just wait until the hand raiser takes the floor.

When participants have the floor, they can talk to the group and control any applications or content in use. They can also open new applications or content.

Leaving a Session

When you are ready to leave or exit the iLinc client, select **Menu** > **Exit**, at the top of the iLinc Tool Panel. Additionally, you can click the **x** in the upper most right corner of the application window. You will be prompted to confirm you desire to leave the meeting or session.