

Documentation

OpenScape Web Collaboration V1

User Guide

A31003-S2410-U100-1-7619

Communication for the open minded

Siemens Enterprise Communications
www.siemens-enterprise.com

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1 About this Manual

OpenScape Web Collaboration is the tool for collaborating via the World Wide Web.

1.1 Target Group of this Manual

This manual is intended for:

- all users of *OpenScape Web Collaboration*, including, in particular, even beginners who need information about the program interface and the operation of *OpenScape Web Collaboration*.

This Guide contains important information for the safe and proper use of *OpenScape Web Collaboration*. Please make sure that you follow these instructions carefully to avoid the incorrect operation of *OpenScape Web Collaboration* and to derive the maximum benefits from this application.

1.2 Contents of this Manual

This manual describes how to configure and operate *OpenScape Web Collaboration* after the installation.

The manual is structured as follows.

Chapter 1: About this Manual

This chapter contains introductory information on the structure and use of this User Guide.

Chapter 2: OpenScape Web Collaboration

This chapter contains an overview of the general functions of *OpenScape Web Collaboration*.

Chapter 3: Modules

This chapter contains an overview of the modules.

Chapter 4: User Interface

This chapter provides you with details on the structure and use of the modules.

Chapter 5: User Manager

This chapter contains operating instructions for the User Manager.

Chapter 6: Remoted

This chapter contains operating instructions for using the *Remoted*.

1.3 Presentation Conventions

The following notational and presentation conventions are used to highlight information in this manual.

1.3.1 Notational and Presentation Conventions

The following notational conventions are used in this manual:

Purpose	Presentation	Example
Product and company names	<i>Italics</i>	<i>OpenScape UC Application</i>
Special emphasis	Bold	Name must not be deleted.
User interface elements	Bold	Click OK .
Menu sequences	>	File > Exit
Textual cross references	<i>Italics</i>	Further information can be found in the <i>Configuration and Administration</i> manual.
Path and file names	Fixed-width font, e.g., <i>Courier</i>	c:\Program Files\... Or Sample.txt
Specifications that may have individual content, e.g., variables.	<i>Italics</i> in angle brackets	Enter your <user name> and the <password> to log on to the system.
System inputs and outputs	Fixed-width font, e.g., <i>Courier</i>	Command not found.
Key combination	Bold	[Ctrl]+[Alt]+[Esc]

1.3.2 Notes

Types of Notes

Critical notes and supplementary information are presented in this manual as follows:

NOTICE: Indicates notes with useful information and practical tips worth knowing.

IMPORTANT: Indicates **critical** notes with high priority information. Please make sure that you read and follow these notes to avoid errors, loss of data or potential damage to devices.

1.3.3 Figures

This manual displays all the main input dialogs for operation and configuration. Depending on the operating system, the browser you use, the screen resolution, the configuration settings of your PC or your choice for the user interface style, the actual dialogs presented on your system may differ slightly. However, this does not normally influence the functionality described.

2 OpenScape Web Collaboration

The term *Web Collaboration* describes working together via the World Wide Web. This primarily occurs through web conferences, in which programs and documents are collectively used during a real-time computer conference. The web conference is usually supplemented by a voice conference.

If allowed by the user, web conferences enable the mirroring of desktops. This enables all web conference participants throughout the world to see the same image and thus know exactly what is being discussed. Documents and the entire desktop can also be shared for editing. Using additional features, it is also possible to directly discuss and illustrate issues. Such additional features include the chat and whiteboard functions, for example. In the case of web conferences, it is irrelevant where the web conference participants are located. This ensures a high degree of flexibility and saves the expense of long business trips, etc. Since all the session data is encrypted before transmission (256-bit AES encryption), sensitive data can also be transferred.

2.1 Editions

There are four different editions of OpenScape Web Collaboration. Depending on the purchased licenses and the edition being used, different features are available to you.

Supported

In the OpenScape Web Collaboration *Supported* edition, there are a maximum of three participants. The number of moderators and participants is not specified, so all three parties can also work as moderators. In this case, the participant is automatically the presenter, and the moderator has automatic control over the screen of the participant.

Presented

In the OpenScape Web Collaboration *Presented* edition, there is one moderator and a maximum of 1000 participants. The moderator is automatically the presenter here and will be asked for permission concerning which specific applications he or she wants to share. The participant is automatically the viewer of the moderator's screen..

Confered

In the OpenScape Web Collaboration *Confered* edition, there is one moderator and a maximum of 100 participants. The moderator decides which participant may present his or her screen and who has control over the screen presented. Similarly, the moderator can also present his or her own screen and even allow it to be controlled.

Remoted

In the OpenScape Web Collaboration *Remoted* edition, the user can set up a connection to a previously defined PC or server via the Internet. During the session, the user can access files, perform installations, provide support and maintain this PC or server.

2.2 Performance Matrix

In the tables below, you can see the differences between the respective licenses, i.e., the specific features available when using your OpenScape Web Collaboration edition:

Application areas	Supported	Presented	Confered	Remoted
Remote access	✓		✓	✓
Training	✓	✓	✓	
Presentation	✓	✓	✓	
Conferences			✓	
Support	✓		✓	✓
Session participants for Windows: Maximum	1:3	1:100	1:100	1:1
Session participants for Web: Maximum	1:3	1:1000	1:100	

Feature	Supported	Presented	Confered	Remoted
Whiteboard	✓	✓	✓	
Port mapper	✓		✓	✓
Reboot remote computer				✓
Show video	✓	✓	✓	
Receive video	✓		✓	
File transfer	✓		✓	✓
Session scheduler			✓	
Change viewing direction	✓		✓	
Record session	✓	✓	✓	✓

2.3 Overviews of Rights and Features

In the tables below, you can see the differences between the respective licenses, i.e., the specific rights and features available to the two roles when using your OpenScape Web Collaboration edition.

2.3.1 Overview of Rights and Features for the *Supported* Edition

The following table shows a summarized list of the available rights and features.

Rights/Features	Mode		Role	
	Moderator	Participant	Presenter	Viewer
Start web conference	✓	✗		
Open whiteboard	✓	✗		
Use whiteboard	✓	👉		
Change own password	✓			
Change viewing direction	✓			✓
Select image transmission quality				✓
Switch zoom mode			✓	✓
Remote control of desktop	✓	👉		✓
Stop remote control			✓	
Special features	✓			✓
Exit the program	✓	✓		
Lock a session	✓	✗		
Reset password	✓	✗		
Disconnect a participant	✓	✗		
Rename other participants	✓	✗		
Rename self	✓	✓		
Select application	✓	✓		
Select monitor			✓	
Chat feature	✓	👉		
Using the Fileboard	✓	👉		
My Video	✓	👉		
Video feature	✓	✓		
Show log	✓	✓		
Information about the web conference	✓	✓		

Explanation of Icons

- ✓ – Feature allowed
- ✗ – Feature blocked
- 👉 – Feature can be allowed/blocked by the moderator

2.3.2 Overview of Rights and Features for the *Presented* Edition

The following table shows a summarized list of the available rights and features.

Rights/Features	Mode		Role	
	Moderator	Participant	Presenter	Viewer
Start web conference	✓	✗		
Select a presenter	✓	✗		
Open whiteboard	✓	✗		
Use whiteboard	✓	✗		
Change own password	✓			
Present desktop	✓	✗	✓	
Change viewing direction			✓	
Record session	✓	✗		
Select image transmission quality			✓	
Switch zoom mode			✓	✓
Special features	✓			✓
Exit the program	✓	✓		
Lock a session	✓	✗		
Reset password	✓	✗		
Disconnect a participant	✓	✗		
Rename other participants	✓	✗		
Rename self	✓	✓		
Select application	✓	✓		
Select monitor	✓	✗		
Chat feature	✓	✗		
Use the Fileboard	✓	✗		
My Video	✓	✗		
Video feature	✓	✓		
Show log	✓	✓		
Information about the web conference	✓	✓		

Explanation of Icons

- ✓ – Feature allowed
- ✗ – Feature blocked

2.3.3 Overview of Rights and Features for the *Confered* Edition

The following table shows a summarized list of the available rights and features.

Privileges/Features	Mode		Role	
	Moderator	Participant	Presenter	Viewer
Start web conference	✓	✗		
Select a presenter	✓	✗		
Create new session	✓			
Open whiteboard	✓	✗		
Use whiteboard	✓	👉		
Change own password	✓			
Present Desktop	✓	👉	✓	
Change viewing direction			✓	
Record session	✓	✓		
Select image transmission quality				✓
Switch zoom mode			✓	✓
Remote control of desktop	✓	👉		✓
Interrupt remote control			✓	
Special features	✓			✓
Exit program	✓	✓		
Lock session	✓	✗		
Reset password	✓	✗		
Disconnect a participant	✓	✗		
Grant moderator rights	✓	✗		
Move participants to passive/ active	✓	✗		
Rename other participants	✓	✗		
Rename oneself	✓	✓		
Select application	✓	✓		
Select monitor	✓	✗		
Chat feature	✓	👉		
Use Fileboard	✓	👉		
My Video	✓	👉		

Privileges/Features	Mode		Role	
	Moderator	Participant	Presenter	Viewer
Video feature	✓	✓		
Show log	✓	✓		
Information about the web conference	✓	✓		

Icon explanation

- ✓ – Feature allowed
- ✗ – Feature blocked
- 🙋 – Feature can be allowed/blocked by the moderator

2.4 Roles within a Web Conference

Conference participants may work in different modes and assume different roles. The modes comprise the moderator and the active or passive participant, and the roles are that of the presenter and viewer.

Moderator

The moderator is the one who has opened the conference and invited the other participants. During the entire conference, he or she has special privileges that other participants do not have. This enables the moderator to control the conference. During a conference, the moderator can grant or revoke privileges to or from a participant. As the moderator of a web conference, you can change a participant's mode and make that participant a moderator or an active or passive client.

Active/Passive Clients

The passive client is the one who has received an invitation for a conference and accepted it. In contrast to the moderator, these participants have restricted privileges. During a conference, the moderator can grant or revoke such privileges. There are two types of clients: active clients and passive clients. Only the moderator can decide which participant is an active or passive client during the web conference. Furthermore, the moderator also decides which privileges and features are available to the active and passive clients. Participants who take part in a web conference via the web are automatically active clients with restricted features.

Role: Presenter

As soon as you present your desktop to other participants, you are the presenter and thus entitled to block or allow control of your desktop. During a conference, there may be several presenters.

Role: Viewer

A viewer is anyone who sees the presenter's desktop. If you have received remote control privileges, you can control the presenter's desktop. The presenter can stop this at any time.

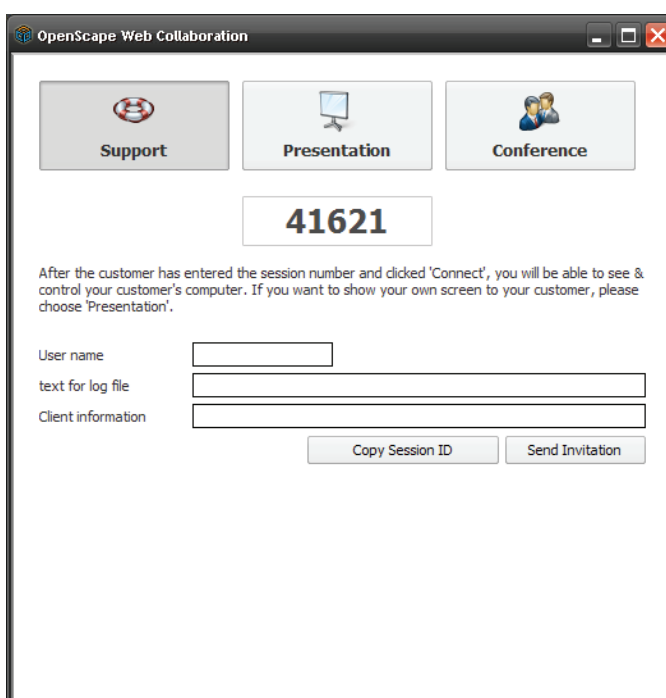
3 The Master Module

If you have acquired a workplace-independent license, you can start the master module as a licensee from any computer.

The started master module consists of the sidebar and the startup dialog.

Depending on the license acquired, you have the option of selecting **Support**, **Presentation** or **Conference** in the startup dialog.

3.1 Supported



After the participant has entered the session ID and clicked on **Connect**, you can view and control his or her screen.

You can enter your user name, text for the log file and client information here.

Click on **Copy Session ID** to copy it into an e-mail, for example, or click on **Send Invitation** to send a direct invitation with the session ID. Your default e-mail program with a pre-generated invitation is used for this purpose.

3.2 Presented

The screenshot shows a web application window titled "OpenScape Web Collaboration". At the top, there are three buttons: "Support" (with a lifebuoy icon), "Presentation" (with a monitor icon), and "Conference" (with a group of people icon). The "Presentation" button is highlighted with a dashed border. Below these buttons, the session number "41621" is displayed in a large box. A text block explains: "After the customer has entered the session number and clicked 'Connect', he or she will be able to see your screen. If you want to see the customer's screen instead, please choose 'Support'." Below this, there are input fields for "User name" and "text for log file". At the bottom right, there are two buttons: "Copy Session ID" and "Send Invitation".

After the participant has entered the session number and clicked on **Connect**, he or she can see your screen.

You can enter your user name and a text for the log file here.

Click on **Copy Session ID** to copy it into an e-mail, for example, or click on **Send Invitation** to send a direct invitation with the session ID. Your default e-mail program with a pre-generated invitation is used for this purpose.

3.3 Confered

The screenshot shows the same "OpenScape Web Collaboration" window, but the "Conference" button is now highlighted with a dashed border. Below the buttons, there are two tabs: "spontaneous" and "Conference planner". The "Conference planner" tab is selected. The session number "17981" is displayed in a large box. A text block explains: "Please communicate the session number to the conference participants. After entering the session number, they will be able to attend the conference. You can optionally also set a password for the conference, which will then need to be entered by the participants in addition to the session number." Below this, there are input fields for "Password", "User name", and "text for log file". At the bottom right, there are two buttons: "Copy Session ID" and "Send Invitation".

After the session ID has been entered, participants can join the conference.

You can optionally also set a password for the conference, in which case the password must then be entered by the participants in addition to the session ID.

You can enter your user name and a text for the log file here.

Click on **Copy Session ID** to copy it into an e-mail, for example, or click on **Send Invitation** to send a direct invitation with the session ID. Your default e-mail program with a pre-generated invitation is used for this purpose.

You can schedule your conferences and start scheduled conferences on the Conference Planner tab.

IMPORTANT: The created conference is not started automatically.

3.3.1 How to Schedule a Conference

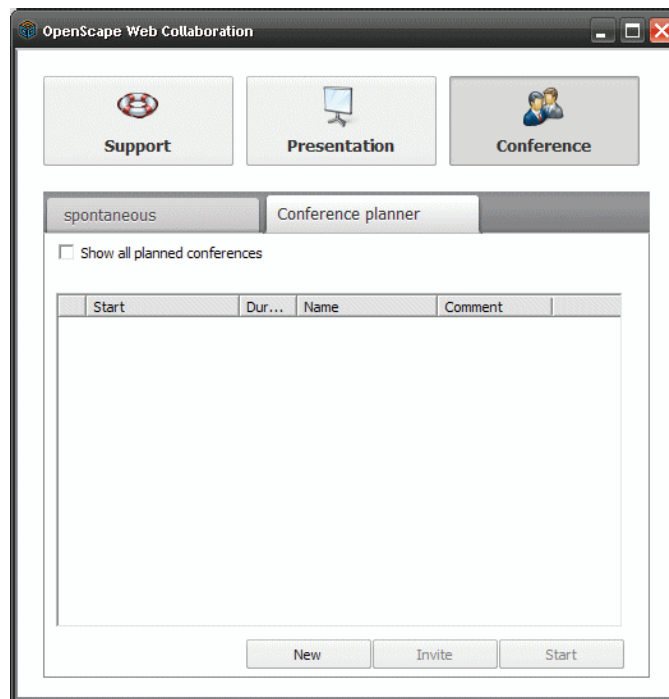
You want to schedule a conference.

Prerequisites • You have the master module.

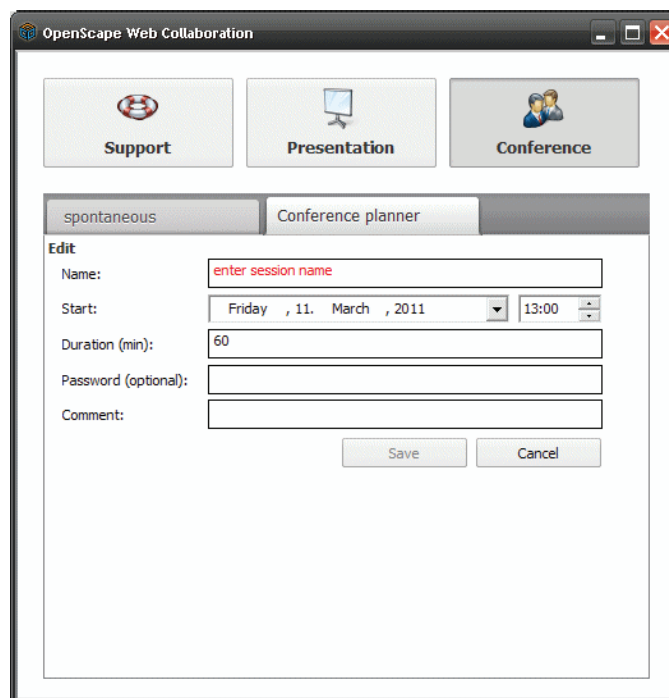
- Step by Step**
1. Start the master module.
 2. Select Conference in the startup dialog.

The screenshot shows the 'OpenScape Web Collaboration' window. At the top, there are three buttons: 'Support', 'Presentation', and 'Conference'. The 'Conference' button is highlighted with a dashed border. Below these buttons, there are two tabs: 'spontaneous' and 'Conference planner'. The 'Conference planner' tab is selected. In the center of the 'Conference planner' tab, the session number '17981' is displayed in a large box. Below this, there is a paragraph of text: 'Please communicate the session number to the conference participants. After entering the session number, they will be able to attend the conference. You can optionally also set a password for the conference, which will then need to be entered by the participants in addition to the session number.' Below the text, there are three input fields: 'Password', 'User name', and 'text for log file'. At the bottom right of the input fields, there are two buttons: 'Copy Session ID' and 'Send Invitation'.

3. Select the Conference planner tab.



4. Click **New**.



5. Enter a name for the conference in the **Name** field.
6. Select a date and time under **Start**.

OpenScape Web Collaboration

Support Presentation Conference

spontaneous Conference planner

Edit

Name: Test

Start: Friday, 11. March, 2011 13:00

Duration (min):

March, 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

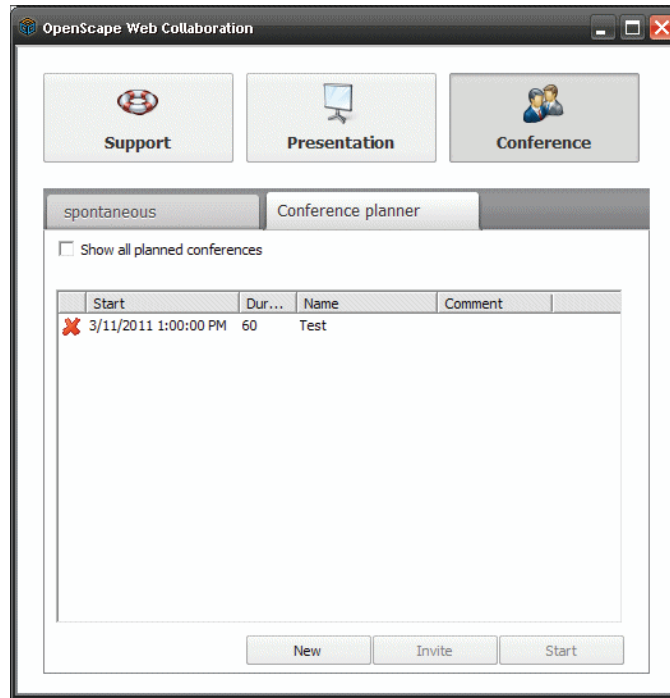
Today: 3/11/2011

Cancel

7. Enter a duration in minutes in the **Duration** field.
8. You can optionally also set a password for the conference in the **Password** field.
9. If desired, you can enter a comment in the **Comment** field.

10. Click **Save**.

You scheduled conference is now saved.



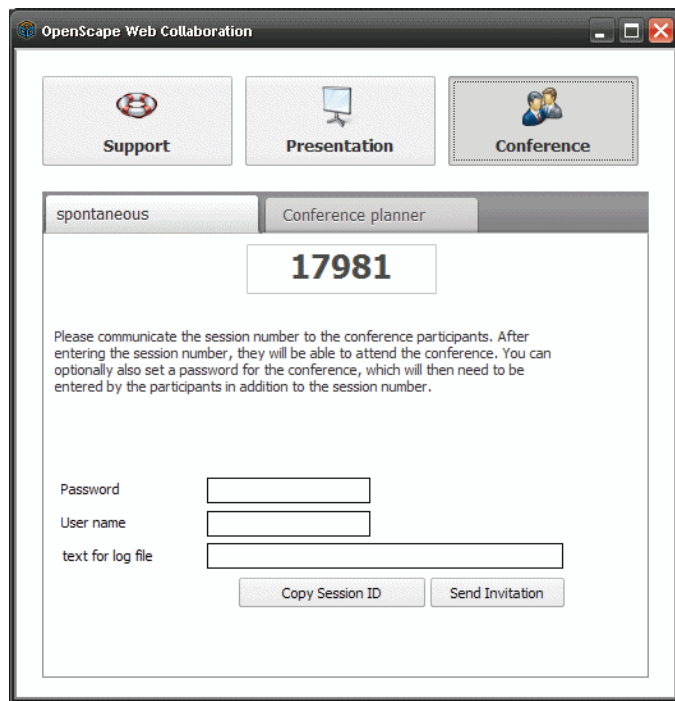
IMPORTANT: The created conference is not started automatically.

3.3.2 How to Start a Scheduled Conference

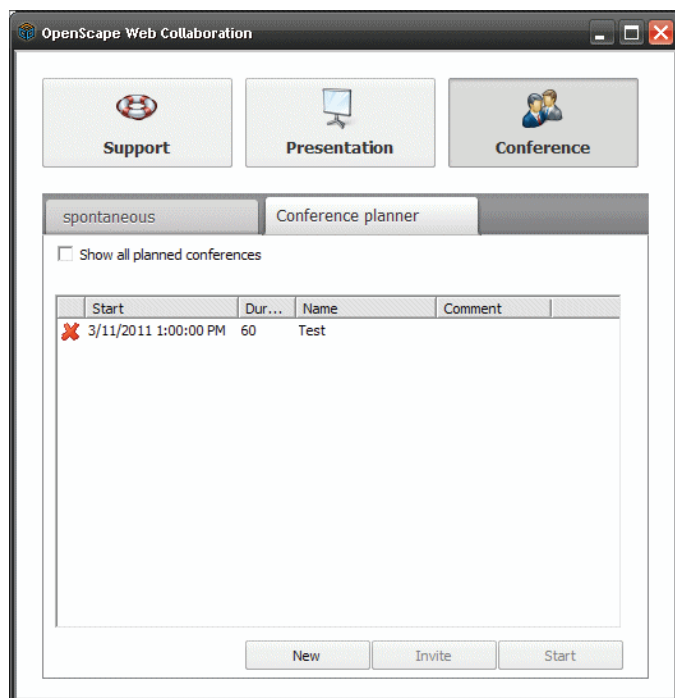
You want to start a scheduled conference.

Prerequisites • You have created a conference in the conference planner.

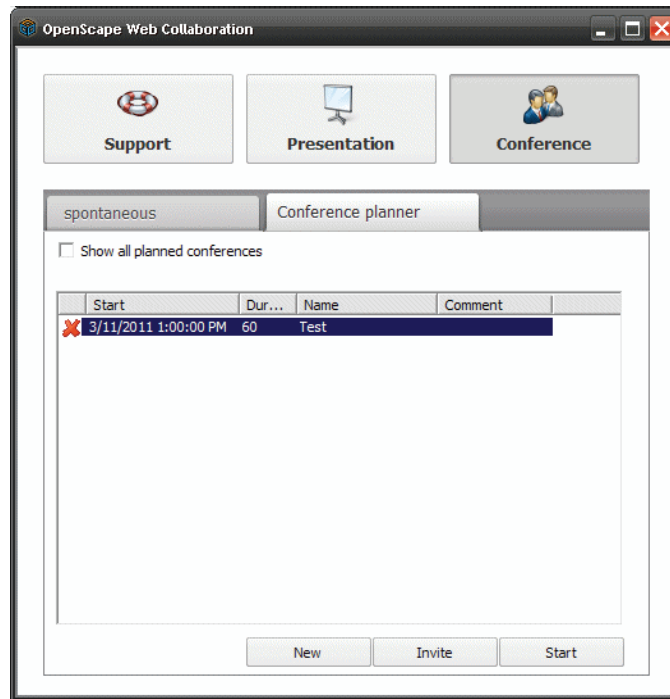
- Step by Step**
1. Start the master module.
 2. Select Conference in the startup dialog.



3. Select the Conference planner tab.

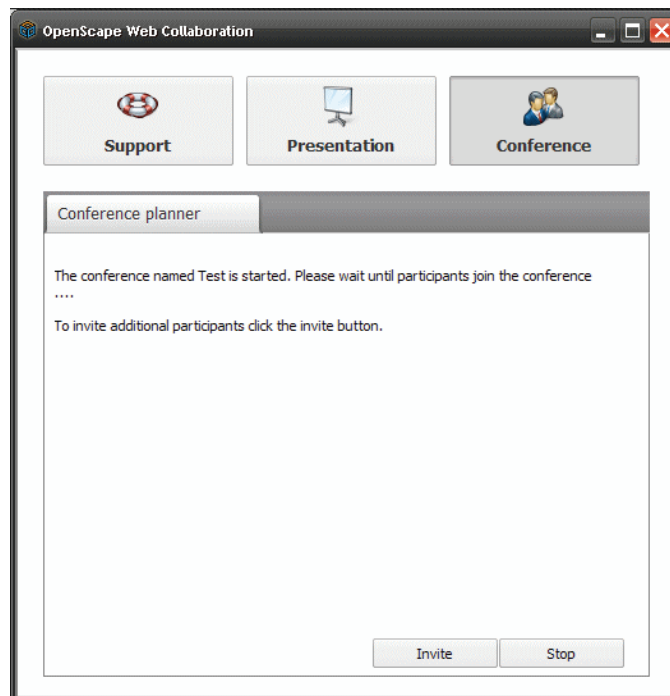


4. If desired, you can optionally select the **Show all planned conferences** check box to display the conferences that lie in the past.
5. Select the conference you want to start.



6. Click on **Start**.

The conference you selected is started.



To invite participants to the conference, click **Invite**. Your default e-mail program with a pre-generated invitation is used for this purpose.

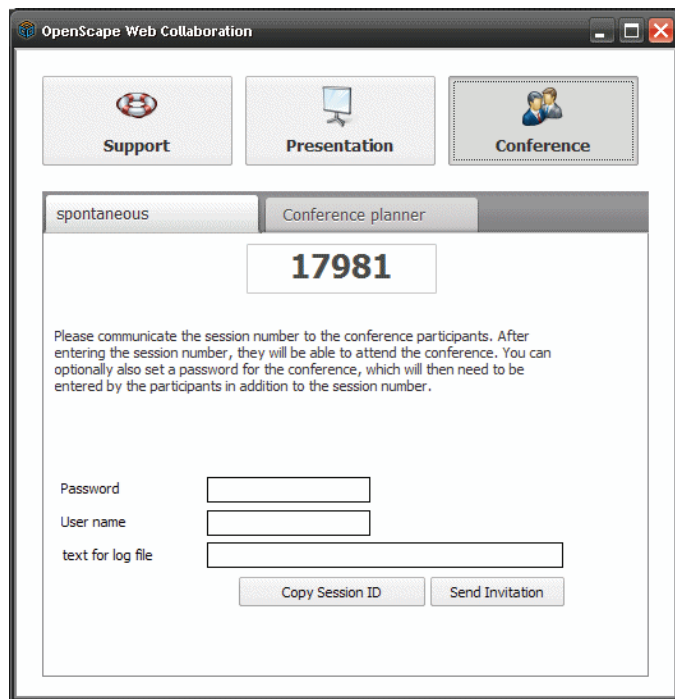
The conference is started when participants join.

3.3.3 How to Edit a Scheduled Conference

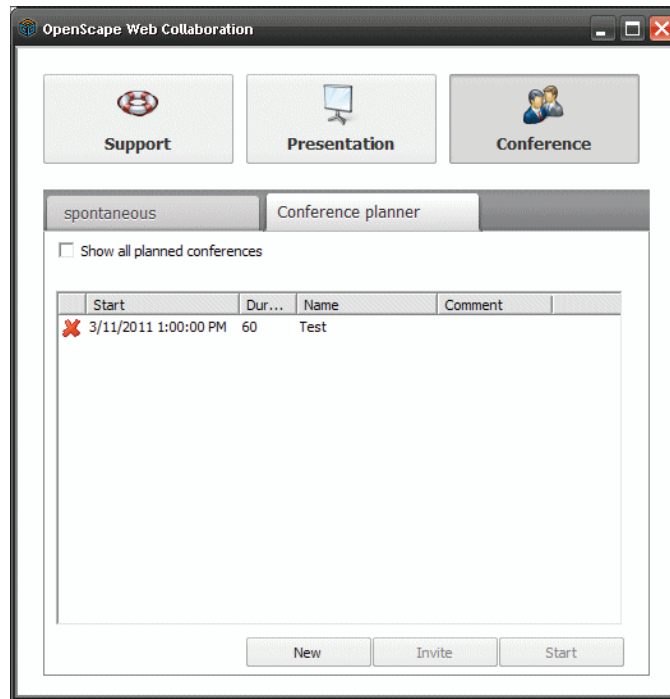
You want to edit a scheduled conference.

Prerequisites • You have created a conference in the conference planner.

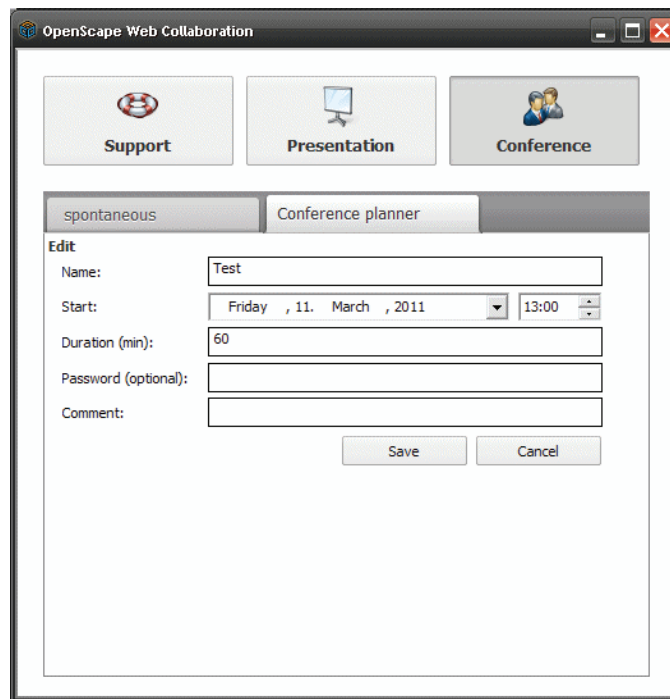
- Step by Step**
1. Start the master module.
 2. Select **Conference** in the startup dialog.



3. Select the **Conference planner** tab.



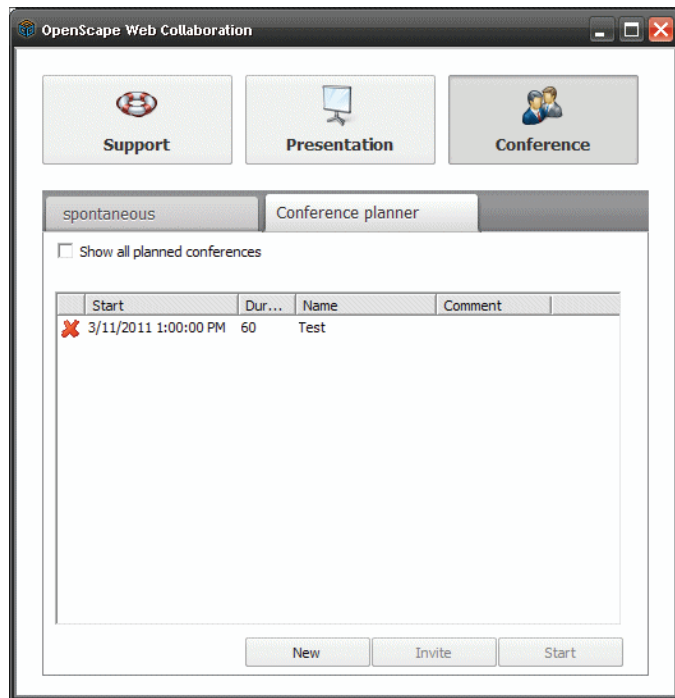
4. If desired, you can optionally select the **Show all planned conferences** check box to display the conferences that lie in the past.
5. Double-click on the conference you want to edit.



6. Edit the conference as desired.

7. Click **Save**.

You edited conference is now saved.



3.3.4 How to Delete a Scheduled Conference

You want to delete a scheduled conference.

Prerequisites

- You have created a conference in the conference planner.

Step by Step

1. Start the master module.
2. Select **Conference** in the startup dialog.

OpenScape Web Collaboration

Support Presentation Conference

spontaneous Conference planner

17981

Please communicate the session number to the conference participants. After entering the session number, they will be able to attend the conference. You can optionally also set a password for the conference, which will then need to be entered by the participants in addition to the session number.

Password

User name

text for log file

Copy Session ID Send Invitation

3. Select the **Conference planner** tab.

OpenScape Web Collaboration

Support Presentation Conference

spontaneous Conference planner

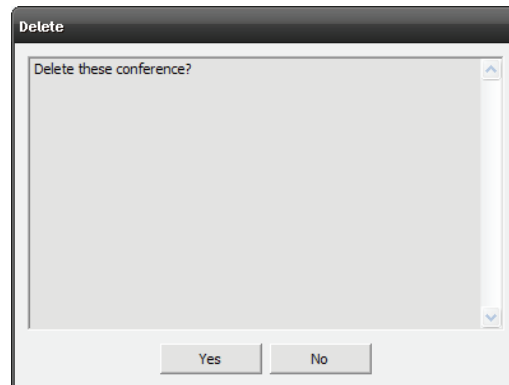
☐ Show all planned conferences

	Start	Dur...	Name	Comment
✗	3/11/2011 1:00:00 PM	60	Test	

New Invite Start

4. If desired, you can optionally select the **Show all planned conferences** check box to display the conferences that lie in the past.
5. Click on ✗ for the conference you want to delete.

The following security prompt appears:



6. Click **Yes**.

This deletes the conference from the conference planner.

3.4 Connection Setup

OpenScape Web Collaboration consists of the master module and a client module.

The master module includes your purchased licenses and must not be passed on to customers. This module represents the session initiator, which makes you the moderator of the web conference.

The client module may be distributed freely as often as required. For example, you could make the client module available to your customers and business partners via your Internet presence or send it to them by e-mail.

As a moderator, you can invite new participants to the web conference via your master module. To do this, open the menu item **Participants** in the sidebar and click on the **Invite** button. Alternatively, you can also click on **Invite** in the startup dialog. Your default e-mail program is opened with a preconfigured invitation.

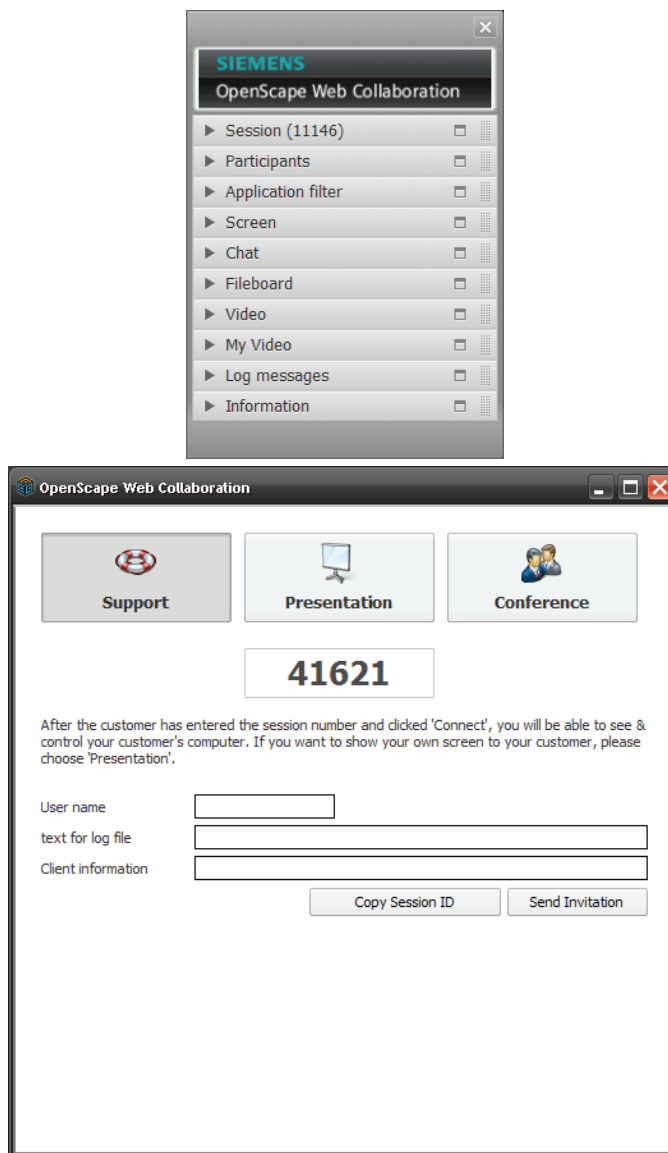
To begin a session, start the master module, which opens the login dialog.



The image shows a login dialog box for SIEMENS OpenScape Web Collaboration. At the top, there is a dark header bar with the SIEMENS logo in teal and the text "OpenScape Web Collaboration" in white. Below the header, the dialog has a white background. It contains two input fields: "Your name:" and "Password:". Below the password field is a "Login" button. Underneath the button, there is a small instruction: "Please type in your username and password." At the bottom of the dialog, there is a status bar with the version number "3.20.0006" on the left and a "Close" button on the right.

NOTICE: The login dialog opens only if Single Sign On was not enabled in the User Manager.

After logging in successfully and connecting to the appropriate communications server, the sidebar and the startup dialog are opened.



With one participant, the sidebar opens after entering the login data. Depending on which edition is being used, the participant is asked which applications he or she wants to release.

It is possible to participate in the conference via the WebClient. To do this, you will need a web browser. Conference participants who are using the WebClient can only view the desktop of the presenter.

It is also possible to participate in conferences with an iPhone 4, iPad 2 or iPod touch via OpenScape Web Collaboration Mobile.

3.4.1 How to Start the Master Module

You want start the master module.

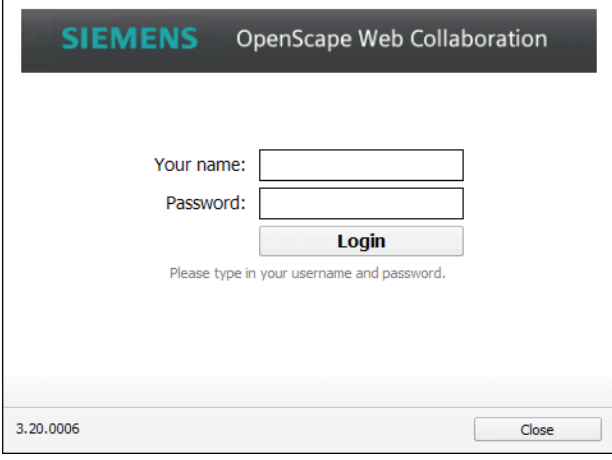
Prerequisites • You have the master module.

Step by Step 1. Double-click on the master module.

The Run dialog is opened.

2. Click **Run**.

The login dialog is opened.

A screenshot of a login dialog box titled "SIEMENS OpenScape Web Collaboration". The dialog has a dark header bar with the Siemens logo and title. Below the header, there are two input fields: "Your name:" and "Password:". Below these fields is a "Login" button. A small instruction "Please type in your username and password." is centered below the button. At the bottom left of the dialog, the version number "3.20.0006" is displayed. At the bottom right, there is a "Close" button.

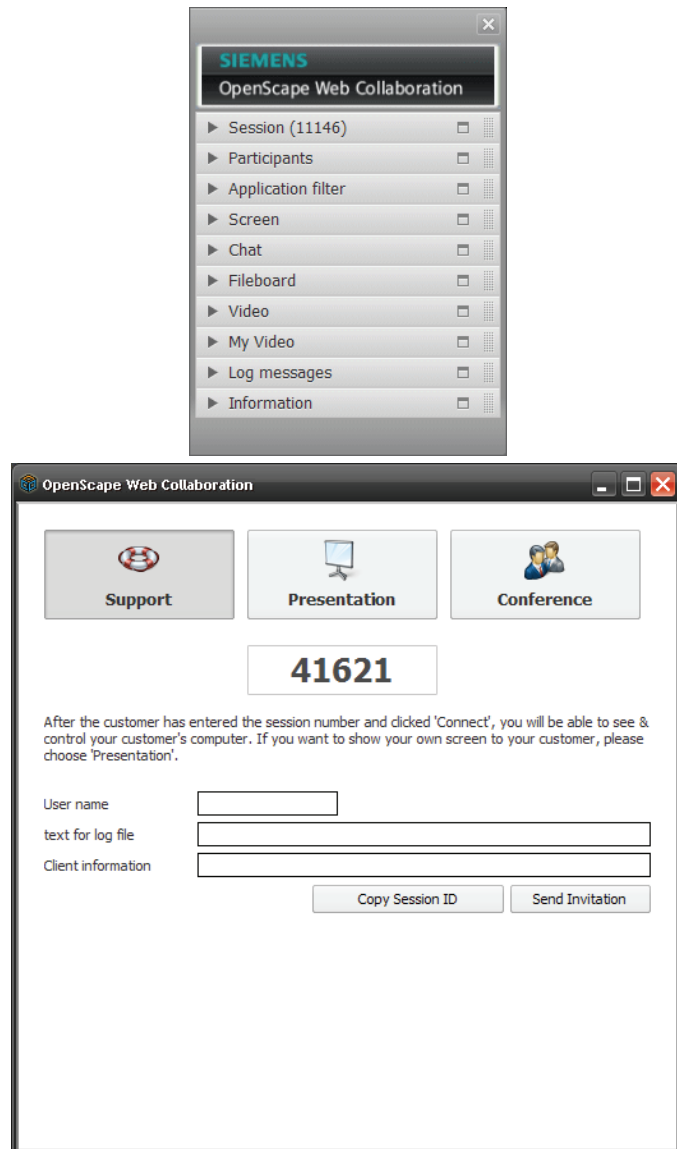
NOTICE: The login dialog opens only if Single Sign On was not enabled in the User Manager.

3. Fill in the Login dialog.

NOTICE: If Single Sign On was enabled in the User Manager, the input line **Your name:** will already be filled.

4. Click **Login**.

The connection to the corresponding communications server is established.
The sidebar and the startup dialog are opened.



3.4.2 How to Connect to the Client Module

You want to connect with the client module.

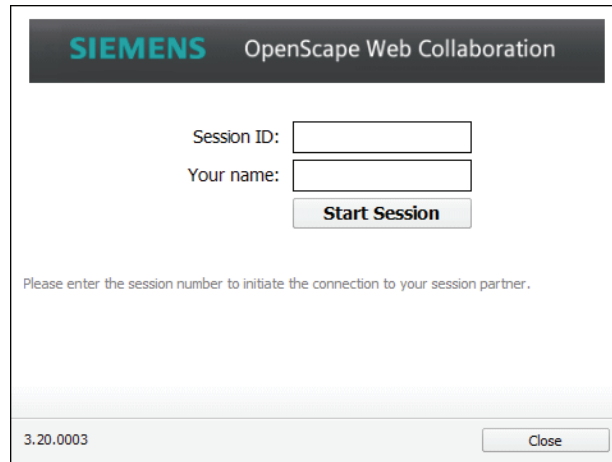
- Prerequisites**
- You have the client module.
 - You have the login data.

Step by Step 1. Double-click on the client module.

The Run dialog is opened.

2. Click **Run**.

The Login dialog is opened.



The image shows a login dialog box for SIEMENS OpenScape Web Collaboration. It has a dark header with the SIEMENS logo and the text 'OpenScape Web Collaboration'. Below the header, there are two input fields: 'Session ID:' and 'Your name:'. A 'Start Session' button is positioned below the 'Your name:' field. A message below the button reads: 'Please enter the session number to initiate the connection to your session partner.' At the bottom left, the version number '3.20.0003' is displayed, and at the bottom right, there is a 'Close' button.

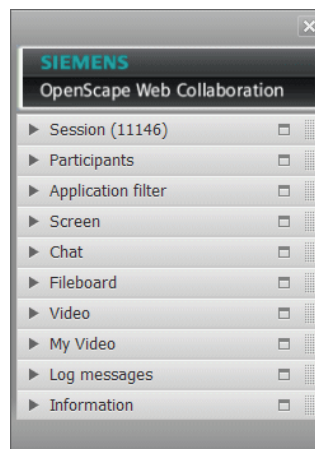
3. Fill in the Login dialog.

NOTICE: If Single Sign On was enabled in the User Manager, the input line **Your name:** will already be filled.

4. Click **Connect**.

NOTICE: If the moderator has defined a password, an input prompt to enter the password will appear.

The connection to the corresponding communications server is established.
The sidebar is opened.



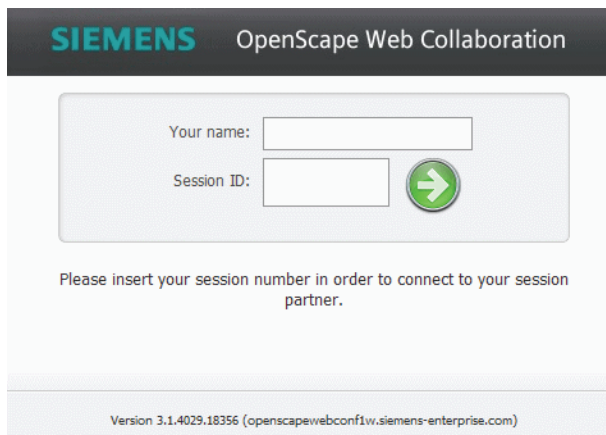
3.4.3 How to Connect to the WebClient

You want to establish a connection with the WebClient.

- Prerequisites**
- You have a web browser or a browser-enabled mobile phone.
 - You have the login data.

- Step by Step**
1. Enter the following link in your web browser and confirm it with the Enter key:
`http://openscapewebconf1w.siemens-enterprise.com`

The Login dialog is opened.



2. Fill in the Login dialog.
3. Click on the green arrow.

NOTICE: If the moderator has defined a password, an input prompt to enter the password will appear.

The connection to the corresponding communications server is established.

The sidebar is opened.



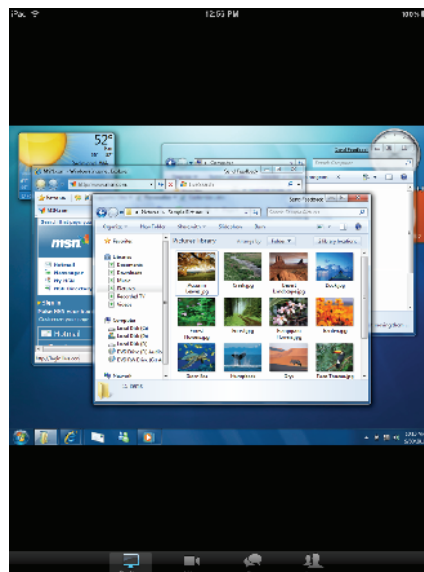
NOTICE: If a Flash client is enabled, the **My Video** menu item is also displayed.

3.4.4 How to Connect Using OpenScape Web Collaboration Mobile

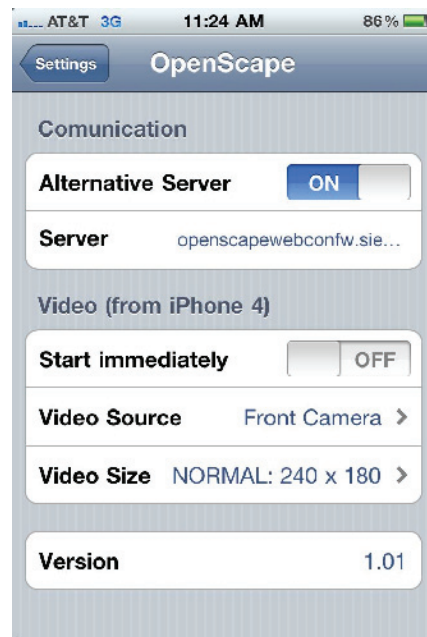
You want to establish a connection with your iPhone 4, iPad 2, or iPod touch.

- Step by Step**
1. Read the information on the demo version and logging in at the following link <http://www.siemens-enterprise.com/de/webtrial>
 2. Start the OpenScape Web Collaboration master module on your PC.
 3. Open OpenScape Web Collaboration Mobile on your iPhone 4, iPad 2 or iPod touch.
 4. Enter the session number.

You are connected to the web conference, and the **Screen**, **Video**, **Chat** and **Participants** functions are now available to you.



Next steps If you are also using the OpenScape Web Collaboration app with your own server, you will need to make the following settings:



- Turn on the **Alternative Server** option.
- Enter the URL of your WebClient server under **Server**.

4 User Interface

The opened module consists of two main elements. The first is the sidebar, which provides the features and options, and the second is the Viewer window, which shows the functions started.

Figure: Sidebar

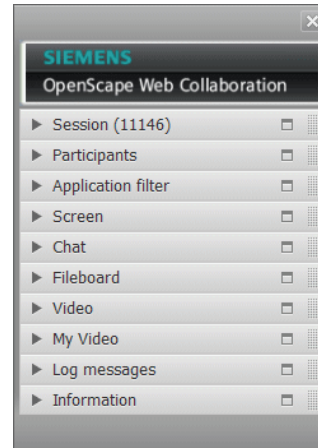
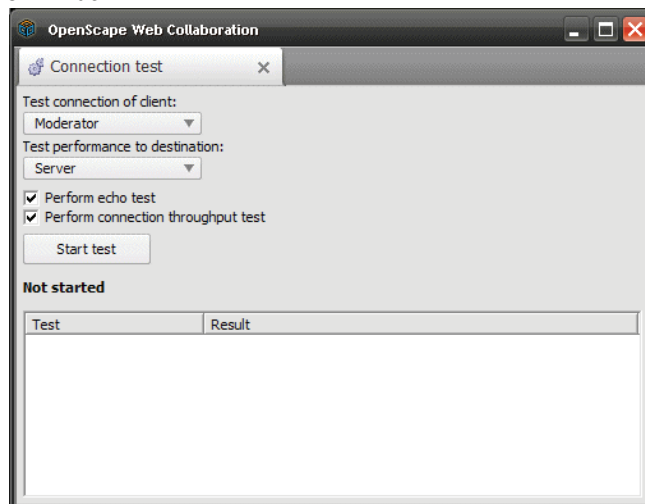




Figure: Viewer Window



To improve clarity, you can retract and extend the sidebar by clicking on the  /  icon. You can move the icon to make it disappear from your field of view. When you hold the mouse pointer over the icon, the shortcut bar appears.

If you have retracted the sidebar, the  icon blinks to alert you about an event. This could be a new chat message, for example

4.1 Shortcut Bar



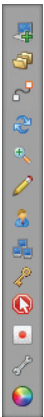
On the side of the sidebar, you will find the  /  icon. When you hold the mouse pointer over the icon, the following menu appears:

Figure: Shortcut bar



NOTICE: The appearance of the buttons depends on the edition used and the purchased licenses. The options can also be configured in the customer portal. In the customer portal, you can set who can see which buttons and execute which functions.

Button	Function
	Create a new session
	File transfer
	Port mapper
	Change view direction
	Switch zoom mode
	Whiteboard
	User Management
	Remote Manager
	Change own password
	Interrupt remote control
	Special functions
	Record a session
	Select image transmission quality

The icon is located above the shortcut bar. You can end the session immediately at any time by clicking on it.

4.1.1 Creating a New Session

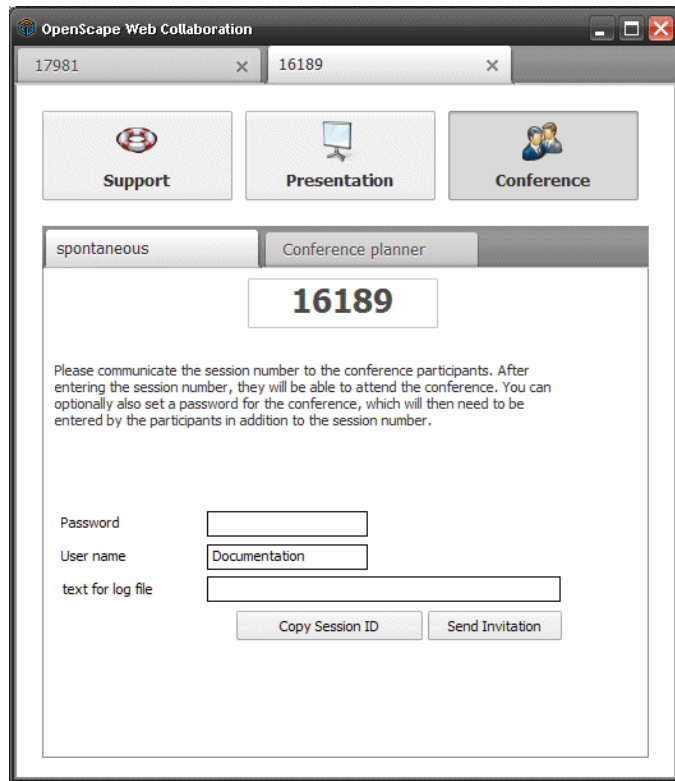
Clicking on opens the **Create a new session** dialog.

NOTICE: This feature is only available to the moderator.

It is also referred to as a breakout session. This means that a small group of participants can break away from the main session and work out or discuss issues in a separate session.

The moderator invites the participants to this session separately.



A new session is created in parallel to the current session. You can now switch back and forth between the sessions via the tabs in the startup dialog.



4.1.1.1 How to Create a New Session

You are the moderator of a web conference and want to create a new session in parallel to the current session.

- Prerequisites**
- You have the master module.
 - A session has already been started.

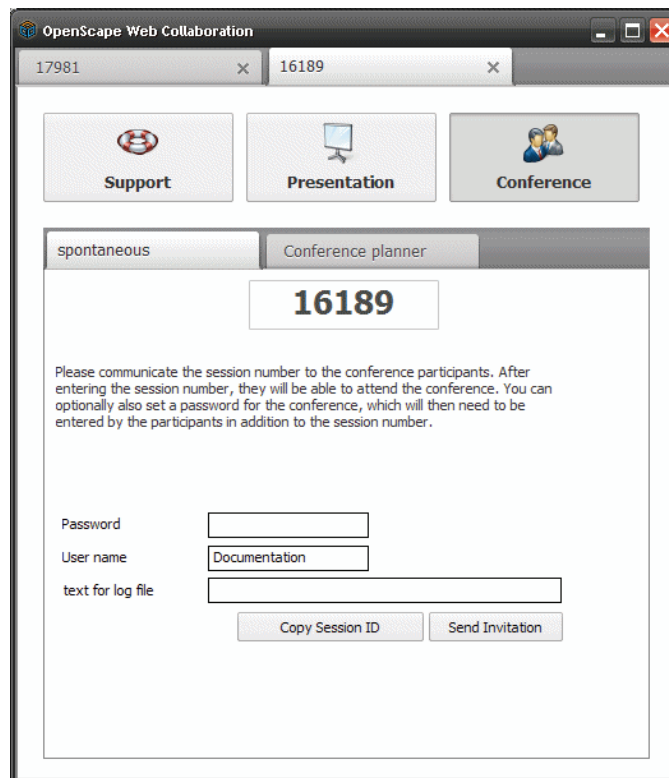
- Step by Step** 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .


A new session is created in parallel to the current session. You can now switch back and forth between the sessions via the tabs in the startup dialog and also invite participants to the newly created session.

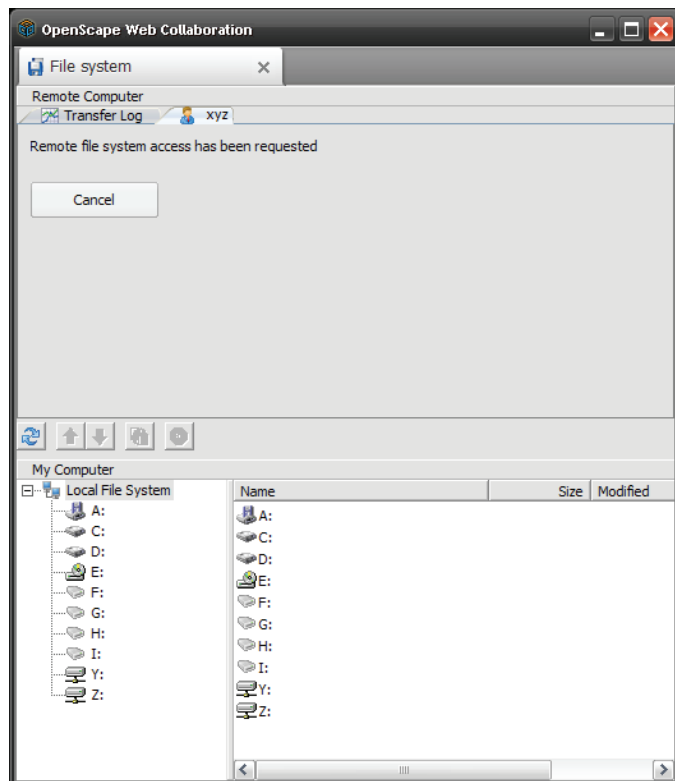


4.1.2 File Transfer

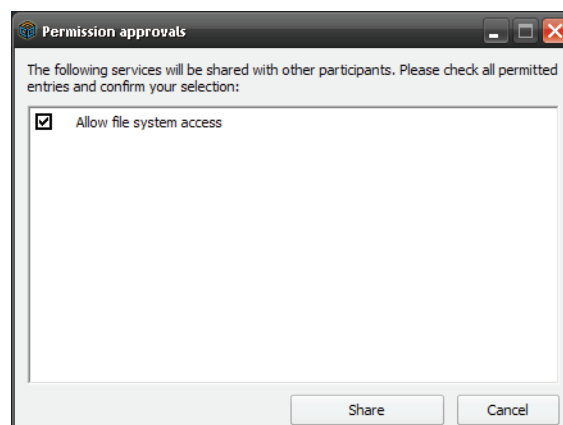
The File Transfer feature enables files to be easily exchanged. For example, log and database files, installation files, and even entire directories can thus be transferred between the moderator and participants.

NOTICE: The file transfer can only be opened by the moderator.

As the moderator, you can open the file transfer by simply clicking on . The following appears in the Viewer window:



The participants receive the following request:



Clicking on **Share** grants access to the file system for the entire duration of the current session. Clicking on **Cancel** blocks the access.

After the permission is granted, the moderator can access the file system of the participant. The upper area in the Viewer window displays the remote computer (participant), and the lower portion shows the own workplace (moderator).

NOTICE: When a participant grants access to his or her file system, only the moderator can access the file system of that participant.

After the participant has allowed file system access, the following appears in the Viewer window of the moderator:

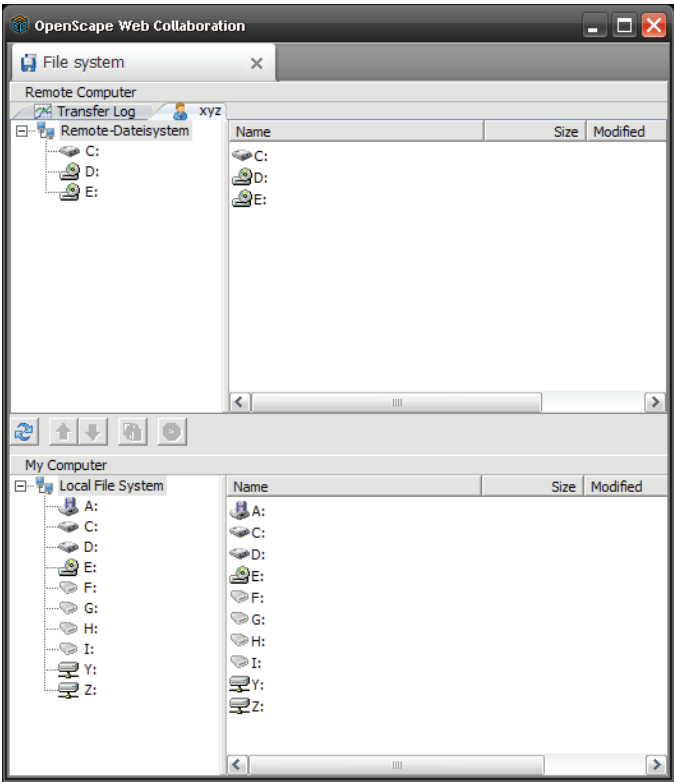






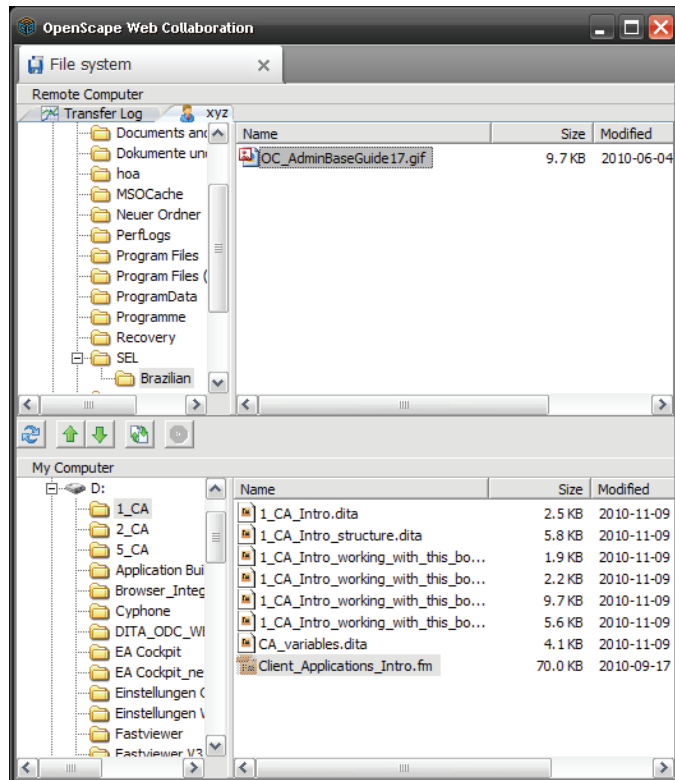


Table: File transfer buttons

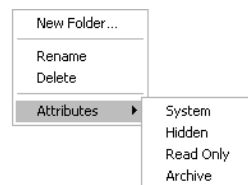
Button	cFunction
	Refresh view
	Upload
	Download
	Synchronize folders
	Stop file transfer

It is possible to copy files or even subfolders that are present only on the remote or local system to the other side by simply clicking on .

If a file already exists on either side, the older file will be replaced by a newer version. This synchronizes the respective versions to the same status.



If you right-click on a file, you have the following choices:





These functions can also be applied to folders.

To create a new folder, click the right mouse button on the parent folder (or the appropriate partition) and select **New Folder**.

4.1.2.1 How to User File Transfer

You want to exchange files with a participant.

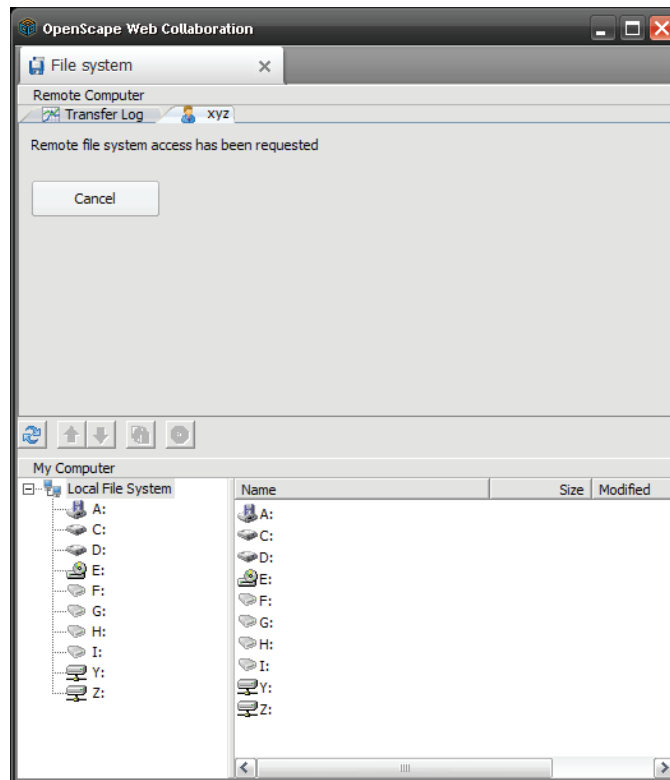
Prerequisites • You are the moderator.

Step by Step 1. Hold the mouse pointer over the  /  icon.
The shortcut bar is opened:

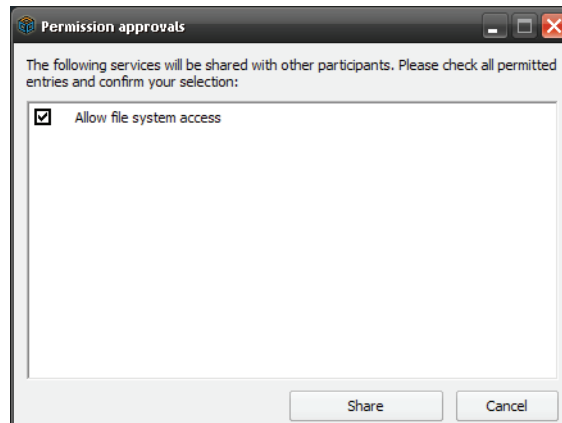


2. Click .

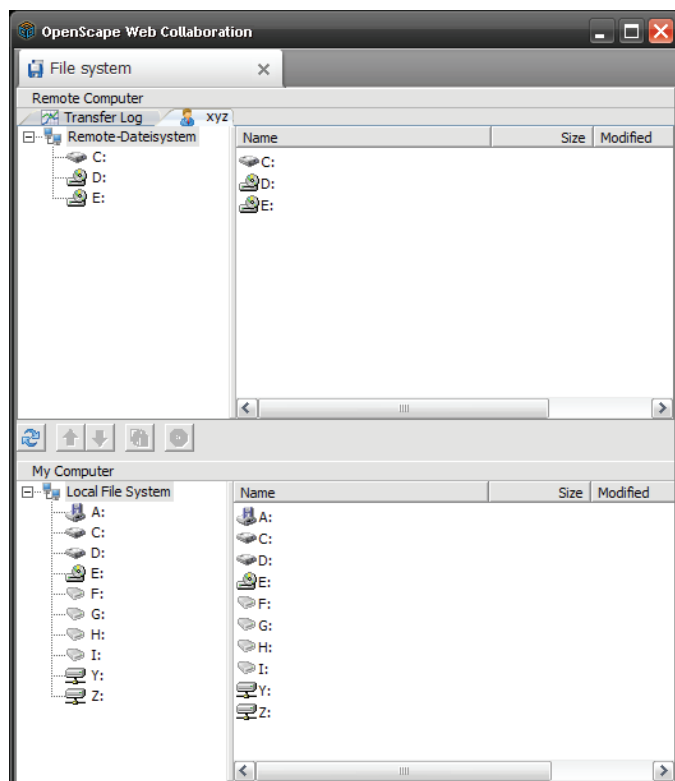
The File Transfer window is opened.



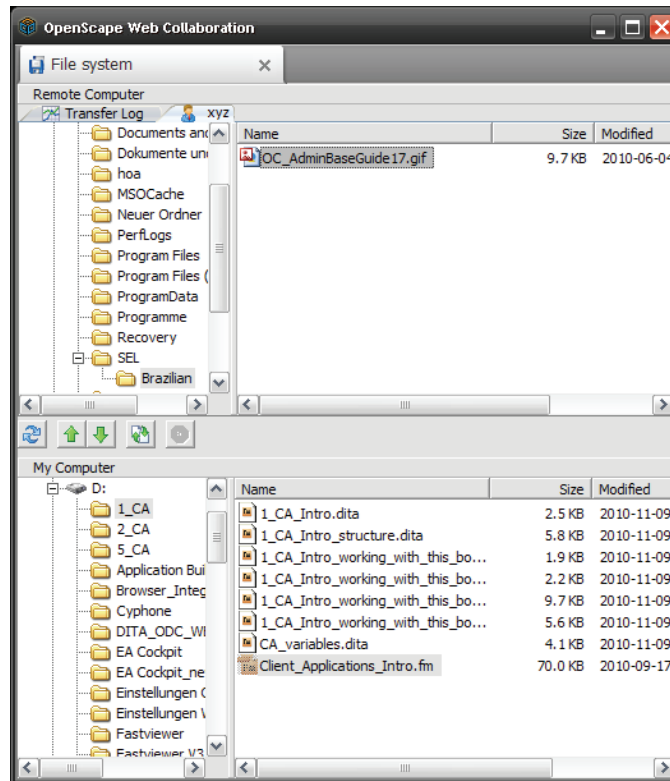
3. The participant receives the following prompt, which he or she must confirm.







The file system of the participant is visible in the upper pane:



4. Select the desired drives or files.




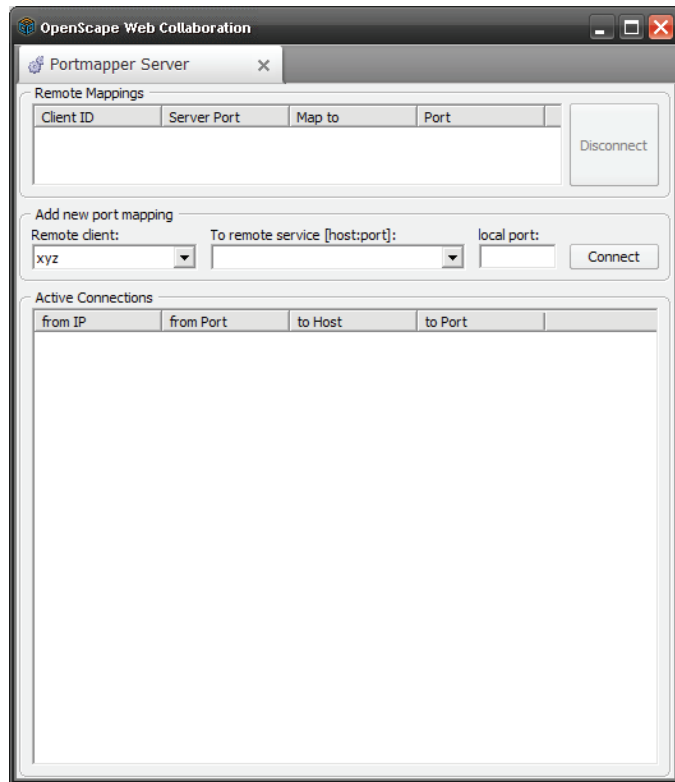
5. To refresh the display, click on .
- The view in the file transfer window is refreshed.
6. Select the file you want to upload in your (local) file system and click .
- The selected file is uploaded.
7. Select the file you want to download in the (remote) file system of the participant and click .
- The selected file is downloaded.
8. To synchronize files, select the appropriate file in the local and remote file systems and click .
- The selected files are synchronized.

4.1.3 Port Mapper

Port mapping enables TCP ports to be directly mapped for local access across operating system boundaries. This function has a wide range of applications. For example, it can be used to access network devices in general as well as access control systems or even Linux devices.

NOTICE: The port mapper can only be opened by the moderator.

As the moderator, you can open the port mapper by simply clicking on . The following appears in the Viewer window:



The mapped ports are shown in the **Remote Mappings** section.

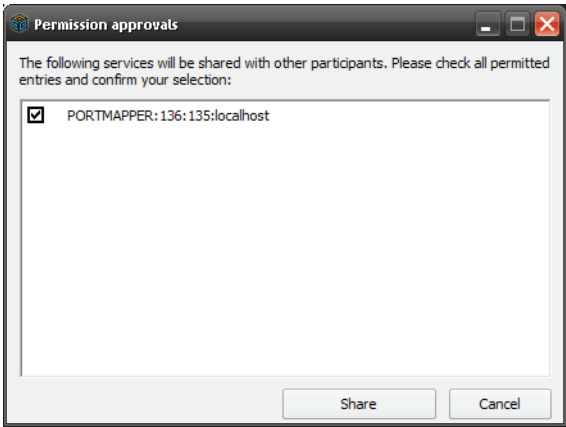
Client ID:	Designation of the PC
Server Port:	Local port
Map to:	IP/DNS name of the remote host
Port:	Port of the remote host

The following settings can be made in the **Add new port mapping** section:

- **Remote client**
Select a client via which the connection to the destination host is to be established.
- **To remote service [host:port]**
The destination is defined by entering the IP address, DNS name or port. The host:port information that was already entered during the session can be retrieved again via the drop-down menu.
- **Local port**
Specify which local port is to be used for the connection here.

When you have configured the settings, click on **Connect** to set up the connection to the specified host via the corresponding port.

The participant receives the following request:



Clicking on **Share** grants access to the port mapper for the entire duration of the current session. Clicking on **Cancel** blocks the access.

NOTICE: If you do not have Windows administration rights, you will be prompted for them.

NOTICE: The port mapper can only be activated only if it is released by a domain administrator or a local administrator.

The mapped ports are shown in the **Active Connections** section.



from IP:	Local IP address
from Port:	Local port
to Host:	IP or DNS name of the remote host
to Port::	Port of the remote host

If a connection is no longer required, it can be selected under **Remote Mappings** and discarded by clicking on **Disconnect**.

4.1.3.1 How to Map Ports on the Client

You want to map ports on the client.

- Prerequisites**
- You are the moderator.
 - You are connected to a client.

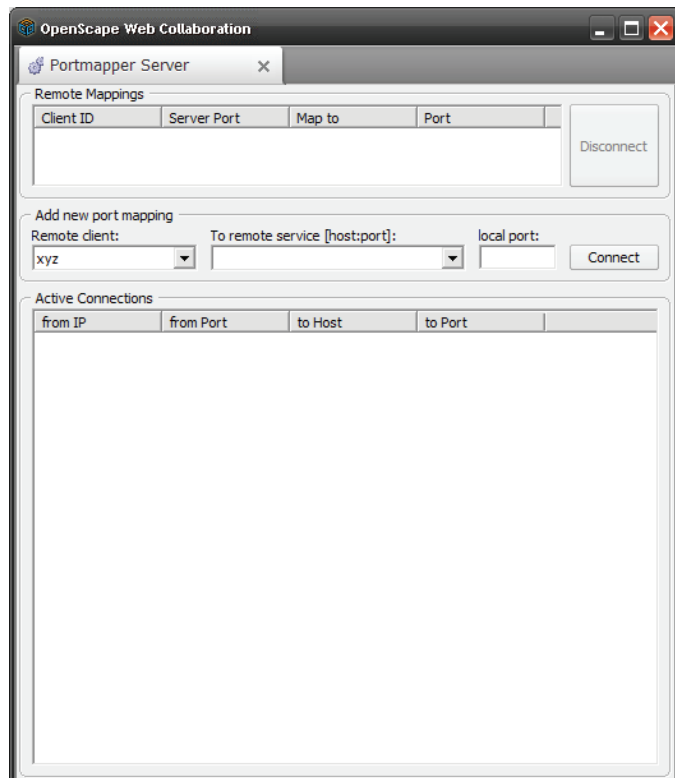
- Step by Step** 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .

The port mapper is opened.



3. Under **Remote client**, select the client via which the connection to the target host is to be established.
4. Under **To remote service [host:port]**, enter the IP address or DNS name of the port to define the destination.

5. Under **Local port**, enter a port to be used for the connection.
6. Click **Connect**.

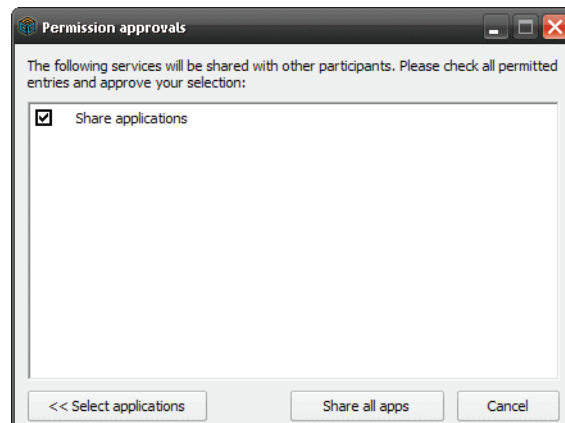
The connection to the specified host is established through the appropriate port.

4.1.4 Changing the Viewing Direction

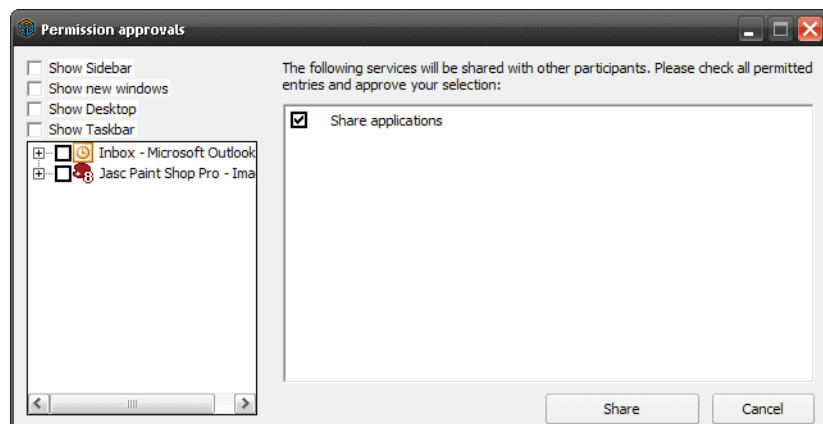
Clicking on  turns you from viewer to presenter, and vice versa.

NOTICE: You must be the moderator to change the **viewing direction**. Furthermore, the viewer must also agree to share his or her desktop. This function is only possible with one viewer and one presenter.

If the presenter clicks on , the viewer receives the following request:



The presenter can optionally share all applications by clicking on **Share all apps** or choose the specific applications to be transmitted by clicking on **Select applications**:





A31003-S2410-U100-1-7619, 2011-08-09
OpenScape Web Collaboration V1, User Guide



4.1.5.1 How to Switch the Zoom Mode

You are a viewer or presenter of a web conference and want to switch between the full screen view and the view of a section.

Prerequisites • You are a viewer or presenter of a screen.

Step by Step 1. Hold the mouse pointer over the  /  icon.


The shortcut bar is opened:



2. Click .

You will now see a section of the presented screen.



3. Click on  again.

You now see the full screen view of the presented screen.



As presenter, you thus switch the view for all viewers.

NOTICE: To switch the **zoom mode**, you must be a viewer or presenter.

4.1.6 Image Transmission Quality

Click on  to choose the **image quality** for the screen to be transmitted.

You have the following options:



- Low
- ☒ Normal
- High
- Lossless

NOTICE: This feature is only available to the presenter.

4.1.6.1 How to Change the Image Transmission Quality

You are the presenter of a web conference and want to select the quality of the screen to be transmitted.

Prerequisites • You are the presenter.

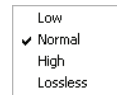
Step by Step 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .

You have the following options:



3. Select the desired quality.

Your screen is now transmitted in the selected quality.

4.1.7 Whiteboard

Click on to open the **Whiteboard**. Using this feature, you can select, and thus highlight, graphics, texts or even statistics, for example. You can even draw during a web conference to clarify your presentations, for example.

NOTICE: This feature can only be opened by the moderator.

NOTICE: The moderator can block the usage of the **whiteboard**.

The **whiteboard** is opened in the Viewer window.

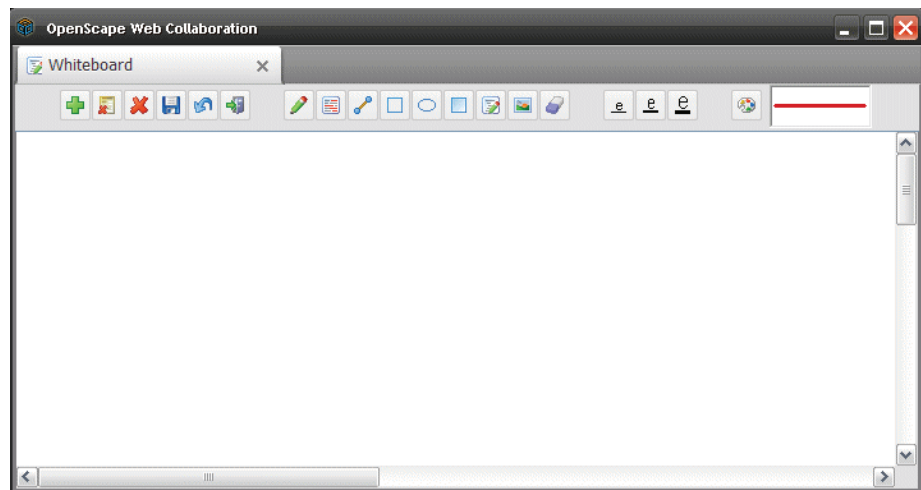

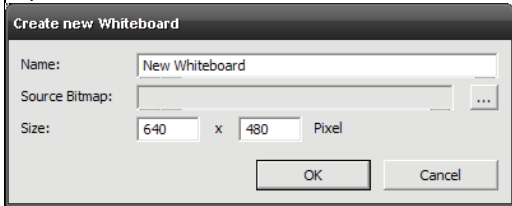


















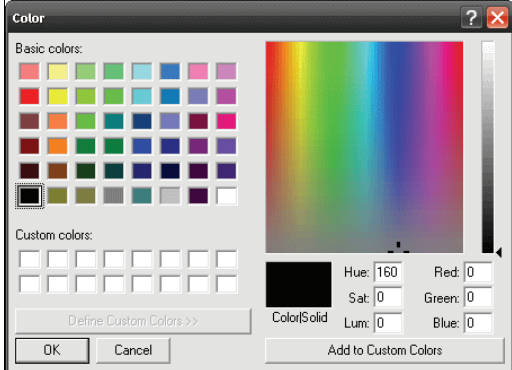



Figure: The Whiteboard menu



Table: Buttons of the **Whiteboard** feature



Button	Function
	Open a new Whiteboard ¹ <div data-bbox="718 457 1232 661">  </div>
	Reset whiteboard ¹
	Clear whiteboard ¹
	Save Whiteboard content as *.bmp file
	Undo last step
	Exit whiteboard ¹
	Pencil
	Marker
	Draw line
	Draw rectangle
	Draw ellipse
	Draw filled rectangle
	Write text
	Insert image
	Eraser
	Small font weight
	Medium font weight
	Large font weight
	Select color <div data-bbox="718 1476 1232 1843">  </div>
	Object preview

- 1 This feature is only available to the moderator.

4.1.7.1 How to Use the Whiteboard

You are participating in a web conference and want to mark graphics, texts or statistics, for example.

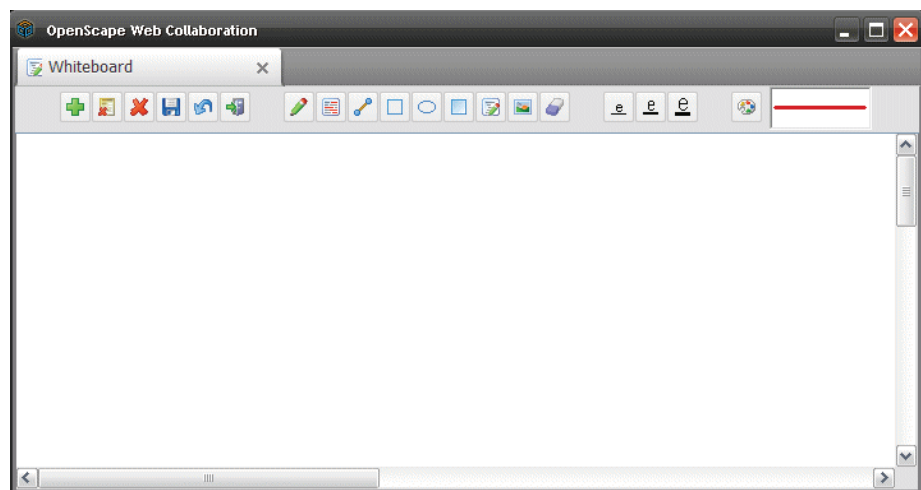
Prerequisites • The moderator has opened the whiteboard.

- Step by Step** 1. Hold the mouse pointer over the  /  icon.
The shortcut bar is opened:



2. Click .

The **whiteboard** opens in the Viewer window:




3. Click on the desired button to use it.

You can now draw during a web conference to clarify your presentations, for example.

NOTICE: The moderator can block the usage of the **whiteboard**.

4.1.8 Remote Control



In the role of the presenter, you can click on  to interrupt the **remote control**, provided it is being exercised by a viewer. Alternatively, you can also press the **[F11]** key on your keyboard.

NOTICE: The moderator can reactivate the **remote control**.

4.1.8.1 How to Interrupt the Remote Control


You are presenter of a web conference and want to interrupt the **remote control** of a viewer.

- Prerequisites**
- You are the presenter of the web conference.
 - A viewer has remote control of your screen.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.


The shortcut bar is opened:

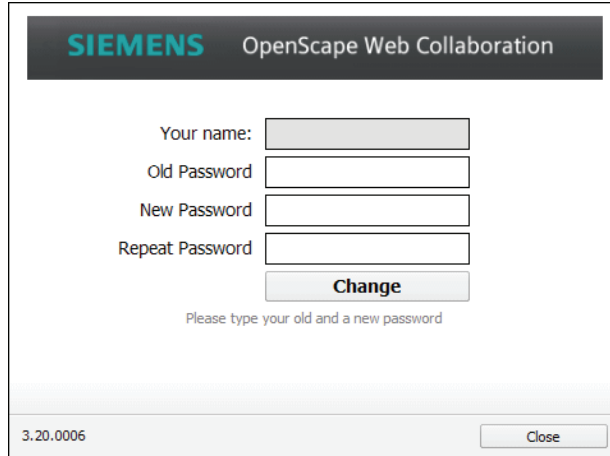


2. Click . Alternatively, you can also press the **[F11]** key on your keyboard.
The **remote control** of the viewer is interrupted.

NOTICE: The moderator can reactivate the **remote control**.

4.1.9 Changing the Own Password

If you own the master module, you can change your own password. Clicking on  opens the following dialog box, in which the password can be changed.



The dialog box has a title bar with the SIEMENS logo and 'OpenScape Web Collaboration'. It contains four input fields: 'Your name:', 'Old Password', 'New Password', and 'Repeat Password'. Below these is a 'Change' button. A message 'Please type your old and a new password' is displayed. The bottom of the dialog shows the version '3.20.0006' and a 'Close' button.

NOTICE: The new password must consist of at least one character.



NOTICE: In order to be able to change your password, the option to change passwords must be enabled in the User Manager.

4.1.9.1 How to Change Your Own Password

You are the moderator and want to change your own password.

- Prerequisites**
- You have the master module.
 - You have the login data.

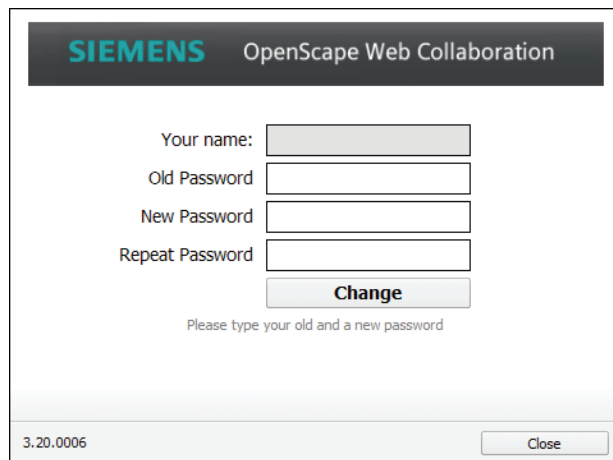
NOTICE: In order to be able to change your password, the option to change passwords must be enabled in the User Manager.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

The following dialog box is opened:



The dialog box has a title bar with the SIEMENS logo and 'OpenScape Web Collaboration'. It contains four text input fields labeled 'Your name:', 'Old Password', 'New Password', and 'Repeat Password'. Below these fields is a 'Change' button. A message 'Please type your old and a new password' is displayed below the button. At the bottom left is the version number '3.20.0006' and at the bottom right is a 'Close' button.


3. Fill in the dialog box.

NOTICE: The new password must consist of at least one character.

4. Click **Change**.

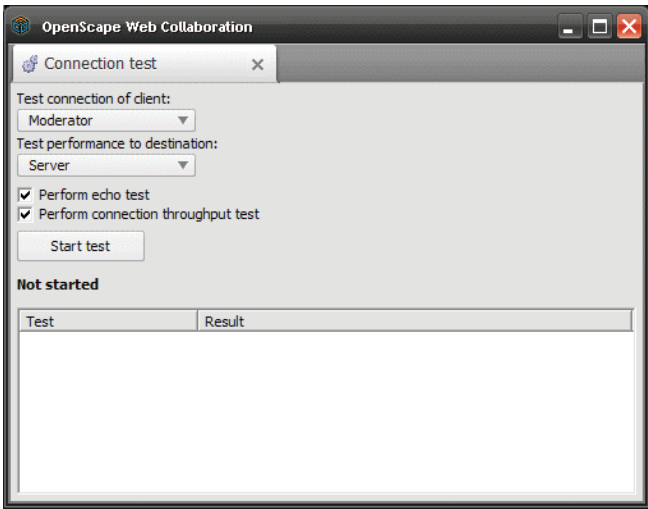
Your password has been changed successfully.

4.1.10 Special Functions

Click on  to open the **Special features**.

As the moderator of a web conference, you can use the **Special functions** to test the connection performance.

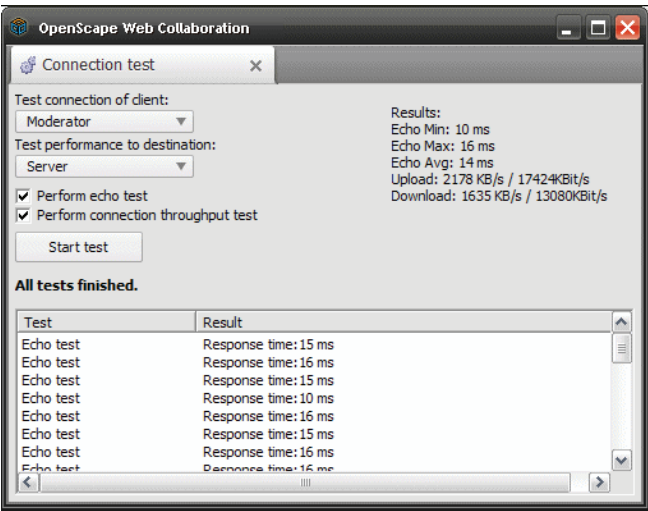
The following appears in the Viewer window:



In the upper combo box, you can select the client for which the connection is to be tested. In the second combo box, you can select whether the connection to another client or to the server is to be tested.

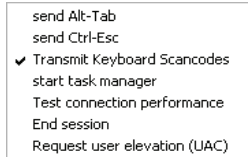
Select your desired combination and click on **Start test**.

After the test has been conducted, you will see the following in the Viewer window:



NOTICE: Only the moderator of a web conference can test the performance of a connection.

As a viewer of a presented screen, you can use the following special functions:



You can send key combinations or start the Task Manager on the presenter side. The Task Manager can be useful for troubleshooting.



NOTICE: You must be a viewer to execute the **Special functions** on the presenter side.

4.1.10.1 How to Test the Connection Performance

As the moderator of a web conference, you can **test the performance of a connection** by using a **special tool**.

Prerequisites

- You are the moderator of the web conference.

Step by Step 1. Hold the mouse pointer over the  /  icon.

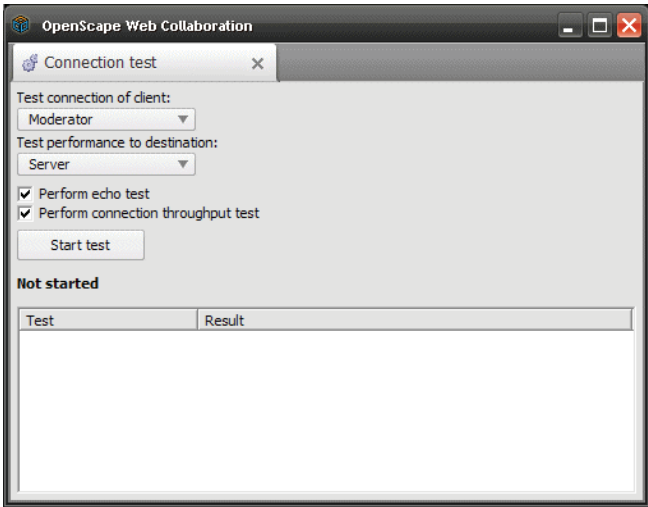
The shortcut bar is opened:



2. Click .

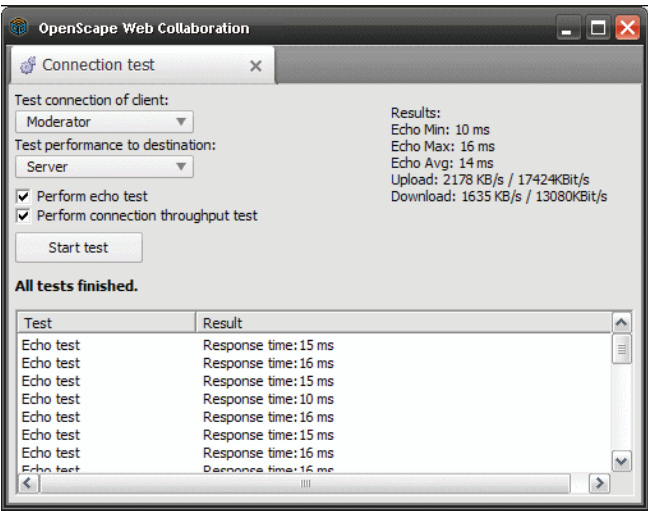
3. Select **Test connection performance**.

The following appears in the Viewer window:



- 4. Select the source for the connection test in the topmost combo box. This can be a client or the server.
- 5. Select the destination for the connection test in the second combo box. This can be a client or the server, provided the source and target are different.
- 6. Enable the options by selecting the **Perform echo test** and **Perform connection throughput test** check boxes.
- 7. Click on **Start test**.



After you have performed the **connection test**, you will see the following in the Viewer window:



4.1.10.2 How to Use the Special Functions

As a viewer of a presented screen, you can use **Special functions** to send key combinations.

Prerequisites • You are the viewer of a screen.

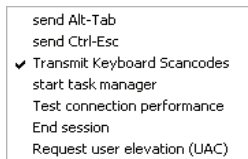
Step by Step 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .

As a viewer of a presented screen, you can use the following special functions:





3. Select one of the special functions, e.g., **Start Task Manager**.

This method enables you to send key combinations or start the Task Manager on the presenter side. The Task Manager can be useful for troubleshooting.

NOTICE: You must be a viewer to execute the **special functions** on the presenter side.

4.1.11 Recording a Session

To record a session, click on the  button. Press this button to start the recording session. A  will then appear on the shortcut bar.

When you click on the button again, you are prompted to specify a storage location for the recording. You can save your recording as an *.exe file.



If you want to play back the recorded web conference, double-click on the storage location. This opens a video player that plays back the conference.

4.1.11.1 How to Record a Web Conference

You are participating in a web conference and want to record the web conference.

- Prerequisites** • You are a participant in a web conference.


NOTICE: The function is available to the presenter when a viewer controls his or her desktop remotely.


- Step by Step** 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .

The shortcut bar displays .

3. Click on  again.

You are prompted to specify a storage location for the file.

4. Save the recording as an *.exe file.

The recording is saved in the specified location.

4.1.11.2 How to Play Back a Recorded Web Conference

You have recorded a web conference and want to play back the recording.

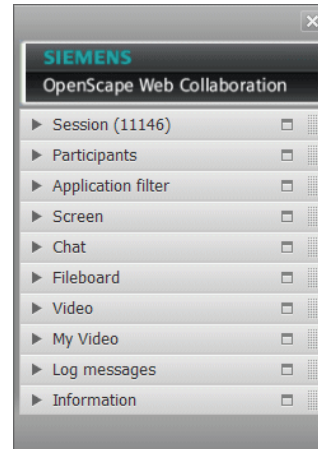
- Prerequisites** • You have already recorded a session.

- Step by Step** 1. Search in Explorer for a web conference recording stored as an *.exe file.
2. Double-click on the storage location to play the file.



The video player is opened, and you can watch the recorded web conference.

4.2 Sidebar

Figure: Sidebar



The individual menu items of the sidebar are buttons. You can open or close the respective windows of the menu items by clicking on these buttons.

The windows of the menu items can be undocked individually from the sidebar and positioned freely on the desktop by clicking on them, holding down the mouse button and dragging them out of the sidebar. When you double-click on the button, the respective windows are docked to the sidebar again. Alternatively, you can also undock a menu item from the sidebar by clicking on . To place the menu item back in the sidebar in the correct position, click on .

4.2.1 How to Open and Close Menu Items

The individual menu items are buttons. To open and close the windows of the menu items, proceed as follows:

Prerequisites • You have opened the master module.

- Step by Step**
1. Open the sidebar.
 2. Click on the desired menu item.
The desired window of the menu item is opened.
 3. Click on the menu item again.
The window of the menu item is closed.



4.2.2 How to Undock Menu Items

You can undock individual menu items from the sidebar. To position these menu items freely on your desktop, proceed as follows:

Prerequisites • You have opened the master module.

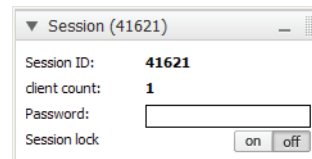
- Step by Step**
1. Open the sidebar.
 2. Click on the desired menu item and drag it out of the sidebar, while holding down the left mouse button.

The desired menu item is now on your desktop.


NOTICE: Alternatively, you can also undock a menu item from the sidebar by clicking on . To place the menu item back in the sidebar in the correct position, click on .

4.2.3 Session

The **Session** menu item shows the web conference data and options. This includes the **Session ID**, the **client count** (including the **moderator**), the **password** input field and the **Session lock** option.



NOTICE: Apart from the **Session ID**, only the moderator can see these details.

The password can be changed by the moderator in the associated text field at any time or set later. When you set the  switch to **on**, other participants cannot join the web conference at a later point in time. If the switch is set to **off**, other participants can join the web conference at any time.

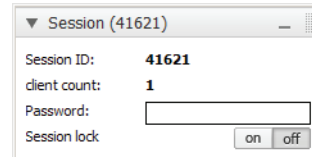
4.2.3.1 How to Change the Session Password

You are the moderator of a web conference and want to change the session password.

- Prerequisites**
- You have the sidebar open.
 - You have already set a password.

- Step by Step** 1. Open the **Session** menu item in the sidebar.

The following window is opened:



The screenshot shows a window titled "Session (41621)". Inside, there are four labels with corresponding values or controls: "Session ID:" with the value "41621", "client count:" with the value "1", "Password:" with an empty text input field, and "Session lock:" with two buttons labeled "on" and "off".

2. Click with the mouse in the **Password** box.
3. Change the session password as desired.
4. Notify the relevant participants about the new session password, e.g., by e-mail.

The password has been changed, thus preventing unwanted participants from joining the web conference in the future.

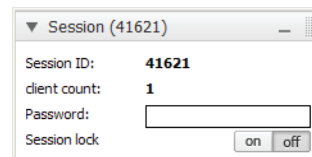
4.2.3.2 How to Lock a Session

You are the moderator of a web conference and want to lock a session.

- Prerequisites**
- You have the sidebar open.

- Step by Step** 1. Open the **Session** menu item in the sidebar.

The following window is opened:



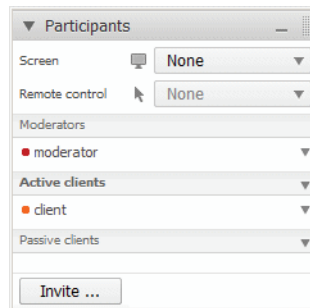
The screenshot shows a window titled "Session (41621)". Inside, there are four labels with corresponding values or controls: "Session ID:" with the value "41621", "client count:" with the value "1", "Password:" with an empty text input field, and "Session lock:" with two buttons labeled "on" and "off".

2. Click on the **on** button.

Other participants cannot join the web conference later. If the switch is set to **off**, other participants can join the web conference at any time.

4.2.4 Participants

The menu item **Participants** shows all **participants** who are currently in the session. As the **moderator** of a web conference, you can configure the privileges of the **participants** here.



The presenter is determined via the **Screen** entry. Under **Remote control**, a moderator can select a participant to receive control of the presented screen.

Function permissions are controlled via two groups: **Active clients** and **Passive clients**. To customize group permissions, click on ▾ for the respective group.

The following custom options are available:

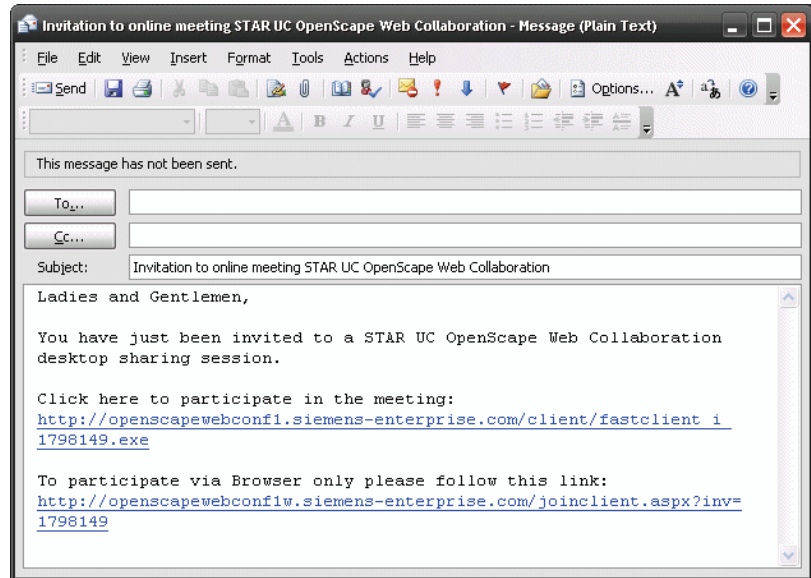
- ✓ Chat send permission
- ✓ Fileboard Upload permission
- ✓ Video show permission
- ✓ Whiteboard drawing permission
- New clients are active

In addition, you can determine the group membership of new participants. This means that you can configure whether new web conference participants are to be added to the list of **active clients** or **passive participants**.

When you right-click a participant entry to open the associated context menu, you have the following options:

- Rename
- Disconnect
- Grant Moderator-Rights
- Move to passive

As the moderator, you can invite new participants to the web conference. To do this, click on the **Invite ...** button. Your default e-mail program is opened with a preconfigured invitation:



Enter the desired e-mail addresses of the participants you want to invite here. Then click **Send**.

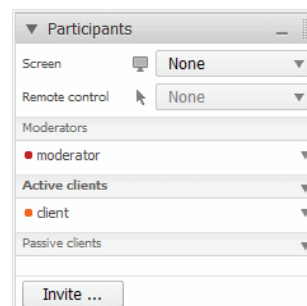
4.2.4.1 How to Select A Presenter

You want to select a presenter.

Prerequisites • You are the moderator of the web conference.

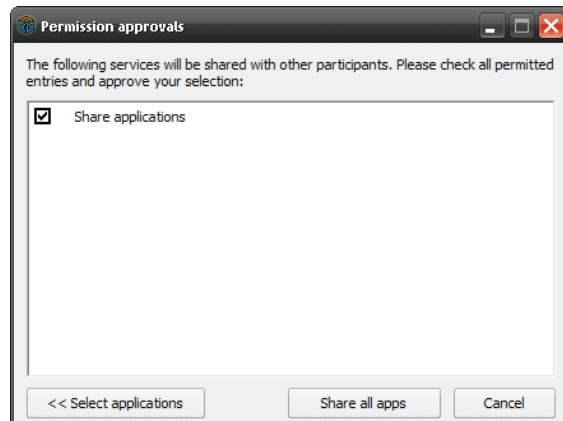
Step by Step 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



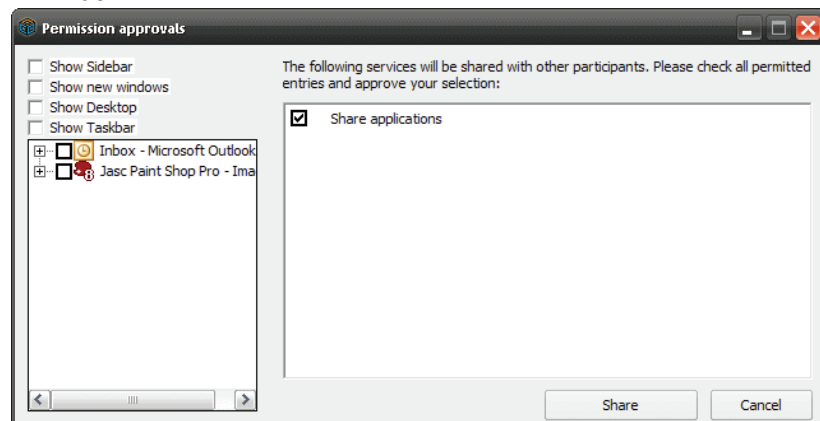
2. Click next to **Screen** on ▾ and select the desired participants. If you select **None** here, the selection of the presenter is canceled.

The selected participant receives the following request:



3. The participant now has two options:

- Clicking on **Share all apps** to share all of his or her applications.
- Clicking on **Select applications**, which opens the following selection window:



The participant can then select the applications that he or she wants to transmit by selecting check boxes.

The application selection is confirmed by clicking **Share**.

The selected participant may present his or her screen.

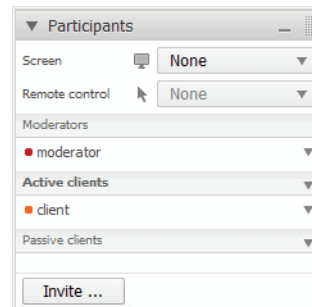
4.2.4.2 How to Hand Over Remote Control

You want a participant to remotely control the presenter's desktop.

- Prerequisites**
- You are the moderator of the web conference.
 - A presenter has already been selected.

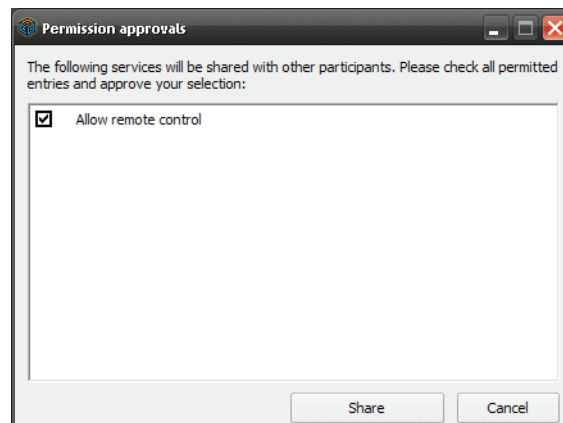
Step by Step 1. Click on the **Participants** menu item in the sidebar.


The following window is opened:



2. Click on ▼ next to **Remote control** and select the desired participant.

The presenter receives the following request to allow remote control of his or her desktop. This request must be confirmed.



NOTICE: The presenter can stop the **remote control** at any time during the presentation by clicking on  or by pressing the **[F11]** key.

NOTICE: The moderator can take the remote control away from the participant at any time by selecting **None**.

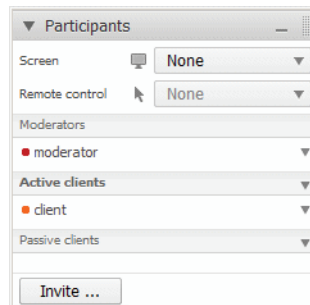
4.2.4.3 How to Configure Function Privileges

You want to grant participants privileges or revoke them.

Prerequisites • You are the moderator of the web conference.

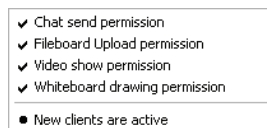
Step by Step 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



2. To customize a group privilege, click on ▾ for the respective group.

The following custom options are available:



3. Enable each option by adding check marks to grant the permission for that function or clear the check marks to revoke the permission.

The configurations are adjusted and immediately applied to the selected participants.

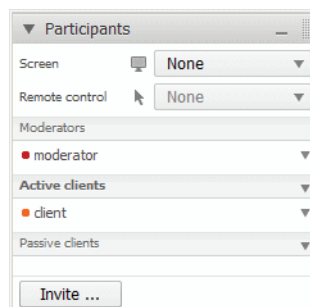
4.2.4.4 How to Configure the Group Membership of New Participants

You can select the group membership of new participants. This means that you can configure whether new web conference participants are to be added to the list of **active participants** or **passive participants**.

Prerequisites • You are the moderator of the web conference.

Step by Step 1. Open the **Participants** menu item in the sidebar.

The following window is opened:



2. Click on ▾ for the **Active clients** group.

3. Activate the **New clients are active** option.



All new web conference participants are placed in the **Active clients** list.

4. Click on ▾ for the **Passive clients** group.
5. Select the **New clients are passive** option.

All new web conference participants are placed in the **Passive clients** list.

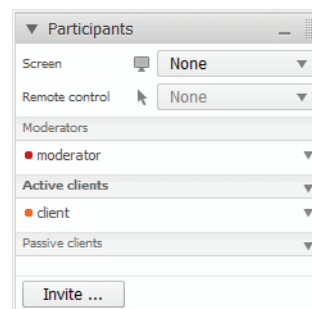
4.2.4.5 How to Rename a Participant

You want to rename yourself or a participant.

Prerequisites • You are the moderator of the web conference.

- Step by Step** 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



2. Click on ▾ for the participant who you want to rename.
3. In the now unfolded menu, click on **Rename**.

The participant name turns into an input window.

4. Specify the desired name and confirm the entry by pushing the Enter key.

The participant name has now been changed and is valid immediately.

NOTICE: A participant can only rename himself or herself.

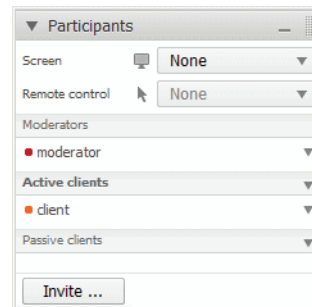
4.2.4.6 How to Disconnect a Participant

You want to disconnect a conference participant.

Prerequisites • You are the moderator of the web conference.

Step by Step 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



2. Right-click on the participant you want to disconnect. Alternatively, you can click on ▾ in the respective line.

A context menu is opened.

3. Click **Disconnect**.

The participant is immediately disconnected.

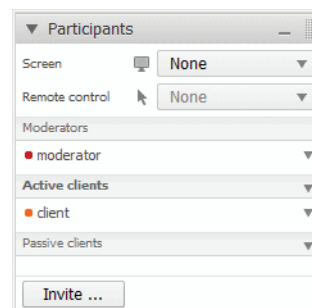
4.2.4.7 How to Change the Group Membership

You want to change a participant's membership. You can assign a participant to the groups **Active clients**, **Passive clients** or **Moderators**.

Prerequisites • You are the moderator of the web conference.

Step by Step 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



2. Right-click on the participant whose group membership you want to change. A context menu is opened.

3. Click on the desired group membership.

- **Grant Moderator Rights**
- **Move to passive**

- **Move to active**

The desired participant now belongs to the selected group.

NOTICE: You can also drag & drop participants into the desired group.

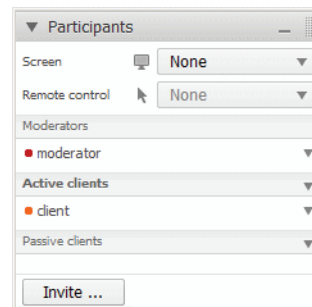
4.2.4.8 How to Invite Participants

You want to invite participants to the web conference.

Prerequisites • You are the moderator of the web conference.

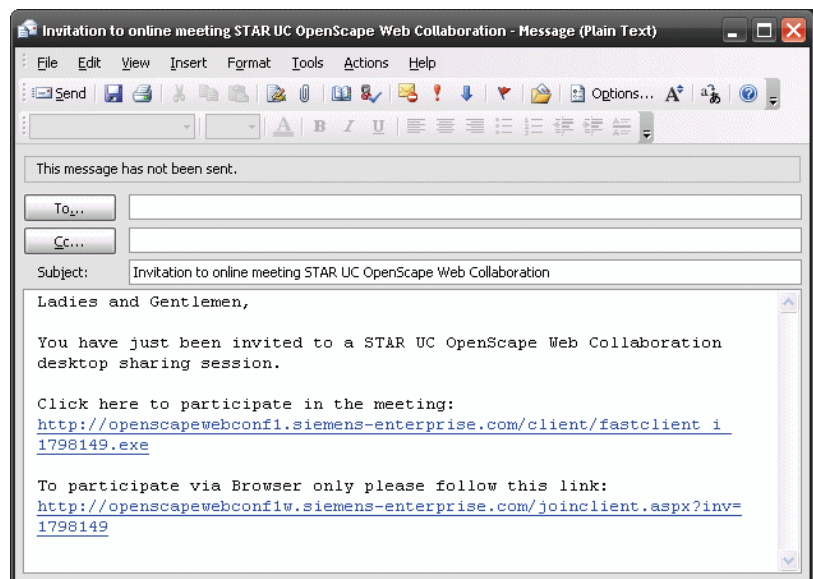
Step by Step 1. Click on the **Participants** menu item in the sidebar.

The following window is opened:



2. Click **Invite ...**.

Your default e-mail program is opened with a preconfigured invitation:



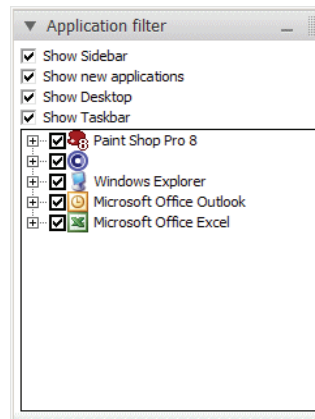
3. Enter the e-mail addresses of the desired participants.

4. Click **Send**.

The desired participants receive an invitation to the web conference via e-mail.

4.2.5 Application Filter

The **Application filter** menu item lets you select which of your started applications you want to transmit. You can activate the applications by selecting check boxes. To deactivate them, clear the respective check boxes.



NOTICE: You must be web conference presenter in order to transmit applications.

The following applications can be selected in the top section of the **Application filter**:

- **Show Sidebar**
Select the check box if you want to transmit the viewer window and the sidebar.
- **Show new applications**
Select the check box if you want to transmit started applications and windows in the future.
- **Show Desktop**
Select the check box if you want to transmit your desktop.
- **Show Taskbar**
Select the check box if you want to transmit your taskbar.

The bottom section lists all opened windows and applications. A click on the corresponding + lists the individual windows of the respective application. You can also control the transmission of these windows here by setting or clearing check boxes.

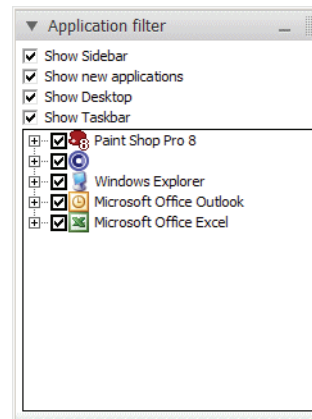
4.2.5.1 How to Select Applications for Transmission

The **Application filter** menu item allows you to select which launched applications should be transmitted.

Prerequisites • You are the presenter.

Step by Step 1. Open the **Application filter** menu item in the sidebar.

The following window is opened:



2. You can activate the applications by selecting check boxes. To deactivate them, clear the respective check boxes. You can configure the following applications in the top section of the **Application filter**:

- **Show Sidebar**

Select the check box if you want to transmit the viewer window and the sidebar.

- **Show new applications**

Select the check box if you want to transmit applications and windows started in the future.

- **Show Desktop**

Select the check box if you want to transmit your desktop.

- **Show Taskbar**

Select the check box if you want to transmit your taskbar.

3. In the bottom section of the **Application filter**, click on the corresponding + to display the individual windows of the relevant application.

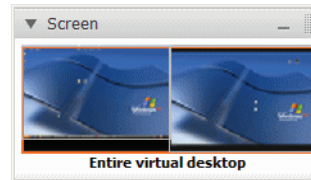
4. You can activate the desired applications by selecting the appropriate check boxes. To deactivate them, clear the respective check boxes.

The settings you have made are applied.

4.2.6 Monitor

If you are the presenter of a web conference and have connected several monitors, you can select the one to be transmitted under the **Screen** menu item.

Click on the respective monitor to transmit it. Clicking on the bottom edge of the displayed monitors shows the entire virtual desktop.



NOTICE: Only moderators and the presenter can see the **Screen** menu item.

4.2.6.1 How to Select a Monitor for Transmission

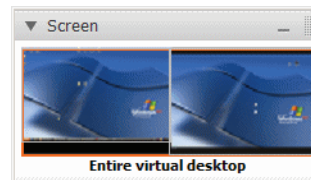
Multiple monitors are connected, and you want to select the one to be transmitted.

Prerequisites

- You are the presenter.

Step by Step 1. Open the **Screen** menu item in the sidebar.

The following window is opened:



2. You have the following options:

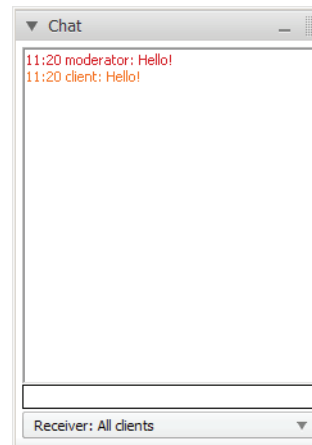
- If you click on the left-hand monitor, it will be shown to the participants. **Screen 1** appears in the bottom section of the **Screen** menu item.
- If you click on the right-hand monitor, it will be shown to the participants. **Screen 2** appears in the bottom section of the **Screen** menu item.
- If you click on the bottom edge of the both monitors, both will be transmitted.

Entire virtual desktop will then appear in the bottom section of the **Screen** menu item.

The participants can only see the monitor you have selected.

NOTICE: Only moderators and the presenter can see the **Screen** menu item.

4.2.7 Chat



Under the **Chat** menu item, web conference participants can exchange short messages. This is done by entering the desired text in the bottom line and pressing the Return key on the keyboard to send the text.

The text field displays all sent chat messages, including time stamps and the sender. Under **Recipient**, click on ▼ to select the person to whom your chat message is to be sent. You can thus decide whether only one or all participants will receive your message.

NOTICE: The moderator can block the transmission of chat messages.

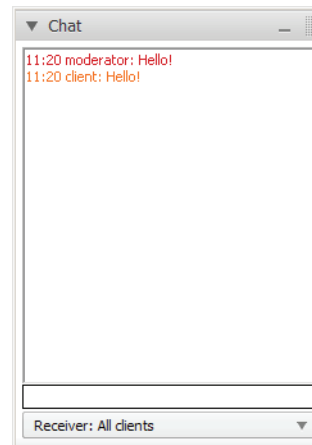
4.2.7.1 How to Send Chat Messages

You are participating in a web conference and want to send a chat message to other participants. To do this, proceed as follows:

Prerequisites • You are an active participant in the web conference.

Step by Step 1. Open the **Chat** menu item in the sidebar.

The following window is opened:

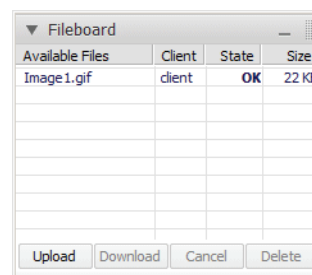


2. Click on ▼ for **Receiver** to choose all clients one or a specific client.
3. Click in the text input field.
4. Enter the desired text.
5. Press the Enter key on your keyboard to send the text.

Your chat message is sent.

NOTICE: The moderator can block the transmission of chat messages.

4.2.8 Fileboard



The **Fileboard** menu item enables you to store and manage files. These files are only available during the web conference and can thus no longer be accessed after the web conference has ended.

The file table lists the **Available Files**, the **Client**, the **Status** and the **File Size**.

Available Files informs you about the names of the uploaded files. The name of the user who has uploaded the file appears under **Client**. **Status** shows whether the file is currently being uploaded or already available for download. The file size is shown under **Size**.

Click on **Upload** to select a file that you want to make available to the participants. You can also drag and drop the desired file into the Fileboard. To download a file, click on **Download**. Click **Cancel** to stop uploading. With **Delete**, you can remove a file that is no longer required, for example.

NOTICE: The moderator can block the uploading of files.

4.2.8.1 How to Upload a File

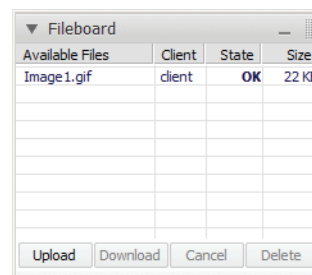
You want to make a file available to other participants. To upload a file, proceed as follows:

Prerequisites

- You are an active participant in the web conference.

Step by Step 1. Open the **Fileboard** menu item in the sidebar.

The following window is opened:



- Click on **Upload** in the bottom section.
- Select the file that you want to make available.
- Click on **Open**.

The file is now contained in the **Fileboard**.

NOTICE: You can stop uploading your file by clicking on **Cancel** in the bottom section during the upload.

NOTICE: You can also upload a file using the drag & drop method.

NOTICE: The moderator can block the uploading of files.

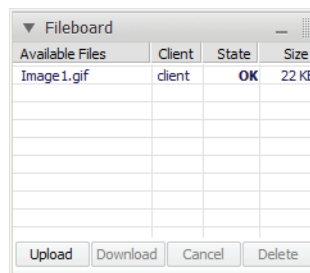
4.2.8.2 How to Download a File

You want to download a file from the Fileboard. To download a file, proceed as follows:

Prerequisites • At least one file is already available in the Fileboard.

Step by Step 1. Open the **Fileboard** menu item in the sidebar.

The following window is opened:



2. Click on the desired file.
3. Click on **Download** in the bottom section.
4. Select a storage location for the file.
5. Click **Save**.

You have now downloaded and stored the desired file

NOTICE: Files in the Fileboard can be opened directly with a double-click.

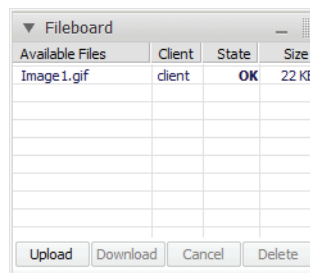
4.2.8.3 How to Delete a File

You want to remove a file you have provided from the Fileboard. To delete a file, proceed as follows:

Prerequisites • At least one file is already available in the Fileboard.

Step by Step 1. Open the **Fileboard** menu item in the sidebar.

The following window is opened:

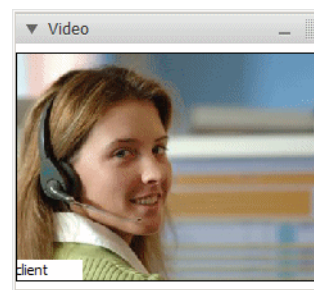


2. Click on the desired file.
3. Click on **Delete** in the bottom section.

You have now deleted the desired file, so the file will no longer be available.

NOTICE: The moderator can remove all files from the **Fileboard**; a participant can only remove his or her own files from the **Fileboard**.

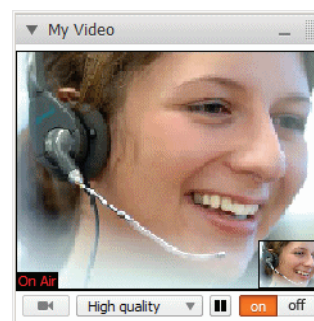
4.2.9 Video




The Video menu item enables you to have the webcam video or even the image of your web conference participants displayed. The respective participant name is shown under the corresponding image/video.



NOTICE: The moderator can block the video display.

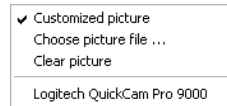
4.2.10 My Video

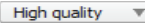


Under the **My Video** menu item you can have your own webcam video displayed.

If you click **off**, no picture or video will be available to the participants. When you click **on**, the video is transmitted in real-time. A **On Air** then appears at the bottom left of the video or picture. Click on  to "freeze" your video. To transmit the video

again in real time, click on . In the bottom right corner you will see the video or picture that is transmitted to the participant. You thus have full control of your video transmission. Clicking on  provides you with the following choices:



Click on ▾ for  to set the quality of your video or picture to be transmitted. Select from Low, Normal and High quality.

The video quality is restricted by the available bandwidth of your network. This bandwidth may not always be sufficient for transmitting an error-free signal. If this is the case, please reduce the quality of the video to be transmitted.

NOTICE: The moderator can block the video display.

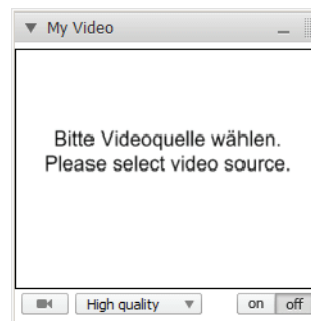
4.2.10.1 How to Configure a Picture

You are participating in a web conference and wish to configure your picture.

Prerequisites • You are an active participant in the web conference.

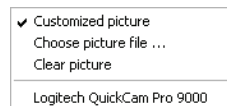
Step by Step 1. Open the **My Video** menu item in the sidebar.

The following window is opened:



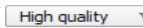
2. Click .

You have the following options:



3. Click on **Choose picture file**.

4. Select the desired picture.

5. Click on ▾ for  to set the quality for your picture to be transmitted. Select from **Low**, **Normal** and **High quality**.

6. Choose **on** from .

The picture is transmitted. **On Air** appears in the bottom left corner of the picture. In the bottom right corner you see the picture that is transmitted to the participant.

NOTICE: Click on **off** to stop the transmission.

NOTICE: The moderator can block the display of the picture.

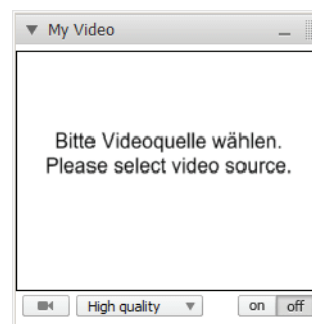
4.2.10.2 How to Delete a Picture

You are participating in a web conference and want to delete your picture.

Prerequisites • You have already configured a picture for yourself.

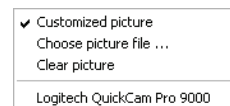
Step by Step 1. Open the **My Video** menu item in the sidebar.

The following window is opened:



2. Click .

You have the following options:



3. Click on **Clear picture**.

The picture is deleted.

4.2.10.3 How to Configure the Webcam Video

You are participating in a web conference and want to configure your webcam video.

- Prerequisites**
- You are an active participant in the web conference.

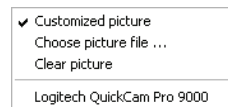
- Step by Step**
1. Open the **My Video** menu item in the sidebar.

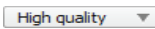



The following window is opened:



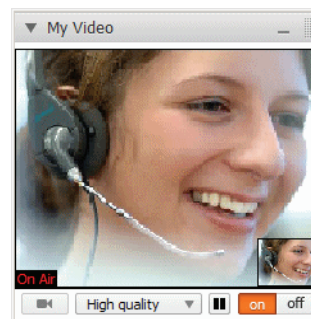
2. Click .

You have the following options:



3. Click on your installed webcam.
4. Click on ▼ for  set the quality of your webcam video to be transmitted. Select from **Low**, **Normal** and **High quality**.
5. Choose **on** from .
6. Click on  to "freeze" your video.
7. To transmit the video again in real time, click on .

The webcam video is transmitted.

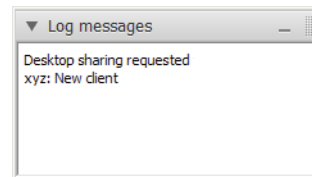


On Air appears in the bottom left corner of the webcam video. In the bottom right corner you see the webcam video that is transmitted to the participant.

NOTICE: Click on **off** to stop the transmission.

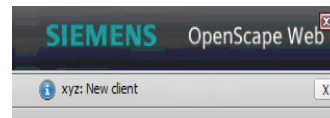
NOTICE: The moderator can block the display of the webcam video.

4.2.11 Log Messages

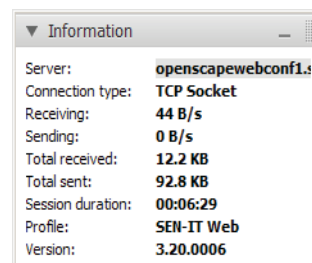


This menu item provides you with all the activities that were performed during a web conference. These are arranged in chronological order.

In addition, every new activity is also displayed for about 3 seconds, for example:



4.2.12 Information



This menu item provides technical **information** on your web conference.

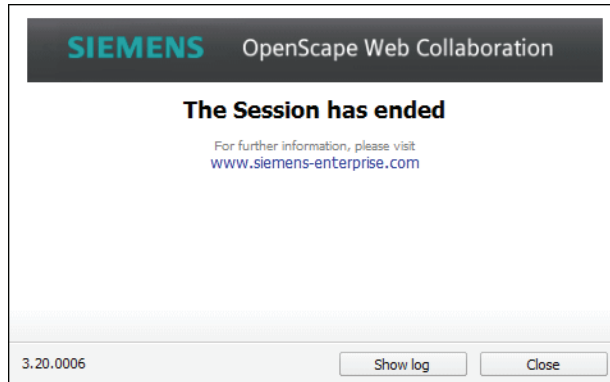
Here you see the **server** used for the connection. **Connection type** shows the protocol used for the communication. Under **Receiving** and **Sending** you see the number of bytes received and sent per second. **Total received** and **Total sent** show the total number of bytes. **Session duration** indicates the duration of the web conference. **Profile** shows you which type of module you are currently using. **Version** informs you about the currently used version number.

4.2.13 Leaving/Ending the Web Conference

You want to leave the web conference.

Step by Step 1. Click .

The following window is opened:




2. Click **Close**.

This ends the web conference for you.

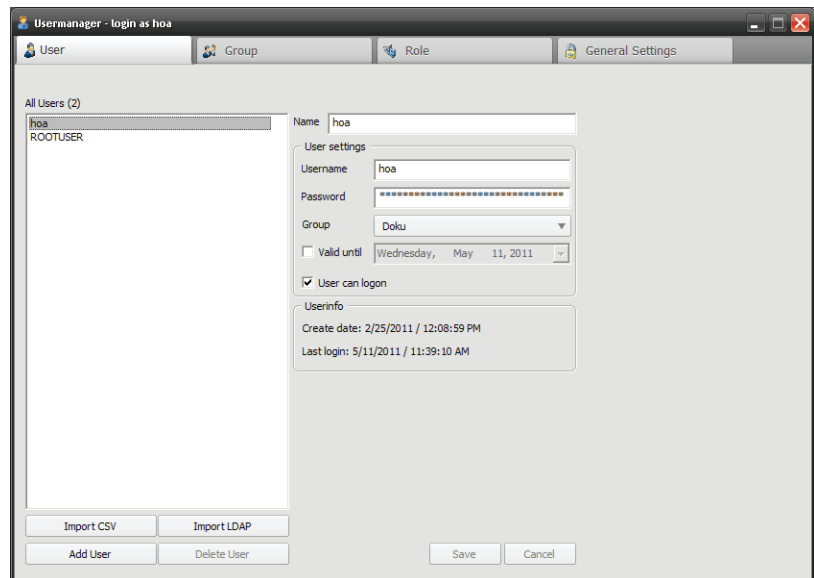
NOTICE: If you are the web conference moderator, this ends the session for all other participants as well.

5 User Manager

This function enables you to manage users.

Click as an administrator of OpenScape Web Collaboration on the  icon in the shortcut bar to open the **User Manager**.

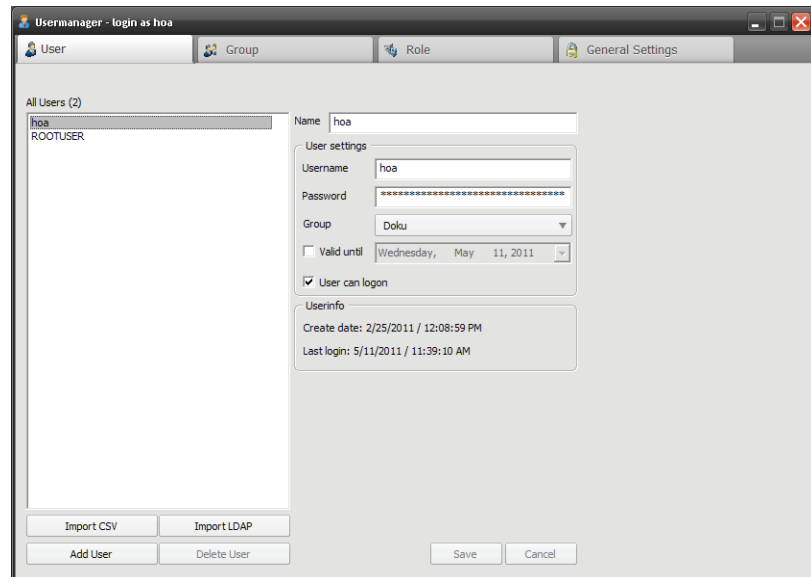
The **User Manager** opens after filling in a login dialog.



In the top section of the **User Manager**, you can select the following tabs:

- **Users**
- **Group**
- **Role**
- **General Settings**

5.1 Users



This tab enables you to manage your users.

- **Users**

The **Users** list shows all users. The number of users appears in parentheses next to **Users**.

- **Name**

You can enter a name for each user, which is then shown in the All Users list.

NOTICE: Every user must be in a **group**; otherwise, the user cannot be saved.

- **User name**

The user name of the user is shown here.

- **Password**

The password of the user is presented in an encrypted form and cannot be changed.

- **Valid until**

By selecting this check box and then setting a date, you can set whether a user account is to apply only for a certain time period. If you clear the check box, the user account is valid for an indefinite period.

- **User can login**

By selecting or clearing this check box, you can set whether or not the user can log in. If you clear the check box, the user will no longer be able to log in.

- **User info**

Here you can see when the user account was created and when the user last logged in.

- **Import CSV**

Click on **Import CSV** to import users from an Excel list or a CSV file. The list must contain a header row, which will be skipped during the import. The values must be separated by a semicolon and be in the following order:

Login name; Name; Password; Login allowed

For "Login allowed", a value of 0 must be set for false and a value of 1 for true.

- **Import LDAP**

Import LDAP can be used to import users from an Active Directory. The advantage here is that you can use the Single Sign On feature for these users. You have the option to import all users of your Active Directory or only users from organizational units. The password that the user has in the Active Directory is not imported. Consequently, when you import a new user, you should assign a default password. This password is valid only if Single Sign On is not used or if a login via the Active Directory is not possible.

NOTICE: Note that the LDAP import function for a large number of users (> 1000) generates an increased load on your Active Directory Server, and the import may then take several minutes.

Already imported users are updated when the display name has changed, and new users have been added. The import can be performed as often as desired. Users who are no longer in the Active Directory are not deleted from the User Manager.

- **New user**

To create a new user, click on **New user** and enter the appropriate user data.

- **Delete User**



Select the user in the Users list and click **Delete User**.

NOTICE: The user **ROOTUSER** cannot be deleted or edited; only the password can be changed. The login name of the user is always your serial number, and the password is initially set to the password from your license e-mail.

5.1.1 How to Create New Users


You want to create a new user.

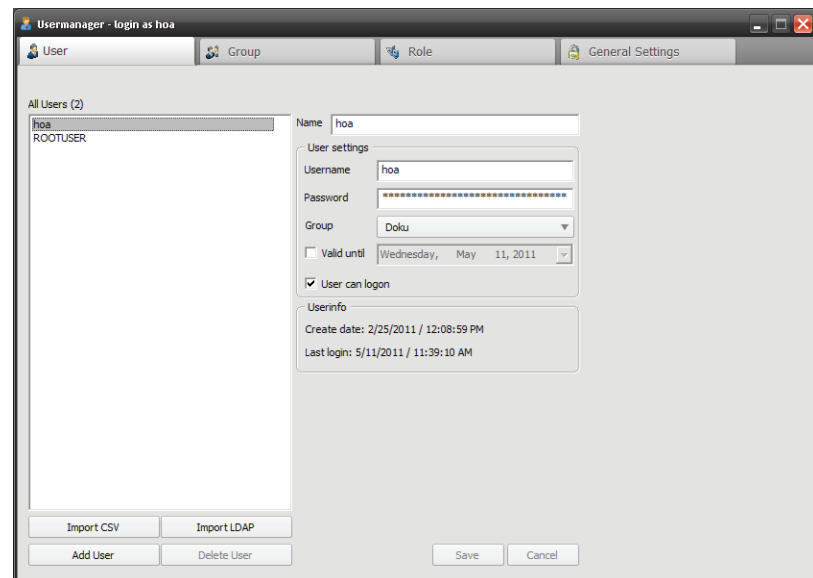
- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a group.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .
- The **User Manager** is opened.
3. Select the **User** tab.



4. Click on **Add User**.
5. Enter the name, user name and password for the new user.
6. Select a group.
7. Select the **Valid until** check box if required and then choose a date until which the user profile is valid.
8. Select the **User may log in** check box if required.

9. Click **Save**.



The new user has now been created and appears in the **Users** list.

5.1.2 How to Edit Existing Users

You want to edit all users.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a user.

NOTICE: The user **ROOTUSER** cannot be edited; only the password can be changed.

- Step by Step** 1. Hold the mouse pointer over the  /  icon.

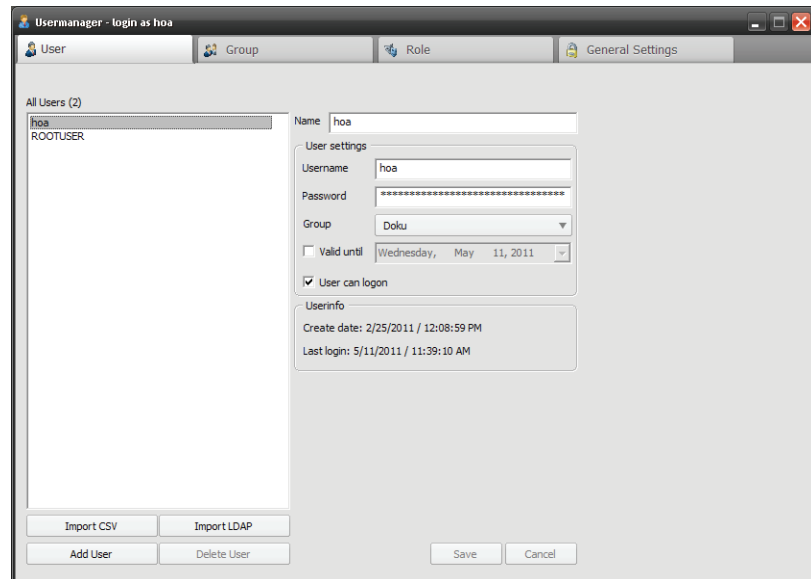
The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **User** tab.



4. Mark the user to be edited in the **All Users** list.
5. Enter the name, user name and password for the existing user as desired.
6. Select a group if required.
7. Select the **Valid until** check box if required and then choose a date until which the user profile is valid.
8. Select the **User may log in** check box if required.
9. Click **Save**.



The user has now been edited and saved.

5.1.3 How to Delete a User


You want to delete a user.

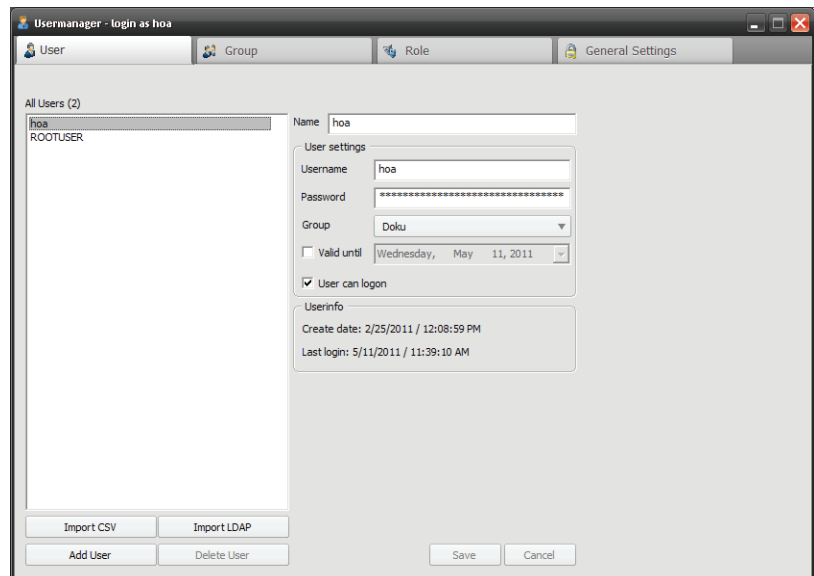
- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a user.

NOTICE: The user **ROOTUSER** cannot be deleted.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar is opened:

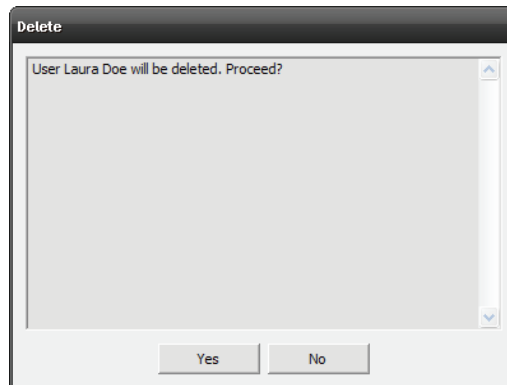


2. Click .
The **User Manager** is opened.
3. Select the **User** tab.



4. Mark the user to be deleted in the **All Users** list.
5. Click **Delete User**.

The following security prompt appears:



6. Click **Yes**.



The user has now been deleted and will no longer appear in the **All Users** list.

5.1.4 How to Import users from a CSV File

You want to import users from a CSV file.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a CSV file.

NOTICE: The list must contain a header row, which will be skipped during the import. The values must be separated by a semicolon and be in the following order: Login name; Name; Password; Login allowed For "Login allowed", a value of 0 must be set for false and a value of 1 for true.

Step by Step 1. Hold the mouse pointer over the  /  icon.

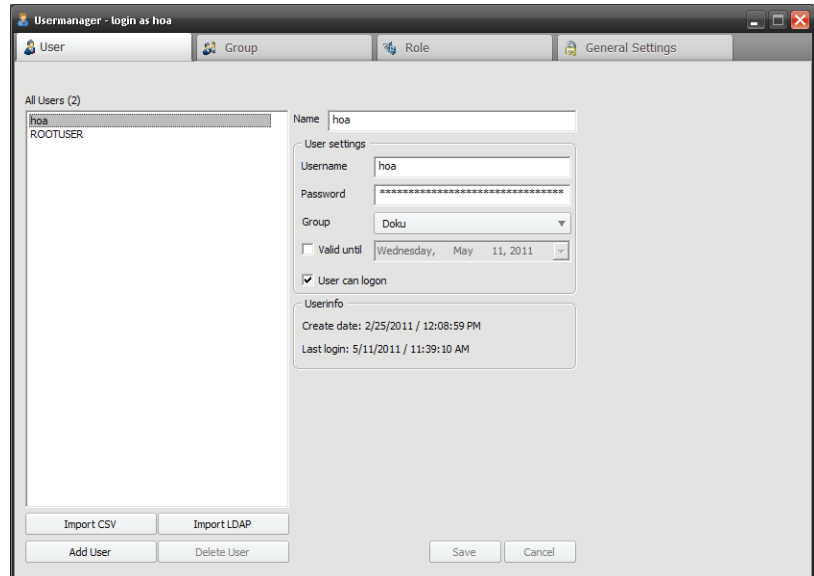
The shortcut bar is opened:



2. Click .

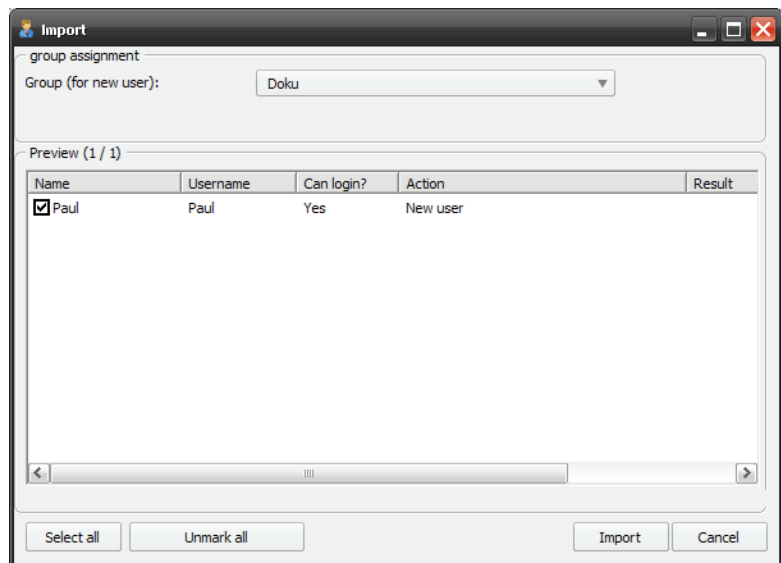
The **User Manager** is opened.

3. Select the **User** tab.



4. Click on **Import CSV**.
5. Select your existing CSV file from Windows Explorer.
6. Click on **Open**.

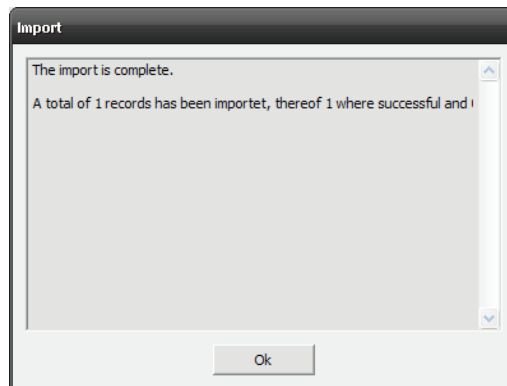
The following window is opened:



7. Set check marks for the contacts you want to import.
8. Select a group.

9. Click **Import**.

The imported users have been created and are displayed in the **All Users** list.





5.1.5 How to Import Users from an Active Directory

You want to import users from an Active Directory.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - An Active Directory is available to you.

NOTICE: You have the option to import all users of your Active Directory or only users from organizational units. The password that the user has in the Active Directory is not imported. Consequently, when you import a new user, you should assign a default password. This password is valid only if Single Sign On is not used or if a login via the Active Directory is not possible.

- Step by Step** 1. Hold the mouse pointer over the  /  icon.

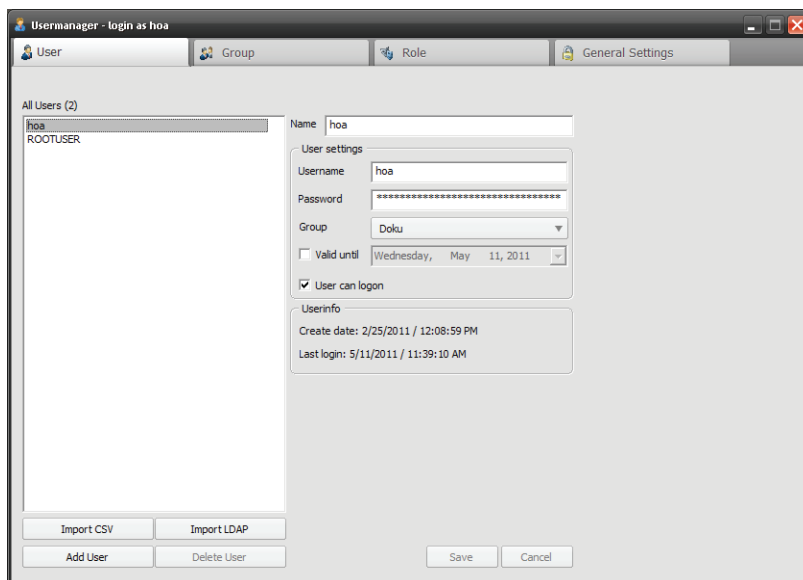
The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **User** tab.

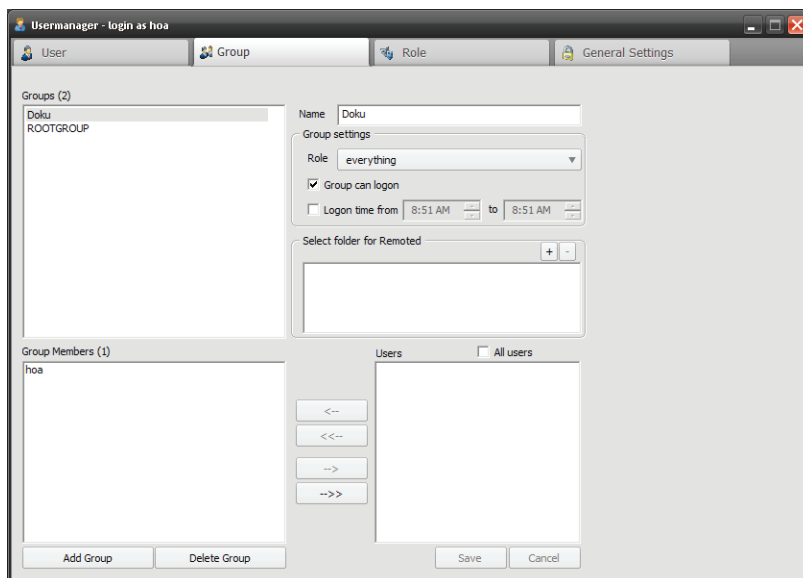


4. Click on **Import LDAP**.

The imported users have been created and are displayed in the **All Users** list.

NOTICE: Note that the LDAP import function for a large number of users (> 1000) generates an increased load on your Active Directory Server, and the import may then take several minutes.

5.2 Group



A group enables multiple users to be collectively managed as a group.

- **Groups**

All existing groups are shown in the **Groups** list. The number of groups is indicated in parentheses next to **Groups**.

- **Group Members**

The **Group Members** list shows the users of the respective group. They are made visible on selecting a group in the Groups list.

- **All users**

The **All users** list contains all existing users. The number of users appears in parentheses next to **All users**. You can use the buttons here to determine which users are to be moved into the respective groups.

- **Name**

You can edit the group name here.

- **Role**

You can set the group's role here.

NOTICE: The role must be configured in advance.

- **Group can log in**

By selecting or clearing this check box, you can set whether or not the group can log in. If you clear the check box, the group will no longer be able to log in.

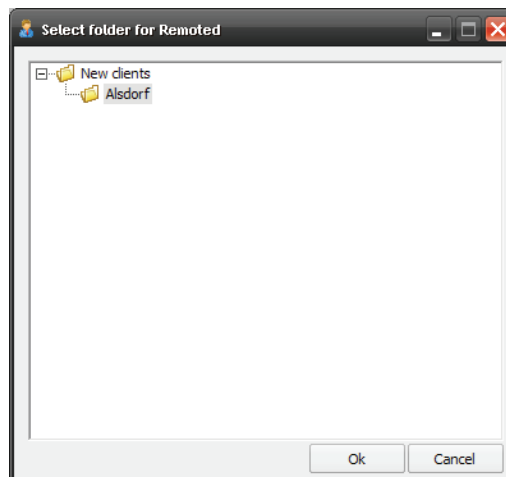
NOTICE: In order for a user to log in, her or she must have login rights at the group level and user level.

- **Login time from**

Select this check box and then specify a time interval (from when to when) during which the group is allowed to remain logged in. If the check box is cleared, no time restriction applies.

- **Select folder for Remote**

Click on the plus sign to open the following window:



Here you can select a folder on the remote console that can be accessed.



- **Add Group**
To create a new group, click on **Add Group** and enter the group data.
- **Delete Group**
To delete a group, select the group in the Group list and click on **Delete Group**.

NOTICE: The group **ROOTGROUP** cannot be deleted or edited.


5.2.1 How to Add a New Group

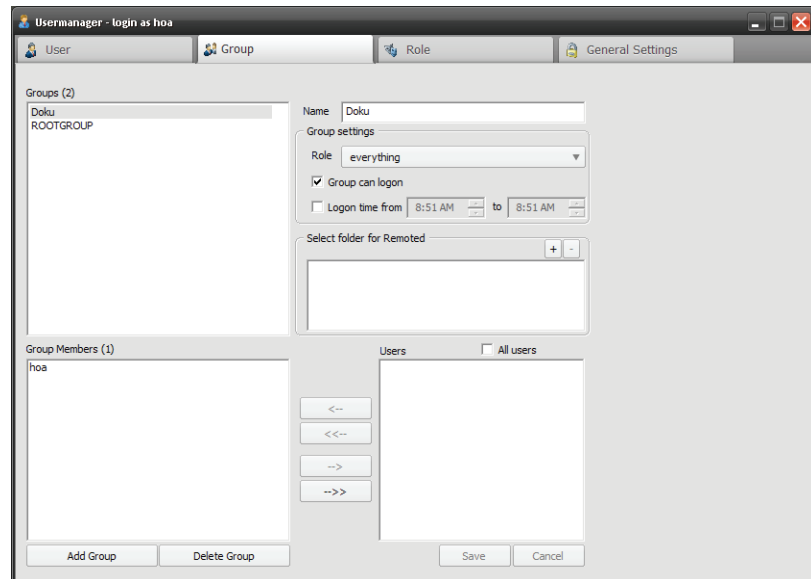
You want to create a new group.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a role.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar is opened:

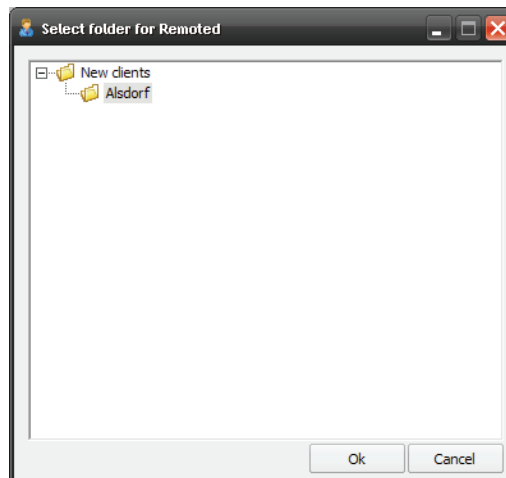


2. Click .
- The **User Manager** is opened.
3. Select the **Group** tab.



4. Click on **Add Group**.
5. Enter the name.
6. Select a role.
7. Select the **Group can log in** check box if required.
8. Select the **Login time from / to** check box if required and select a time interval to indicate until when the group may log in.
9. Click on the Plus symbol under **Select folder for Remoted**.

The following window is opened:



10. Select a folder for the Remoted edition.
11. Click **OK**.
12. In the list of **All Users**, mark the users to be added to the group.
13. Click on the arrow keys to move the users to the **Group Members** list.

14. Click Save.

The new group has now been created and appears in the **Groups** list.



5.2.2 How to Edit a group

You want to edit a group.

Prerequisites

- You are an administrator and can open the User Manager.
- You have already created a group.

NOTICE: The group **ROOTGROUP** cannot be edited.

Step by Step 1. Hold the mouse pointer over the  /  icon.

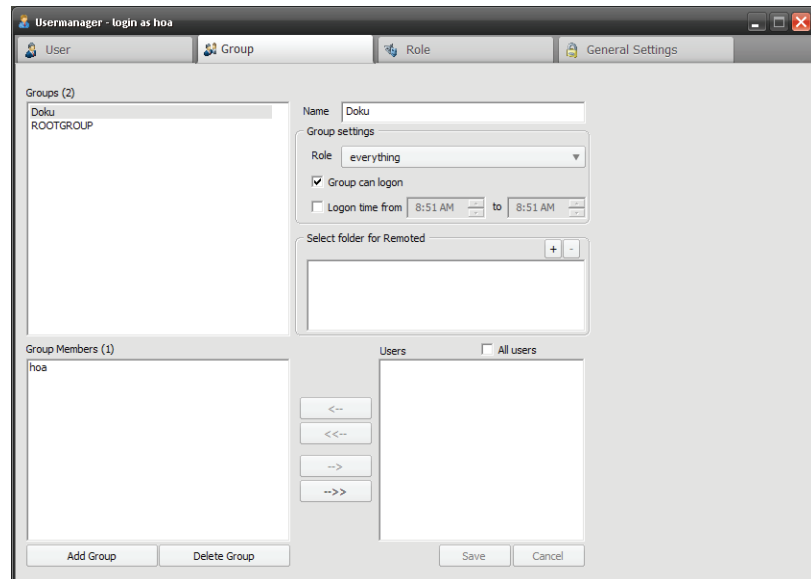
The shortcut bar is opened:



2. Click .

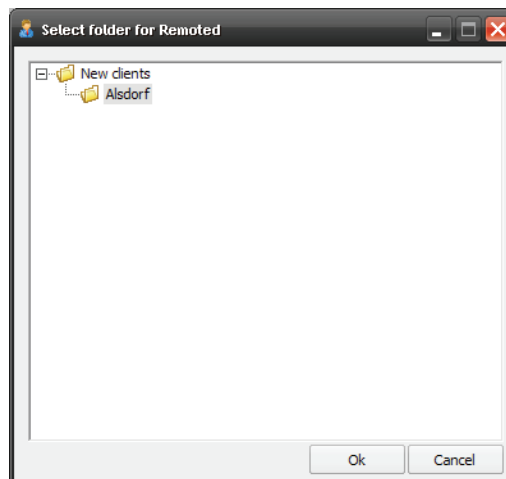
The **User Manager** is opened.

3. Select the **Group** tab.



4. Mark the group to be edited in the **Groups** list.
5. Edit the name as desired.
6. Select a role if required.
7. Select the **Group can log in** check box if required.
8. Select the **Login time from / to** check box if required and select a time interval to indicate until when the group may log in.
9. If you want to change the folder for Remoted, click the plus sign at **Select folder for Remoted**.

The following window is opened:



10. Select a folder for the Remoted edition if required.
11. Click **OK**.
12. In the list of **All Users**, mark the users to be added to the group.

13. Click on the arrow keys to move the users to the **Group Members** list.
14. In the list of **Group Members**, mark the users that you want to remove from the group.
15. Click on the arrow keys to move the users into the **Users** list.
16. Click **Save**.



The group has now been edited and saved.

5.2.3 How to Delete a Group

You want to delete a group.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a group.

NOTICE: The group **ROOTGROUP** cannot be deleted.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.

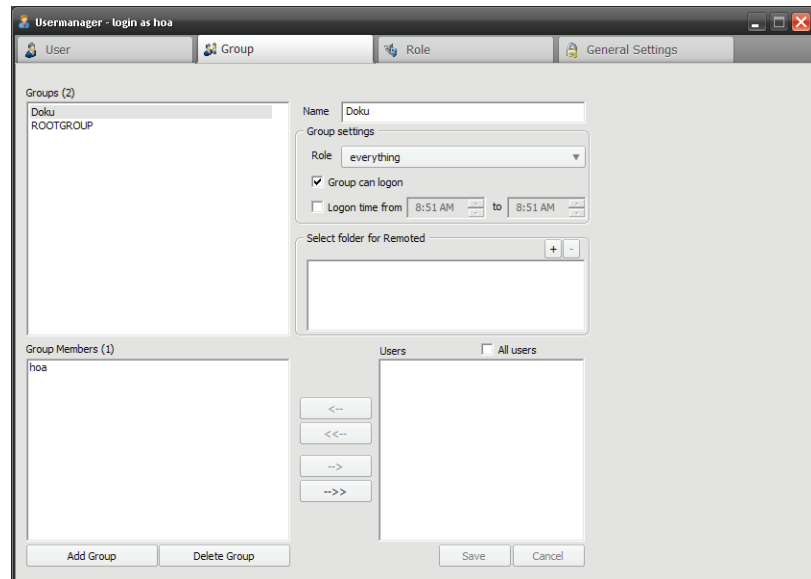
The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **Group** tab.

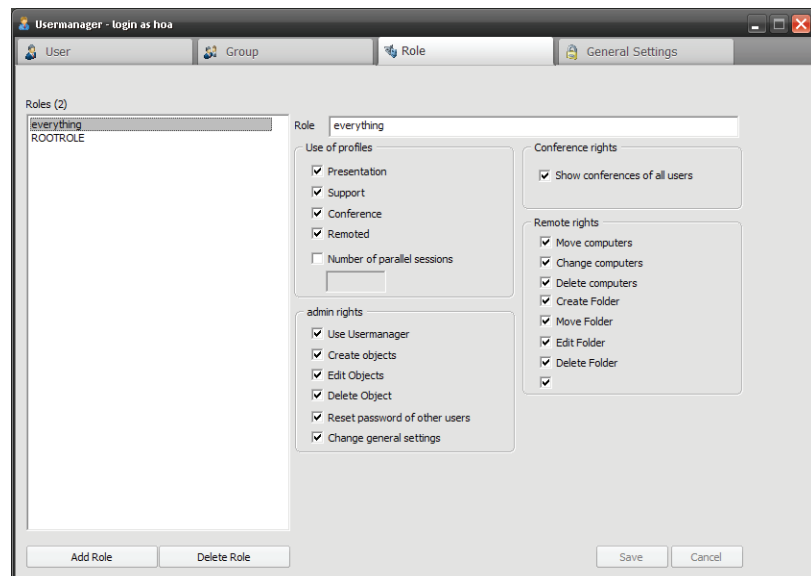


4. Mark the group to be deleted in the **Groups** list.

5. Click on **Delete Group**.

The group has now been deleted and will no longer appear in the **Groups** list.

5.3 Role



The purpose of roles is to combine certain rights and then assign them on the group level. This tab allows you to manage these roles.

- **Roles**

All existing roles are shown in the **Roles** list. The number of roles is indicated in parentheses next to **Roles**.



- **Name**
You can edit the role name here.
- **Use of profiles**
You can select check boxes here to allow certain users the use of individual profiles. In addition, under **Number of parallel sessions**, you can also restrict the number of parallel sessions.
- **Use User Manager**
By selecting this check box, you can choose whether certain users should be allowed to use the User Manager.
- **Create objects**
By selecting this check box, you can choose whether certain users should be allowed to create new users, groups or roles.
- **Edit Objects**
By selecting this check box, you can choose whether certain users should be allowed to edit existing users, groups or roles.
- **Delete Object**
By selecting this check box, you can choose whether certain users should be allowed to delete existing users, groups or roles.
- **Reset password of other users**
By selecting this check box, you can choose whether certain users should be allowed to reset the passwords of other users.
- **General Settings**
By selecting this check box, you can choose whether certain users should be allowed to edit the general settings.
- **Show conferences of all users**
By selecting this check box, you can choose whether certain users should be allowed to show the conferences of other users.
- **Move computers**
By selecting this check box, you can choose whether certain users should be allowed to move existing computers to the remote console.
- **Change computers**
By selecting this check box, you can choose whether certain users should be allowed to edit the information of existing computers in the remote console.
- **Delete computers**
By selecting this check box, you can choose whether certain users should be allowed to edit existing computers in the remote console.
- **Create Folder**
By selecting this check box, you can choose whether certain users should be allowed to create new folders in the remote console.
- **Move Folder**
By selecting this check box, you can choose whether certain users should be allowed to move existing folders to the remote console.
- **Edit Folder**
By selecting this check box, you can choose whether certain users should be allowed to edit existing folders in the remote console.

- **Delete Folder**
By selecting this check box, you can choose whether certain users should be allowed to delete existing folders in the remote console.
- **Autoupdate**
By selecting this check box, you can choose whether certain users should be allowed to perform an auto-update of the computers.

5.3.1 How to Create a New Role

You want to create a new role.

Prerequisites • You are an administrator and can open the User Manager.

Step by Step 1. Hold the mouse pointer over the  /  icon.

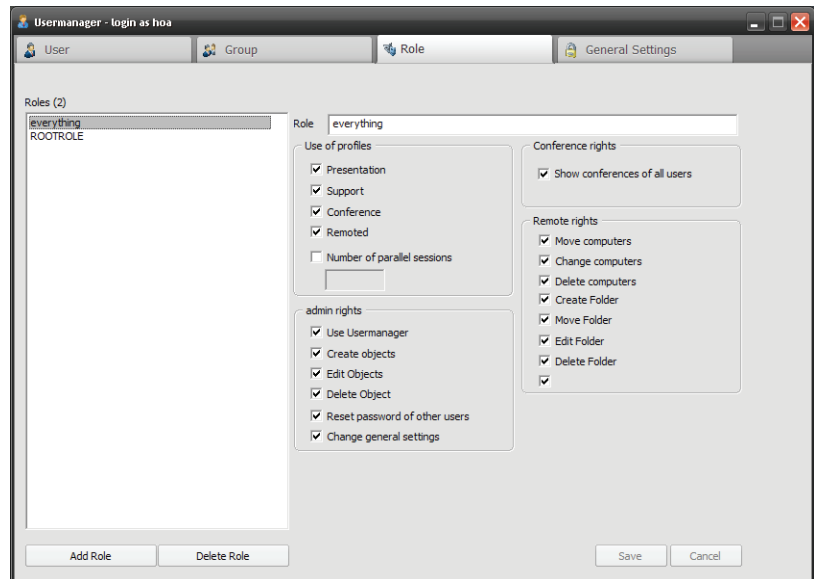
The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **Role** tab.



4. Click on **Add Role**.
5. Enter a name for the role.
6. Select the check boxes for the desired functions.
7. If you have selected the Number of parallel sessions check box, enter a quantity.
8. Click **Save**.



The new role has now been created and appears in the **Roles** list.

5.3.2 How to Edit a Role


You want to edit a role.

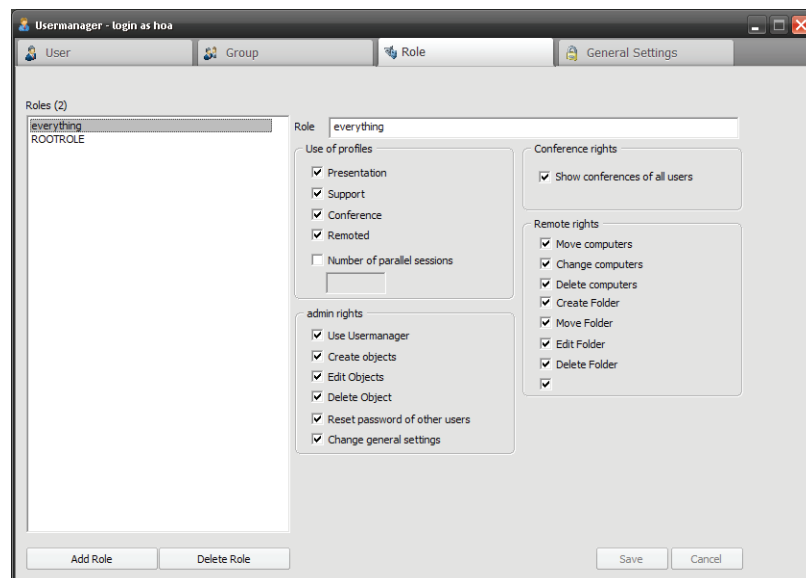
- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a role.

NOTICE: The role **ROOTROLE** cannot be edited.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar is opened:



2. Click .
The **User Manager** is opened.
3. Select the **Role** tab.



4. Mark the role to be edited in the **Roles** list.
5. Edit the name of the role as desired.
6. Edit the desired functions as required by selecting or clearing the corresponding check boxes.

7. If you have selected the **Number of parallel sessions** check box, enter a quantity.
8. Click **Save**.



The role has now been edited and saved.

5.3.3 How to Delete a Role

You want to delete a role.

- Prerequisites**
- You are an administrator and can open the User Manager.
 - You have already created a role.

NOTICE: The role **ROOTROLE** cannot be deleted.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.

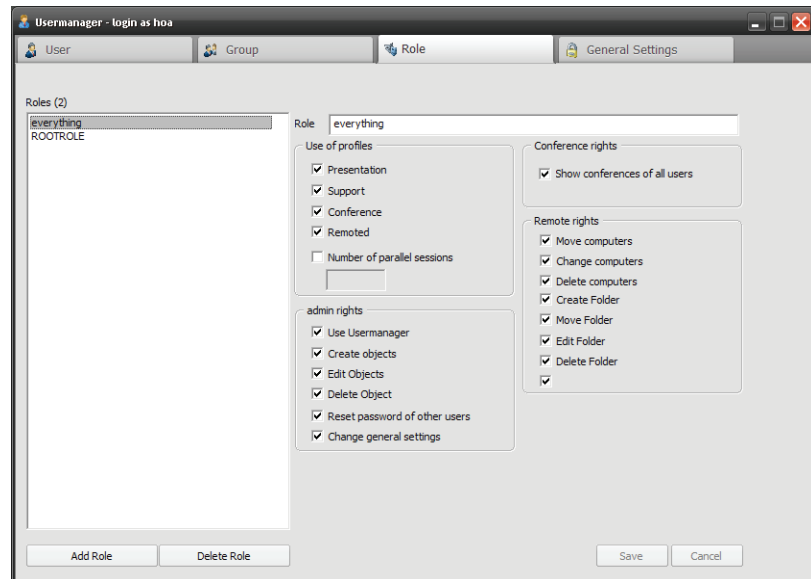
The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **Role** tab.

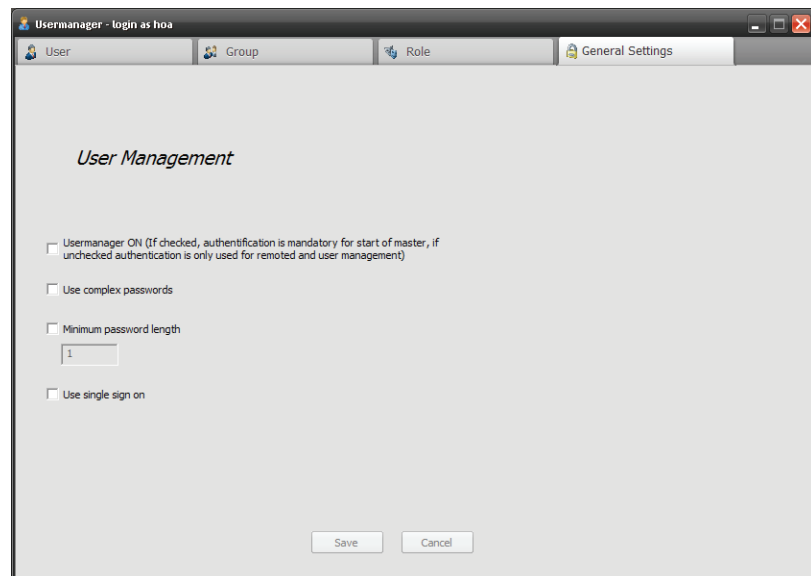


4. Mark the role to be deleted in the **Roles** list.

5. Click **Delete Role**.

The role has now been deleted and will no longer appear in the Roles list.

5.4 General Settings



You can specify your general preferences here:

- **User Manager ON**



By selecting this check box, you can specify whether a login is required whenever the master is started. If no check mark is set, the login is only required when using the User Manager or the Remoted Edition.

- **Use complex passwords**
Selecting this check box enforces the use of complex passwords. These must then contain at least one lowercase letter, one uppercase letter, one digit and one special character.
- **Minimum password length**
Sets the minimum number of characters a password must contain. The minimum length is always 1; blank passwords are not allowed.
- **Use single sign on**
If you have imported users from an Active Directory, you can use the single sign-on feature for these users. In this case, a check is performed on starting the master to determine whether the logged in Windows user is included in the list of users and has the right to log in. If yes, the user is automatically logged in as the master.

5.4.1 How to Change the General Settings

You want to change the general settings.

Prerequisites • You are an administrator and can open the User Manager.

Step by Step 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



2. Click .

The **User Manager** is opened.

3. Select the **General Settings** tab.

The screenshot shows a web application window titled "Usermanager - login as hoa". It has four tabs: "User", "Group", "Role", and "General Settings". The "General Settings" tab is selected. The main content area is titled "User Management" and contains the following settings:

- ☐ Usermanager ON (If checked, authentication is mandatory for start of master, if unchecked authentication is only used for remoted and user management)
- ☐ Use complex passwords
- ☐ Minimum password length
1
- ☐ Use single sign on

At the bottom of the window are "Save" and "Cancel" buttons.

4. Select the **User Manager ON** check box if desired.
5. Select the **Use complex passwords** check box if required.
6. Select the **Minimum password length** check box if desired and enter a number.
7. Select the **Use Single Sign On** check box if desired.

NOTICE: **Single Sign On** can only used for users who were imported from an Active Directory.

8. Click **Save**.

The settings are saved.

6 Remoted

The OpenScape Web Collaboration *Remoted* Edition enables you to set up a connection to a previously defined PC via the Internet. During a connection, you can access files, perform installations, provide support and maintain this PC.

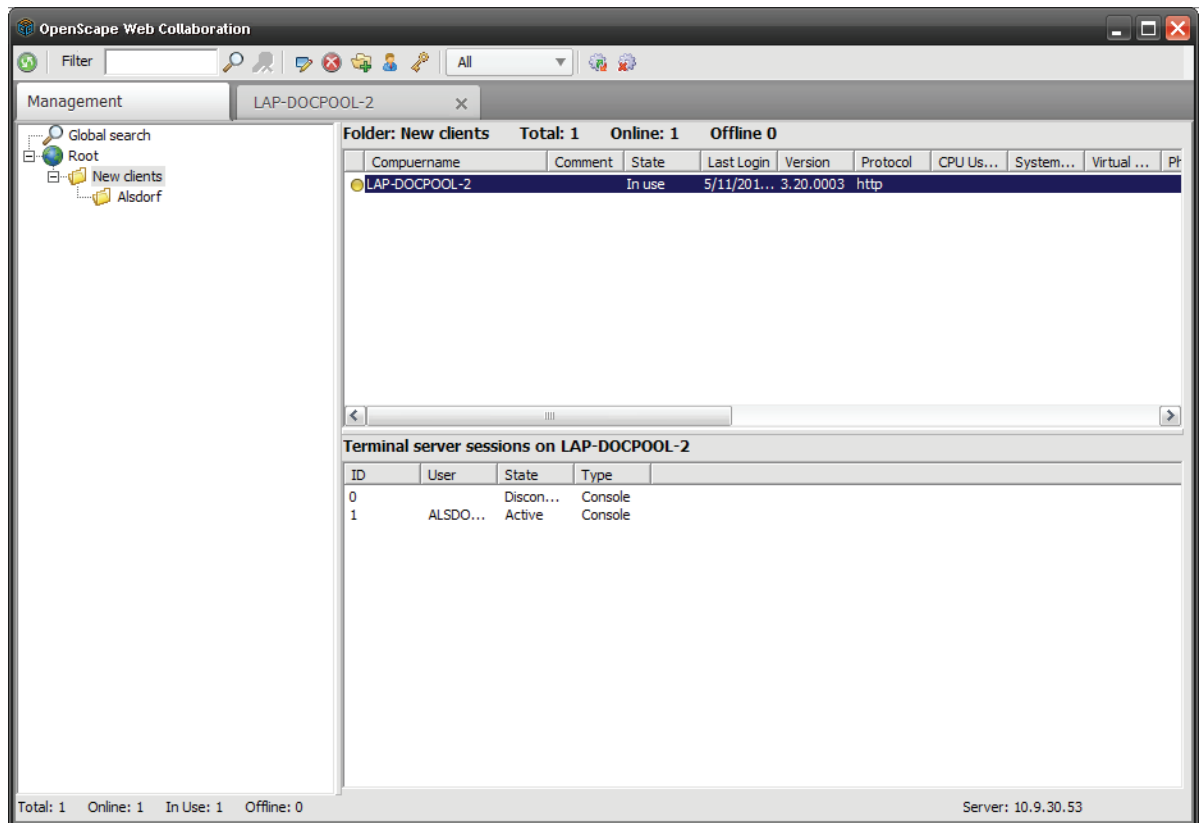
The remote PC to which you connect is called a remote client. No session number needs to be entered on the remote client. The remote client must have a Remoted setup installed so that it can be integrated in the user management and thus establish a connection. A connection to the remote client can be set up even if the remote client is not occupied. Depending on the number of licenses purchased, any number of remote clients can be remotely controlled.

6.1 Remote Manager

Click in the shortcut bar on  to open the **Remote Manager**.

NOTICE: In order to open the **Remote Manager**, you will need to have purchased licenses for the OpenScape Web Collaboration *Remoted* edition.

The **Remote Manager** is opened after filling in a Login dialog box.

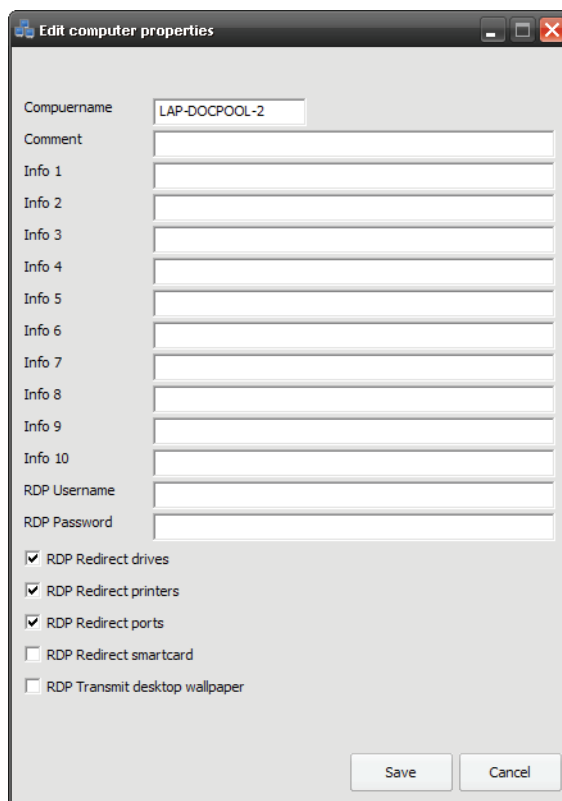


NOTICE: In order for the remote client to be displayed and a connection to be established, the Remoted setup must have been installed in advance on the remote computer.

All newly installed remote clients appear in the **New Clients** folder by default.

You can optionally drag and drop the remote clients to another folder.

You can also save the settings for each remote client. Right-click on the appropriate remote client and select **Edit computer properties**. The following window is opened:



Fill in the fields as desired. You can also specify settings for the access via RDP here. For example, you can save a user name and password for the login in advance. Similarly, you also have the option to redirect your local drives, printers, ports, and smart cards, and you can choose whether the desktop background (wallpaper) is to be transmitted when using RDP.

The following functions are available in the **Remote Manager**:





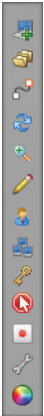
Button	Function
	Refresh view in the Remote Manager
	You can use this function to search for remote clients on a folder basis or globally. You can search by entering all saved information such as the Computer name or Info 1 through Info 10 in the input line.
	Enables editing of the remote client or a folder.
	Deletes a remote client or a folder.
	Creates a new folder under the selected folder.
	Opens the User Manager .
	Change own password .
	You can filter the remote clients by the online status here.
	Performs an automatic update for all remote clients.
	Stops the automatic update for all remote clients.

6.1.1 How to Open the Remote Manager

You want to open the Remote Manager.

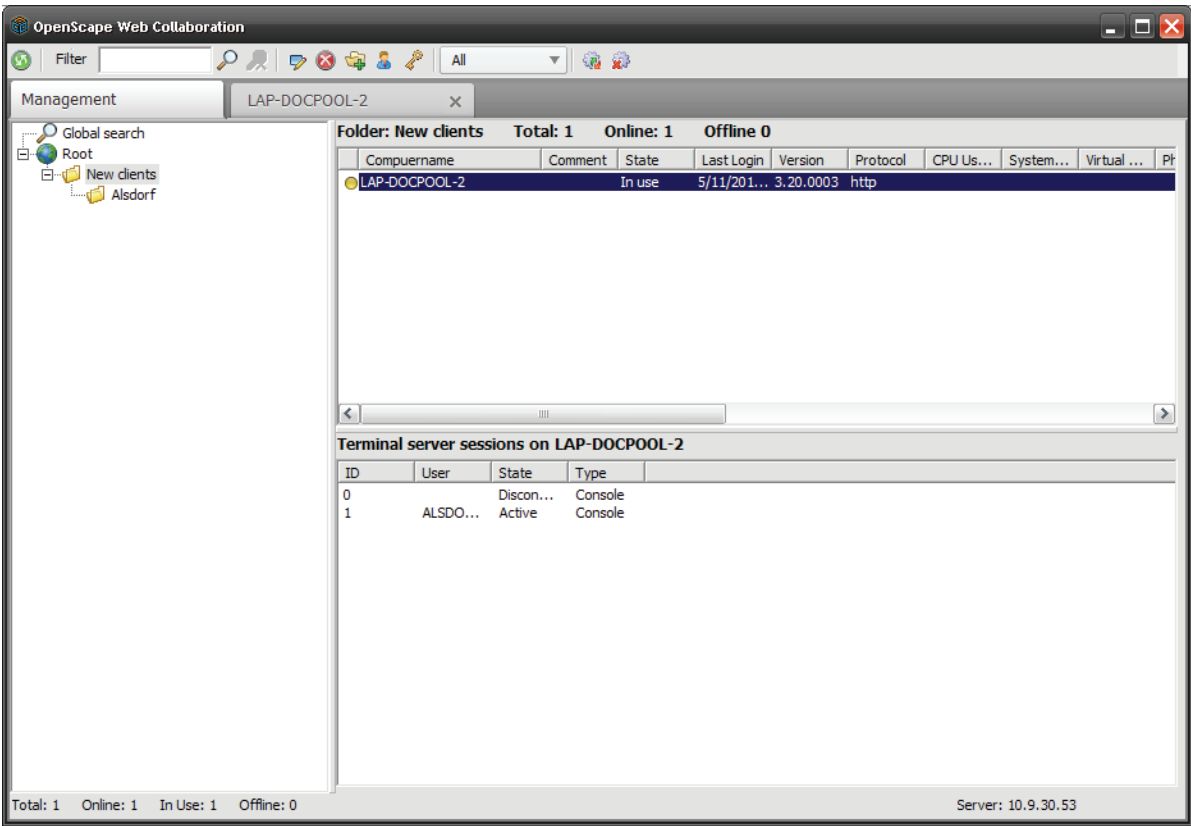
Prerequisites • You are the moderator and have purchased licenses for *Remoted*.

Step by Step 1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .



The **Remote Manager** is opened:



6.1.2 How to Update the Remote Manager

You want to update the Remote Manager.

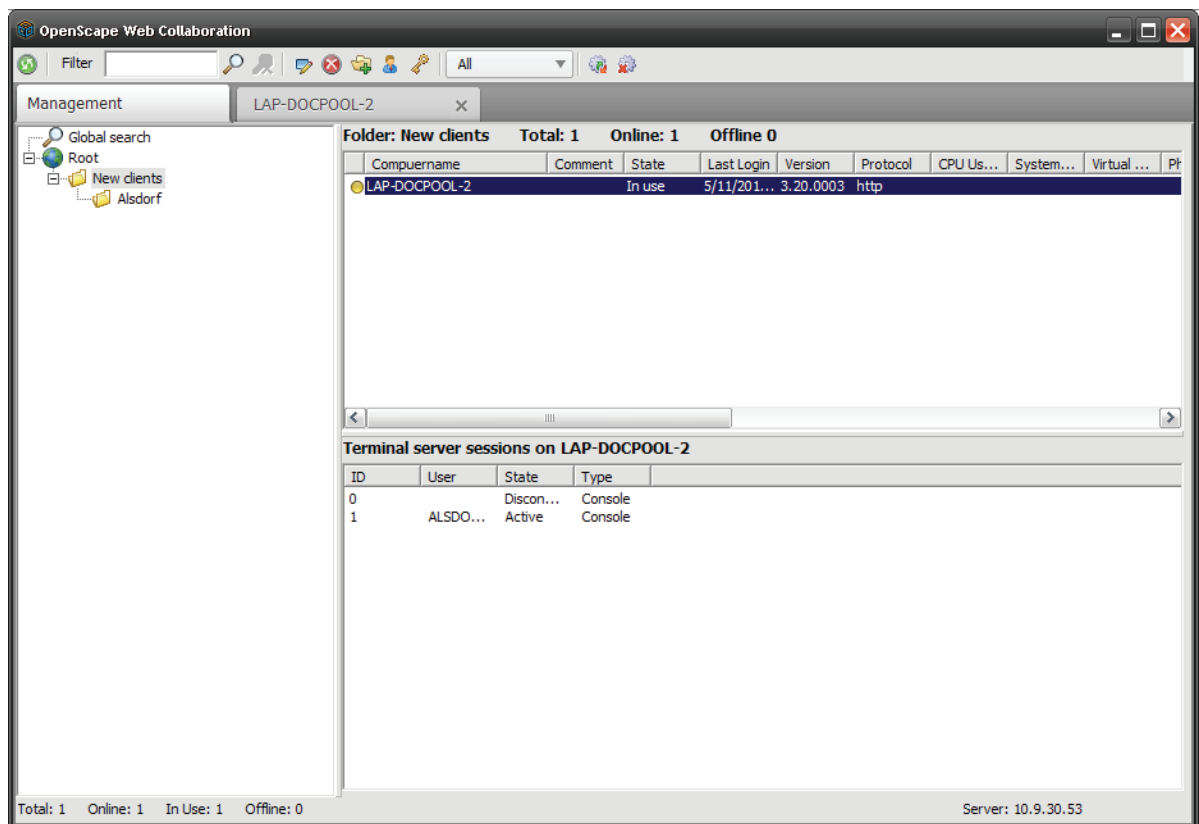
Prerequisites • You are the moderator and have purchased licenses for *Remoted*.

Step by Step 1. Hold the mouse pointer over the  /  icon. The shortcut bar opens.



2. Click .

The **Remote Manager** is opened:





3. Click .

The view in the Remote Manager is refreshed.

6.1.3 How to Search for a Remote Client

You want to search for a remote client.

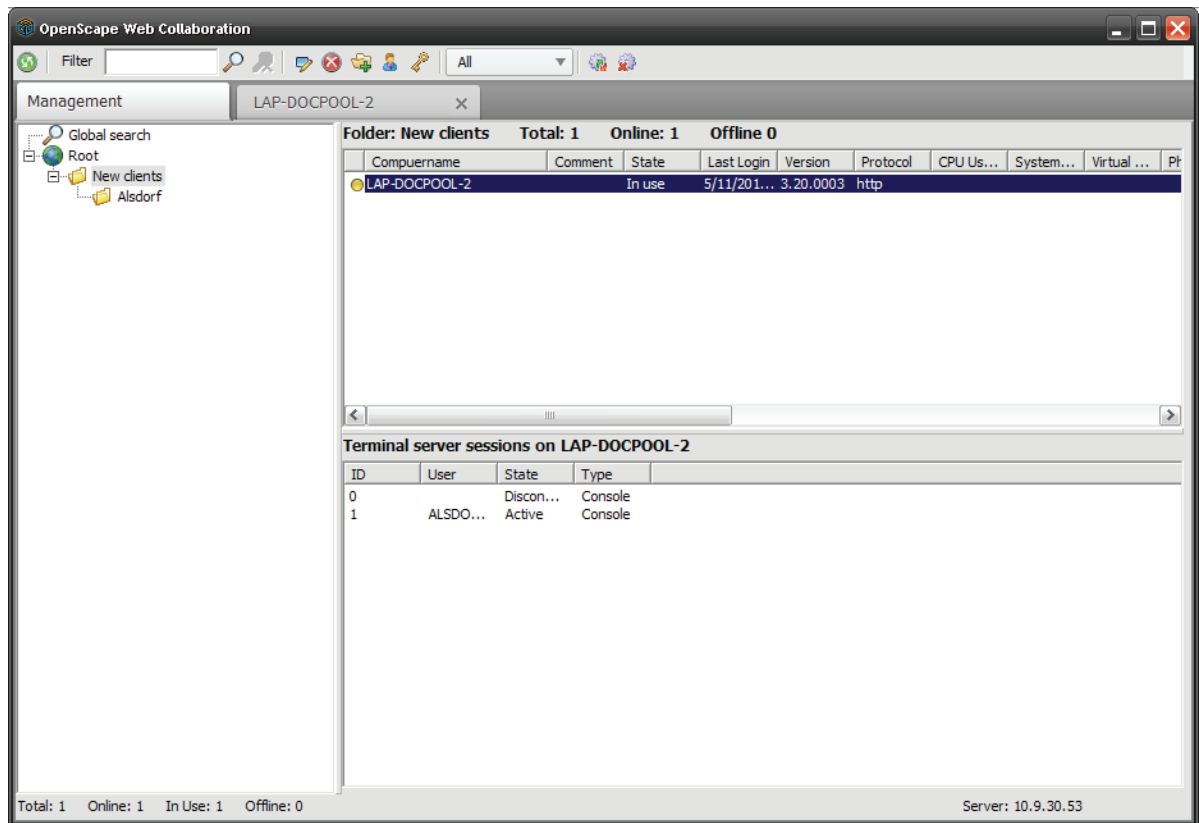
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - Remote clients are already present in your Remote Manager.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

The **Remote Manager** is opened:



3. Enter the search criteria in the input line.



You can use this function to search for remote clients on a folder basis or globally. You can search by entering all saved information such as the **Computer name** or **Info 1** through **Info 10** in the input line.

The results are displayed in the Remote Manager.

6.1.4 How to Edit a Remote Client

You want to edit a remote client.

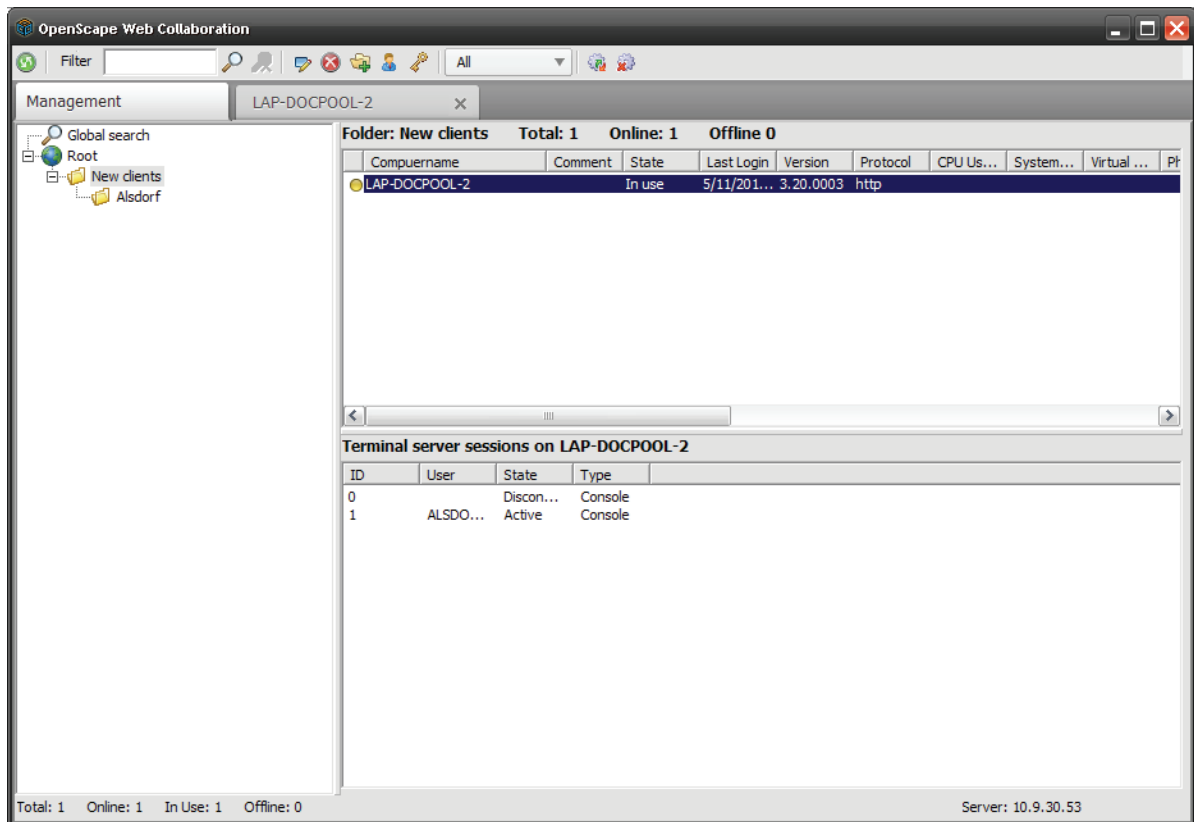
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - There is already a remote client present in your Remote Manager.


- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

The **Remote Manager** is opened:



3. Mark the remote client to be edited in the Remote Manager.
4. Click .

The following input window is opened:

The screenshot shows a window titled "Edit computer properties". It contains the following fields and options:

- Computername:** LAP-DOCPool-2
- Comment:** (empty text box)
- Info 1 through Info 10:** (ten empty text boxes)
- RDP Username:** (empty text box)
- RDP Password:** (empty text box)
- Checkboxes:**
 - ☒ RDP Redirect drives
 - ☒ RDP Redirect printers
 - ☒ RDP Redirect ports
 - ☐ RDP Redirect smartcard
 - ☐ RDP Transmit desktop wallpaper
- Buttons:** Save, Cancel



5. Edit the data as desired.
6. Enter new data as desired.
7. Select check boxes as needed to enable functions.
8. Clear check boxes as needed to disable functions.
9. Click **Save**.

The input window is closed, and all changes are saved.

6.1.5 How to Delete a Remote Client

You want to delete a remote client.

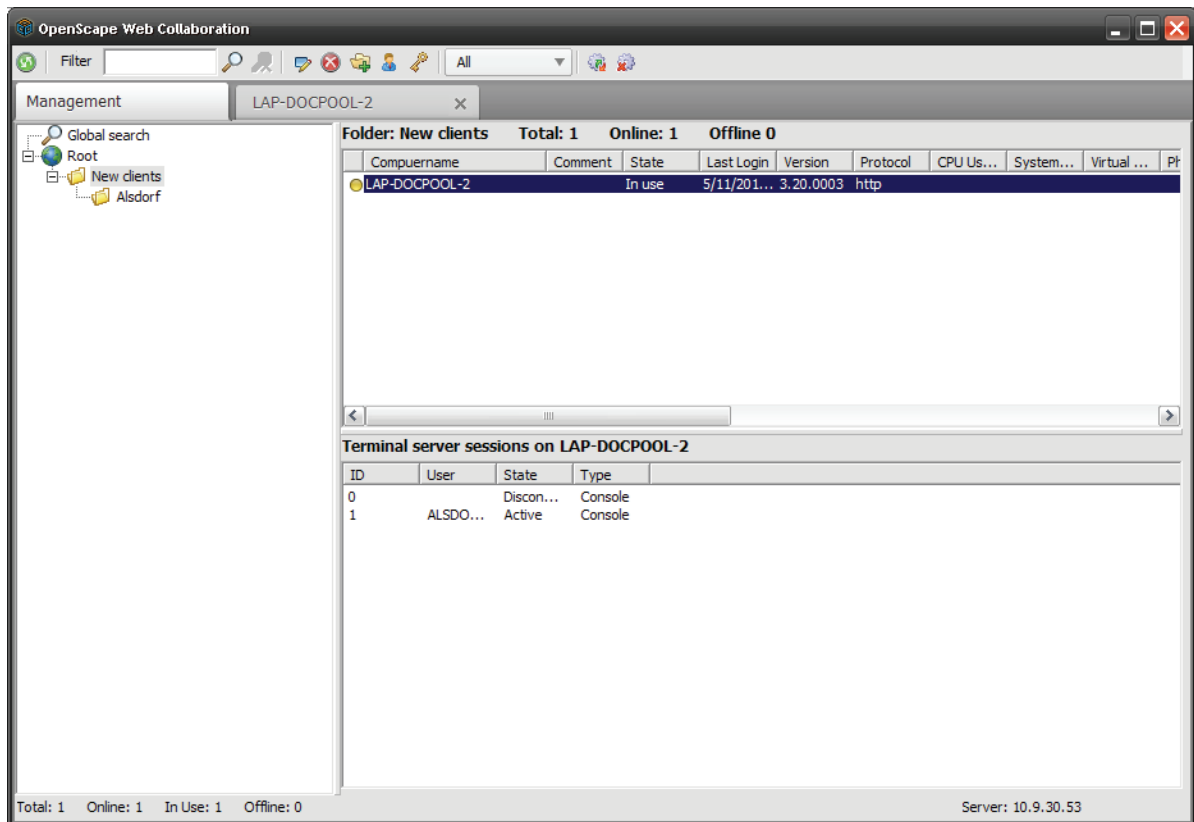
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - There is already a remote client present in your Remote Manager.


- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



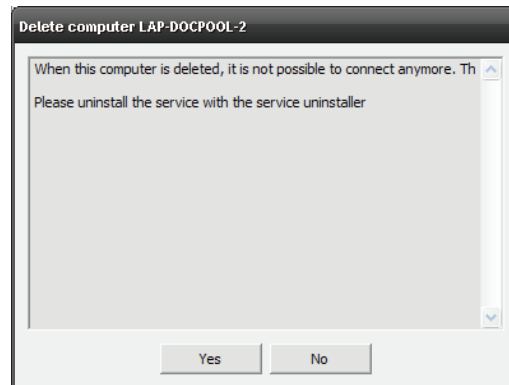
2. Click .

The **Remote Manager** is opened:



3. Mark the remote client to be deleted in the Remote Manager.
4. Click .

The following window is opened:





5. Click **Yes**.

The remote client has now been deleted and will no longer appear in the Remote Manager.

6.1.6 How to Create a New Folder

You want to create a new folder.

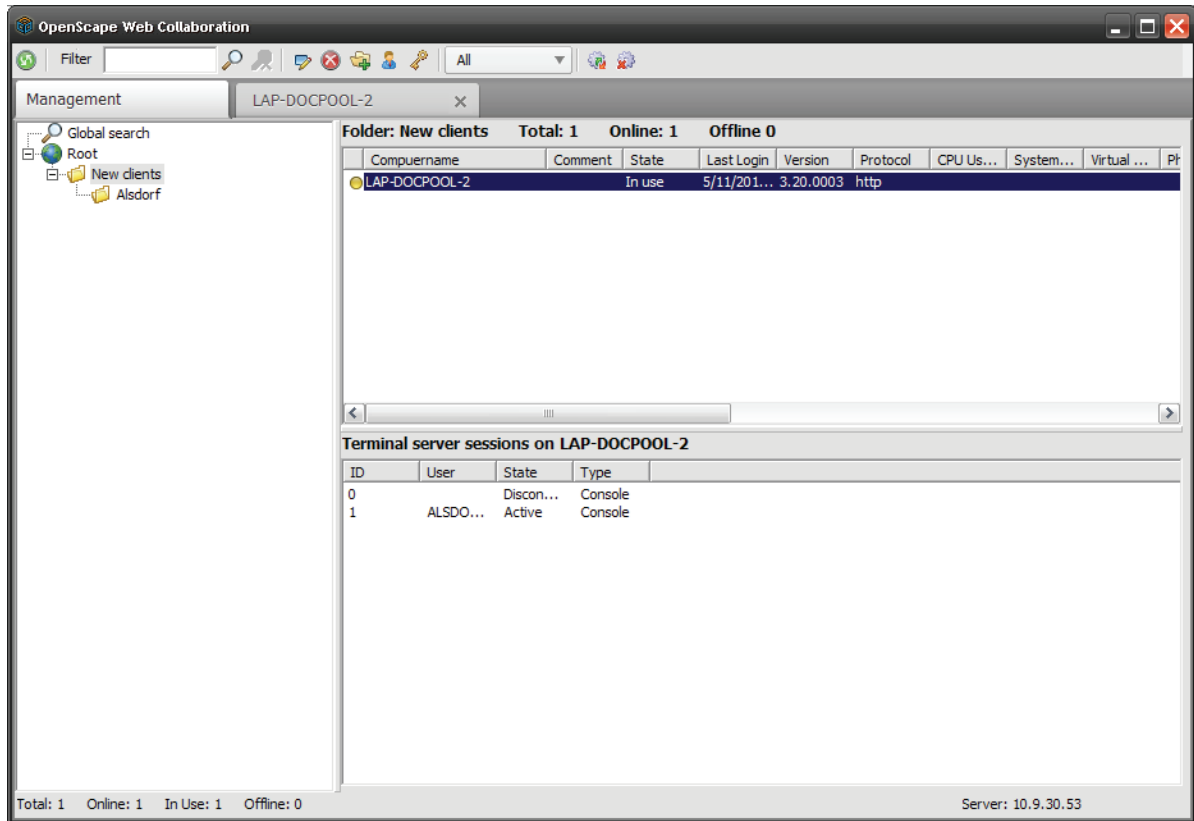
Prerequisites • You are the moderator and have purchased licenses for *Remoted*.


Step by Step 1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



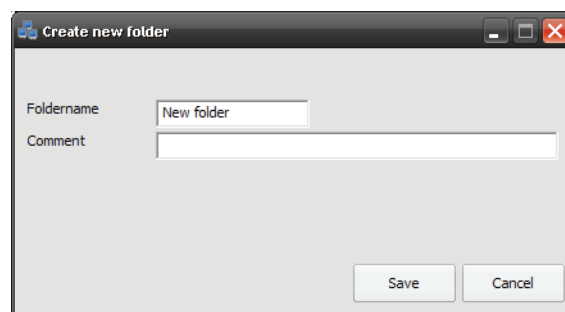
2. Click .

The **Remote Manager** is opened:



3. Mark the folder under which the new folder is to be created in the Remote Manager.
4. Click .

The following input window is opened:





5. Enter the data as desired.
6. Click **Save**.

The input window is closed, and all changes are saved. The newly created folder will be under the folder marked earlier.

6.1.7 How to Edit a Folder

You want to edit a folder.

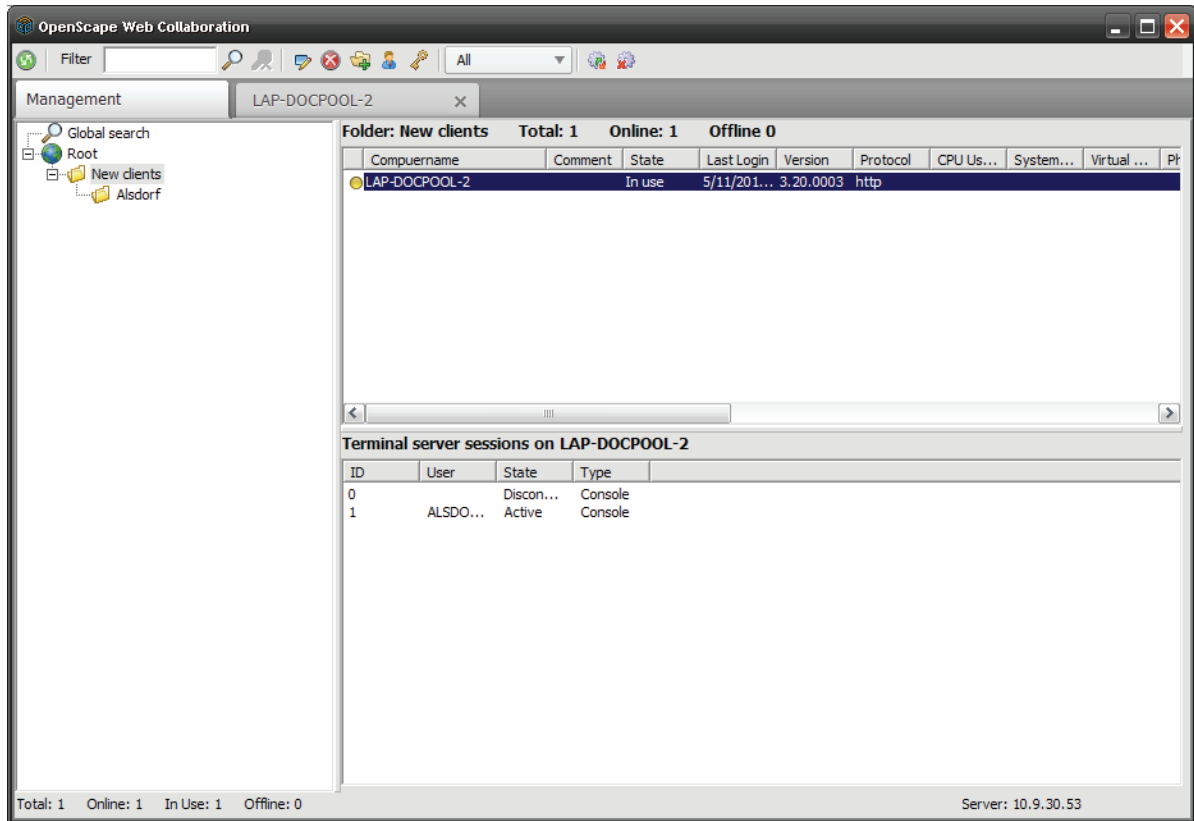
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - There is already a folder present in your Remote Manager.


Step by Step 1. Hold the mouse pointer over the  /  icon. The shortcut bar opens.



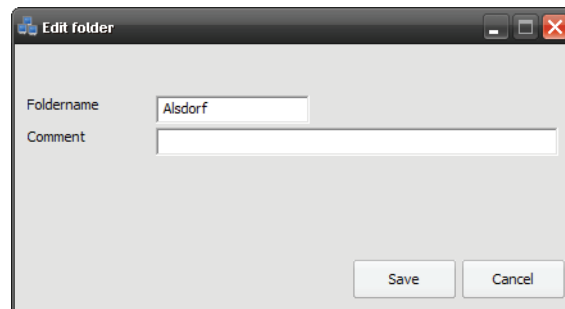
2. Click .

The **Remote Manager** is opened:



3. Mark the folder to be edited in the Remote Manager.
4. Click .

The following input window is opened:





5. Edit the data as desired.
6. Enter new data as desired.
7. Click **Save**.

The input window is closed, and all changes are saved.

6.1.8 How to Delete a Folder

You want to delete a folder.

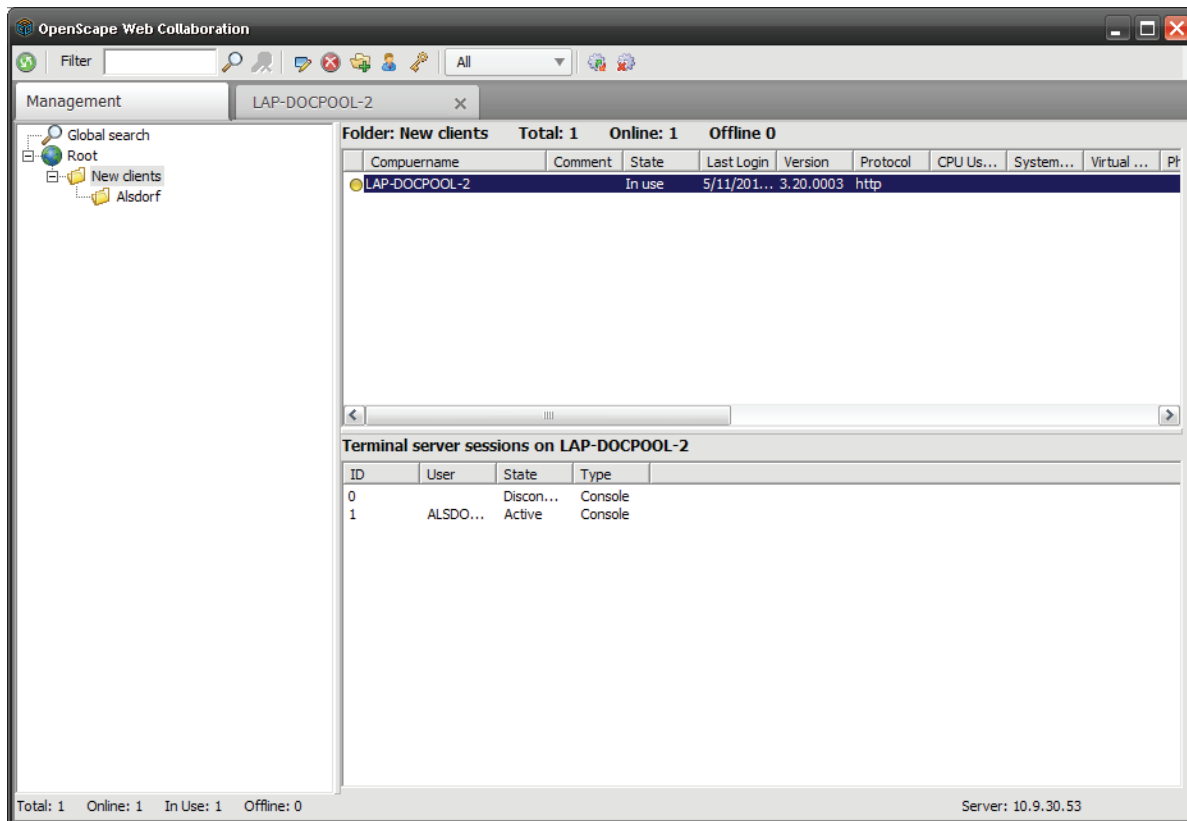
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - There is already a folder present in your Remote Manager.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

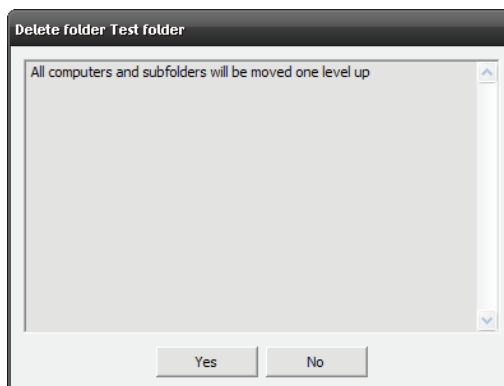
The **Remote Manager** is opened:



3. Mark the folder to be deleted in the Remote Manager.

4. Click .

The following window is opened:





5. Click **Yes**.

The folder has now been deleted and will no longer appear in the Remote Manager.

6.1.9 How to Open the User Manager

You want to open the User Manager.

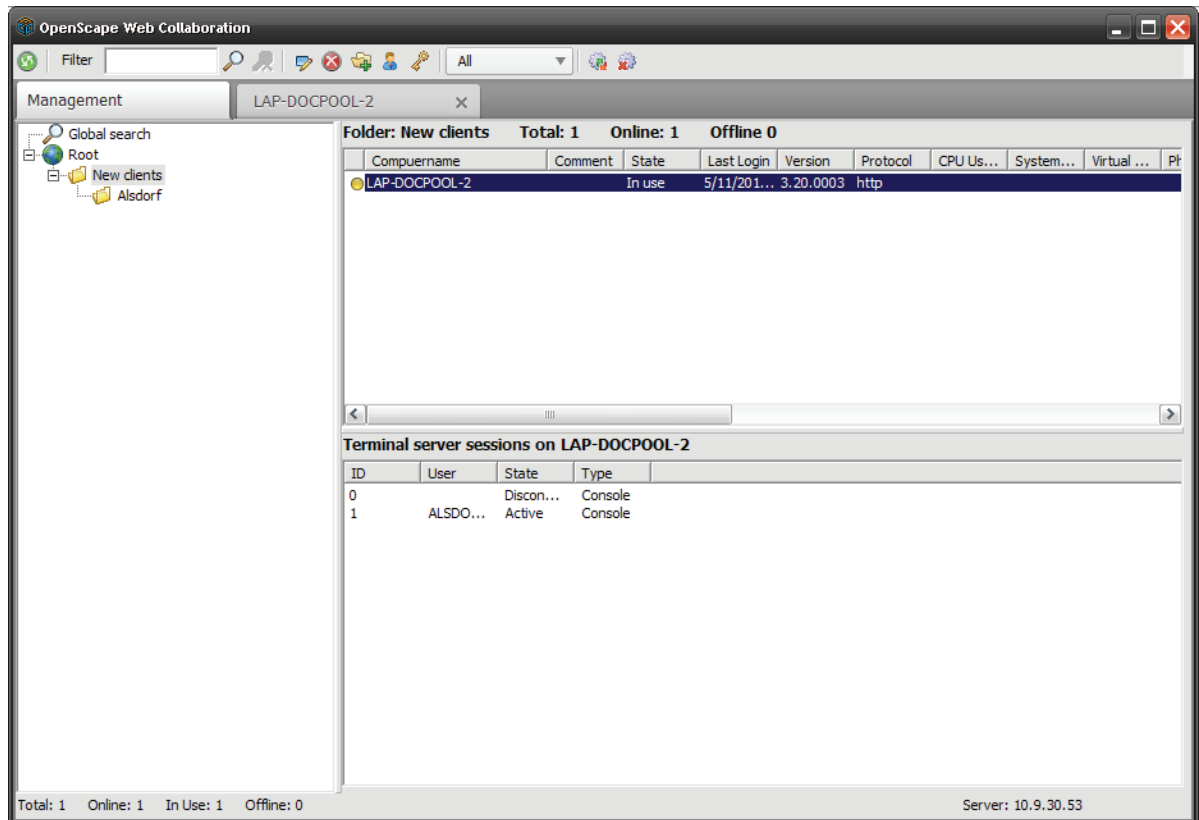
Prerequisites • You are the moderator and have purchased licenses for *Remoted*.

Step by Step 1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

The **Remote Manager** is opened:

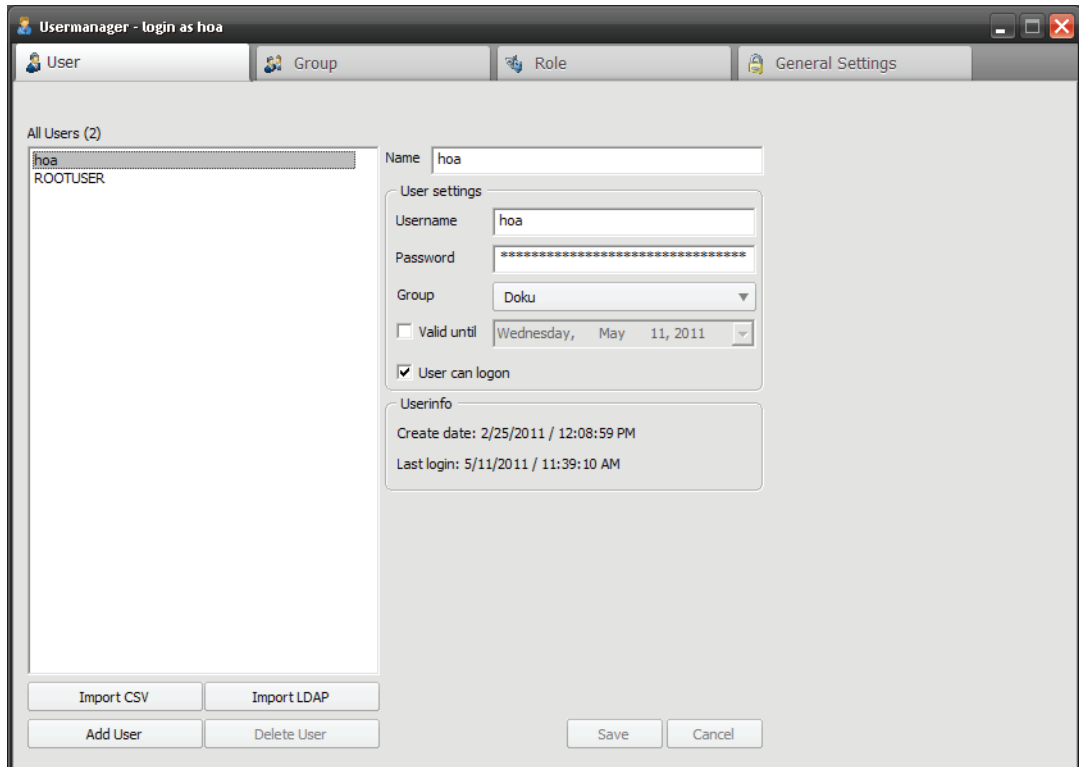


3. Click .

A login dialog is opened.

4. Fill in the login dialog box and confirm the entries with **Login**.



The User Manager is opened:



6.1.10 How to Change Your Own Password

You want to change your own password.

Prerequisites • You are the moderator and have purchased licenses for *Remoted*.

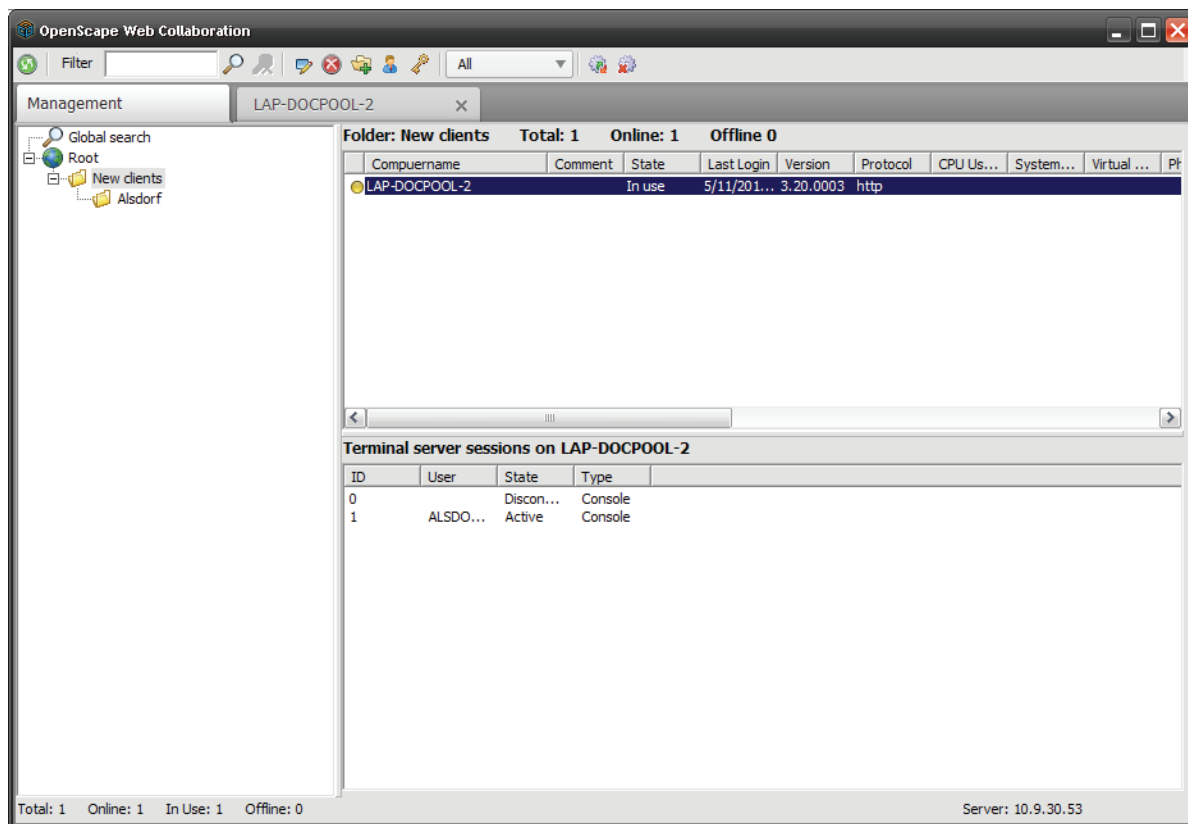
Step by Step 1. Hold the mouse pointer over the  /  icon.

The shortcut bar is opened:



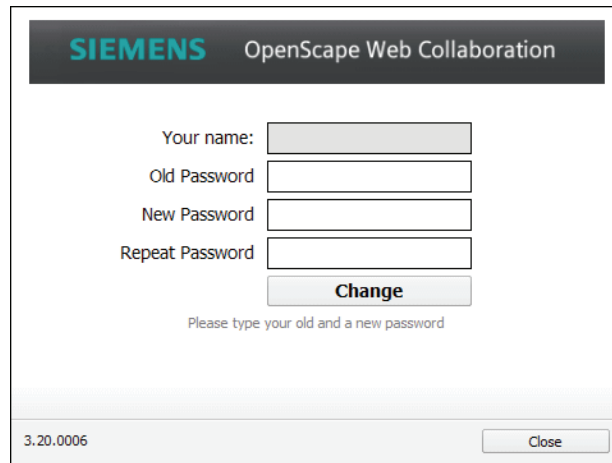
2. Click .

The **Remote Manager** is opened:



3. Click .

The following dialog box is opened:



The dialog box has a title bar with the SIEMENS logo and 'OpenScape Web Collaboration'. It contains four text input fields labeled 'Your name:', 'Old Password', 'New Password', and 'Repeat Password'. Below these fields is a 'Change' button. A message below the button says 'Please type your old and a new password'. At the bottom left is the version number '3.20.0006' and at the bottom right is a 'Close' button.

4. Fill in the dialog box.

NOTICE: The new password must consist of at least one character.



5. Click **Change**.

Your password has been changed successfully.

6.1.11 How to Filter Remote Clients by the Online Status

You want to filter your remote clients by the online status.

- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - Multiple remote clients are present in the Remote Manager.

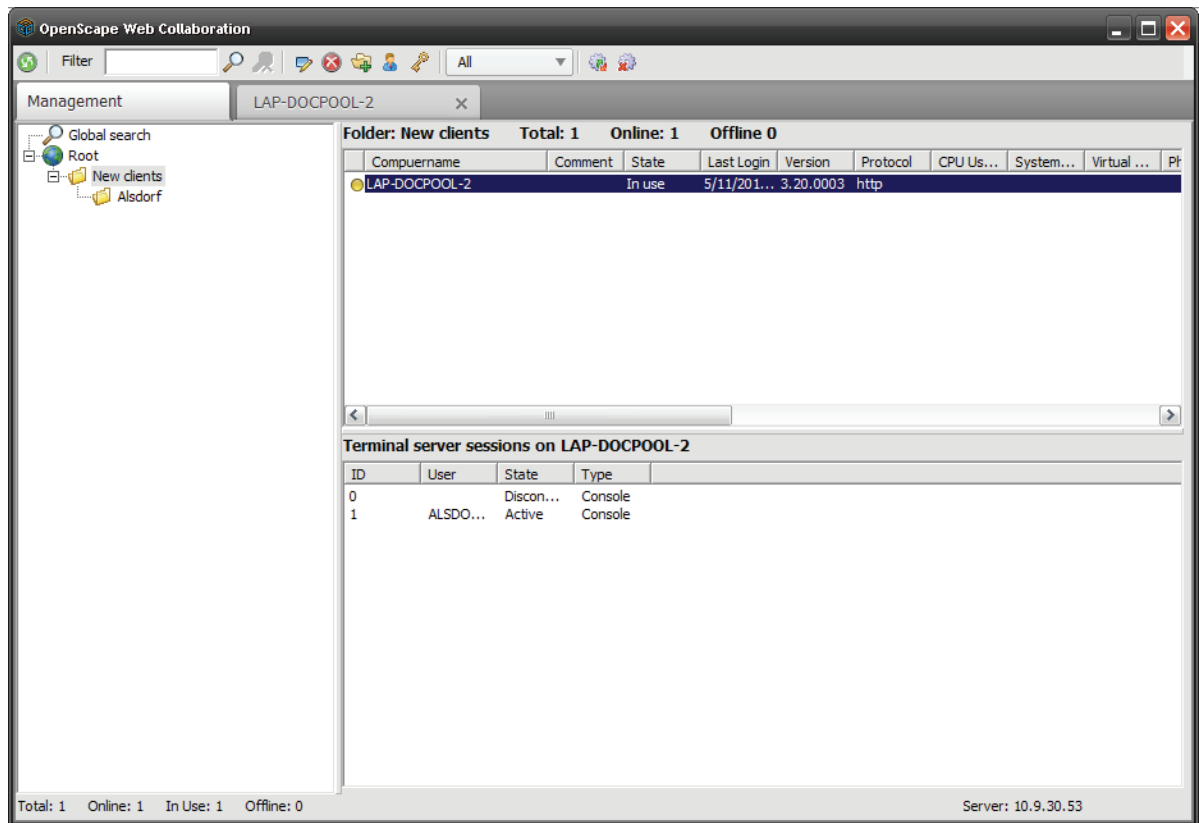
- Step by Step** 1. Hold the mouse pointer over the  /  icon.

The shortcut bar opens.



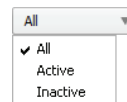
2. Click .

The **Remote Manager** is opened:



3. Click ▾.

The drop-down list opens:





4. Select the status by which you want to filter.

The Remote Manager shows the remote clients you filtered.

6.1.12 How to Update all Remote Clients

You want to update all remote clients.

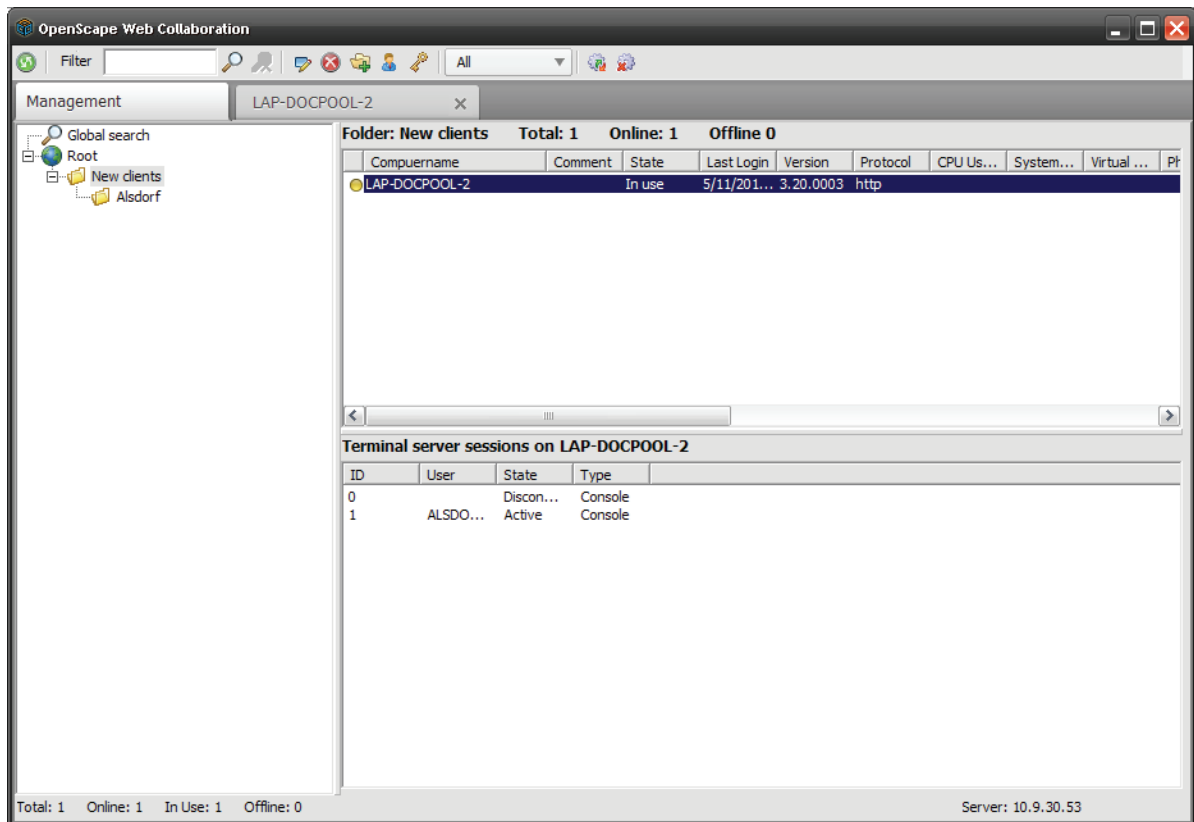
- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - Multiple remote clients are present in the Remote Manager.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

The **Remote Manager** is opened:





3. Click .

All remote clients are updated automatically.

6.1.13 How to Stop the Update of the Remote Client

You want to stop the update of the remote client.

- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - You have already started the update of the remote client.

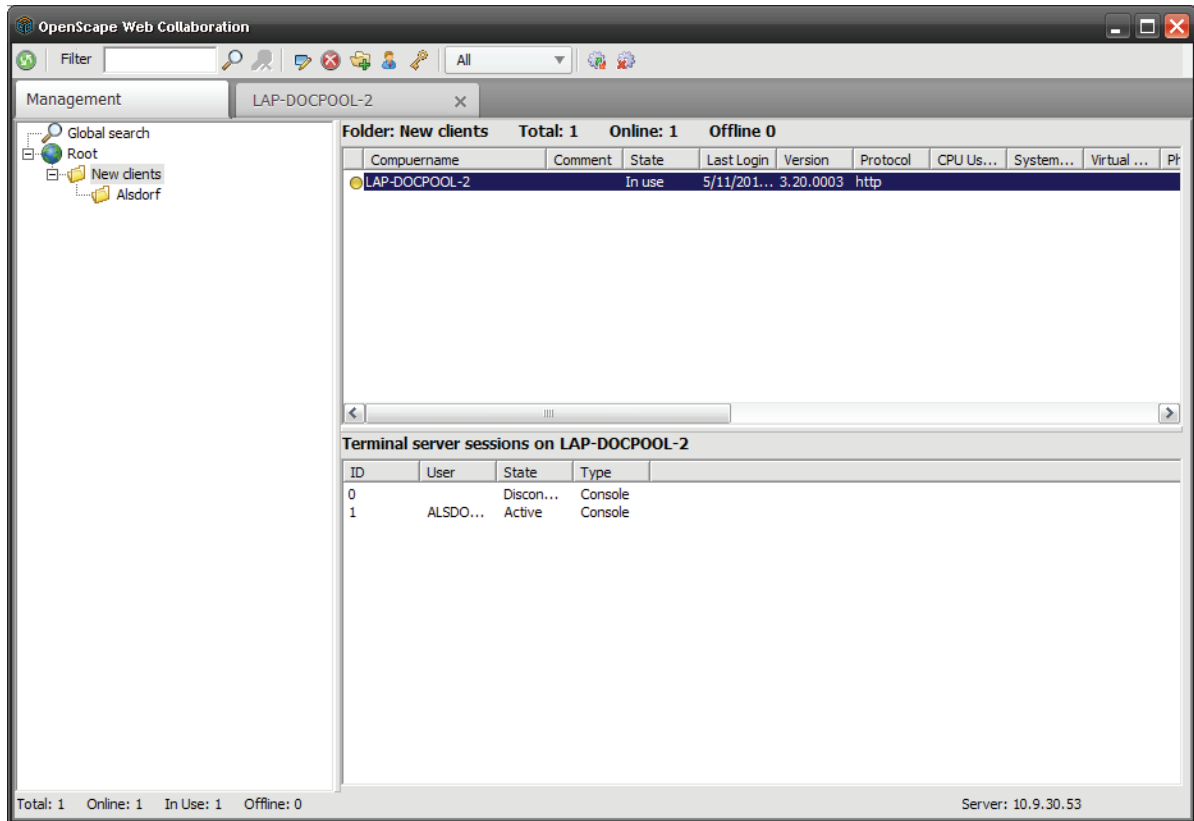
- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.



2. Click .

Remoted Setting up a Connection

The **Remote Manager** is opened:



3. Click .

The update of the remote client is stopped.

6.2 Setting up a Connection

You can set up a connection by double-clicking on a remote client. Alternatively, you can also establish a connection by right-clicking on the remote client and selecting **Connect** from the context menu.

If RDP is enabled on the remote client, you can use the RDP to directly access the remote client. A secure transmission of data occurs via the OpenScale Web Collaboration tunnel. You can access your computer landscape worldwide using RDP. To establish a connection, right-click on the remote client and select **Connect with RDP**.



If RDP is enabled on any of the respective remote clients, the connection will default to using RDP. If you want to connect via the standard communication protocol, you must right-click on the remote client and select **Connect**.

NOTICE: The remote client must be turned on and have the Remoted Setup installed.

6.2.1 How to Connect to the Remote Client

You want to connect to a remote client.

- Prerequisites**
- You are the moderator and have purchased licenses for *Remoted*.
 - A remote client with the status *Online* is present in the Remote Manager.

- Step by Step**
1. Hold the mouse pointer over the  /  icon.
The shortcut bar opens.

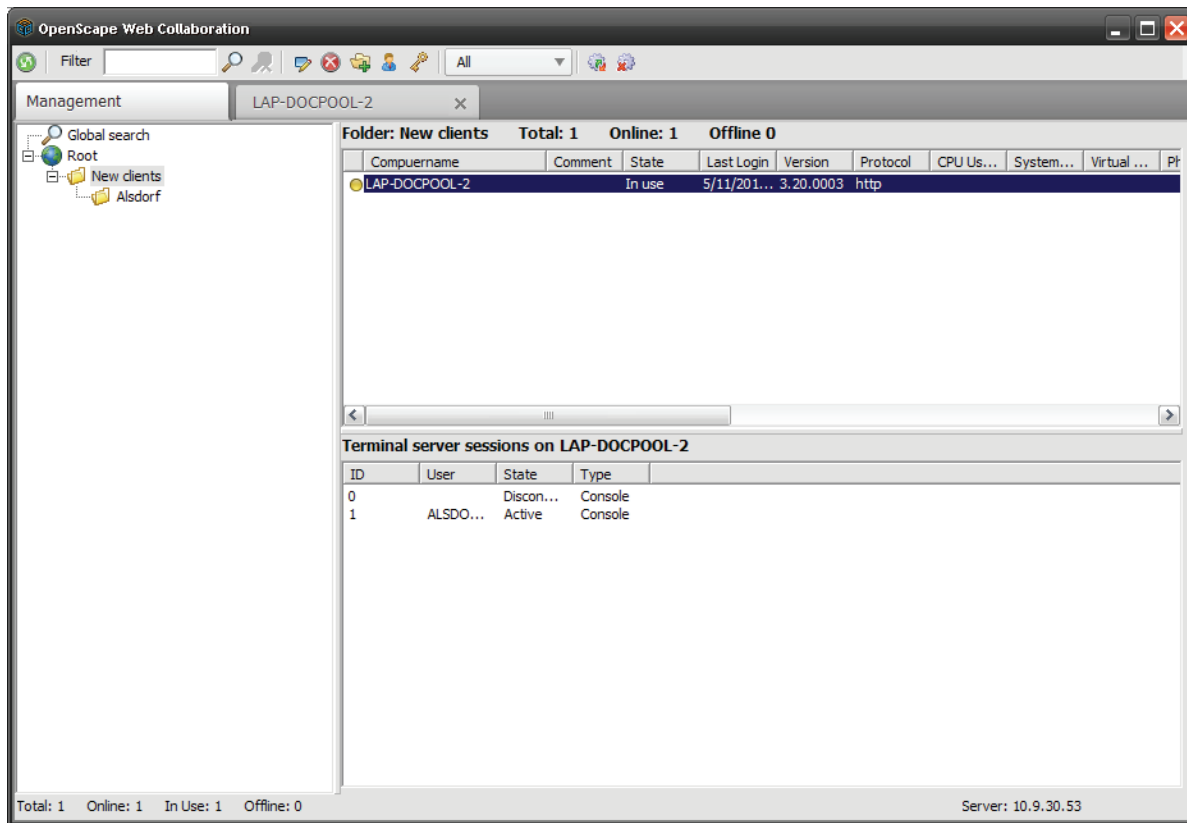


2. Click .

Remoted

Setting up a Connection

The **Remote Manager** is opened:

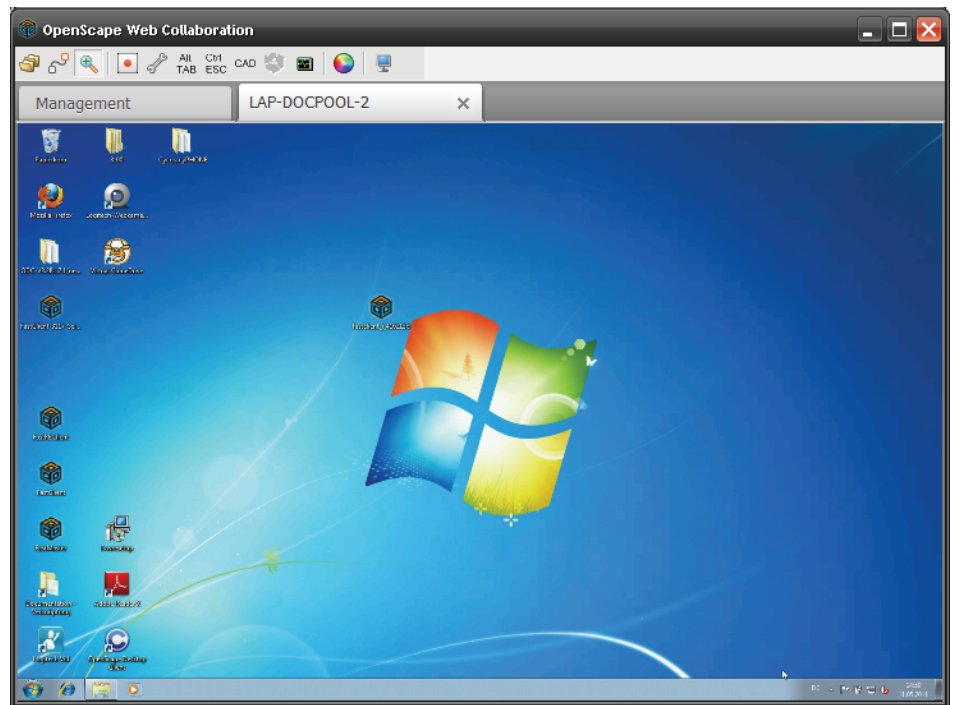


3. You can now use one of the following connection methods:
 - Double-click on the remote client to which you want to connect.

- Right-click on the remote client and select **Connect** or **Connect with RDP**.

NOTICE: If RDP is enabled on any of the respective remote clients, the connection will default to using RDP. If you want to connect via the standard communication protocol, you must right-click on the remote client and select **Connect**.

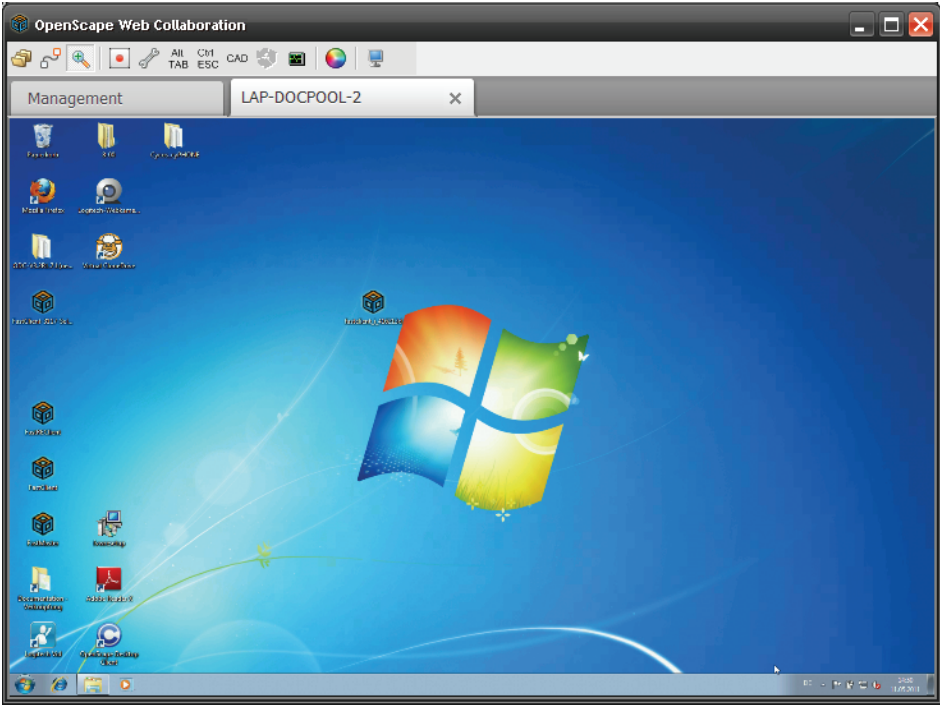
A new tab with the screen transmission of the remote client is opened in the Remote Manager.



Close the tab to disconnect from the remote client.










6.3 Functions with the Remote Client During the Connection




As soon as you connect to a remote client, a new tab with the screen transmission appears in the Remote Manager.



During the connection, the following functions are available on the tab:



Button	Function
	File transfer
	Port mapper
	Zoom mode
	Session recording
	Special functions
	Send Alt-Tab
	Send Ctrl-Esc
	Send Ctrl-Alt-Del
	RDP Reconnect

Button	Function
	Start Task Manager
	Select image transmission quality
	Select remote monitor

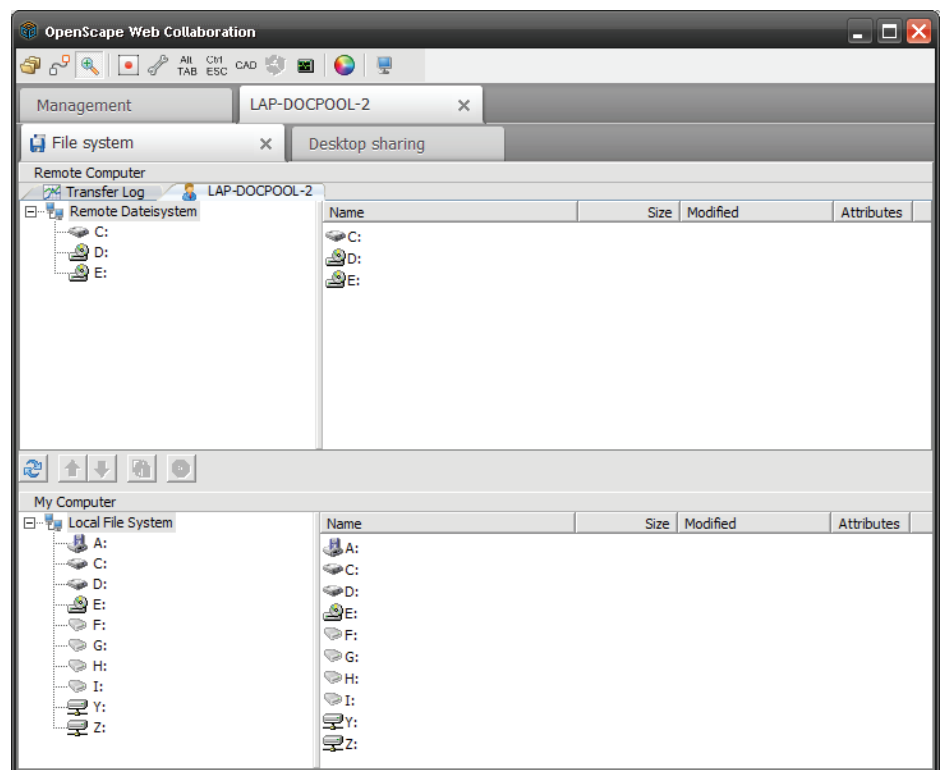
6.3.1 How to User File Transfer


You want to exchange files with the remote client.

Prerequisites • You are connected to a remote client.


Step by Step 1. Click .

The File Transfer window is opened.




2. To refresh the display, click on .

The view in the file transfer window is refreshed.

3. Select the file you want to upload in your (local) file system and click .


The selected file is uploaded.

4. Select the file you want to download in the file system of the remote client and click .

Remoted

Functions with the Remote Client During the Connection

The selected file is downloaded.

5. To synchronize files, select the appropriate file in the your file system and the file system of the remote client and click .

The selected files are synchronized.

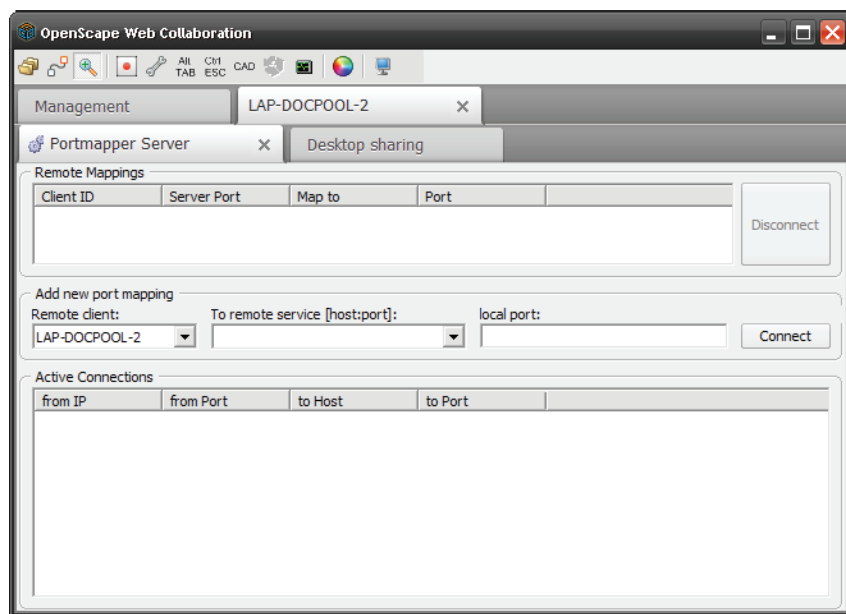
6.3.2 How to Map Ports

You want to map ports on the remote client.

Prerequisites • You are connected to a remote client.

Step by Step 1. Click .

The port mapper is opened:





2. Under **Remote client**, select the remote client via which the connection to the target host is to be established.
3. Under **To remote service [host:port]**, enter the IP address or DNS name of the port to define the destination.
4. Under **Local port**, enter a port to be used for the connection.
5. Click **Connect**.

The connection to the specified host is established through the appropriate port.

6.3.3 How to Switch the Zoom Mode

You want to switch between the full screen view and the view of a section.

Prerequisites • You are connected to a remote client.



- Step by Step**
1. Click .
You will now see a section of the transmitted screen.
 2. Click on  again.
You will now see the full screen view of the transmitted screen.

6.3.4 How to Record a Session

You want to record the session with the remote client.

Prerequisites • You are connected to a remote client.

NOTICE: It is not possible to record a session with RDP.

- Step by Step**
1. Click .
The session is recorded.
 2. Click on  again.
You are prompted to specify a storage location for the file.
 3. Save the recording as an *.exe file.
The recording is saved in the specified location.

6.3.5 How to Play Back a Recorded Session

You have recorded a session with a remote client and want to play back the recording.

Prerequisites • You have already recorded a session.

- Step by Step**
1. Search in Explorer for a session recording stored as an *.exe file.
 2. Double-click on the storage location to play the file.
The video player opens, and you can watch the recorded session.

6.3.6 How to Transmit Scancodes

Under normal circumstances, virtual keycodes are transmitted for keyboard input. However, a key code can be assigned differently for different keyboard layouts. When you use the **Transmit Keyboard Scancodes** function, your keyboard layout is transmitted instead of the virtual keycodes.

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Functions with the Remote Client During the Connection

Prerequisites • You are connected to a remote client.

- Step by Step**
1. Click .
 2. Select **Transmit Keyboard Scancodes**.

Your keyboard scancodes are transmitted.

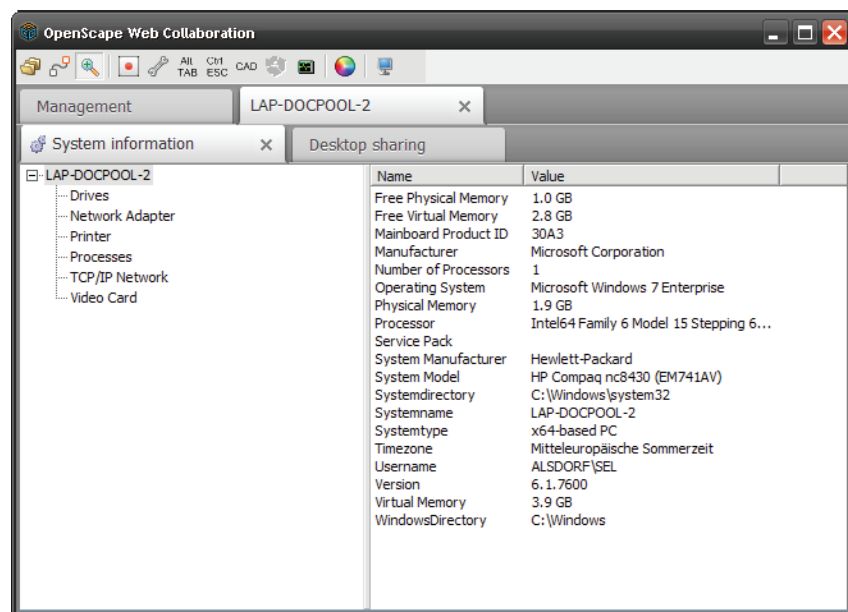
6.3.7 How to Open System Information

You want to open the system information of a remote client.

Prerequisites • You are connected to a remote client.

- Step by Step**
1. Click .
 2. Select **System information/Remote Task Manager**.

The system information is opened.



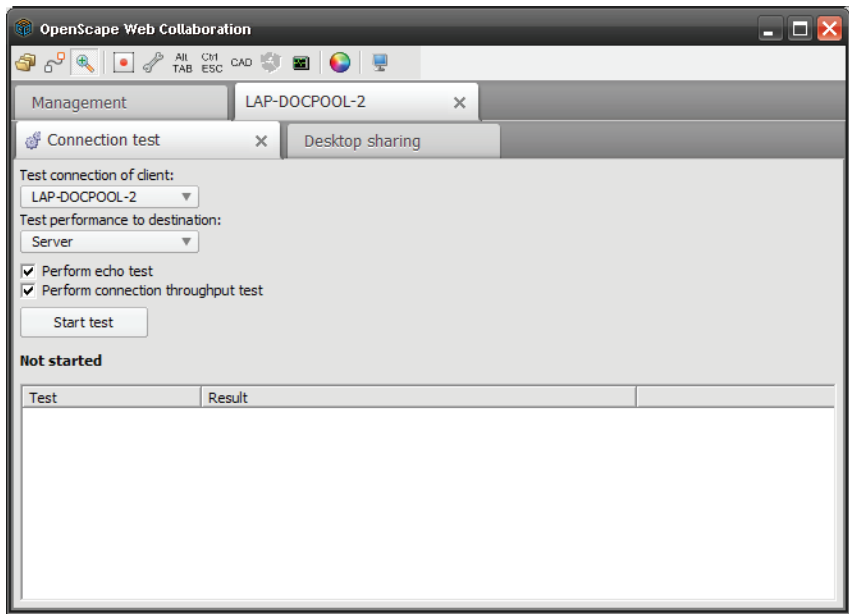
6.3.8 How to Test the Remote Connection Performance

You want to test the performance of a connection.

Prerequisites • You are connected to a remote client.

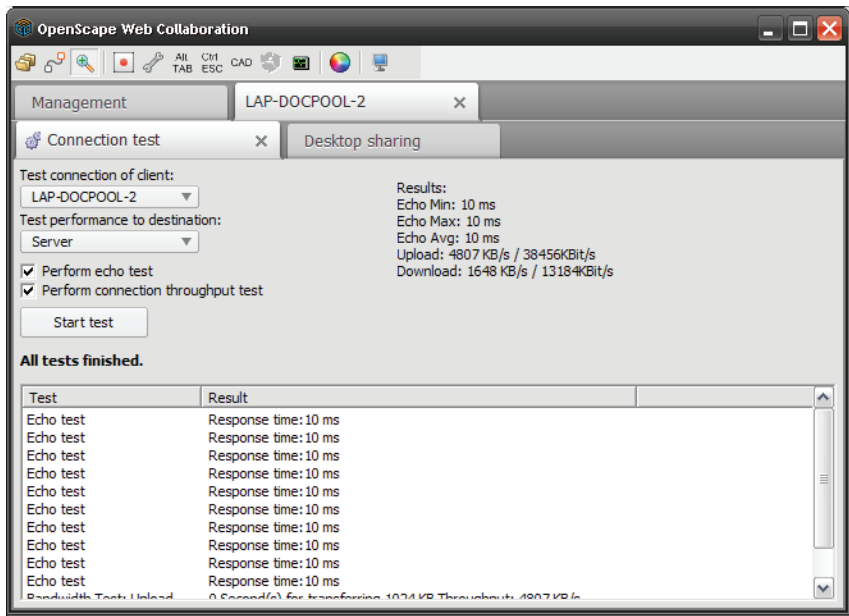
- Step by Step**
1. Click .
 2. Select **Test connection performance**.

The following tab is opened:



3. Select the source for the connection test in the topmost combo box. This can be a client or the server.
4. Select the destination for the connection test in the second combo box. This can be a client or the server, provided the source and target are different.
5. Enable the options by selecting the **Perform echo test** and **Perform connection throughput test** check boxes.
6. Click on **Start test**.


After you have performed the **connection test**, you will see the following:



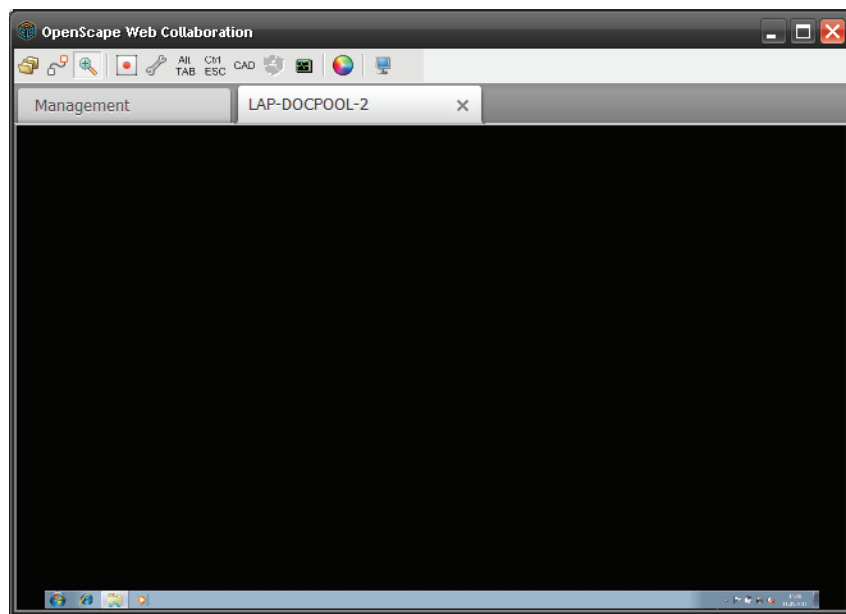
6.3.9 How to Suppress the Remote Desktop

You want to suppress the remote desktop of a remote client.

Prerequisites • You are connected to a remote client.

- Step by Step**
1. Click .
 2. Select **Suppress desktop transmission**.


The remote desktop is suppressed:



6.3.10 How to End the Connection to the Remote Client

You want to end the connection to the remote client.

Prerequisites • You are connected to a remote client.




- Step by Step**
1. Click .
 2. Select **End session**.

The connection to the remote client is cleared, and the tab is closed.

6.3.11 How to Send Key Combinations

You want to execute key combinations on the remote client.

Prerequisites • You are connected to a remote client.


- Step by Step**
1. Click .
The *Alt-Tab* key combination is transmitted.
 2. Click .
The *Ctrl-Esc* key combination is transmitted.
 3. Click .
The *Ctrl-Alt-Del* key combination is transmitted.

6.3.12 How to Restore an RDP Connection

You want to restore the RDP connection to a remote client.

Prerequisites • You are connected to a remote client.


NOTICE: This feature is only available when connected via RDP.

- Step by Step** › Click .
- The connection to the remote client is restored. You are taken back to the login screen of the remote client.

6.3.13 How to Start the Remote Task Manager

You want to open the task manager of a remote client.


Prerequisites • You are connected to a remote client.

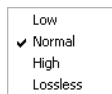
- Step by Step** › Click .
- The Task Manager of the remote client is started.

6.3.14 How to Change the Image Transmission Quality

You want to change the image transmission quality of the remote client.

Prerequisites • You are connected to a remote client.

- Step by Step**
1. Click .
- You have the following options:



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2. Select the desired quality.

The screen is now transmitted in the selected quality.

6.3.15 How to Select a Remote Monitor

You want to select the remote monitor of the remote client.

- Prerequisites**
- You are connected to a remote client.
 - Multiple monitors are being used at the remote client.

- Step by Step**
1. Click .
 2. Select the desired monitor.
- The selected monitor will be displayed.

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