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SMART Bridgit™ 4.2

User's Guide

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Introducing SMART Bridgit software

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Overview

SMART Bridgit software is a client/server application that lets you share programs and information with anyone, anywhere in the world. You can use SMART Bridgit software to talk to participants using the Voice over Internet Protocol (VoIP), share your desktop and send e-mail invitations for others to join. Once the meeting has started, participants can write notes or highlight information on the desktop. You can share your webcam and view other participants' webcams as well. You can use a self-created or randomly-generated password that participants must use to join the meeting.

When you participate in or present a meeting, you use SMART Bridgit client software to connect to a SMART Bridgit server. You can download SMART Bridgit client software on to your desktop and start the application with a double-click.

All of the features of SMART Bridgit software are available on a SMART Board interactive whiteboard or SMART Podium interactive pen display. If you present a meeting using an interactive whiteboard or interactive pen display, you can capture your notes in a SMART Notebook software or SMART Meeting Pro file or save them in an Ink Aware application, such as Microsoft® Word or Excel.

Client system requirements

Without VoIP audio or webcams

Windows®

- 1.2 GHz Pentium® III processor, 512 MB of RAM
- Windows 7, Windows XP SP3 or Windows Vista® operating system
- Broadband Internet connection

Mac

- 1.2 GHz PowerPC® G4 or G5 processor or Intel® processor
- Mac OS 10.4.X, 10.5.X or 10.6.X operating system software
- 512 MB of RAM
- Broadband Internet connection

With VoIP audio and webcams

Windows

- 1.2 GHz Pentium III processor, 1 GB RAM
- Windows 7, Windows XP SP3 or Windows Vista operating system
- Broadband Internet connection

Mac

- 1.2 GHz PowerPC G4 or G5 processor or Intel processor
- Mac OS 10.4.X, 10.5.X or 10.6.X operating system software
- 1 GB of RAM
- Broadband Internet connection

Webcam requirements

Windows

- DirectShow 9 driver compatibility
- 24-bit RGB color support

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Mac

- Internal webcam or iSight camera
- QuickTime video capture
- 24-bit RGB color support

Audio requirements

- Sound card
- Speakers or headphones
- Microphone

Internet browser requirements

Windows

- Internet Explorer® 6.0, 7.0 or 8.0
- Opera 9 or 10
- Firefox® 2.0, 3.0 or 3.5

Mac

- Firefox 2.0, 3.0 or 3.5
- Safari 3.0

Software requirements

- Microsoft Outlook® or another e-mail program

NOTE

Although SMART Bridgit works with many e-mail programs, it works best with Microsoft Outlook. If you use a different e-mail program, e-mail invitations might not work correctly.

- SMART Board software or SMART Notebook software 10.0 or later

NOTE

You can download a free upgrade of SMART Notebook software from <http://smarttech.com/software>.

Global Server Network (GSN) option

The SMART Bridgit Global Server Network is a network of SMART Bridgit Servers at different geographical locations. The GSN optimizes bandwidth and reduces latency by detecting the fastest server in each GSN and then automatically connecting the client to that server, regardless of the server they initially connected to.

For example, if there are five clients in North America and five clients in Europe all connecting to the same meeting, and the GSN consists of one server on each continent, each client automatically connects to the nearest, fastest server. This results in only one high latency overseas connection, instead of five overseas connections. A GSN works just as well for different buildings in the same city, or even different networks in the same building.

Secure socket layer standard (SSL)

SMART Bridgit software complies with the SSL 3.0 standard for secure communications. Data transmitted in SSL mode is encrypted to prevent a third party from viewing it while it's in transit between a client and server. SMART Bridgit software has been tested to ensure the encryption mechanism and the communication layers conform to the standard.

Software toolkit vendors supply libraries that implement the SSL standard and that can be used to build SSL-capable applications. SMART Bridgit software uses a toolkit called OpenSSL to provide SSL security on both the client and the server. This toolkit implements both the SSL and the Transport Layer Security (TLS v1) protocols, as well as a full-strength general purpose cryptography library. For information about this toolkit, visit www.openssl.org.

Certificates

SMART Bridgit software uses OpenSSL to generate a self-signed SSL certificate which is used for data encryption. Each time the server starts, a new 1024-bit SSL certificate is generated and a new 256-bit encryption key is negotiated with each client.

Downloading SMART Bridgit client software

Before you can join or present a meeting, you need to download the SMART Bridgit client software by either clicking a link in an e-mail invitation to a meeting, or by using your web browser.

NOTE

You don't need to install the SMART Bridgit client software after you download it. The client is self-contained, and you can download it to your desktop and start it from there.

To download the client from an e-mail invitation

1. Click the link in the body of the e-mail invitation.
2. Run the software.

The SMART Bridgit software dialog box appears.

To download the client from the SMART Bridgit Server

1. Open your web browser and type in the domain name of your SMART Bridgit Server.
2. Click the **Download Software** link, and then run the client software.
3. Follow the on-screen instructions to connect to a meeting.

Starting and exiting SMART Bridgit client software

SMART Bridgit client software starts automatically when you click the link in an e-mail invitation, and then run the software. See *Joining a meeting from an e-mail invitation* on page 21.

You can also start SMART Bridgit client software by double-clicking the SMART Bridgit icon  on your desktop or in the Mac Dock.

NOTE

If you downloaded the software and saved it to a location other than your desktop, you must open the folder that contains SMART Bridgit client software and double-click the icon there. See *Downloading SMART Bridgit client software* above.

■ To leave a meeting and exit SMART Bridgit client software

1. Select **Menu > Exit SMART Bridgit** (Windows) or **Menu > Quit** (Mac computers).

A confirmation dialog box appears.

2. Click **OK** in the confirmation dialog box.

The Audio Setup wizard

When you run SMART Bridgit client software for the first time and voice-over Internet protocol (VoIP) has been enabled by your server administrator, you may be prompted to run the Audio Setup Wizard. Use the wizard to set the volume levels for your microphone and headphones or speakers.

■ To run the Audio Setup Wizard

1. Ensure your headphones (or speakers) and microphone are attached to your computer and are turned on.
2. Close all other programs that play or record sound.
3. Click **Next**, and then follow the on-screen instructions.

After you've set up the audio devices, you can use them to talk in a meeting. See *Using voice conferencing* on page 24.

If you are the meeting's owner, you can adjust the audio settings for better sound quality or for less bandwidth usage. See *Changing audio settings* on page 37.

NOTE

If the SMART Bridgit software administrator disables audio on the server, you're unable to use the audio features.

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You can use SMART Bridgit to create a meeting or you can use it to attend a meeting created by someone else. When you create a meeting, you become the meeting's owner and can define many of the characteristics of the meeting. When you attend a meeting, you can be a presenter or a participant. The presenter is the person who is currently sharing their desktop. A participant can see and draw on the shared desktop, hear and talk in a meeting and view webcams only if the owner or presenter enabled these features.

Roles in a meeting

Participants can have one of three roles in a meeting: owner, presenter or participant.

NOTE

The meeting's owner and presenter are indicated in the participant list.

Owner

The meeting's owner is the person who created the meeting on the SMART Bridgit Server. The owner can:

- Adjust the meeting settings.
- Adjust audio optimization.
- Take over desktop sharing.

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- Draw on the desktop, talk in a meeting and share webcams, even if the presenter disabled these features for other participants.
- Disconnect all users and end the meeting.

Presenter

The presenter is the person who is currently sharing a desktop. The presenter can:

- Adjust the meeting settings.
- Draw on the desktop.
- Talk in a meeting.
- Share webcams.

Although the presenter can disable these features for other participants, the features always remain available to the meeting's owner.

Participant

The participants in a meeting can always:

- See the shared desktop.
- Listen to other participants talk.
- View shared webcams.

Participants can draw only the desktop, talk in a meeting or share a webcam only when the owner or presenter has enabled these features.

The SMART Bridgit client desktop

During a meeting, the SMART Bridgit client software interface consists of a toolbar and a colored border around the shared desktop:



The SMART Bridgit client toolbar

From the Menu button in the toolbar, you can:

- Share your desktop or ask to take over sharing.
- Enable or request remote control of someone else's desktop.
- Select a variety of writing tools and write over the shared desktop.
- Change the meeting and audio settings if you're a presenter and are using Voice over Internet Protocol (VoIP).
- Change the viewing options if you're viewing someone's shared desktop.
- Change the language used in the SMART Bridgit client software interface.
- Change to full screen view.
- E-mail a meeting invitation.

During a meeting, participants (but not the presenter) can press **ALT** to make the menu appear.

The toolbar also includes the following buttons:

- Audio controls
- Video window
- Desktop sharing
- A mouse pointer
- Pen
- Participant list

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To move the toolbar

1. Drag the handle on the toolbar to move it horizontally on your desktop.



2. Drag the colored border to move the toolbar vertically.

NOTE

Only the presenter can move the toolbar. The participants' toolbars mirror the position of the presenter's toolbar. Participants can move their toolbars only if they've turned off the *Fit presenter's desktop to window* option.

The SMART Bridgit client desktop borders

When you share your desktop or view someone else's, a border appears around the shared desktop. This border changes color to indicate what's happening in the meeting.

- Blue indicates that you're sharing your desktop and that you're the presenter.
- Green indicates that you're viewing the presenter's shared desktop. A green border appears around the desktops of all participants viewing the shared desktop.

Creating a SMART Bridgit meeting

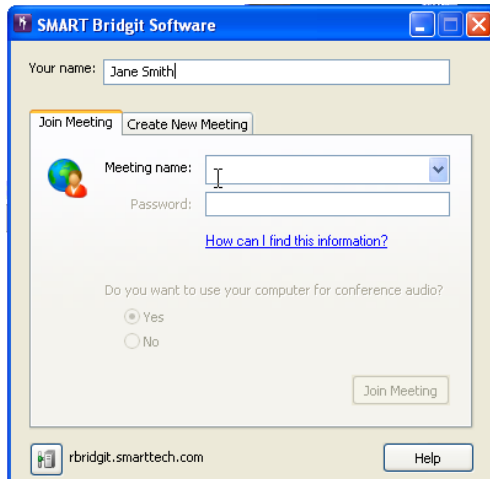
When you create a meeting on a SMART Bridgit server, you become the meeting's owner. Owners can control a number of meeting options, such as microphones, webcams, and the ability to write on the shared desktop.

The owner is not necessarily the participant who shares their desktop. The person who shares their desktop is the presenter, and, like the owner, the presenter can control a number of meeting options for the other participants. However, the changes a presenter makes to the meeting options don't apply to the owner.

To start SMART Bridgit client software

Double-click the SMART Bridgit icon  on your Windows desktop or Mac Dock.

The *SMART Bridgit Software* dialog box appears.



Create a new Meeting

When you have created a meeting, you can talk with other participants, share your desktop or webcam, or invite participants to the meeting. You can also wait for others to join the meeting and share a desktop.

NOTE

The person who created the meeting does not have to be the first one to share a desktop.

■ To create a new meeting

1. Start SMART Bridgit software, if it isn't already started. See *Creating a SMART Bridgit meeting* on previous page.

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

2. If you want to connect to a different server, click the server icon  in the bottom left corner of the SMART Bridgit *Software* dialog box.

The *Server Information* dialog box appears.

3. Type the server name in the **Which server do you want to connect to?** box, or select a server from the drop-down list, and then click **Connect**.

TIP

If you've used a number of SMART Bridgit software servers, they also appear in the *Which server do you want to connect to?* drop-down list. This makes it easy to connect to servers you've used before without typing the server name again.

4. If required, change the **Your name** information.

This name appears in the participant list.

5. Click the **Create New Meeting** tab in the SMART Bridgit *Software* dialog box.

6. Type a name for the meeting in the **Meeting Name** box.

7. Optionally, type and confirm a password for the meeting in the **Password** boxes.

NOTE

If you don't assign a password, anyone who can view the list of meetings can join your meeting.

8. If your server administrator has enabled voice over Internet protocol (VoIP), select the **Automatically open microphones** option if you want the participants' microphones to be open when they join a meeting.
9. Click **Create New Meeting**.

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10. If the *Password Required* dialog box appears, type the password in the **Creation Password** field, and then click **OK**.

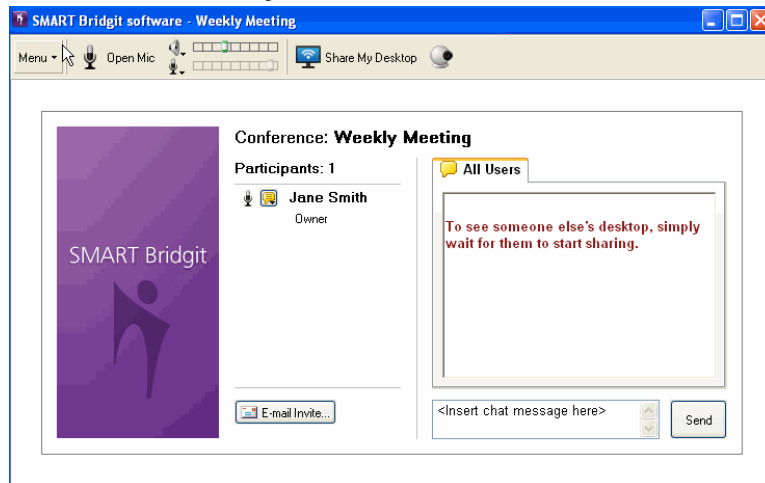
i NOTE

This dialog box opens only if your server administrator assigned a password for creating meetings. The lobby screen appears and the meeting starts. See *The SMART Bridgit client lobby screen* below.

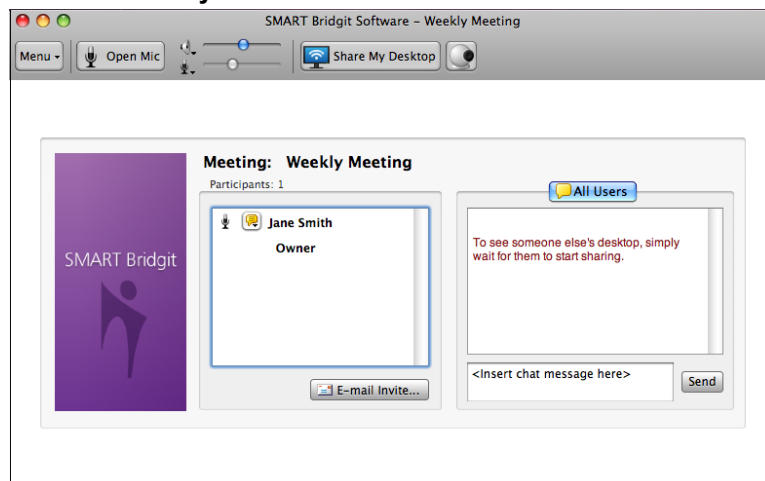
The SMART Bridgit client lobby screen

From this screen, you can share your desktop or send e-mail invitations to participants. You can also start to talk in the meeting or share your webcam, even if no participants are sharing a desktop.

Windows client lobby screen



Mac client lobby screen



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If the meeting was configured to use third-party voice bridge notification, you see a *Voice Bridge* banner across the top of your lobby screen which contains the telephone number and conference code required for joining the audio segment of the meeting.

Creating a meeting with a third-party voice bridge

Meeting creators can add third-party voice bridge information to the meeting and then display it to all of the meeting participants, if your SMART Bridgit Server administrator enables this feature.

When you create the meeting invitation, add both the voice bridge phone number and the conference code required to connect to and participate in the voice bridge session.

When participants receive a meeting invitation, they dial the number on their telephone, enter a password and join the third-party voice bridge as the audio support for their SMART Bridgit meeting.

The third-party voice bridge phone number and participant password are also displayed on the SMART Bridgit lobby screen and in the participant list on a shared desktop.

For additional meeting information, see *Create a new Meeting* on page 14.

To create a meeting with third-party voice notification

1. Start SMART Bridgit software, if it isn't already started. See *Creating a SMART Bridgit meeting* on page 14.

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

2. If you want to connect to a different server, click the server icon in the bottom left corner of the SMART Bridgit *Software* dialog box, type the server name in the **Which server do you want to connect to?** box, or select a server from the drop-down list, and then click **Connect**.

TIP

If you've used a number of SMART Bridgit software servers, they also appear in the *Which server do you want to connect to?* drop-down list. This makes it easy to connect to servers you've used before without typing the server name again.

3. If required, change the **Your name** information.
This name appears in the participant list.
4. Click the **Create New Meeting** tab in the SMART Bridgit *Software* dialog box.
5. Type a name for the meeting in the **Meeting Name** box.

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6. Optionally, type and confirm a password for the meeting in the **Password** boxes.

NOTE

If you don't assign a password, anyone who can view the list of meetings can join your meeting.

7. Select the **Share voice bridge details with others** check box to display the third-party audio information to your meeting participants.

8. Type the telephone number and conference code in the boxes provided.

This information will be included in the e-mail invitations to the meeting, as well as on the lobby screen and participant list.

9. Click **Create New Meeting**.

10. If the *Password Required* dialog box appears, type the password in the **Creation Password** field, and then click **OK**.

NOTE

This dialog box opens only if your server administrator assigned a password for creating meetings. The lobby screen appears and the meeting starts. See *The SMART Bridgit client lobby screen* on page 16.

Sending invitations to participants

Once you create a meeting, you can send e-mail invitations to people you want to have join the meeting. You can send invitations from the participant list in the lobby screen and from a meeting.

■ To send an e-mail invitation from the lobby screen

1. In the participant list, click **E-mail Invite**.

The *Invite Participant* dialog box appears.

2. Select the **Include password in e-mail** check box if the meeting is password protected and you want to include the password in the e-mail invitation. Otherwise, leave it blank.
3. Click **E-mail**.

SMART Bridgit software starts your default e-mail program and creates the e-mail invitation.

4. Type the e-mail address of one or more invitees, and then send the e-mail.

Your e-mail program sends the invitations. The recipients can join the meeting by clicking the link in the e-mail invitation. See *Joining a meeting from an e-mail invitation* on page 21.

■ To send an e-mail invitation from a meeting

1. Select **Menu > E-mail invite**.

The *Invite Participant* dialog box appears.

2. Follow steps 2 to 4 in the previous procedure.

Joining meetings

You can join a SMART Bridgit meeting in two ways; you can open SMART Bridgit client software and locate a meeting, or you can respond to an e-mail invitation to join a SMART Bridgit meeting.

Joining a meeting from SMART Bridgit client

You can join a meeting by starting SMART Bridgit client software, connecting to the server, and then selecting a meeting.

■ To join a meeting from SMART Bridgit client software

1. Download SMART Bridgit client software, and then save it on your computer. See *Downloading SMART Bridgit client software* on page 7.

2. Browse to and double-click the **SMART Bridgit** icon .

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

NOTE

If you haven't used SMART Bridgit software before or if you want to connect to a different server, follow the steps in the next procedure.

3. Select the meeting you want to join from the *Meeting Name* list, and then enter the meeting password.
4. If your system administrator has enabled Voice over Internet Protocol (VoIP), select **Yes** or **No** under the *Do you want to use your computer for conference audio?* heading.
5. Click **Join Meeting**.

■ To change which server you're connected to

1. Click the server icon  in the bottom left corner of the *SMART Bridgit Software* window.
The Server Information window appears.
2. Type the server name in the *Which server do you want to connect to?* box, or select a server from the drop-down list.

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3. Click **Connect**.

TIP

If you've used a number of SMART Bridgit software servers, they appear in the *Which server do you want to connect to?* list. This makes it easy to connect to servers you've used before without typing the server name again.

To leave a meeting and exit client software

1. Select **Menu > Exit SMART Bridgit** (Windows operating systems), or **Menu > Quit** (Mac operating system software).

A confirmation dialog box appears.

NOTE

If you're the owner of the meeting, the confirmation dialog box also asks whether you want to disconnect all other users.

2. Click **Yes**.

SMART Bridgit client software closes.

Searching for a meeting

After you connect to a SMART Bridgit server, you can either choose the meeting you want to join from the list, or search for a meeting.

To search for a meeting

In the *SMART Bridgit Conferencing Software* window, type a meeting name in the *Meeting Name* box.

OR

Click the drop-down menu arrow and select a meeting from a list of available meetings.

NOTE

If the owner of a meeting sets a password, you must enter the password to join the meeting.

Joining a meeting from an e-mail invitation

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

■ To join a meeting from an e-mail invitation

1. Click the link in the e-mail invitation, and then run the software.

The *Join Conference* dialog box appears.

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

The lobby screen appears.

NOTE

If the meeting isn't password protected, the *Password* box doesn't appear in the *Join Conference* dialog box. If the meeting is password protected, the e-mail invitation might include the password. If it doesn't, get the password from the meeting creator.

Joining a meeting when cookies are disabled

If cookies are disabled in your web browser, you must manually enter some information before you can join a meeting. The following procedures can vary depending on the browser you use.

■ To join a meeting when cookies are disabled

1. Click the link in the e-mail invitation.

The *File Download* dialog box appears.

2. Click **Save**.
3. Browse to where you want to save the file on your computer, and then click **Save**.
4. Browse to the location where you saved the file, and then double-click the icon.

The *Open File - Security Warning* dialog box appears.

5. Click **Run**.

The SMART Bridgit Loader starts.

6. Type the server name in the *Server Name* box.
7. Click **OK**.

NOTE

If you're required to enter an account name and don't know what it is, contact the meeting creator.

The *SMART Bridgit Software* dialog box appears.

8. Select the meeting you want to join in the *Meeting Name* drop-down list.

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9. Type your name and the meeting password (if required), and then click **Join**.

The lobby screen appears.

NOTE

If the meeting isn't password protected, the *Password* box doesn't appear in the *Join Conference* dialog box. If the meeting is password protected, the e-mail invitation might include the password. If it doesn't, get the password from the meeting creator.

Using voice conferencing

Participants can use SMART Bridgit software's Voice over Internet Protocol (VoIP) feature to talk to each other during a meeting, if the SMART Bridgit Server administrator enables it. Before participants can talk in a meeting, they must run the *Audio Setup Wizard* to set the volume levels for their microphones and headphones or speakers. See *The Audio Setup wizard* on page 8.

NOTE

Up to four participants can talk at once.

By default, participants must click **Open Mic** before they can speak in a meeting. However, if the owner of a meeting selects the **Automatically open microphones** check box when creating a meeting, microphones automatically open for the first four participants who join the meeting. See *Create a new Meeting* on page 14.

You can hide the audio controls and then show them again later.

To hide or show the audio controls

Click the **Show/Hide Audio Controls** button  on the toolbar to hide or show the audio controls.

NOTE

This button isn't displayed when the meeting is configured to use a third-party voice bridge. See *Joining a meeting using a third-party voice bridge* on next page.

To talk in a meeting

1. Click the **Open Mic** button on the audio controls toolbar. If the button isn't visible, click the **Show/Hide Audio Controls** button .

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

2. To adjust the volume of the speakers, headphones or microphone, use the sliders in the audio controls.
3. When you finish talking, click **Close Mic**.

This makes a microphone available to another participant.

Owners and presenters

Owners and presenters of meetings can close a participant's microphone to allow another participant to talk.

■ To close another participant's microphone

1. Click the **Participant List** button .
2. Click the green microphone icon  next to the participant's name.

If you've selected the *Others must request to talk* option, the participant's *Open Mic* button changes to a *Request Mic* button. When a participant clicks **Request Mic**, a message appears on your shared desktop notifying you of the participant's request.

■ To grant a request to talk

1. Click the raised hand button  on your **SMART Bridgit** software toolbar. This was formerly your participant list button.

The participants list appears.

2. To grant the request, click the small raised hand icon next to the participant's name.

Participants

Requesting to talk during a meeting

If the presenter or owner has enabled the *Others must request to talk* option, each participant must first request and be granted permission to use the microphone before speaking.

■ To request to talk

1. Click the microphone icon .
2. Click the **Request Mic** button .

A message appears on the shared desktop notifying the presenter of your request. Once the presenter grants the request, you can speak into your microphone.

Joining a meeting using a third-party voice bridge

Joining a SMART Bridgit meeting that uses third party voice bridge notification is the same as joining a normal SMART Bridgit meeting, except that you must use your telephone and the provided conference code to take part in the audio segment.

To join a meeting that uses a third-party voice bridge

1. Join the SMART Bridgit meeting either from an e-mail invitation or directly from SMART Bridgit client software.
2. Use your telephone to dial the phone number you received in your e-mail invitation or that you see in the lobby screen.



NOTE

If the presenter is already sharing their desktop, you can also view the telephone number and conference code in the participant list.

Presenting and participating in meetings

This section shows the features available to presenters and participants while in a SMART Bridgit meeting.

Sharing your desktop

You can share images, videos and written information with other participants by sharing your desktop. Once sharing, you can:

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

■ To share your desktop

1. Create or join a meeting. See *Creating a SMART Bridgit meeting* on page 14 or *Joining meetings* on page 20.
2. Click the **Share My Desktop** button in the lobby screen.

A *Preparing to share your desktop* message appears briefly, and then the SMART Bridgit toolbar and a blue border appear on your screen. Anyone in the meeting can see your desktop.

NOTES

- If you join a meeting in which someone else is already sharing a desktop, you see the desktop right away instead of seeing the lobby screen. If you want to share your desktop, you can ask to take over sharing.
- When you create a private text messaging conversation with a participant, the conversation isn't visible to other participants.

■ To share when using multiple displays

1. Create or join a meeting.
2. Click the **Share My Desktop** button in the lobby screen.

The *Select Sharing Monitor* window appears.

3. To share a single monitor, select the monitor you want to share and then click **OK**.

OR

To share multiple monitors, hold down the **CTRL** key, select each monitor you want to share, and then click **OK**.

A *Preparing to share your desktop, please wait* message appears briefly, and then the SMART Bridgit toolbar and a blue border appear on your screen. Meeting participants see one enlarged display, and the rest as thumbnails that they can click to enlarge.



NOTE

Meeting participants using a SMART Hub appliance see only one shared screen.

■ To stop sharing your desktop

Click **Start/Stop Sharing my Desktop**  on the SMART Bridgit toolbar of the display you want to stop sharing.

Using drawing tools while sharing

SMART Bridgit allows you to draw in your screen while you are sharing your desktop. You can also draw into Ink Aware applications like Microsoft Word or Excel. Refer to *SMART Notebook Help* for information about Ink Aware applications

You can select or customize a pen from the SMART Bridgit menu, and then draw on the screen.

■ To use drawing tools while sharing

1. Start sharing your desktop. See *Sharing your desktop* on previous page.
2. Click **Menu > Tools**, and then select the drawing tool you want to use.

You can also customize the drawing tool by selecting **Customize**.

■ To exit Drawing mode

Click the **Mouse Pointer**  icon, and then click anywhere on the desktop.

Your drawing disappears.

Taking over sharing

During a meeting, you can take over sharing and make your desktop visible to the other participants. Once you request sharing, the current presenter must grant your request before others see your desktop.

NOTE

This option isn't available if the owner or presenter disables sharing requests.

To take over sharing

1. Click the **Start/Stop Sharing My Desktop** button  .
The presenter receives a notification that you want to share your desktop.
2. If the presenter grants the request, you become the presenter. Your desktop is shared and becomes visible to all the participants in the meeting.

OR

If the presenter doesn't accept the request, you continue to view the presenter's desktop.

NOTE

If you're the owner of a meeting, the current presenter doesn't need to approve your request to take over sharing. Sharing returns to you automatically when you click **Share My Desktop**.

Viewing the participants list

The participant list shows the number of participants, their names and status. Your name appears in bold type.

To view the participants list

1. While sharing your desktop, click the **Show/Hide Participant List** button  .
The participant list appears. You can move the window around your screen by dragging the title bar.

NOTE

If no one in a meeting is sharing a desktop, you can also see the list of participants in the SMART Bridgit software lobby screen.

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2. You can invite others to attend the meeting by clicking the **E-mail Invite** button.
3. To close the participant list, click  in the upper right corner of the window.

Participant status icons

The following icons show the status of each participant. If audio is disabled on the server, only the chat icon appears next to participants' names.

Icon	Name	Description
	Chat	Chatting is enabled. When a participant receives a message, the icon changes color. If the participant is experiencing a lag during the meeting, an hourglass appears over the chat icon.
	Request to Talk	A participant has requested to talk within the conference. To grant the participant's request, click the icon.
 NOTE This icon appears when the presenter or owner has selected <i>the Others must request to talk option</i> or when four people are already talking in a conference and a fifth person requests to talk.		
	Open Microphone	The participant's microphone is open and the participant is talking in the conference. To close the participant's microphone, click the icon.
	Closed Microphone	This participant's microphone is closed.

Using webcams

If you have a compatible webcam, you can share its view with other participants in a meeting. See *Client system requirements* on page 4 for compatibility information. Even if you don't have a webcam, you can still see the other participants' webcam views. Up to four participants can share their webcam views at the same time.

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

If you're a meeting participant and the presenter of the meeting disables remote webcams, you can't share your webcam view. However, you can still see the presenter's webcam view if it's shared.

NOTES

- This feature is available only when the SMART Bridgit administrator enables it on the server.
- Before you share your webcam, make certain that no other program is using it.

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- The resolution when sharing is typically 176 × 144 pixels and the frame rate is 5 frames per second.

■ To share your webcam's view

1. Click the webcam button .
2. Click **Start My Webcam**.

The *Video* window opens to show your webcam as it appears to the other participants. The webcam button also appears in color  to indicate that the webcam is shared.

As other participants share their webcams, the images appear as thumbnails along the bottom of the larger image. When you hover the mouse over one of the thumbnail images, a message appears showing you the name of the person sharing that webcam. You can click one of the smaller images to expand it.

You can move the *Video* window, or you can hide it and then show it again later.

■ To hide or show the Video window

Click the webcam button .

■ To stop sharing your webcam

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

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

Chatting with other participants

You can use the chat window in the lobby screen or the participant list to broadcast messages to some or all participants in a meeting.

NOTE

The owner or presenter must enable the chat option before you can use it. See *Changing meeting settings* on page 35.

■ To send a message to all meeting participants

1. Open the participant list or lobby screen.
2. Click the **All Users** tab and type the text you want to broadcast.
3. Click **Send**.

■ To chat with individual participants

1. Open the participant list or lobby screen.
2. Click the chat balloon icon  next to the participant you want to add to your private conversation.
3. Select **Create a New Conversation with Participant**.

A tab that contains the participant's name appears in the chat window. Any text you send or receive under this tab is visible only to those in your private conversation.

■ To add more participants to a private conversation

1. In the participant list or lobby screen, click the tab of the conversation you want to add a participant to.
2. Click the chat icon next to the name of the person you want to add, and then select **Add Participant to Selected Conversation**.

NOTE

If you have multiple private conversations running at the same time and a new message arrives in a conversation that isn't selected, the chat balloon icon  appears.

■ To end a private conversation

Click  in the tab you want to close.

When you close a tab, the remaining members of the conversation see a notification that you've left. They're still able to chat privately with each other even if you started the conversation.

NOTE

You can't close the *All Users* chat window.

Incoming messages

If you receive a message when you aren't viewing the lobby screen or the participant list, the following occurs:

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- A notification bubble appears.
- The participant list button  turns green, flashes three times, and then remains green until you view the new message.

■ To view incoming messages

Click the notification bubble to open a chat window and view the incoming message.

Enabling remote control

By default, remote control is enabled when the SMART Bridgit meeting owner starts a meeting. When remote control is enabled, meeting participants can either request remote control of the presenter's desktop, or click the shared desktop to take control. See *Remotely controlling the presenter's desktop* on next page.

NOTE

This option is available only if the SMART Bridgit administrator enables it on the server.

■ To enable remote control from the shared desktop

Select **Menu > Enable Remote Control**.

■ To enable remote control using the Conference Settings tab

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Conference Settings** tab.
3. Select the **Allow remote control of your desktop** check box.

The *Request Remote Control* command appears in the SMART Bridgit software menu for participants.

■ To disable remote control from the shared desktop

Select **Menu > Disable Remote Control**.

■ To disable remote control using the Conference Settings tab

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Conference Settings** tab.

3. Clear the **Allow remote control of your desktop** check box.

The *Request Remote Control* command is disabled in the SMART Bridgit software menu for participants.

NOTE

When you use the *Options* menu to disable remote control and then end your SMART Bridgit session, remote control is automatically disabled the next time you create a meeting.

Remotely controlling the presenter's desktop

To gain remote control

Click on the presenter's desktop.

NOTE

The presenter can regain control of the desktop by moving the mouse or pressing a button on the keyboard. When the presenter performs either of these actions, users are blocked from taking control for three seconds.

Changing the shared area

As a meeting presenter, you can limit the shared area of your desktop by moving the colored borders. This is useful when you want to share only a particular application or a particular area.

To change the shared area

1. Hover the mouse pointer over the border until the pointer becomes a horizontal, vertical or diagonal resize pointer.
2. Drag the border until it surrounds only the area you want to share.

The other participants can see only the area within the border after you've dragged the border to the new position.

To share the entire desktop again

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

The border surrounds your entire desktop.

Setting meeting options

As the owner or presenter of a SMART Bridgit meeting, you can turn a number of the meeting options on or off.

Changing meeting settings

■ To change meeting settings

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Conference Settings** tab.

3. Select or clear check boxes to enable or disable the options described below, and then click **OK**.

Option	Description
Allow others to share their webcams	When you select this option, meeting participants can share their webcams, making them visible to the other participants. Up to four participants can share their webcams at the same time. This option is selected by default. If you want to be the only one in the meeting who can share a webcam, clear this option. You can still share your webcam, but participants can't share theirs. i NOTE This option is available only when the SMART Bridgit software administrator enables it on the server.
Others must request to talk	When you select this option, meeting participants must request before talking. Otherwise, they can click Open Mic and talk right away. When talk requests are enabled, the presenter and owner receive a notification, and they can grant or decline the request to talk from the participant list.
Allow others to draw	When you select this option, meeting participants can use their writing tools and screen pointer to highlight on-screen information. This option is selected by default. If you want to be the only one who can draw and erase on the desktop, clear this option.
Allow others to share their desktop	When you select this option, meeting participants can ask to take over sharing, making their desktops visible instead of yours. You can decline the request. This option is selected by default. If you don't want participants to ask to take over sharing, clear this option.
Allow remote control of your desktop	This option lets you enable and disable remote control of the presenter's desktop. When you enable remote control, meeting participants can take control of the presenter's desktop by clicking Request Remote Control in the menu or by clicking on the shared desktop. i NOTES - During a remote control session, the presenter can regain control by clicking the desktop. - This option is available only if the SMART Bridgit software administrator enables it on the server.
Allow others to use chat	This option allows participants to have text messaging conversations in the participant list. These conversations are visible to all participants.

Option	Description
Allow others to use private chat	This option allows participants to have one-on-one text messaging conversations in the participant list. When you create a private text messaging conversation, the conversation isn't visible to other participants.
 NOTE The meeting's owner can always write, talk and share a webcam. If someone other than the meeting's owner shares a desktop, that presenter can change these options for the other participants. However, the presenter's changes don't affect the owner.	
Optimize sharing speed for faster responsiveness	This option is available only when you're sharing your desktop. When this option is selected, SMART Bridgit software captures the shared screen more frequently so participants see updates as quickly as possible. Meeting participants must have fast Internet connections if you want to use this option.
Optimize sharing speed for lower bandwidth use	This option is available only when you are sharing your desktop. When this option is selected, SMART Bridgit software captures the shared screen less frequently to use less bandwidth. Viewers may notice a slight delay when screen changes occur.

Changing monitor selection

If you have multiple monitors connected to your computer and you're sharing your desktop, you can switch the monitors that you share with participants.

To switch monitors

1. Click **Switch Monitors**.
The *Select Sharing Monitor* window appears.
2. Select the monitor you want to switch to, and then click **OK**.
3. Click **OK** again to save your settings.

Changing audio settings

Your SMART Bridgit Server administrator must enable audio settings before you can use them. Your administrator also controls the default optimization settings.

If audio is enabled, the *Audio device settings* and *Audio notification options* are available to everyone who has audio hardware.

■ To access audio settings

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Audio Settings** tab.

■ To change audio device settings

1. Select the speakers you want to use from the *Speakers* drop-down list.
2. Select the microphone you want to use from the *Microphone* drop-down list.
3. Click **OK**.

Use the *Audio Setup Wizard* to set the volume levels for your microphone and headphones or speakers.

■ To run the Audio Setup Wizard

1. Ensure your headphones (or speakers) and microphone are connected to your computer and turned on.
2. Close all other programs that play or record sound.
3. Click the **Audio Setup Wizard** button.
4. Click **Next** to start the wizard, and then follow the on-screen instructions.

After you set up the audio devices, you can use them to talk in a meeting.

■ To change audio notification options

Select the **Sounds when users join/leave** check box to enable audio notifications.

OR

Clear the check box to disable the audio notifications.

■ To optimize the audio settings

1. Select **Optimize for high audio quality** to make the audio sound as good as possible while using more bandwidth.

OR

Select **Optimize for low bandwidth** to use less bandwidth while sacrificing some sound quality.

2. Click **OK**.

i NOTE

Only the meeting owner can change the audio optimization settings.

Changing viewing options

Anyone viewing the shared desktop can modify the viewing options.

To change the viewing options

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Viewing options** tab.
3. Select or clear check boxes to enable or disable the viewing options described below, and then click **OK**.

Option	Description
View Full Screen (ALT+F)	SMART Bridgit software can occupy your entire screen. If the presenter's desktop is smaller than yours, it appears centered on your screen. If the presenter's desktop is larger than yours, the image reduces to fit on your screen.
	i NOTE When you select the <i>View Full Screen</i> option, the shared desktop also covers the Windows taskbar. If you need to see the taskbar again, clear this selection or press ALT+F.
Keep SMART Bridgit window on top of other windows	Select this option to prevent other programs and windows from appearing on top of the shared desktop.
Fit presenter's desktop to window	SMART Bridgit software can reduce the image of the shared desktop to fit in the SMART Bridgit window. If you turn off this option while you're viewing a shared desktop that's larger than your desktop, scroll bars appear. You can use them to scroll to the parts of the shared desktop that don't fit on your display. This option is enabled by default.
	i NOTE If you turn off the <i>Fit presenter's desktop to window</i> option, you can move the SMART Bridgit toolbar independently of the presenter's toolbar. Normally, your toolbar mirrors the position of the presenter's toolbar.

Changing language options

Any meeting participant can change the language settings.

To change the language

1. Select **Menu > Options** (Windows operating systems), or **Menu > Preferences** (Mac operating system software).
2. Click the **Languages** tab.
3. Select the language you want to use from the list, and then click **OK**.

Writing on the shared desktop

By default, all participants can use the pointer, write in digital ink and erase notes on the shared desktop. However, the owner and the current presenter can change this setting to prevent the other participants from writing on the shared desktop.

NOTE

If the owner or presenter disables writing, the pen toolbar button  and menu items aren't available.

To write on the shared desktop using a pen

1. Click the pen button .
2. Click and drag with the mouse pointer.

A line of digital ink appears over the shared desktop, and your notes are visible to all the other participants. Any number of participants can write on the shared desktop at the same time.

3. When you finish writing, click the mouse pointer button .

TIP

If you're presenting the meeting, you can clear all the notes by clicking the mouse pointer button , and then clicking anywhere on the shared desktop.

Customizing your pen

SMART Bridgit software assigns you an ink color when you join a meeting, but you can customize your pen to change the ink color, line width and transparency.

To customize the pen

1. Select **Menu > Tools > Customize Pen**.

The *Configure Tool Settings* dialog box opens.

2. Select a color. For an expanded palette of colors, click **More**.
3. Select a width from 1 to 32 pixels.

NOTE

The default is 3 pixels.

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4. If you want to use the pen as a highlighter, select the **Transparent** option.
5. Click **OK**.



TIP

You can also customize your pen by double-clicking the pen button.

Erasing on the shared desktop

You can erase notes from the shared desktop using the Eraser tool.



NOTE

If the presenter disables it, the *Eraser* menu item isn't available.

To erase notes

1. Select **Menu > Tools > Eraser**.
The pointer changes to an eraser.
2. Drag the eraser over the notes you want to erase.
3. Click the mouse pointer button  to restore left-mouse mode.



NOTE

If you're the presenter, you can clear all the notes by clicking the mouse pointer button  and then clicking anywhere on the shared desktop.

Using the screen pointer

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



Jane Smith



NOTE

If the presenter disables drawing on the shared desktop, the screen pointer menu available.

To use the screen pointer

1. Select **Menu > Tools > Screen Pointer**. A screen pointer appears on the shared desktop. For the first few seconds, the arrow flashes red so you can distinguish it from other pointers on the screen. The name of the participant using the screen pointer appears beneath the pointer.

NOTE

Any number of participants can use screen pointers at the same time.

2. Click the arrowhead and drag the screen pointer to the position you want.

Circular arrows appear in the pointer while you move it, indicating that you can turn the pointer in a different direction.

The pointer points in the direction you drag it. For example, if you drag the screen pointer from left to right, the arrow points to the right.

NOTE

You can move the screen pointer without changing its direction by clicking the rear half of the arrow, not the arrowhead.

To dismiss the screen pointer

Double-click the screen pointer.

NOTE

If you're presenting the meeting, you can dismiss the screen pointers of other participants by double-clicking them.

The SMART Scheduler Outlook add-in

The SMART Scheduler option integrates the SMART Bridgit Server with Microsoft Exchange Server and Microsoft Outlook Clients. This enables you to schedule and book single or recurring meetings that use SMART Bridgit software.

Once you create a SMART Scheduler meeting, the meeting participants receive an invitation containing a link to the SMART Bridgit meeting and its password. If you're using a calendar application on your Mac that's compatible with Microsoft Outlook, you can accept these meeting invitations.

Before you install the SMART Scheduler Outlook add-in, consider the following notes:

- The add-in won't function correctly if the SMART Scheduler Server and the Microsoft Exchange Server aren't correctly configured. Contact your system administrator if you're unsure about the status of these two servers.
- You must have local administrative rights on the computer you want to install the add-in on.

Minimum requirements

- 1.2 GHz Pentium III processor, 512 MB of RAM
- Windows 7, Windows Vista or Windows XP Operating System
- Microsoft Outlook 2003 with service pack 3 or Microsoft Outlook 2007 with service pack 2
- A network connection that provides access to your SMART Bridgit Server and your Microsoft Exchange 2003 or 2007 server

Installing the SMART Scheduler Outlook add-in

The SMART Scheduler Outlook add-in allows you to automatically create a SMART Bridgit meeting that accompanies a Microsoft Outlook Meeting.

You can install the add-in on any computer that can communicate with your SMART Bridgit Server, but it must be installed and configured by an administrator. Once the add-in is installed, any user can change individual profile settings. These changes affect only the profile of the user that set them. The administrator settings remain the same.

NOTE

You can't install the add-in while Microsoft Outlook is running.

Before you install the add-in, download the .msi file.

To download the .msi file

1. If Microsoft Outlook is currently running, close it.
2. Open your web browser and type
http://<yourserver.com>/SMARTSchedulerOutlookAddinSetup.msi replacing
<yourserver.com> with the URL for your SMART Bridgit Server.
3. Press ENTER.
4. Click **Run** to install the file.

The *SMART Scheduler Outlook Add-in - InstallShield Wizard* welcome page appears.

To install the SMART Scheduler Outlook add-in

1. Press **Next** in the welcome screen.
The *Software License Agreement* page appears.
2. Accept the agreement and click **Next**.

NOTE

If you want to keep a hard copy of the agreement for your records, click **Print**.

The *Destination Folder* page appears.

3. Click **Next** to install to the default folder, or click **Change** to specify another folder.
The *SMART Scheduler Outlook Add-in Preferences* page appears.
4. Type the name of the *Default Bridgit Server* to use when setting up SMART Bridgit meetings.
5. Type the name of the SMART Scheduler e-mail address.

NOTE

The Microsoft Exchange Server Administrator creates this address at the same time they create the mailbox on the Microsoft exchange server.

6. If you want the meetings to be password protected by default, leave the **Password protect meetings by default** check box selected.
7. If you want to use formatting in your messages, select the **Preserve Rich Text formatting** check box. Otherwise, clear the check box to use plain text.

NOTE

Rich text formatting can cause unexpected behavior when sending meeting requests.

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8. Click **Next**.

The *Ready to Install the Program* page appears.

9. Click **Install**.

When the add-in is successfully installed, the *InstallShield Wizard Completed* page appears.

10. If you want Outlook to launch after the wizard closes, leave the **Launch Outlook** check box selected.

11. Click **Finish** to close the wizard.

Upgrading SMART Scheduler Outlook add-in



IMPORTANT

Ensure that both the SMART Bridgit Server and SMART Scheduler Server have been upgraded to the most current version before completing the procedure below.

■ To upgrade using the InstallShield Wizard

1. Close Microsoft Outlook.
2. Run the InstallShield Wizard as described in *Installing the SMART Scheduler Outlook add-in* on page 44.
3. Start Microsoft Outlook.

The most current version of SMART Scheduler Outlook Add-in is installed.

■ To check the version of the SMART Scheduler Outlook add-in

Start Microsoft Outlook and go to **Tools > Options > SMART Scheduler Settings**.

The version information is listed at the bottom of the tab.

Scheduling a SMART Bridgit meeting in Microsoft Outlook

Once you've installed the SMART Scheduler Outlook Add-in, you can set up a SMART Bridgit meeting in the meeting request form in Outlook.

■ To set up a SMART Bridgit meeting in Outlook

1. Open Outlook, and then switch to the calendar view.
2. Click the arrow on the *New* button, and then select **Meeting Request**.

An untitled meeting request form appears.

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3. Enter the meeting information.
4. Optionally, select the **This is a SMART Bridgit meeting** check box to use SMART Bridgit for your meeting.
5. Click **Send**.

A meeting request is sent to the meeting participants including a link to the SMART Bridgit meeting. If the option to provide passwords by default was selected by your system administrator, a randomly-generated password for the meeting is included in the invitation.

For information on how to customize the password before sending out the meeting request, refer to the next section.

To change the SMART Scheduler settings for a single meeting

1. Open Outlook, and then switch to the calendar view.
2. Click the arrow on the New button, and then select **Meeting Request**.

An untitled meeting request form appears.

3. Click **Settings**.

The *SMART Scheduler Settings* dialog box appears.



NOTE

Changes made to a meeting's settings affect only the current meeting. For information on how to change the settings for all meetings, refer to the next section.

4. To change **Server Settings**, type a new server name in the field provided.



IMPORTANT

Do not change the server settings unless directed to by your system administrator.

5. To remove a password from the meeting, clear the **Password protect this meeting** check box. If you want to use a password, leave it selected.



NOTE

Every time this check box is selected, a new password is randomly generated. If you type a new password, and then clear and select this check box, the password field is reset.

6. To change the password, type a new password in the field provided.
7. If you're using the *Voice Bridge* option, select **Share the following voice bridge details for this meeting**, and then type the telephone number and conference code in the fields below.

8. Press **OK** to save your changes to the current meeting.

NOTES

- If you modify an existing meeting, you must click **Send Update** before you save and close the meeting form.
- You're unable to change the SMART Scheduler settings for a single instance of a recurring SMART Scheduler meeting. To modify a recurring meeting, you must change all the meetings in the series.

To change the SMART Scheduler settings for all new meetings

1. Open Outlook.
2. Select **Tools > Options > SMART Scheduler Settings**.
3. To change **Server Settings** for all new meetings, type a new server name in the field provided.

IMPORTANT

Do not change the server settings unless directed to by your system administrator.

4. To remove passwords from all new meetings, clear the **Password protect this meeting check box**. If you want to use a password, leave it selected.

NOTE

Every time this check box is selected, a new password is randomly generated. If you type a new password, and then clear and select this check box, the password field is reset.

5. To change the password, type a new password in the field provided.
6. If you are using the *Voice Bridge* option, select **Share the voice bridge details by default**, and then type the telephone number and conference code in the fields below.

This information will appear automatically in all new meetings.

7. Press **OK** to save your changes.

NOTE

The changes made affect only new meetings. They don't affect previously created meetings or meetings in progress.

Joining a SMART Scheduler meeting from an Outlook invitation

Once you've created a meeting, the meeting participants receive an invitation containing a link to the SMART Bridgit meeting and its password.

To join a SMART Bridgit meeting from Outlook

1. Open the meeting in your calendar.
2. Click the link to join the SMART Bridgit meeting up to 15 minutes before the scheduled start time. Record the password below the link.

Your web browser downloads the SMART Bridgit client software. Depending on your browser, SMART Bridgit runs automatically or you have to double-click the file to run it manually.

After SMART Bridgit runs, the *Join Conference* dialog box appears.

3. Type your name and the password you received with the meeting invitation in the boxes provided.
4. Click **OK**.

The *SMART Bridgit Software* window appears, and you're connected to the meeting.

Appendix A

Troubleshooting and support

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This section includes troubleshooting topics and information on how to get technical support. It also shows how you can use the SMART Bridgit software troubleshooting tool to help optimize your system configuration and resolve problems.

Using the SMART Bridgit troubleshooting tool

SMART Bridgit software has a troubleshooting tool that you can use to determine the cause of issues you may have. If your troubleshooting attempts aren't successful, contact SMART Technical Support for further assistance. See *Customer support* on page 59.

To open the troubleshooting tool

1. Open SMART Bridgit client software and create a test meeting.

The SMART Bridgit lobby screen appears.

2. Select **Menu > About SMART Bridgit**.

The *About SMART Bridgit Software* dialog box appears.

3. Click the **Technical Support** tab, and then click **Troubleshooting**.

The *Troubleshooting* tool opens.

The features of the *Troubleshooting* tool are described in the following sections:

- *Screen capture technology* below
- *Sharing color quality* on page 54
- *Audio* on page 54
- *Connection* on page 55
- *Ink* on page 55

Screen capture technology

This section provides an overview of the various technologies that SMART Bridgit software uses when you share your desktop during a meeting. Use the options outlined in this section to resolve issues with sharing speed and image quality.

SMART Bridgit software uses the following three types of technology to share screens during a meeting.

Mirror drivers

SMART Bridgit software attempts to use this sharing method first because it offers the best performance. It requires an installation which is automatically done if you have administrator rights and on Windows XP. One disadvantage of this technology is that it doesn't capture some parts of the shared screen, such as command prompt windows and some 3D content.

NOTE

Mirror drivers won't run as intended if you are running Windows Vista or Windows 7 operating systems.

Redraw hooks

SMART Bridgit software reverts to using redraw hooks if it can't use mirror drivers. Redraw hooks are automatically downloaded from the server when needed and performs a screen capture every time something changes on the screen.

NOTE

This technology is unavailable in 64-bit Windows 7 operating systems.

Four times per second capture

If SMART Bridgit software can't use either of the above technologies, it captures the shared screen four times per second, compresses and then sends the image to the recipient. This method offers the lowest performance, but it uses the lowest bandwidth.

Information fields and options

Field/option	Description	When to use/why it's important
Presenting status	Displays either <i>Not currently presenting</i> or the method of screen capture in use: • <i>Capturing screen 4 times per second (display 0)</i> • <i>Using RedrawHooks.dll (display 0)</i> • <i>Using mirror driver (display 0)</i>	
Hardware acceleration status	Indicates if hardware acceleration is on or off	To increase performance, turn hardware acceleration off.
Mirror driver availability	• <i>available</i> – the mirror driver is installed • <i>unavailable</i> – the mirror driver couldn't be installed • <i>disable by OS</i> – you are running either Windows Vista or Windows 7, which don't allow the mirror driver to run as intended	When video mirroring is active, each time the system draws to the primary video device at a location inside the mirrored area, a copy of the draw operation is executed on the mirrored video device in real time.
Enable redraw hooks	Select to share using redraw hooks	If your pointer is flickering, you might want to disable this option. i NOTES • This option is unavailable in 64-bit Windows 7 operating system. • You should enabled this option only for testing purposes. If both redraw hooks and the mirror driver are disabled, screen updates are limited to four times per second.
Enable mirror driver	Select to share using mirror driver	If your shared applications aren't being captured correctly, you might want to disable this option. Otherwise, leave this option enabled.

Sharing color quality

Use the following options to adjust the quality of shared color images and video.

Field	Description	When to use/why it's important
Share in full color	Select to share in the highest color depth available (usually 24 or 32 bits per pixel) Clear to share in 256 color mode	Clearing this option causes bandwidth usage to drop, but it increases the load on the presenter's computer. The image quality of the shared screen is reduced.
Optimize desktop for sharing	Slows down the frequency of screen captures and removes your desktop background to decrease the amount of bandwidth used	This option isn't selected by default. You can use it to improve sharing when bandwidth is limited. This option is valid only if mirror drivers and redraw hooks are enabled

Audio

Use the following options to adjust your audio settings.

Option	Description	When to use/why it's important
Enable echo cancellation	Enables echo cancellation for VoIP audio	Disable this option only if the computer's power is very limited, because it takes slightly more processing power to have this enabled. Some hardware devices contain echo cancellation that SMART Bridgit's software-based echo cancellation can interfere with. Disable this option if you are having problems with echo cancellation.
Enable AGC	Enables automatic gain control (AGC)	AGC adjusts the volume of your microphone to a reasonable level in case you have your volume set too high. Disable this option if you prefer full control over the volume.

Connection

This section provides server connection status details, as well as information on ports and proxy connections.

Field	Description	When to use/why it's important
Starting server	Displays the server name that you typed when you installed and configured SMART Bridgit Server for the first time	Status only To change which server is in use, double-click the SMART Bridgit client  icon on your desktop, and then click  .
Fastest server	Displays the server in the Global Server Network (GSN) that you're connected to. SMART Bridgit software selected this server due to its speed of connection	Status only SMART Bridgit software detects this server automatically
TCP port	Displays the port your system is using for screen sharing, video conferencing and chat.	Status only
UDP port	The port used for VoIP audio	Status only
Proxy connection	Shows if audio is going through a proxy server	Status only
Pick fastest server	Select to enable the automatic selection of the fastest server	If you clear this option, your computer connects to the server you specified when you started the meeting, regardless of whether there is a faster server available in the same GSN.

Ink

Clear this check box to disable SMART Bridgit's remote and local ink ability. This is useful if you want to write on a SMART Board interactive whiteboard instead of using SMART Bridgit software's ink capability.

Monitoring a meeting's performance – presenter

When you present in a meeting, an hourglass  could appear on the participant list button while SMART Bridgit software sends updates to the other participants. The hourglass disappears once all the participants can see your desktop.

If the hourglass remains, one or more participants are lagging behind the meeting.

■ To view the meeting performance for each participant

Click the participant list button  .

The participant list appears. The delay interval (in seconds) appears to the right of the name of the participant who's lagging. The chat icon is also covered by an hourglass.

If participants continue to lag behind the meeting, you can take steps to improve the meeting's performance.

Improving performance

If you're presenting a meeting and you find that some participants are seeing events on your desktop several seconds after they happen, you can try a number of things:

- Use a solid-color desktop background rather than a complex wallpaper.
- Disable animations or fades in list boxes, windows, menus, tool tips and so on.
- Stop sharing your webcam.
- Optimize your desktop for sharing. Select **Menu > About SMART Bridgit > Technical Support > Troubleshooting**, select the **Optimize desktop for sharing** check box, and then click **OK**.
- Reduce the screen resolution in your operating system's display settings or share only a portion of the desktop.

NOTES

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

APPENDIX A

Troubleshooting and support

- The procedure for reducing the desktop resolution varies between versions of the Mac operating system software. However, the option is always available in the **Apple (🍏) menu > System Preferences > Displays**.
- If you're the meeting owner, you can choose an audio optimization setting that could improve performance. See *Changing audio settings* on page 37 to optimize the performance.

If none of these options helps significantly, contact your network administrator and report that you're experiencing slow network performance.

Monitoring a meeting's performance – participant

When you view the shared desktop, the participant list button turns yellow  if your computer is 5 to 10 seconds behind the presenter's. If your computer is more than 10 seconds behind the presenter's, the participant list button turns red .

■ To view the meeting performance for your computer

Click the participant list button.

The delay interval (in seconds) appears to the right of your name.

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

Improving performance

If you're participating in a meeting and you see events on the presenter's desktop several seconds after they happen, you can try a number of things:

- Hide the webcam window.
- Stop sharing your webcam.
- Stop using audio and use text messaging (chat) instead.
- Avoid using the *Fit presenter's desktop to window* option if you're using a less powerful computer. If your desktop is the same size or larger than the presenter's, you can view the shared desktop in Full Screen mode without using scroll bars.

NOTE

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

- Reduce the level of Windows hardware acceleration by browsing to **Control Panel > Display > Settings > Advanced**. Click the **Troubleshoot** tab and drag the level of *Hardware acceleration* toward **None**. Test SMART Bridgit software's performance and reduce the hardware acceleration more if necessary.

NOTE

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

If none of these options helps significantly, contact your network administrator and report that you're experiencing slow network performance.

Customer support

Online information and support

Visit www.smarttech.com/support to view and download user's guides, how-to and troubleshooting articles, software and more.

Training

Visit www.smarttech.com/trainingcenter for training materials and information about our training services.

Technical support

If you experience difficulty with your SMART product, please contact your local reseller before contacting SMART Support. Your local reseller can resolve most issues without delay.

NOTE

To locate your local reseller, visit www.smarttech.com/wheretobuy.

All SMART products include online, telephone, fax and e-mail support:

Online	www.smarttech.com/contactsupport
Telephone	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada) (Monday to Friday, 5 a.m. – 6 p.m. Mountain Time)
Fax	+1.403.806.1256
E-mail	support@smarttech.com

APPENDIX A

Troubleshooting and support

General inquiries

Address	SMART Technologies 3636 Research Road NW Calgary, AB T2L 1Y1 CANADA
Switchboard	+1.403.228.5940 or Toll Free 1.866.518.6791 (U.S./Canada)
Fax	+1.403.228.2500
E-mail	info@smarttech.com

Registration

To help us serve you, register online at www.smarttech.com/registration.

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