DATA CONFERENCING CAPABILITIES

Covad's voice and data conferencing features allow you to communicate effectively so that you can conduct your business from wherever and whenever works best for you. These capabilities include:

- 3-Way/4-Way Conferencing

- Instant Conferencing

- Scheduled Conferencing

- Data Conferencing

- Instant Messaging

This application note describes how to use Covad's data conferencing capabilities. For further information on voice conferencing, refer to Application Note #AN-0007-1, *Covad Voice Conferencing Capabilities*. For further information about instant messaging, refer to Application Note #AN-0009-1, *Covad Instant Messaging Capabilities*. These documents are available by clicking the Help button on the Covad Dashboard

INTRODUCTION TO DATA CONFERENCING

Covad's data conferencing allows you to share any document on your Windows-based personal computer with one or more other data conference participants in real time. As you scroll through the slides of a presentation or make changes to a document, the other participants can follow along on their own computers seeing the identical screen that you see. You can allow other participants to 'take control' of the document and make changes. Changes take place within your original document, eliminating the need to reconcile several versions of the same document.

Participants do not need their own copy of your document or the application that created it. The only software that the other participants require is a standard web browser.[*]

---

[*] When the participants join your conference, they will be asked to install the WebShare Viewer. The installation of this small application is done automatically after the participant approves the download.

SCHEDULING A DATA CONFERENCE

You have the option to schedule two different types of data conferences:

1. A standalone data conference provides data conferencing capabilities without an accompanying scheduled audio conference. This is useful when you'd like to share a document with just one other person without calling into the scheduled conference bridge or when you'll be using alternate audio conferencing capabilities such as 3-way/4-way conferencing or demand conferencing.

2. An audio/data conference provides both audio conferencing and data conferencing capabilities.

To schedule a conference, use the Meet tab on the Covad Dashboard. To schedule a standalone data conference, set the # of Locations to 0 (zero). To schedule an audio/data conference, set the # of Locations to the number of people who will be participating in the call. For detailed information on scheduling a conference, refer to Application Note #AN-0007-1, Covad Voice Conferencing Capabilities.

HOSTING A DATA CONFERENCE

Hosting a data conference allows you to share any document or program available on your Windows-based PC. As the host, you control who, if anyone, is allowed to manipulate the program or make changes to the document.

1. If you'll be hosting an audio/data conference, the first step is to join the voice conference on the conference bridge. If you'll be hosting a standalone data conference, skip to Step 2.

    a. Call the conference bridge at (925) 314-3697. If your office administrator configured a local access number for the conference bridge, you can use that number instead.

    b. Press 1 to attend the meeting.

    c. Enter the Meeting ID followed by the # key. This is the Meeting ID that you created when the conference was scheduled. If you didn't input a Meeting ID, one was assigned for you at that time.

    d. Press 1 to confirm the Meeting ID.

    e. Speak your name or location and press the # key.

    f. Press 1 to join the meeting.

2. Now, join the data conference.

    a. Log into your Covad Dashboard account.

    b. Click the Meet button.

    c. Click Browse Meetings.

    d. Enter the Meeting ID and click Search.

e. Click on the Meeting ID.

f. Click Join Data Conference to open the WebShare Viewer. If you've never used the WebShare Viewer, you will be asked to install it. The WebShare Viewer application is required to participate in a data conference. You will probably want to minimize this screen while you are hosting the conference. While you can minimize this window, do not close it or you will end your data conference.

3. Share a document or share your entire desktop[†]

a. To share a document, click the Share Application button at the bottom of the MeetingPlace WebShare window or right-click on the ▦ icon in your Windows system tray and select what you'd like to share.

b. Choose what you'd like to share by selecting one of the following:

i. Share an Application from a List – Allows you to choose an application to share with the other participants from a list of the applications that are currently open. Note that you must open an application/document before it will be available to share in the list.

ii. Share Desktop – Allows you to share your entire desktop. This is very useful when you want to share several applications.

iii. Share Part of Screen – Allows you to define an area of your desktop to share. Any application or document that you move into that area will be shared.

iv. Select an Application with the Pointer – Allows you to choose an application or document to share using a pointer.

c. Bring the application or document that you've shared to the top so that it is visible. If you have other windows open on your desktop that hide all or part of the application or document that you've shared, the other participants' view will be obscured by a gray box.

4. To allow others to manipulate the document/program, click Share Application and select Enable Collaboration or right-click on the ▦ icon in your Windows system tray and select Enable Collaboration. Others will now be able to take control of your application or desktop.

a. If one of your participants wishes to 'take control', instruct them to press the Take Control button. If you are sharing multiple applications or documents, they'll also need to choose which application they wish to share from the menu.

b. Once you've allowed a participant to take control, you can regain control immediately by pressing the Escape button on your keyboard.

[†] If you share your entire desktop and open a WebShare Viewer window of your own conference, the conference will recursively display an increasing number of 'copies' of your desktop. This is the same effect as putting two mirrors face to face. Covad strongly advises against this practice. In the event that this occurs, 'unshare' your desktop to break the cycle.

PARTICIPATING IN A DATA CONFERENCE

Participation in a data conference allows you to view in real time the programs or documents that the data conference host shares. With the host's permission, you have the ability to 'take control' of a document in order to make changes or manipulate a program.

1. If you'll be participating in an audio/data conference, the first step is to join the voice conference on the conference bridge. If you'll be participating in a standalone data conference, skip to Step 2.

    a. Call the conference bridge at (925) 314-3697. If your office administrator configured a local access number for the conference bridge, you can use that number instead.

    b. Press 1 to attend a meeting.

    c. Enter the Meeting ID followed by the # key. This is the Meeting ID that you created when the conference was scheduled. If you didn't choose a Meeting ID, one was assigned for you at that time.

    d. Press 1 to confirm the meeting ID.

    e. Speak your name or location and press the # key.

    f. Press 1 to join the meeting.

2. Now, join the data conference.

    a. Using your web browser, open http://conference.Covad.com/.

    b. Enter the Meeting ID and click Attend Meeting.

    c. Enter your name in the Guest Name field and click the Attend Meeting button.

    d. A dialog box may remind you to dial into the conference bridge. Close this box by clicking OK.

    e. Click Join Web Conference to open the MeetingPlace WebShare window. If this is your first time participating in a data conference, you may be asked to install and run the WebShare Viewer. Click Yes to allow this automatic installation to proceed.

    f. If the data conference host has joined the meeting and shared a document/program, the document/program will be displayed in the WebShare Viewer. Otherwise, you will be asked to wait until a document has been shared.

3. After the host shares the document, you may not be able to see the entire shared window at one time. To scroll the window, place your cursor near the edge of the window that you'd like to reveal. The document will scroll in the direction you
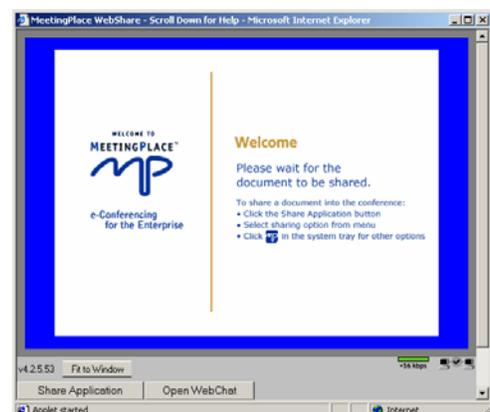
indicate. Alternatively, click Fit to Window to compress the window to fit the whole document within your window.

4. Once the host has shared a document, they may choose to allow participants to 'take control' of the document. If the host has allowed this, you will see a Take Control button next to the Fit to Window button. To release control, click Release Control.

If you have questions or concerns regarding this application note, please contact your Covad authorized agent or Covad Technical Support.

FREQUENTLY ASKED QUESTIONS ABOUT DATA CONFERENCING

1. Do I need to reserve additional ports for the data conference when I schedule the meeting?

   No. When making a conference reservation, you only need to specify the number of 'voice ports' to reserve.

2. Do I get billed for data conferencing?

   When you use audio/data conferencing there is no additional charge for the data conferencing component of the audio conference. Standalone data conference minutes will be treated as 'conference minutes' (e.g., a 10 minute data conference with three participants counts as 30 conference minutes). Note, however, that standalone data conference minutes are billed at a reduced rate if your company exceeds your bucket of conference minutes.