ClearOne®

Spontania User Operations Guide

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Spontania

USER OPERATIONS GUIDE

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SPONTANIA USER OPERATIONS GUIDE

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Section 1: Introduction and Installation

What is Spontania?

Spontania is the most powerful conferencing service available—putting all the benefits of visual collaboration within anyone's reach–while removing the barriers of complexity and high costs.

This easy-to-use unified video conferencing and collaboration software application provides a full range of real-time online communication and collaboration tools. It enables people within your organization to hold meetings, conduct training, collaborate as a team, deliver impactful presentations, and provide remote support, in an effective and productive way.

Spontania can be easily accessed by virtually anyone in the world via the internet, using a PC, Mac®, iPhone®, iPad®, or Android® device.

> **Note: Features described in this document cover all Spontania deployments. Notations are made in this document to indicate features generally available, and specific to particular deployments.**

Spontania Installation and Getting Started

Installation of the Spontania plug-in must be previously set up on the desktop PCs, Macs, iPhones, iPads, or Android devices by authorized personnel within the organization following the procedures listed in the Spontania Quick Start Guide, available on the ClearOne website at:

http://www.spontania.com/spn/attend.jsp

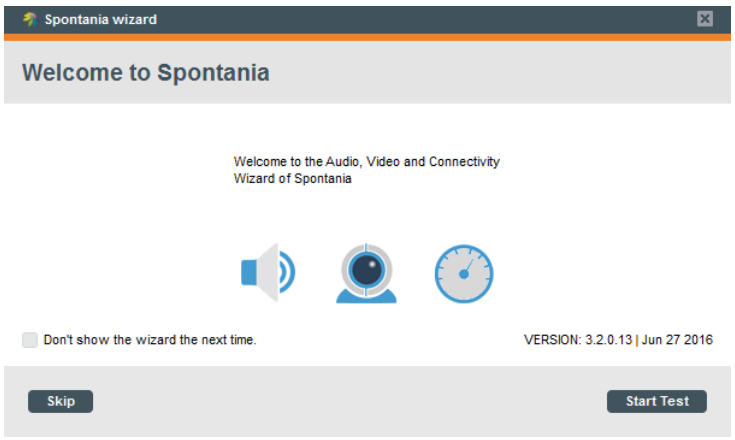
> **Note: Which server to use depends on your location and deployment type.**

This User Operations Guide continues from where the Quick Start Guide ends. It is assumed that Spontania has been installed and you are able to connect. This document details the controls and features of the application.

> **Note: Some antivirus programs block the Spontania application. Proper precautions must be made to either find a compatible antivirus program or to disable it while using Spontania.**

Section 2: Before completing the connection to a session

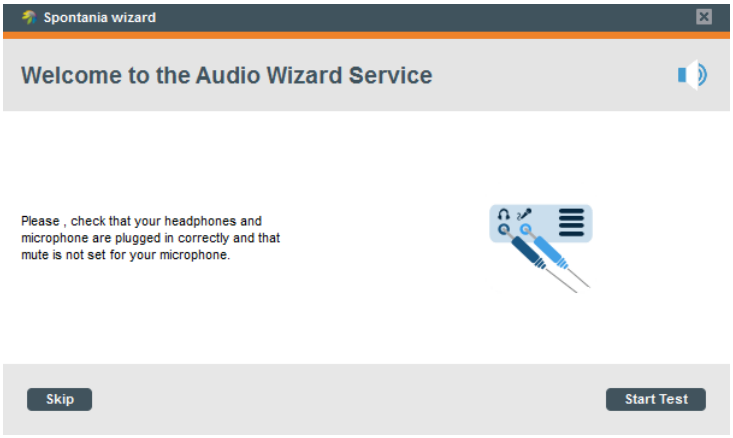
As a previous step to access a Spontania session, the user is offered the option of passing a general test on his/her devices and connectivity. Carrying out this test is highly recommended, not only the first time using Spontania, but also when any of the multimedia devices has been substituted (microphone, headphones or webcam) so that the user can certify that his/her computer is configured to use Spontania correctly.



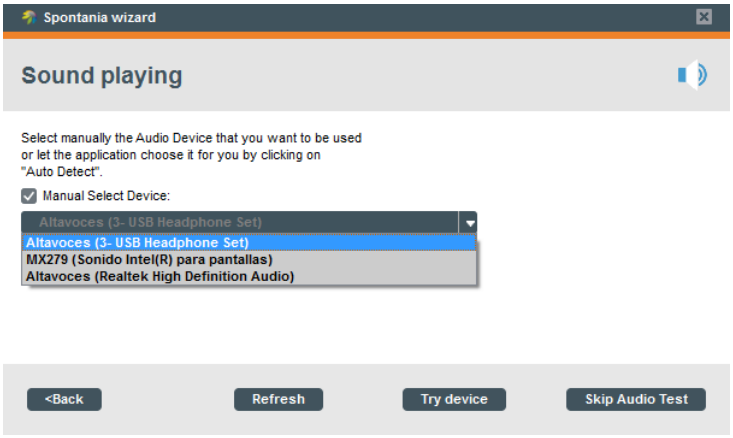
By clicking on the “Start Test” button the next window will appear, offering brief hints to start the test. The test wizard can be skipped by clicking on “Skip”. If the “Skip” button is clicked on during a specific test, only that test would be missed out.

Audio Test

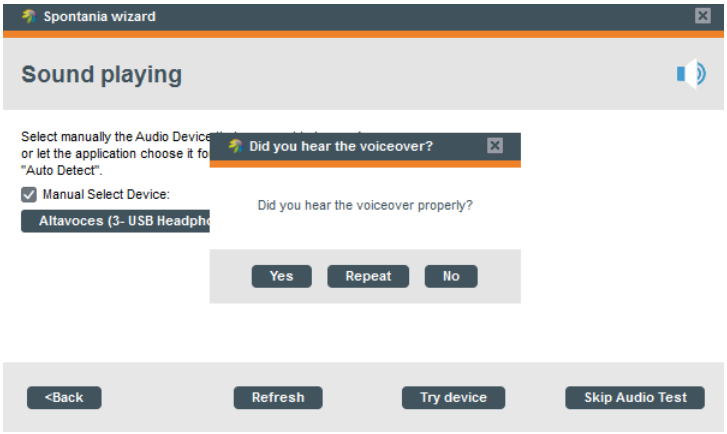
The user simply has to follow the instructions described in the windows that appear as the test advances:



1st - Speakers. If the option “Manual Select Device” is chosen, a list of the available audio devices in the PC will appear. The user can also select the option “Auto Detect” and the application will select the appropriate sound device to be audio tested.



Once this device has been selected, a short voiceover will be reproduced when clicking on the button “Try device”. If the recording can be heard correctly, the user can click on “Yes” and go on to the next step.

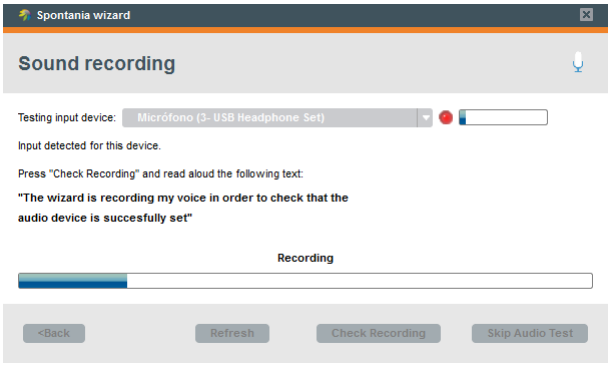


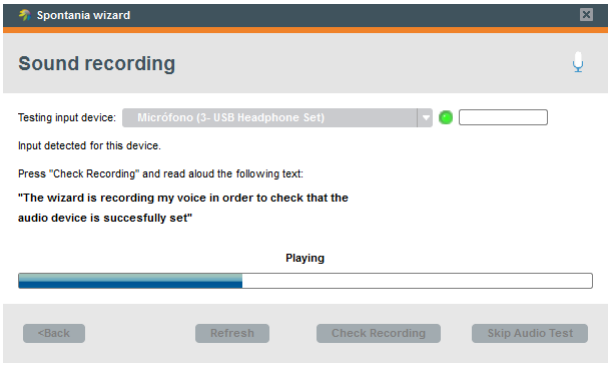
If the recording cannot be heard properly, the user must click on “No” and select another device; if no other is available, the user will be informed that the sound card does not work properly and so no sound will be heard during the session.

2nd - Microphone. Once the audio test is finished, the user will be sent to the next window to check if the microphone works. The user must select the microphone to be used in Spontania from the list of sound recording devices available in the computer.

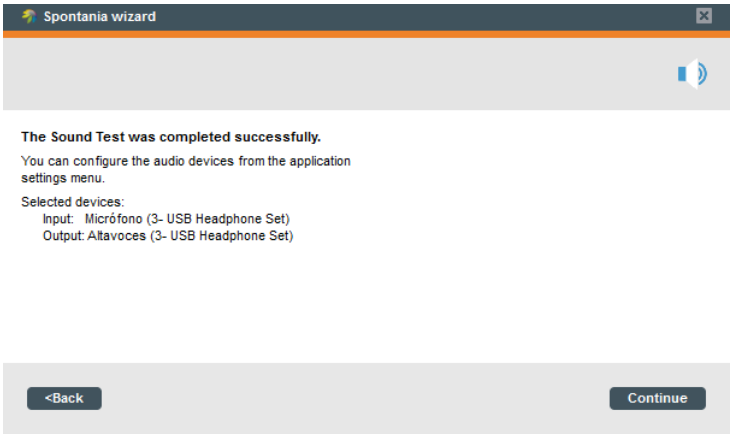
Before selecting the button “Check Recording” and depending on the device selected from the list, it will be possible to obtain some visual information. The green oscillating bar on the right of the selected device will show whether or not the device is capturing any sound. If the user is talking and the bar does not oscillate, it will be recommendable to try with another microphone, if available.

By clicking on the button “Check Recording”, the user will be asked to speak into the microphone in order to make a short recording. This will take place while the broad green bar at the bottom is progressing and the message “Recording” is visible. After that, the user will be able to listen to the sound recorded, notified by the message “Playing”. The following images show the aforementioned steps:





When all the steps have been completed, insofar as the user has heard his/her voice correctly and with the adequate quality and volume, the part of the test concerning the audio can be concluded.

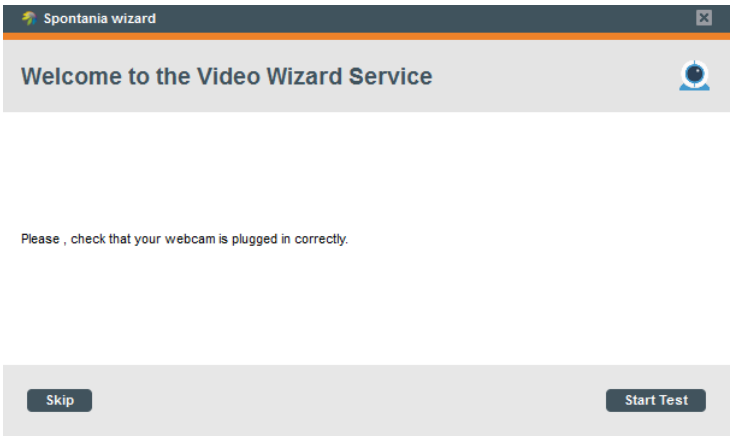


If the user is not satisfied with the sound, this microphone test can be repeated until the user considers the microphone has been selected and adjusted correctly.

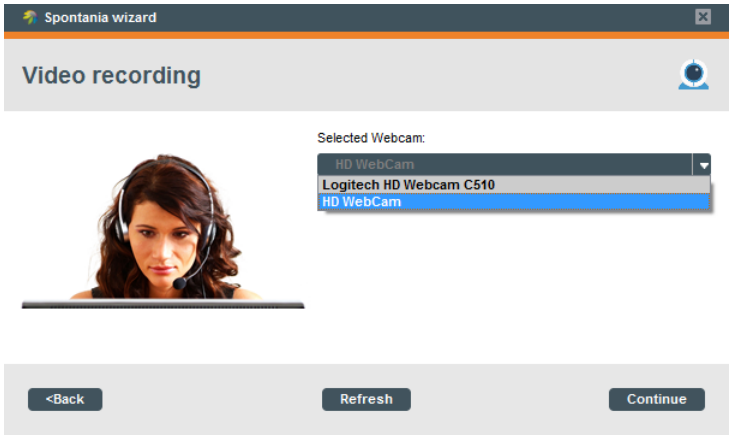
If the PC has no microphone, or the recording test has not been performed successfully, the other participants will not be able to hear the user during the session.

Video Test

The following is the video test, which requires a webcam or similar to be connected to the PC.



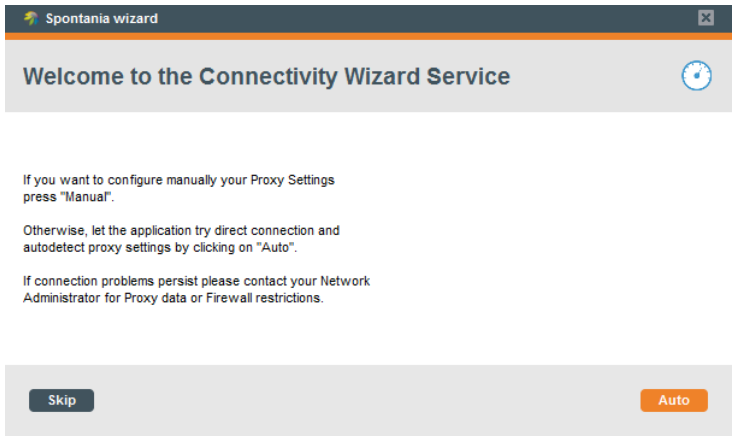
By selecting the webcam from the drop-down menu on the right, the user should be able to see him/herself or the image captured by the selected camera. Optionally the user can configure and adjust the quality of the image (focusing, etc.). After that, simply by clicking on “Continue” will finish the video test.



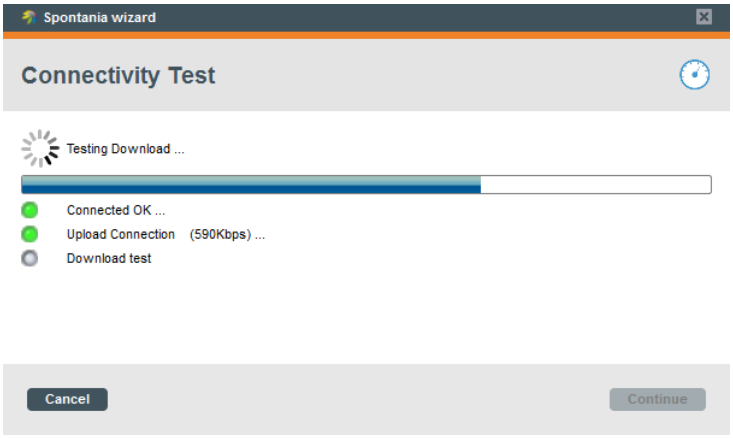
If the test shows that the webcam does not capture images in the appropriate format for the platform, the user will receive a warning –as shown below- to inform him/her that the camera may not perform optimally during the session and could experience an unexpected error while working with the application in the local PC.

Connectivity Test

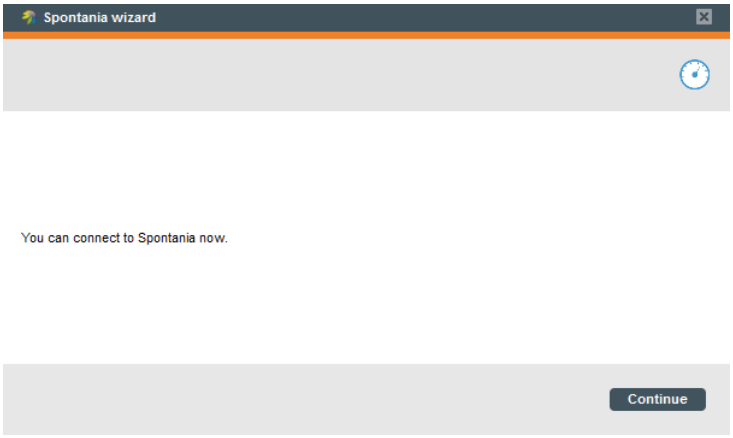
This last test allows the user to measure the network connection speed at an end-to-end level, that is to say, from the user’s computer to the Spontania server platform.



If the connectivity test is not successfully passed, the user will not be able to connect to the session. If the user is accessing through a network where there may be a proxy (i.e., from the office), the proxy settings of this network may need to be introduced. If there is some connectivity, the user is presented estimated measurement data about how much available bandwidth there is, for both uploading and downloading.



Once this test is finished, the Spontania test will have been completed.



If any of the tests was not completed successfully, the user should revise the configuration regarding the failed test and do it again, in order to obtain the best performance during the use of Spontania.

If all the tests have been completed successfully, a small window will pop up to indicate that connection is being completed.

Then the user will have entered a Spontania session.

Section 3: Spontania Session User Interface

The Spontania Window is launched using ¾ of the screen. It is possible to resize the interface to occupy the whole screen with the full-screen button (which appears when the mouse moves over the interface). To return from whole screen to a window press the return button.
A window can be made larger or smaller by dragging the lower-right corner to resize the window.

Video Window

The Video Window of the application, in the middle of the screen, is where the users are displayed in videos, or any shared application, or the whiteboard appear.

The local video of the attached camera is displayed as a small image in the lower corner. This image can be dragged with the mouse to any area of the main screen. Clicking the small image will bring it up into the grouping of all participants; by right-clicking the expanded local camera image, and then selecting "Set as minimized video," it will return to the corner. Double-clicking the local camera image will place it in a separate window.

It is possible select any video image and view of a shared application by double-clicking to place it in a separate window that can be maximized. Closing the window returns the display back to the previous situation. This option is useful for PCs with extended desktops.

Note: Regardless of the number allowed attendees, Spontania supports up to 10 visible floating windows. If AVQ is enabled, and an attendee who is not visible speaks, his or her video is rotated into view for all to see and another silent attendee is rotated out of view.

Text and small icons appear under each image of those attendees whose video is displayed:

- User name
- User role, by adding “(M)” after the name if the user is acting as a moderator.
- Audio status of the displayed users microphone:
  - Speaking (White border around image and microphone icon at base of the image)
  - Not Speaking (No border or icon displayed)
  - Microphone Muted

If a user is without video service, a notification is displayed in the upper right corner with the text "Speaking" and the name of the participants who are talking but are not sending video.

This Main Area automatically selects the most appropriate view of the session depending on the number of active videos and on whether the collaboration utilities are being used; it also adapts the size and position of the sharing and videos in the screen.

Some end user camera might have remote camera adjustment capabilities. If participant allows moderator to get remote control, a mouse operated camera control is displayed to pan/tilt and zoom in/out, with a home button to return to a preset position.

Upper Bar

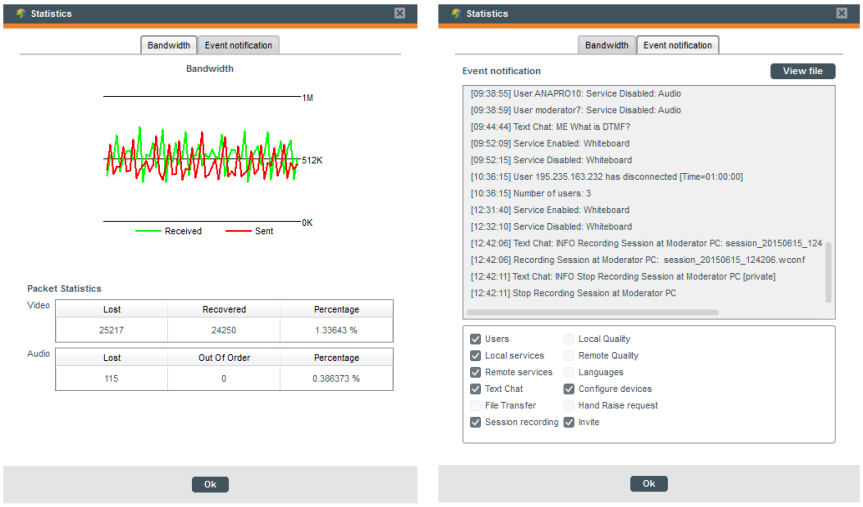
At the top of the screen, this bar shows information about the session and has window controls. If you click and hold with the mouse on any area of the upper bar not associated with any icon, you can drag the window to relocate it on the screen, just like any other application.

This bar is divided into two parts:

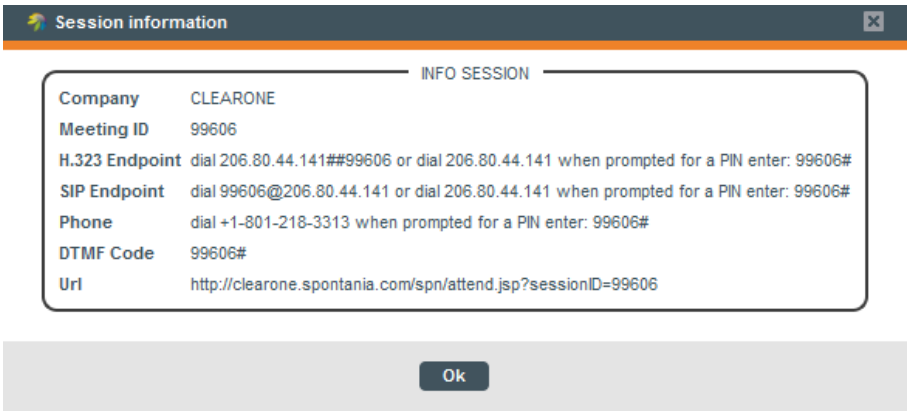
Session Information

- **SessionID** of the session

- **Connection Quality**: This lets the user know about the level of connectivity during the session. Clicking this icon also provides a link to Session Statistics (Bandwidth Utilization and Events record)



- **Information:** a button to view the connection details of the session



This sample window shows the connection data of a session that allows phone access (this functionality not available in all Spontania deployments).

Window Controls

These are used to minimize, maximize, and close the application.

Bottom Control Bar

Bottom Control Bar has Personal Controls, Collaboration Controls, and Status Information areas.

Personal Controls

The left side of the bottom bar has Spontania personal controls.

or

From left to right, these include:

- Settings
- Microphone Un-mute/Mute
- Speaker Un-mute/Mute
- Local Camera On/Off
- Recording On/Off
- Layout
- Video rotation
- DTMF (Dual Tone Multi Frequency is only present on deployments when an endpoint has connected to the session, and only in the moderator interface.)
- Raise Hand Request
- Pending Raised Hand Request (moderator only)

Depending on your deployment and the settings the moderator of a session has implemented for participants, some services may not be available.

Service available and user can enable/disable	Service available but user cannot enable/disable	Service not available and user cannot enable/disable

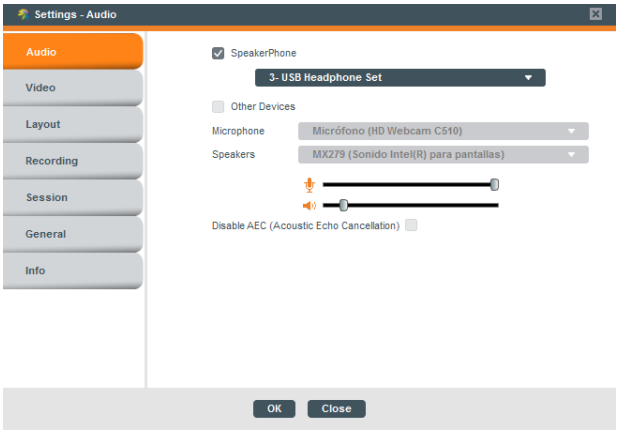
Personal Settings Panel

The **Personal Settings** panel of the application, accessed by the **Settings** icon in the **Personal Controls** at the bottom left of the screen, is where you set your preferences during a Spontania session.

The panel revealed by the icon consists of several parts. Settings and changes made in any of the parts can then be applied to the session.

Audio

This panel is for setting the Audio devices used in Spontania selected from those attached to the local computer. You can adjust the local microphone volume as well as the speaker volume using the sound controls.



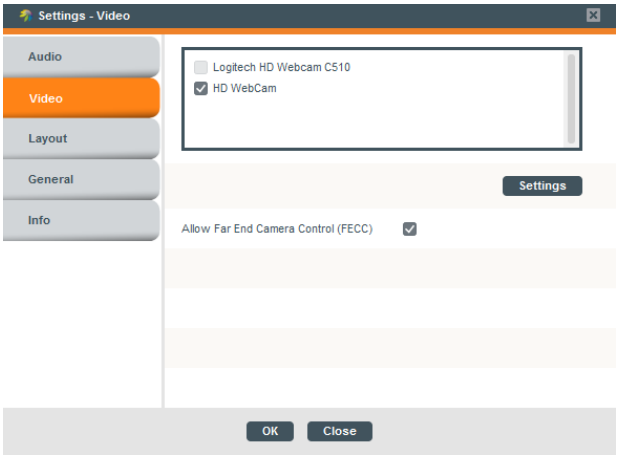
Spontania application has Automatic Echo Cancelation enable by default, in some scenarios, it could be necessary to disable option.

Note: Speakerphones such as the ClearOne CHAT™ 50, CHAT 150, CHAT 60 and CHAT 160 are selected and enabled by default. The Spontania Audio Engine, AGC, CNG, and AEC are disabled for ClearOne devices. The Jabra®SPEAK™ 510 USB and the Plantronics® BT300C/P620 are also supported.

Video

This panel is for setting the Video devices used in Spontania, selected from those attached to the local computer. In cases where more than one camera is connected to the computer, you can select which will be used in Spontania or you can choose up to 4 cameras to use during this Spontania session.

Additionally, in case user's camera support far end control, participant could disable this option for the host.



Note: Click Settings to access the Video Proc Amp and Camera Control dialog boxes (the application

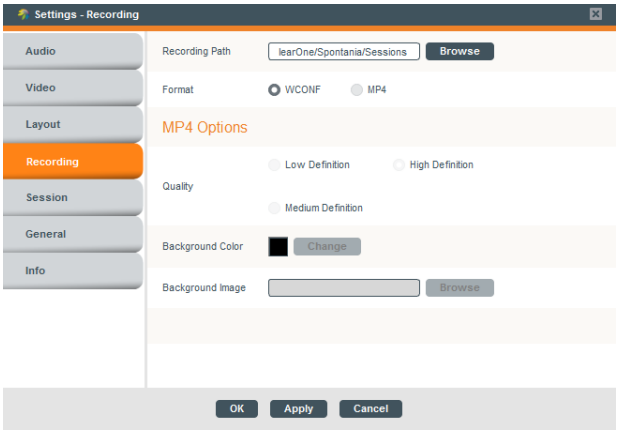
opened depends on the webcam drivers being used). The Video Proc Amp settings let you change the camera's Brightness, Contrast, Hue, Saturation, Sharpness, Gamma, White Balance, Backlight Compensation), Gain, Color Enable, and Powerline Frequency. The Camera Control settings let you control the Zoom, Focus, Exposure, Aperture, Pan, Tilt, Roll, and Low Light Compensation. Depending on the camera you're using, some of these settings may not be available.

Layout

This panel is for setting the default screen layouts of the Video, Application Sharing, Whiteboard, and Border Spacing within Spontania meetings for the local user. These setting can be changed and applied only when that particular Spontania feature is in use; otherwise, they are grayed out. Force view is available only if Automatic Video Quality (AVQ) is not enabled at the server and the user is the moderator.

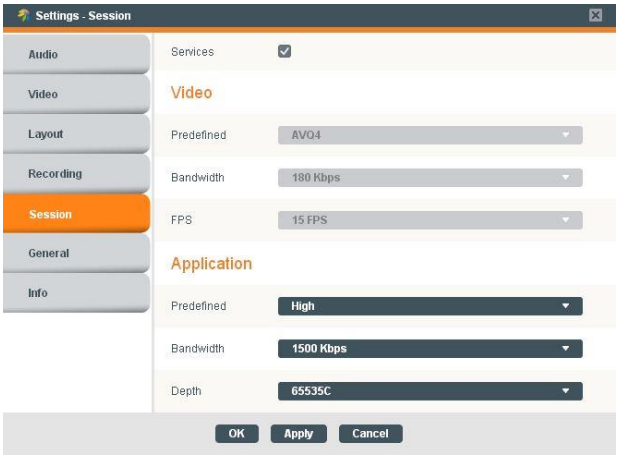
Recording

This panel is for setting the Record Video options. Only the moderator can record a Spontania session to a drive whose location, video format, and quality can be set using the controls provided.



Session

This panel is for changing session-specific settings and it is only available in case, user is a host. Host can get information about session settings and, in case it is enabled, user can modify session settings.



- **Services** lets you choose whether session participants can enable/disable services (such as audio, video, sharing, remote control, file transfer, and whiteboard) for themselves (if checked) or whether only the moderator can make these kinds of changes (if unchecked).

- **Video** lets you change the default video quality for the session. It is divided into 3 fields:
  - "Predefined": consists of a list of pre-established configurations for video quality, each one of them having specific values for the fields "Bandwidth" and "Fps".
  - "Bandwidth": offers a list of values of network speed (in kilobits per second) associated with the transmission of each video image activated during the session.
  - "Fps": provides a list of values (frames per second) associated with the fluency of movement for each video image activated during the session.

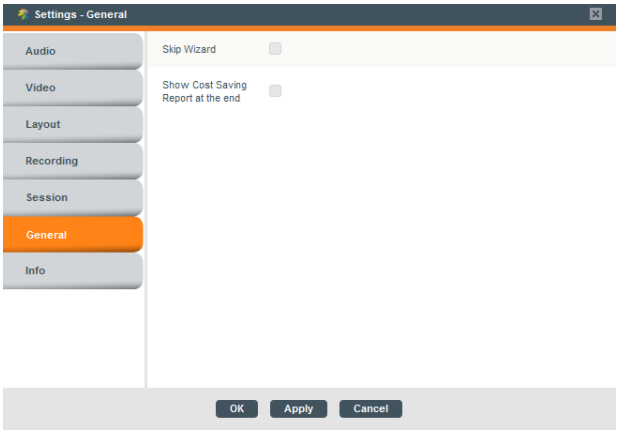
- **Application** lets you change the default settings for application bandwidth usage. It is divided into 3 fields:
  - "Predefined": shows a list of pre-established configurations regarding the quality of the application sharing service, which sets up specific values for the fields "Bandwidth" and "Depth".
  - "Bandwidth": offers a list of values of network speed (in kilobits per second) associated with the signal transmission of the application sharing service, if this service is activated during the session.
  - "Depth": provides a list of values (in number of colors) associated with the sharpness of the application sharing service, if this service is activated during the session.

If any of these parameters is modified, configuration of all users will be updated with the latest values when clicking on "Apply" or "Accept" (the users with specific individual configurations will then also be updated with the latest changes).

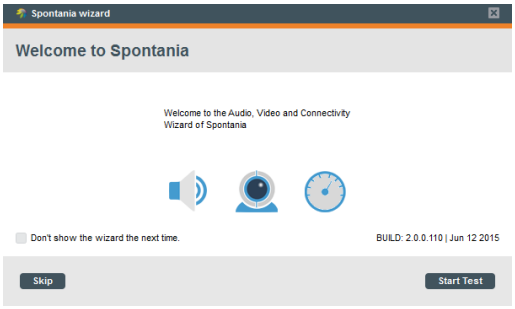
If some options are greyed out, it means that the session is configured with Automatic Video Quality Control (AVQ). In this case, the video quality is given by the server and moderator cannot modify these settings.

General

This panel is for setting the General application options.

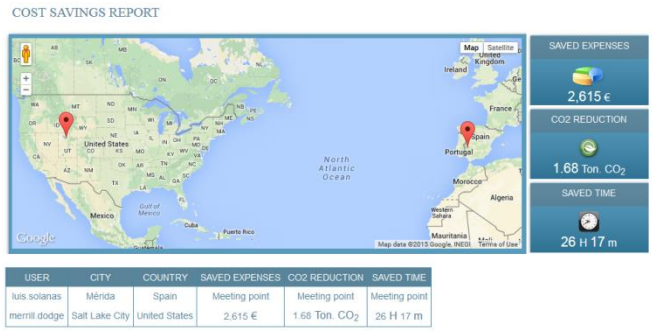


- **Skip Wizard** lets you choose, by checking or un-checking the box, whether the audio/video/connectivity test wizard is run when Spontania opens.



For convenience, if there is commonly no change in the connection configuration and settings of the audio and video devices and levels, then the wizard can be turned off.

- **Show Cost Savings Report** allows Spontania at the end of each session to calculate and display in the default browser a Cost Savings Report with information about CO_2, time, and travel cost savings of the session as opposed to expenses for a similar in-person meeting. This report would be not available depending on the Spontania package.



Info

This panel shows the current build information for the Spontania software and provides a **Need Help** button to access an online version of the user documentation.

Hand Raise

The **Hand Raise** icon on the Personal Controls panel allows you to request the moderator's attention without distraction to the other participants in the session. This is particularly useful in situations where many users are in the session. Furthermore, their video/audio/Text Chat services might have been disabled.

Click the **Hand Raise** icon on the Personal Controls to request the moderator's attention.

Type the text you wish to send to the moderator.

Click **Ok** to send the message.

The moderator can **Reject** the request or check the **Text Chat/Audio/Video** services to be granted and then click **Ok**. Approved services are then granted to the requesting user, who can then contribute actively to the session.

Collaboration Controls

The center of the bar on the user interface consists of Collaboration Control buttons:

- Presentation
- Participants
- Chat

- Whiteboard

The functions contained within the Collaboration Control are described later in this document.

Information Area and End Call

The bottom right corner of the bottom control bar displays information about the current Spontania session, such as total time connected and a Hang-up icon to end the session.

In the event of a file transfer, a progress bar is displayed showing how much of the selected file has been transferred.

Section 4: Collaboration

The bottom of the main screen holds the Collaboration Tools that make Spontania so powerful. They give each user multiple ways to work with and share information with all users.

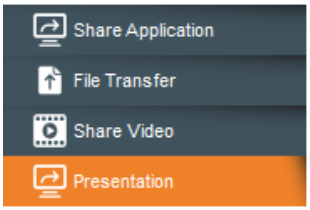
Each collaboration tool opens a panel of choices and services. The panel expands when the button is clicked and closes when clicked again.

Each opened panel can be detached when the detach icon is clicked and operate as a floating panel separate from the main screen and movable anywhere on the desktop. Closing the floating panel reattaches it to the main screen.

Presentation

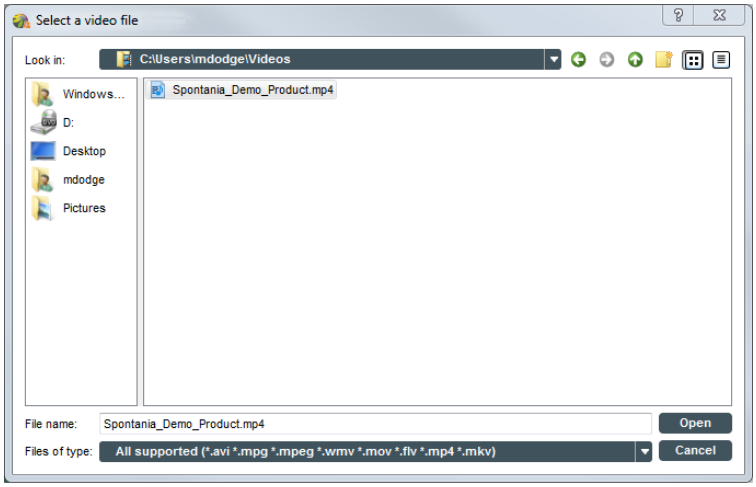
The Presentation collaboration tools allow a participant to share videos, transfer files, show their entire desktop (Mac users) or to show the desktop or specific documents and applications (Windows users) to the other attendees in the session.

Note: Windows users can share multiple applications.



Share Video

When a Windows-based PC user clicks the **Share Video** control, the user is presented a selection dialog box to locate and open the video.



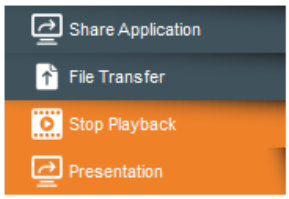
Clicking **Open** plays the video in a new window on each of the participants' screens. Supported file formats include: avi, mpg, mpeg, wmv, mov, mp4, and mkv; however, the transmitting PC must have the corresponding video and audio codecs installed in order to play them.

Note: it is possible that the Share Video option will not work properly if Windows Media Foundation and Windows Media Video are not configured properly.

If the multiple video camera option is enabled, a user can transmit both their own video camera streams and a video played from a file simultaneously. Both types of video streams are muted when the user sending the video mutes the camera and microphone controls, or when the moderator mutes them from the **Participants** panel.

The camera and microphone services should be enabled for remote viewing and hearing (also the hands-free option the user or user should hold the CTRL key).

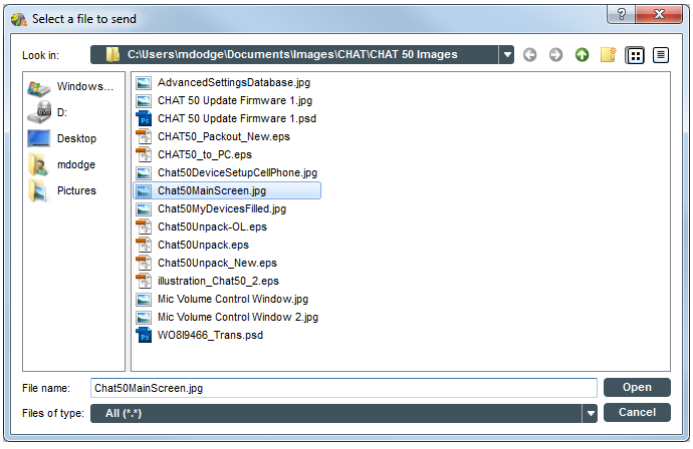
To stop playback of the video, the user sending must select Stop Playback from the **Presentation** panel. The streaming video will stop and the window that contained it will be closed for all participants.



File Transfer

Any user attending the session can transfer a file to the other participants without waiting for the end of the session and while other communication and collaboration services are still active.

When a user clicks on the **File Transfer** control, the user is presented a selection dialog box to locate and select the file.

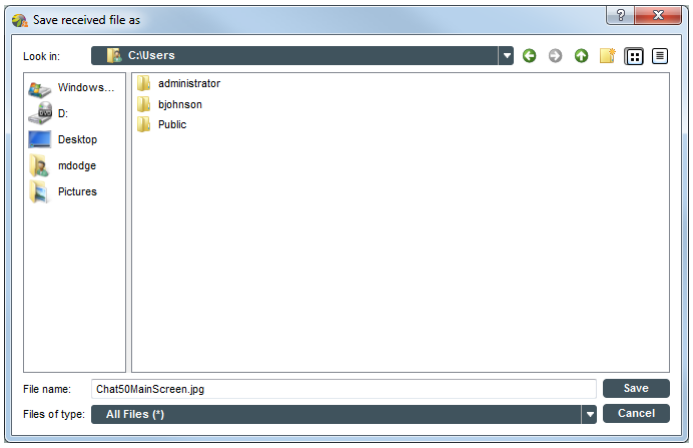


Note: Mac users can also transfer files, but the dialog that appears to let you select a file is different.

Clicking **Open** transfers the file to all participants in the session. As the file transfers, a progress bar appears in the lower right-hand corner of the Spontania interface.

Progress is also shown in the Spontania icon on the taskbar.

After the file has transferred, each participant receives a dialog box enabling the transferred file to be locally saved and accessed.

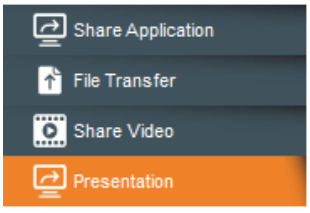


Clicking **Save** places the file in the selected directory.

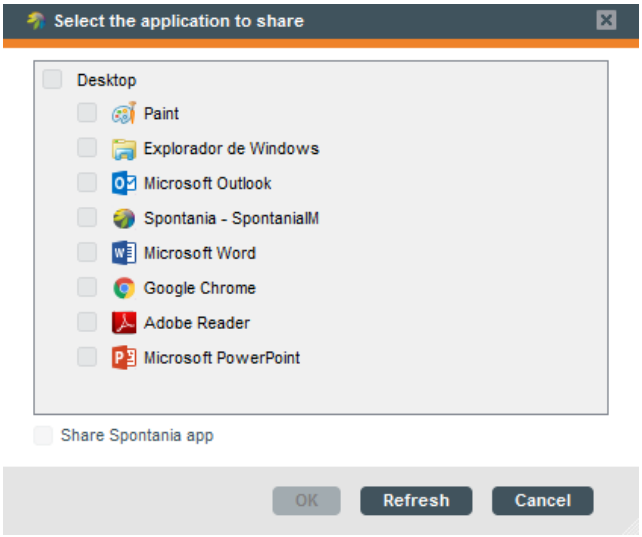
> **Note: The speed of the file transfer is influenced by number of participants in the session, video resolutions used, audio, and other session activity. The transfer may slow when other session activity takes priority in network bandwidth utilization.**

Share Application

The Application Sharing service allows the participants connected to a session to show their desktop (Mac users), a document or an individual application (Windows users) to the other attendees. To start application sharing, a Windows-based PC user clicks the **Share Application** control.



The user is presented a selection dialog box to select the application(s) or desktop they want to share with the rest of the participants.



The first option, **Desktop**, allows the whole screen to be shown to the participants. A user preferring to show only certain applications must select only those applications and then click **Ok**. If the applications the user wants to share are not opened they will not be listed in this first window. The user must open the applications, and then click **Refresh** to update the list of available applications to share. Clicking **Cancel** closes the application sharing dialog.

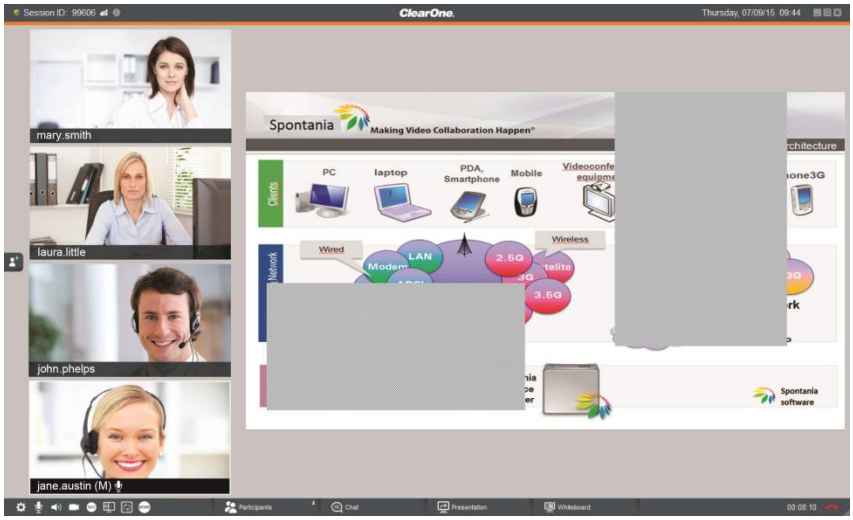
Also it is possible to share Spontania application if the desktop is shared. By default, the application Spontania is not shared unless you select this option.

Only one participant at a time can share applications during a session.

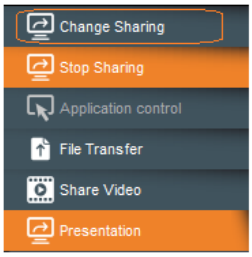
As soon as the user has selected and started the service, the rest of the attendees to the session will be able to see the application and the changes made on it, as well as the movements of the mouse pointer.

If the user notices a gray box in any part of the screen (or in the whole sharing area), like the one shown below, that is because another unshared application is in front of the shared one on the screen. The sharing user must hide the other applications or bring the shared one forward to show the full shared image again. (If the desktop is shared, no gray boxes are viewed since the program authorization is for the whole screen).

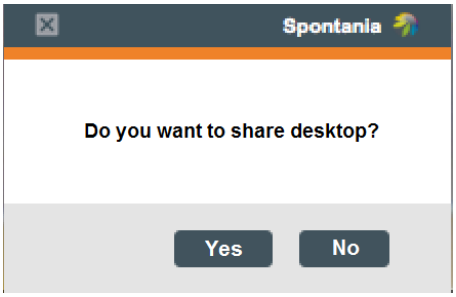
Note: In the situation where an MS PowerPoint application is being shared in Full Screen, "Use Presenter View" must be disabled.



Change Sharing allows the user who is sharing an application to modify the application(s) being shared with the session. Clicking this reopens the application sharing selection dialog box to make the changes.



If the user who starts the sharing has a Mac computer, the complete screen is shown automatically, as notified in the following message:



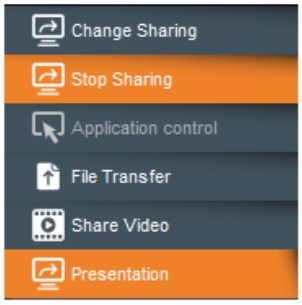
For the person sharing an application, Spontania minimizes automatically in the task bar to allow the application maximum screen space. In its place a small floating bar with the videos of the other participants (up to 8) appears. The window containing the videos floats and can be resized and moved about the screen as desired.

Clicking over the button displayed at the personal controls bar floating videos window will be hidden or displayed.

When the sharing function is activated, a new button appears among the icons on the personal controls for the person sharing their own application.

Note: This icon returns/opens the Spontania interface, but doesn't stop remote control of the shared application. This new button allows the application owner to return to the full Spontania UI temporarily without cancelling the authorization already granted to another user to take remote control of an application.

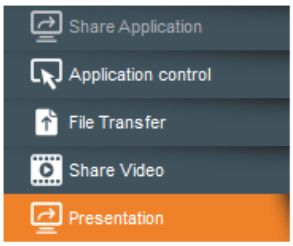
Stop Sharing ends application sharing.



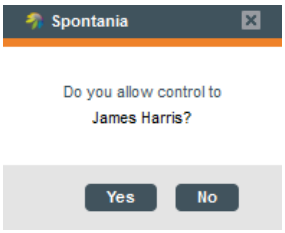
Remote Application Control

Benefits of a shared application are enhanced when the application host participant can share the application with other session participants. This allows real-time collaboration on a document, presentation, etc. To

activate the remote application control service, the application must be open and shared as described above. Then, when the application is shared, the participants in the session will see the **Application control** selection in the **Presentation** panel is no longer grayed, but can be selected.



Clicking **Application control** sends the user who owns the shared application a message asking for permission to control the application.



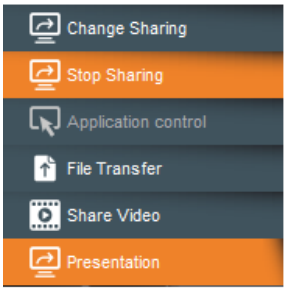
Once accepted, the user has control over the remote application along with the application's owner. Mouse movements and changes are viewable to all users as the application is used. From then on, the user who has activated the remote control service will be able to interact with the remote user's application or desktop. The owner of the shared application will also be able to use the equipment or application as well; however, the service permits only one user to take control at a time.

The user who is controlling an application shared by another has this new icon in the Spontania toolbar.

If a user clicks this icon, it pauses their control. Then mouse or keyboard interactions are not sent to the controlled device (MAC or PC) and the icon is changed to one resembling a "paused" button.

The remote control service can be stopped by clicking the checkbox corresponding to this service. However, since sharing is still active, the remote application remains visible. It is now possible for another user to request remote control of that application.

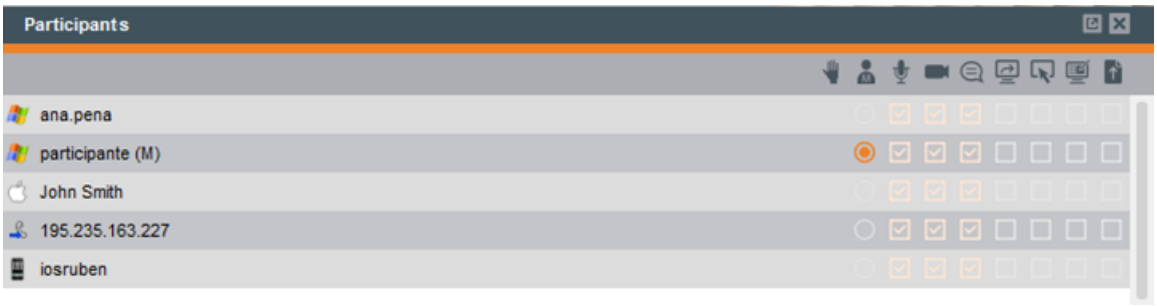
On the other hand, if the control service is active, the remote application control as well as the sharing will stop if the application's owner presses the **Stop Sharing** control in the **Presentation** panel.



Participants

The Participants list panel area contains the controls used by the moderator to control collaboration of all session users. Moderators have access to all controls; users invited to the session can control only those controls pertaining to themselves or those granted by the moderator.

The particpants button shows the number of users in the session.



User Settings

Icons at the top of the panel identify the functions which are enabled/disabled in the column below the icon. The checked boxes indicate the services currently in use by each participant. If a participant has been granted moderator privileges, then changes to other participants are enabled.

The meanings of the icons over the columns are as follows:

Moderation and Session Management		**Moderator**: role of participant controlling the session.
		Raise Hand: An icon in this column indicates a request is made to the moderator.
Communication Services		**Video**: transmission of camera video stream
		Audio: transmission of microphone sound
		Text Chat: capability to send text comments to session participants
Collaboration Services		**Sharing Application**

		Control Application
		Whiteboard service
		File Transfer
		Disconnect from session
User Devices		PC/ Windows computer
		Mac computer
		Phone or videoconference equipment (only for advanced deployments)
		iPhone
		Android
		Collaborate system

The moderator can activate or deactivate these services for each participant.

Participants can activate or deactivate some of these services for themselves by using the buttons in the Personal Settings panel shown below:

Note: The REC and DTMF buttons are enable only to moderators.

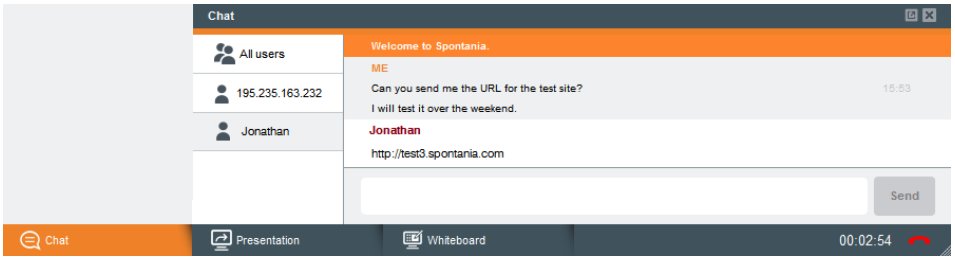
In some cases, the participant may notice that most of these buttons are not available for use. This happens when it has been decided that the session will be fully managed by a moderator. Moderators have access to all controls for all users. The role of the moderator is explained in detail later in this manual.

Chat

Chat is a standard feature available in sessions on all deployments of Spontania. Chat allows participants in a session to communicate with each other without inturrupting the session.

If chat messages have been sent to you that you have not viewed, they are indicated by a number on the Chat collaboration control. To open or send a text message while the session is in progress, click the Chat control on the Collaboration area of the bottom bar.

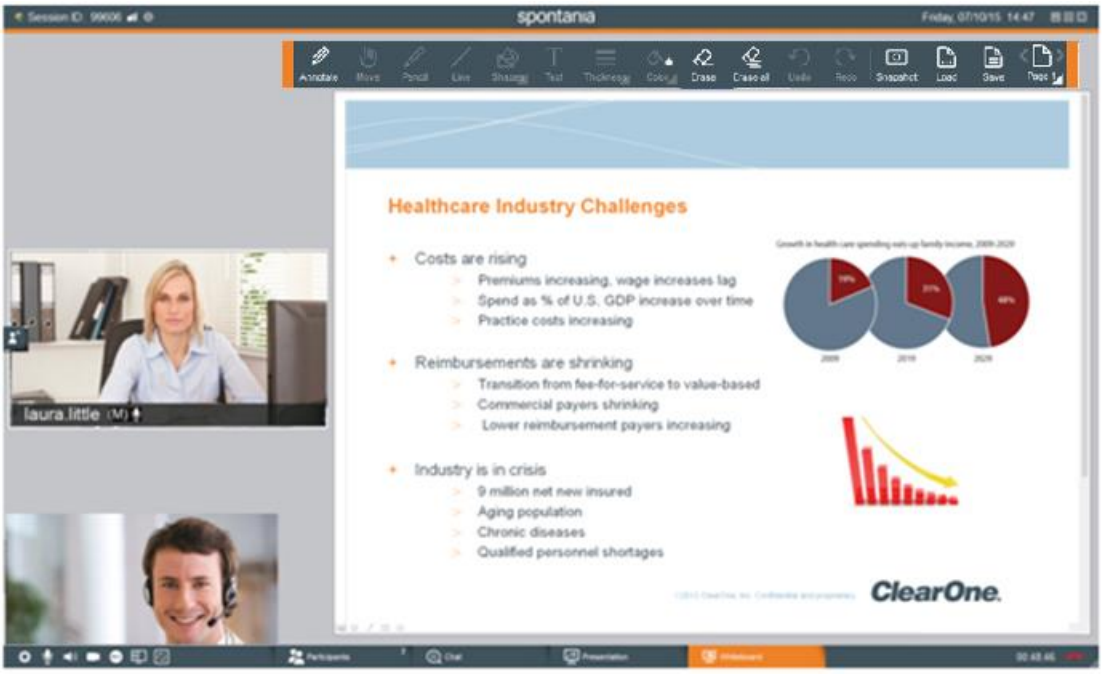
When opened, the participants in the session are listed in tabs on the left side of the window. The user only has to select a user to view and send messages with that user. An **All users** tab is also provided for messaging to all participants simultaneously.



Type the text in the message composition area (by the **Send** button). Pressing **ALT+ENTER** inserts a new line into the message before sending. Press the **ENTER** key on the keyboard or click **Send** to send the chat message. A maximum of 500 alphanumeric characters is allowed, but that number decreases if using accented or non-Roman characters, such as Chinese, Japanese, and Korean.

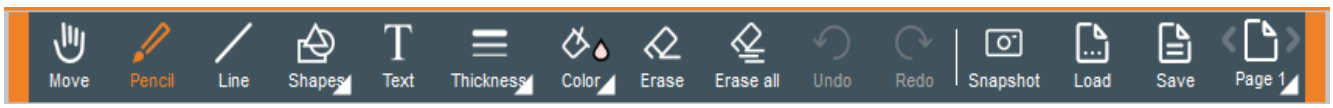
Whiteboard or Annotation

Whiteboard is another service available with Spontania. Using the whiteboard provides one or several participants a temporary graphic space so that they can draw or take notes on a new "canvas" or on a previous image.

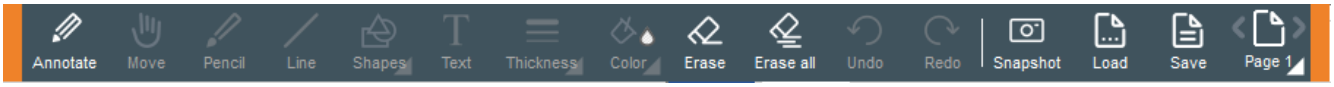


There are two ways to activate the Whiteboard service:

- **Whiteboard Mode:** is started on a board with a white background. This option is activated when a user presses the **Whiteboard** button, without the application sharing service being active.

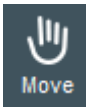


- **Annotation Mode:** This mode is activated when the whiteboard is initiated by the moderator and starts with an actively shared application. When the **Annotation** button is clicked, the panel opens on an image taken from the shared application or desktop. The users of the annotation can then use the tools to "draw" over the image as they discuss and collaborate.



In both cases, the users who have activated the interaction with the whiteboard has a tool bar available, as shown above, including several graphic utility buttons to enable them to collaborate. The currently selected tool appears in orange.

"**Annotate**". It is only available when "Annotation" service is active. In case user enables Whiteboard service, this button is not displayed. If this button appears in orange, it indicates that all movements done with the mouse will be painted over the screen and send to the participants. If this button appears in white, mouse can be used to interact with the user device.



"**Move**". User can move any shape was drawn.

"**Pencil**" draws a line traced by the mouse while the left button of the mouse is pressed.

"**Line**": pressing the left mouse button indicates the starting point of the line. Keeping this button pressed the user decides the length of the line and, by releasing it, sets the other end of the line.

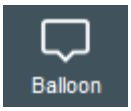
"**Shapes**" under this button, different shapes are grouped.

"**Circle**": a click the left mouse button sets the position of one of the corners an invisible rectangle within which the circular form is to be drawn. Keeping the left mouse button pressed sets the shape and size of the figure. On releasing the button the final form of the figure remains. The object cannot be moved after it is drawn. Set the color of the circle outline and the circle fill before drawing the circle using the "**Color**" tool.

"**Rectangle**": the explanation for the "**Circle**" button is also valid here, but in this case to draw a rectangular figure. Set the color of the rectangle outline and the rectangle fill before drawing the circle using

the "**Color**" tool.

"**Arrow**": similar explanation as for Circle and Rectangle is valid here.

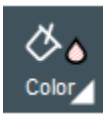


"**Balloon**" similar explanation as for the previous shapes

"**Triangle**" similar explanation as for the previous shapes.

"**Text**" allows the user to insert text on the whiteboard. Clicking the left button sets the position of the message (of the first character) on the whiteboard and activates the text writing. The message will not appear on the whiteboard, and will not be seen by the other participants, until the user presses the **ENTER** key. Text does not wrap. Set the color of the text before creating it by left-clicking a color in the "**Color**" tool; right-clicking a color selects a background color for the text.

"**Thickness**" selects the line thickness for the brush, line, circle, and rectangle.

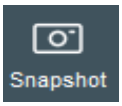


"**Color**" is used to select the outline and fill colors for the graphic resources used on the whiteboard. It cannot be used to fill existing objects on screen. Left-clicking selects the outline color and right-clicking selects the fill color. Selecting the makes the object transparent; if left-clicked the object will have no outline, if right-clicked it will have no fill and the objects behind will show through.

"**Erase**" delete any shape traced by the mouse while the left button of the mouse is pressed.

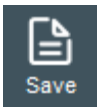
"**Erase all**" deletes everything that had been painted on the whiteboard (except the initial image, if there was annotation).

"**Undo**" and "**Redo**": deletes the last change made. Clicking it successively deletes previous changes (even the "**Erase**" action explained below). Clicking "**Redo**", it will redo the effect of your previous action/undo.



"**Snapshot**" gets a snapshot of the whiteboard or annotation in this moment.

"**Load**" allows to displayed traces of old whiteboards or annotations which have been saved. However, the initial image is not saved.



"**Save**": allows the user to save a copy of the current whiteboard or annotation.

"**Page**" enables the user to work with different whiteboards simultaneously. The left and right arrow icons (< and >) on the page icon should allow the user to navigate from one page to another page. All whiteboard/annotation interactions are store in the page. Any user can create a new page and start from scratch. It is necessary to consider/know that if user moves between pages, this will be displayed over the current shared application.

Whiteboard and Annotation services end when user click over **Stop Whiteboard** or **Stop Annotation** button

Section 5: Moderator Interface

The Moderator is an advanced role in Spontania that provides additional privileges for the management of the session while it is taking place. The user acting as a moderator can perform the same functions as any other participant, along with some more advanced ones to manage the session. This means that the moderator can perform all the functions explained so far in this guide plus some additional ones.

This moderator role is assigned at the administration level or when a user opens a personal session, but can be passed on to another participant during the session.

The advanced functions the moderator can carry out during the session include:

- Determine whether all aspects of the session are managed only by the moderator or if the participants can manage the session themselves ("self-managed").
- Control the active status of the communication and collaboration services for all the attendees.
- Control the viewing format for the session.
- Manage the turns to speak.
- Change the predefined configuration of video and sharing quality for individual or all users.
- Activate the audio configuration of "push-to-talk" or "hands free" for each user.
- Record the session.
- Invite users.
- Finish the session.

Invite Area

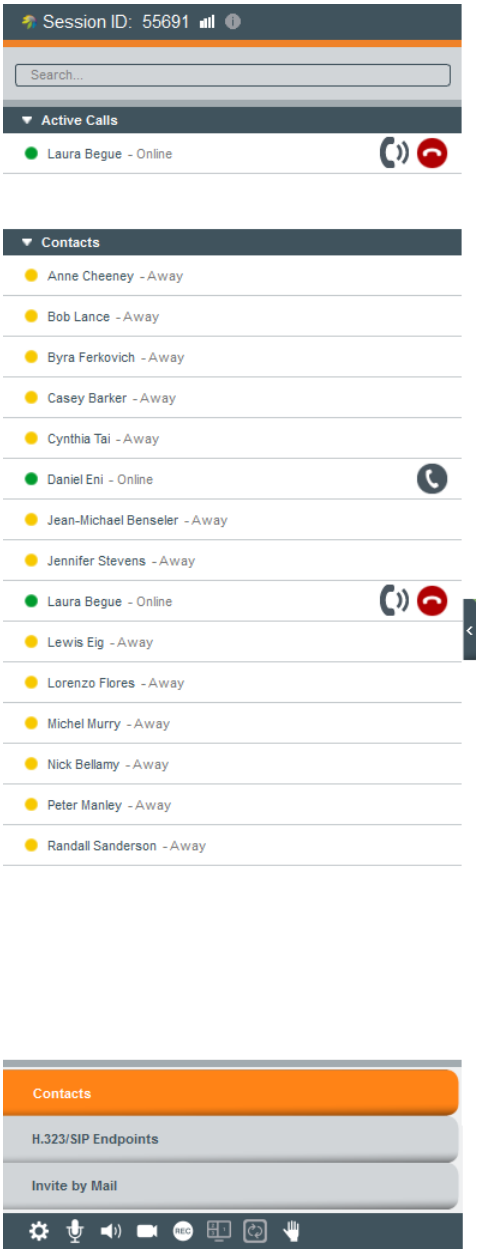
For moderators of sessions, on the left side of the main screen is the **Invite** icon which opens a screen for inviting Spontania session users, phone users, contacts, and endpoints to the session. This screen is closed using the smaller icon that replaces it when the left side is opened. The Invite area automatically closes when the Participants Collaboration control or Whiteboard are active.

Invite by Mail

On deployments that do not include Instant Messaging or other contact options, only **Invite by Mail** is displayed. Selecting a mail client creates an invitation to a session from the moderator that can be mailed to prospective attendees.

Invite from Contacts

On deployments that include Instant Messaging, a **Contacts** list is provided:



Contacts in the list have their current Spontania status displayed by a colored icon for Online, Away, and In Spontania Call (users already in a Spontania session do not receive the invitation). Invite button in available contacts, when mouse hovers a contact and clicking over it, an invitation is sent through instant messaging service. Invited user can accept or reject the session invitation.

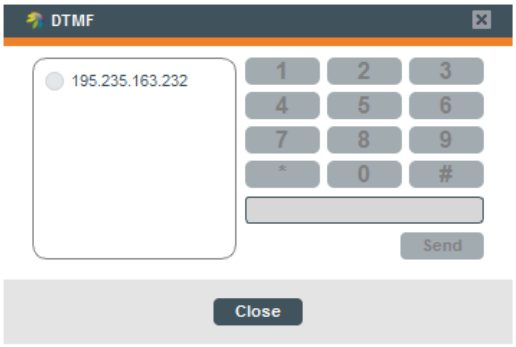
Phone

Phone calls can be made into and received from the session audio if the Spontania Server has a Public Switched Telephone Network (PSTN) gateway with a phone interface. If this gateway has not been installed, this control is not displayed.

H.323/SIP Endpoints

If your Spontania deployment includes any H.323/SIP endpoints and licenses, such as a COLLABORATE Room Pro in a conference room, calls can be made by entering the endpoint IP address and clicking the **Call** button. Once the endpoint is verified and has joined the session, it will be displayed along with the other users in the session.

When an endpoint allows numerical commands to be entered or an extension, the DTMF button for the moderator is active so that when it is clicked it brings up a window with a dialer for entering the numbers. The moderator has to select the endpoint and then click in the numbers, or insert the numbers manually and click **Send**.



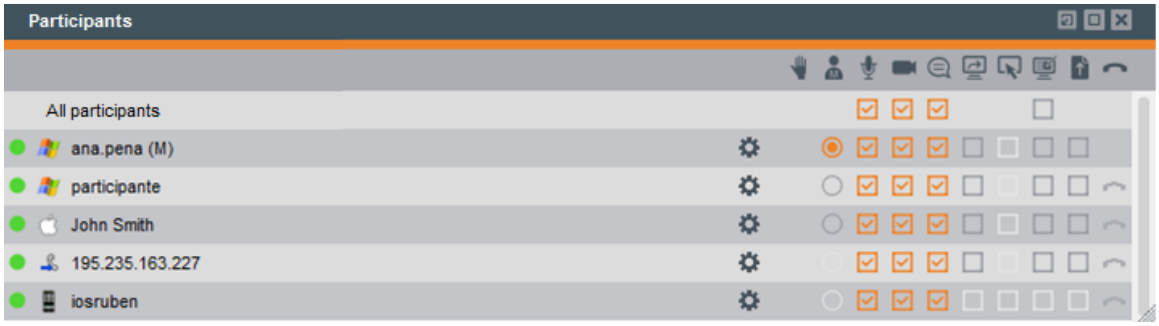
Participants List

The Participants list panel area contains the controls used by the moderator to control collaboration of all session users. Moderators have access to all controls, where users invited to the session can control only those controls pertaining to themselves or those granted by the moderator.

The particpants button shows the number of users in the session. The panel expands when the button is clicked and closes when clicked again.

Any panel can operate as a floating panel separate from the main screen and movable on the desktop when

the detach icon is clicked. Closing the floating panel reattaches it to the main screen.



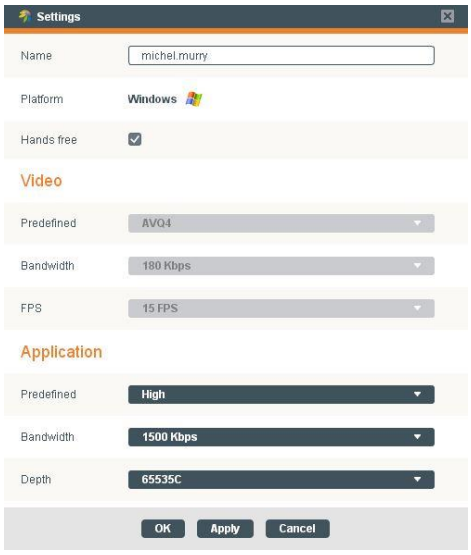
Session participants are represented in the rows of the panel, including their role as moderator and the system platform each is using to access the session (identified by icon). On the left of each participant's name is a colored dot representing the video quality for that user.

Good connection quality. The user is receiving video according to the configured video quality.

Low connection quality. The user is receiving video with lower quality than the one set up for the session.

Note: User devices like smart phones and tablets may work with low connection quality all the time due to the difference in processing capacity compared to computers.

A settings icon is present for each user which allows the moderator to modify participant name, set individually the **Hands free** option and the application and video bandwidth allowances for the user.



Hands free is the default audio option allowing the user to speak anytime and the microphone (if not muted) will insert the audio into the session. If disabled, the microphone acts as a "press-to-talk" device whose **CTRL** key must be actively pressed during speaking for the audio to be shared in the session.

Note: The press-to-talk option works only when using computers—not when using mobile devices.

Behavior of user settings is similar to session settings options explained in previous section.

In the participant list of the moderator users, there is a new row for “All participants” which helps moderator to enable or disable services (chat, audio, video and whiteboard) for all participants in one click.

Icons at the top of the panel identify the functions which are enabled/disabled in the column below the icon. The checked boxes indicate the services currently in use by each participant. The meanings of the icons over the columns are as follows:

Moderation and Session Management		**Moderator**: role of participant controlling the session. **Note: The moderator role can be transferred from one participant to another when the current moderator clicks on the button in the moderator column associated with another user. A request message is sent to the user to accept the moderator role. If accepted, all moderator functions are transferred to the new moderator and the original moderator has only the services available to other users.**
		Raise Hand: requests permission from moderator to speak. When used, the user sends a text message regarding their request, and then the moderator can enable the devices of the user so others can see and hear the requesting user’s comments.
Communication Services		**Video**: transmission of camera video stream
		Audio: transmission of microphone sound
		Text Chat: capability to send text comments to session participants
Collaboration Services		**Sharing Application**
		Control Application
		Interactive **whiteboard** service
		File Transfer
		Disconnect from session. Enacted to remove participant from the session.
User Devices		PC/ Windows computer
		Mac computer
		Phone or videoconference equipment (Only for advanced deployments.)
		iPhone
		Android
		Collaborate system

Each participant individually can activate or deactivate these services by using the buttons in the Personal Settings panel shown below:

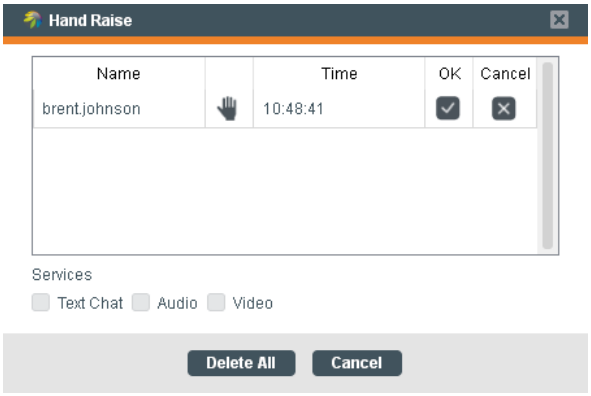
or the moderator can do the same from his/her participant's panel.

Furthermore, participants can activate or deactivate each service for themselves

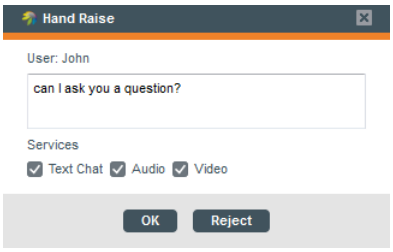
Raise Hand Request Management

The **Raise Hand Request** icon for the moderator changes when it is indicating that a Raise Hand request has been made. The icon shows the number of requests in the queue.

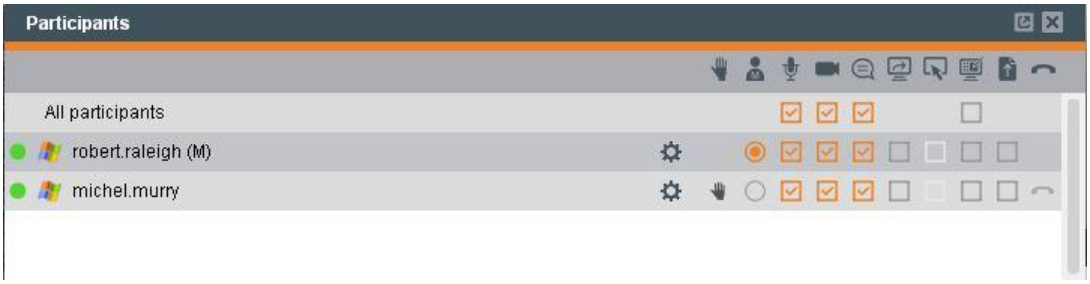
Click the icon to open the request queue dialog box. A listing of requests is shown to the moderator to select which ones to respond to and what services to enable. The time and originator of the request are listed.



To respond to a request, click the hand icon for the user to open the request or accept the hand-raise.



Alternatively, the moderator may open the **Participants** panel and view **Hand Raise** requests shown as a hand for each requesting participant in the row corresponding to each user.



Clicking the hand icon opens the Hand Raise request the same as if it were selected from the queue.

The moderator can **Reject** the request or grant the user's request by checking the **Text Chat/Audio/Video** services needed by the user for the request and then clicking **Ok**. The services are then granted to the user, who can then contribute in the session.

Transferring the Moderator Role

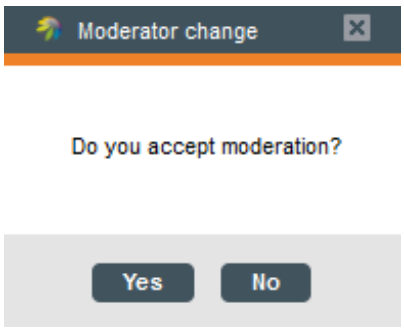
A user can access a session with the role of the moderator when:

- The user has entered the session from the web portal and has been authenticated as the originating user of the Spontania session.
- The user has initiated the connection to a Spontania session from the Instant Messaging component.

A user who has not started the session as moderator could receive this role if the current moderator transfers it.

To transfer the moderator role, the current moderator must click the empty button in the moderator's column in the row of the user to whom the role will be transferred.

The user receiving the moderator's role is sent a request to confirm the transfer.



Upon accepting, the new moderator receives the privileges of the role and the former moderator becomes a normal user. The previous moderator can regain the role only if the new moderator transfers the moderator role back.

User Disconnection

The last column of moderator control panel offers a means to disconnect a user by clicking the icon of that particular user.

Recording Sessions

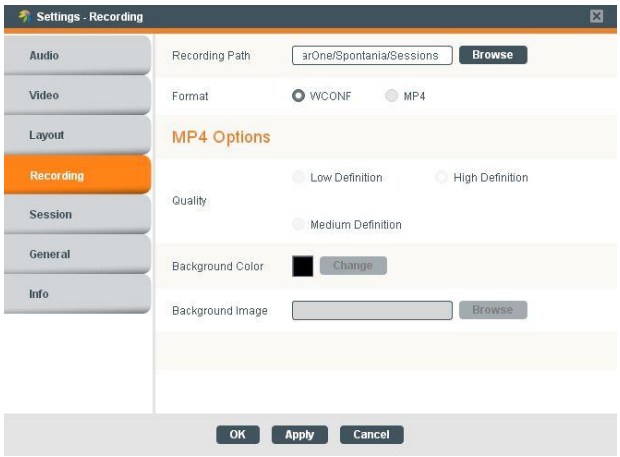
Only the moderator connected from PC or MAC can record a Spontania session in the moderator devices.

Starting and stopping of the recording is accomplished by clicking the **Record** icon on the bottom bar. The icon turns orange when a session is recording.

A notification in the chat window will be displayed with a link to the local folder where the recording is being saving.

If this indicator appears without the moderator having activated any of the local recording formats, this means that the recording of the session and its automatic storing in the server platform has been set up at administration level (only available in advanced Spontania versions).

The recording options panel is in the **Personal Settings** panel which is accessed by the icon of the **Personal Control**s. These settings can be used to specify where to save recordings, what format to use, and the recording quality.



The default file recording location is C:\Users*username*\AppData\Roaming\ClearOne\Spontania\Sessions, and for MAC users folder <*USER*>/ClearOne/Spontania/Sessions. This can be changed as desired. It is often useful to save the file to a location accessible to all users who can then review the session when needed.

The filename assigned indicates the date and a number generated for the session. Examples:

"session_20150629_151330.wconf" or "session_20150629_151330.mp4". This can be changed as desired after recording. You can choose to record in either WCONF or MP4 format.

- **WCONF** is the Spontania proprietary format which records the whole session, including all the communication and collaboration held during the session. The Spontania application itself is the player for this format; this enables users to view the recording more interactively (changing views…) including being able to receive a file sent by a participant by means of the file transfer service.

- **MP4** records the session in the MP4 format for playback using common multimedia applications.

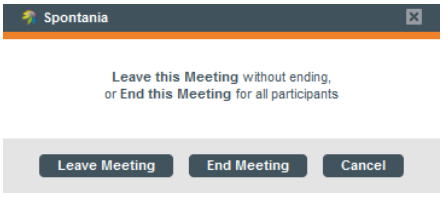
  - Low: 640x360 (360P)
  - Medium: 852x480 (480P)
  - High: 1280x720 (720P)

  MP4 also allows the setting of Background Color and Background Image.

Note: If the appropriate video codec is not installed, the recording will be audio-only.

End session

When moderator leaves the session, a pop-up message asking if moderator wants to leave the session and allow participants to keep connected to the session or end the session for everyone.

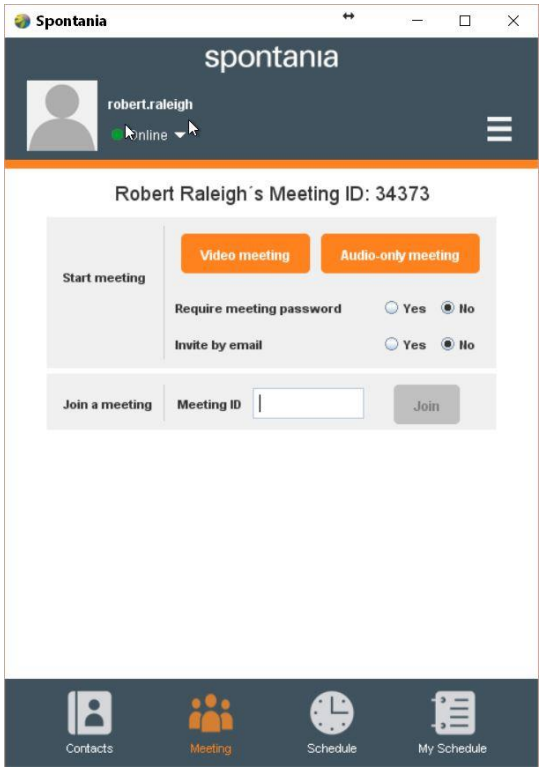


Section 6: Direct Access, Instant Messaging, and Scheduling

Note: This functionality is not available in all Spontania versions.

Users who have an account created at administration level that enables them to act as moderators will notice that, after completing the first connection to Spontania as moderators from the web portal, a direct access to Spontania icon is created on their desktop. The application opens by double-clicking the direct access icon, presenting the Loading screen:

When loaded, a new icon appears on the task bar, , and the Spontania control panel displays:



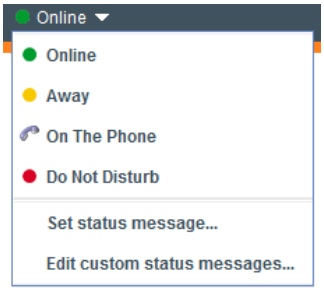
This screen becomes the starting point of all your Spontania interactions: scheduling and joining sessions, Instant Messaging, preferences, password, and appearance.

As shown in the above image, this control panel launcher offers 4 main buttons across the bottom: **Contacts**, **Meeting**, **Schedule**, and **My Schedule**. The screen shown above has the **Meeting** button active. There are also controls for **Status** and **Preferences**.

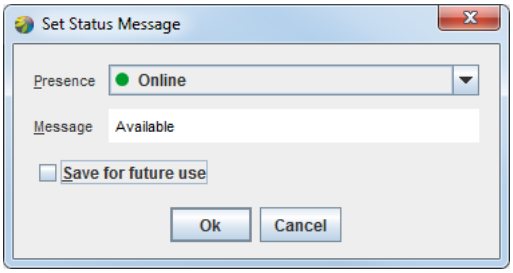
Status

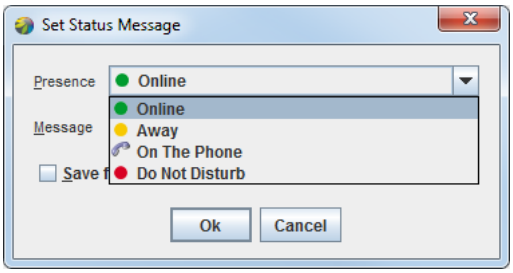
You can set your status to logged in users, or you can set it for situations where you might want to include a custom message or request privacy.

Click the drop-down **Status** control next to your identification at the top of the screen.



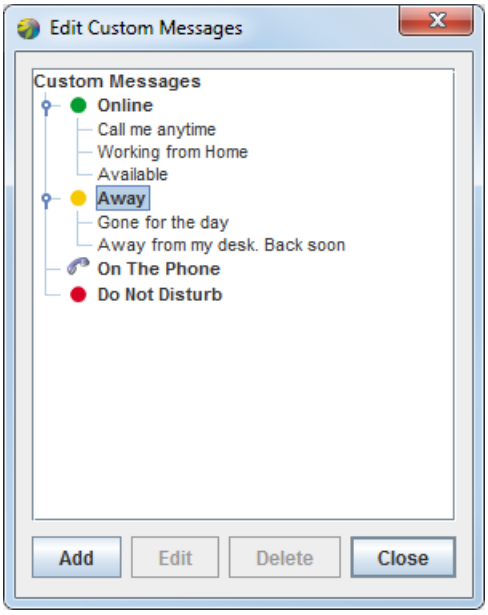
Select the status you wish to show, or choose **Edit custom status messages** to create a custom message.





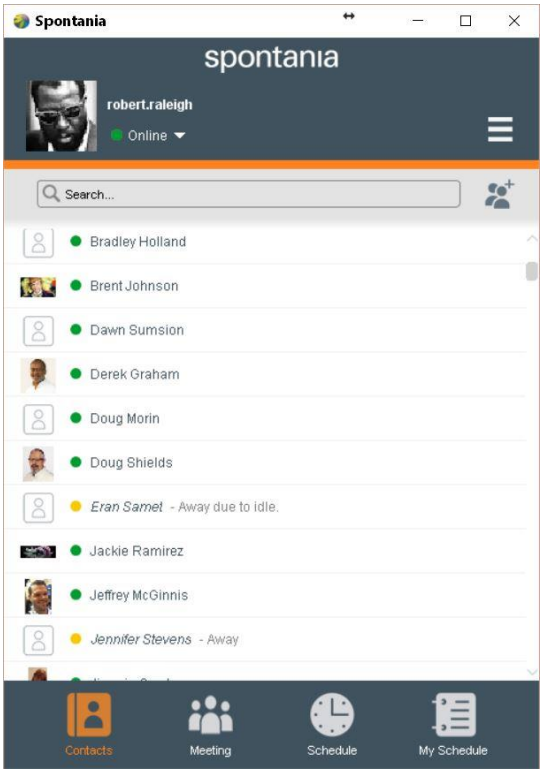
Edit the message for each status; then you can check if you wish to **Save for future use**. Otherwise they will be in place only as long as you are logged in.

You can also create several custom messages for any status, and then apply them as needed.



Contacts

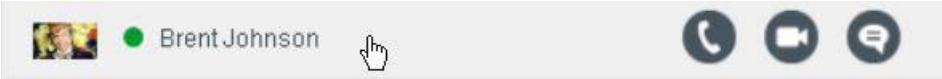
The **Contacts** area, displayed in the center of the application in the example below, is the Instant Messaging (IM) client within Spontania. This is separate from Chat within a Spontania session. It allows the sending and receipt of instant messages to individuals and groups, sending files, and initiating audio-only or video/audio Spontania sessions.



Contacts are listed and their current status is shown. You can search for a contact or scroll through the listing to select contacts. Users who have selected avatars in their profile have their avatars next to their name in the contact list.

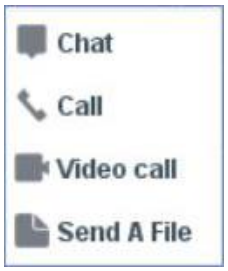
Selecting Contacts

Contacts can be selected for several purposes, such as meetings, IM chats, creating groups, etc. Clicking any name selects that name in the list. When you select a name, or even when you simply hover the mouse pointer over a name, controls appear to let you initiate audio, video, or IM sessions with that contact:



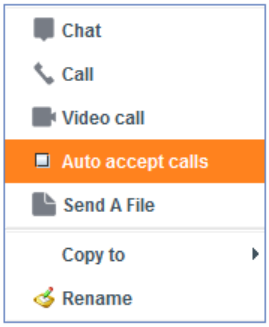
To select multiple contacts, **click** a name and hold, and then **SHIFT-click** another name to select both contacts and all the contacts in-between. **CTRL-click** several names successively to select more than one contact without selecting a range.

After selecting multiple contacts, right-clicking the mouse opens a panel of actions to perform with the selected contacts.



- **Chat** – Opens an IM conversation.
- **Call** – Opens a Spontania session with no video. Each user can enable his/her own video.
- **Video call** – Opens a Spontania video session.
- **Send a file** – Transfers a file.

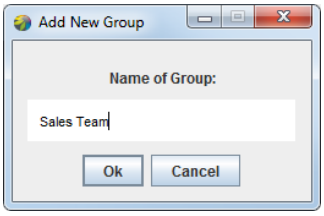
If you have selected a single contact, you have the option setting Spontania to automatically answer calls from that user.



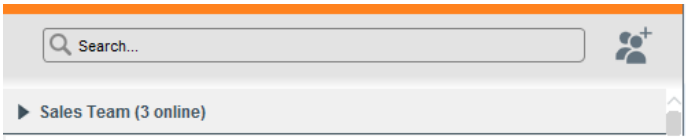
Contact Groups

For convenience, you can great groups to include frequently used contacts.

To create a group, click the **Add a Contact Group** icon .

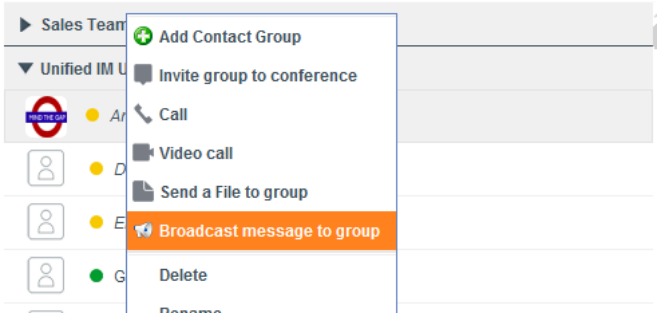


Enter the name of the group and click **Ok**. Add members to the group by selecting and copying them into the group as shown in the options above. When the members are in a group, the group appears at the top of the contacts listing and can be expanded for viewing.

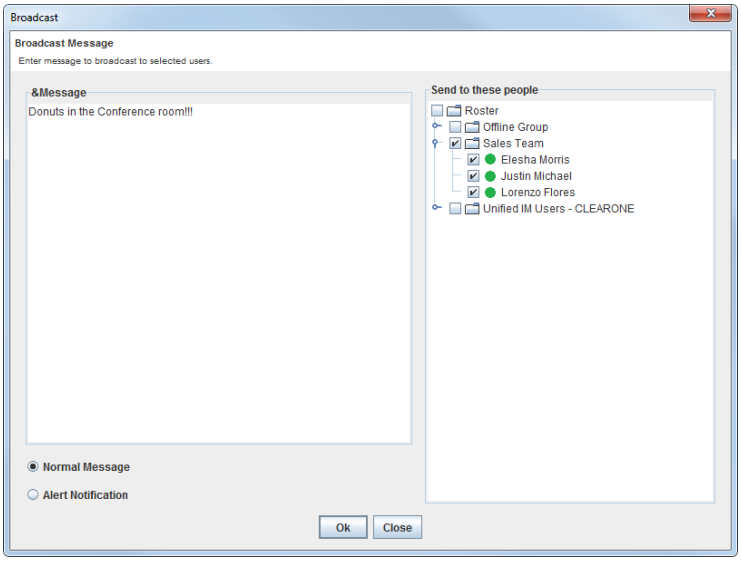


Broadcast to Group

You can send a message to all members of a group or selected individuals without creating an IM chat session with them. Right-click the group name to reveal the following panel:

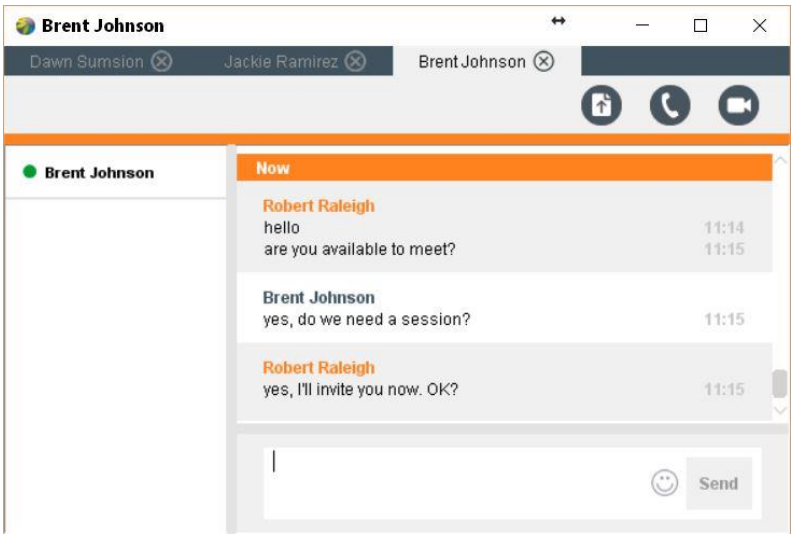


Selecting **Broadcast message to group** displays a broadcast message screen to selected recipients. You can then compose and send the broadcast message.



IM Chat

After selecting a contact (or contacts) from the lists, open an IM Chat window for a conversation by selecting as shown above or by double-clicking the contact.



The name of the invited contact in an active chat appears at the top of the window. This name is also shown in a tab at the top of the window. Included users and their respective statuses are listed on the left side of the IM window. If there are several different chat conversations running, each is in a separate tab along the top. When a tab is selected, the messages exchanged in that conversation are listed.

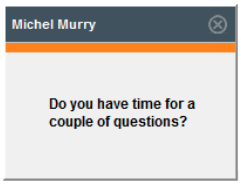
Type your message text in the provided area and press **Enter** or click **Send** to transmit it to the recipient(s). A blank line can be inserted by pressing **SHIFT-Enter** on the keyboard before sending. The messages exchanged move up the screen as the conversation progresses.

Text messages can be copied from the history and pasted to other applications using the standard Windows methods.

Immediate Requests

During an IM session, you can also choose to send a file, make an audio call, or instantly start a video session with active contacts by selecting the appropriate icon at the top of the window.

When a request is sent to an active contact for an IM Chat session, a message appears in the contact's screen making the request.



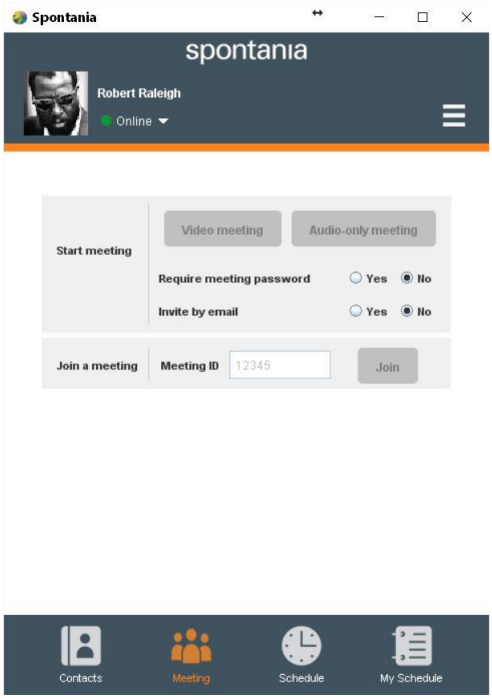
When the user clicks on the message box, the chat window opens.

When a request is sent to an active contact for a Spontania session, a message appears in the contact's screen making the request.

An IM Session, or a video session made from within IM Chat, closes after five hours. Messages are sent to the participants when IM Sessions are about to expire.

Meeting

The **Meeting** area displayed in the center of the application in the example below has controls giving two options: Start meeting (as moderator) or Join a meeting.



Start Meeting

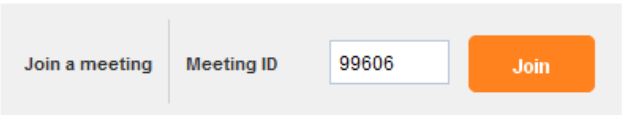
As moderator to your own meeting, here you can specify whether to request a video meeting or an audio-only meeting, if the session requires a password and if so, what password to use, and whether to send the session invitation by email.

If you choose to use a session password, Spontania generates a random password for you; you can choose to use the random password, or you can create your own password. If you choose to specify a password, it must be 8–15 characters (invalid characters are "&<>\+'#). Share the password with those you are going to invite to your session.

Press the **Video meeting** button or **Audio-only meeting** button to start the session.

Spontania connects you to your session.

Join a Meeting



To join a Spontania session created by someone else, specify the **Meeting ID**, and then click the **Join** button.

If a password has been specified for the session, you will be prompted to enter it before joining. If a moderator has not yet joined the session, by using the Meeting ID and Password, you enter as the moderator of the session.

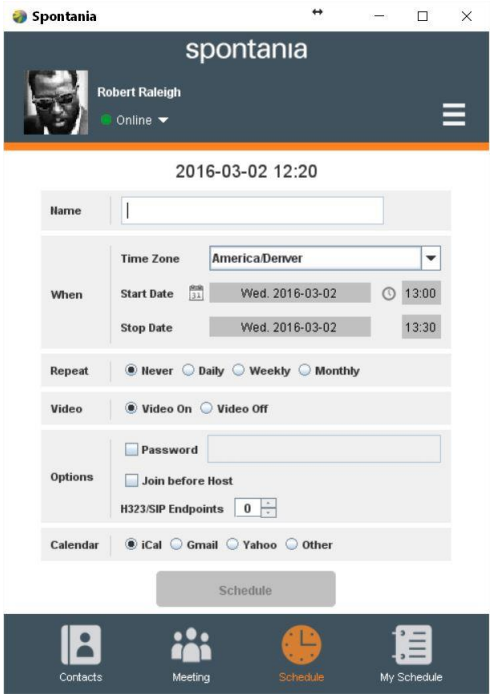
The session will then operate as previously explained in this guide.

Schedule

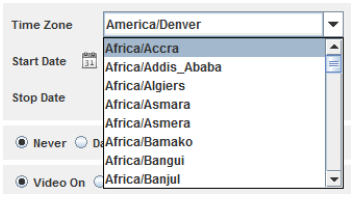
The **Schedule** area, displayed in the center of the application in the example below, is used within Spontania for scheduling sessions. This allows for organization control of scheduled sessions and license control of the audio/video call per session. Scheduling sessions also creates a scheduling entry in the host's selected email/calendar client or service. This entry contains all the scheduling information that can be sent to session invitees to invite meeting participants.

After all fields of the form are filled, the **Schedule** button is enabled to make the scheduled entry.

The form fields are as follows:

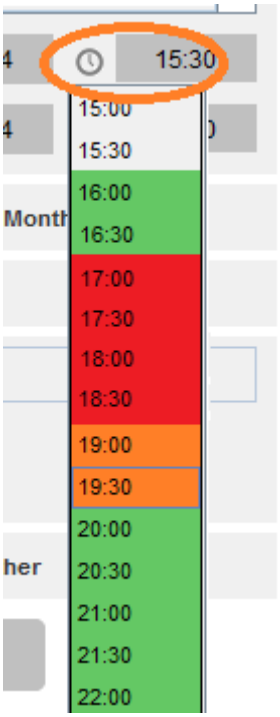


Name: The name of the meeting.
Time Zone: Select the time zone reference for the meeting by using the pull-down list.



Start Date: Clicking the **Start Date** icon opens a Room Availability calendar where a date for the session can be selected. The calendar can be moved forward/backward. Clicking a date closes the calendar.

Start Time: Clicking the **Start Time** icon (circled) opens a listing of times when a session can be selected. These are limited according to the number of licenses and the times already scheduled within the Spontania server. The green times are available and the red times are unavailable for the date selected. Clicking adjacent time entries (shown in 30-minute increments) selects those time blocks for the session (orange). Click outside of the selections area to close the listing. (Maximum meeting duration is 12 hours.) The times are now entered into the form.



Repeat: Select to repeat the scheduled session for up to 6 months as **Never**, **Daily**, **Weekly**, **Monthly**.

Notes:

- **Monthly recurring meetings can occur only on the exact date specified. For example, if you schedule a meeting to occur on the 31st of each month, that meeting will be skipped in months that do not have 31 days.**
- **When you have scheduled recurring meetings, only the next instance of the meeting is shown on your schedule.**
- **If you change one instance of a recurring meeting, all other instances are also changed accordingly.**

Video: Specify whether the session is to be video on or off.

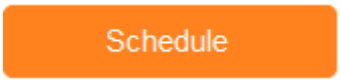
Options: Select if a password is required to join the session (and what it will be), if other users can join the session before the host, and if there will be any H.323/SIP endpoints in the session.

> **Note: Some Spontania package with user license control, you must indicate the maximum number of participants.**

Calendar: Select the calendar/email service used to create the scheduling notification:

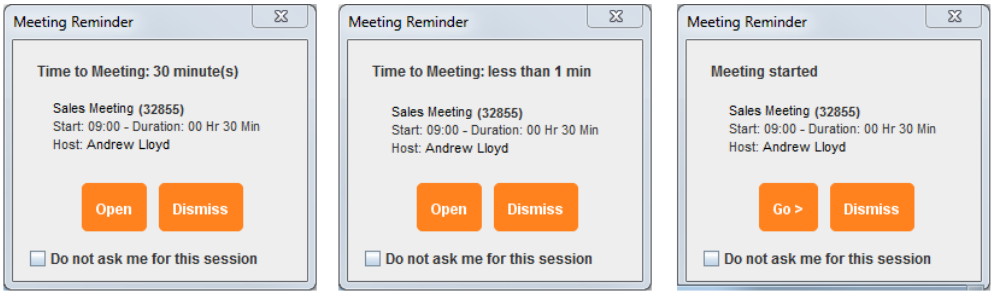
- **iCal** uses the default email client
- **Gmail** and **Yahoo** direct to the Gmail or Yahoo web mail page where login credentials can be entered
- **Other** creates the scheduling message in a text box for copying and use with other services

After all fields in the form are complete, click the Schedule button to create the session scheduling.



Notifications

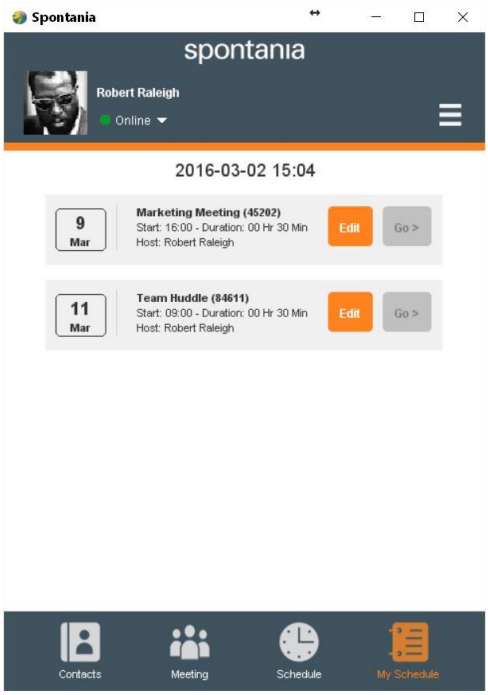
Spontania provides popup notifications to the session's host prior to the session. The beginning and interval between these notifications is set in the User Option Controls discussed later in this guide.



My Schedule

The **My Schedule** area, displayed in the center of the application in the example below, is used within Spontania for reviewing and modifying scheduled sessions.

The example below shows two meetings that have been scheduled.



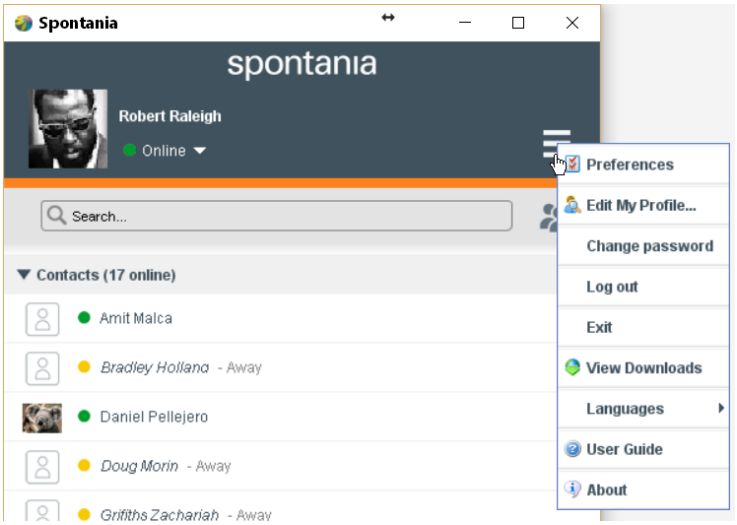
Go: Clicking the **Go** button launches the Spontania session on the desktop.

Edit: Clicking the **Edit** button opens the scheduling form used to schedule the session. Changes can be made and then saved by clicking the **Update** button. Clicking the **Erase** button completely removes the scheduled session.

User Option Controls

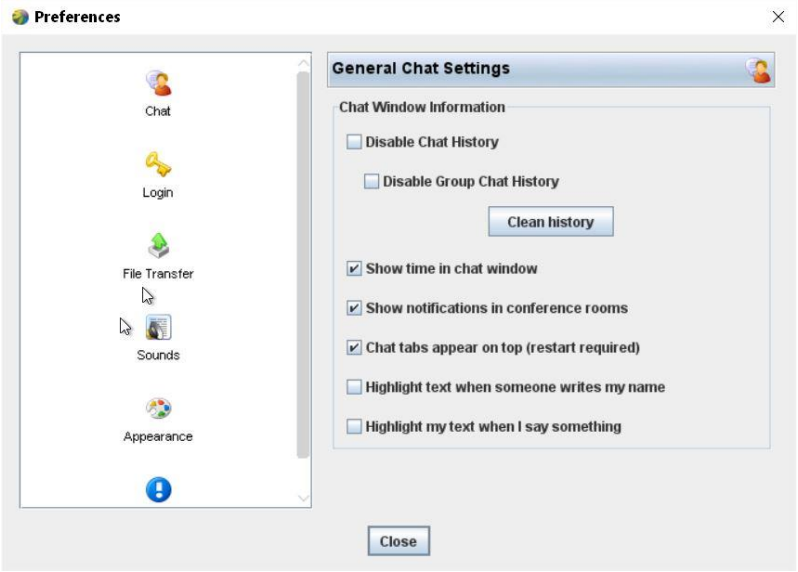
This Spontania screen allows the user to set user options regarding how the different parts of the program operate and for changing passwords.

Open the User Option Controls by clicking the User Options icon to display the option selections.



Preferences

The preferences window is used to adjust settings for IM Chat, Login, File transfer, Sounds, Appearance, and notifications.



General Chat Settings

Disable Chat History: By default, a chat history is maintained on the local user's computer. Chat sessions with different users are separated so they can be reviewed when new chat conversations are held. By disabling chat history, the content of the chat conversations is lost when closing the chat window. The sub-option is the same for group chats.

Show time in chat window: Selecting this option places a time entry along with every chat response.

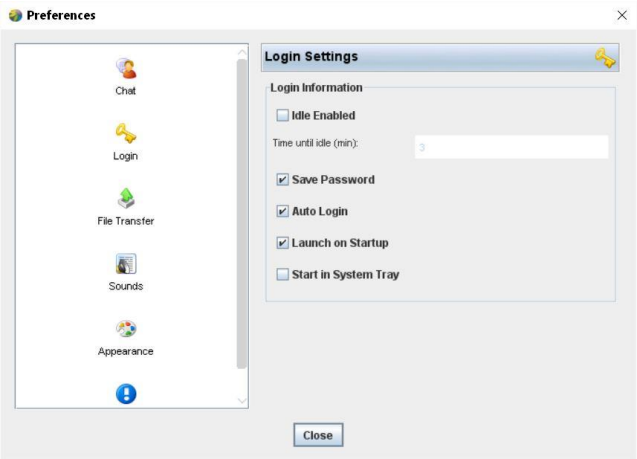
Show notifications in conference rooms: When enabled, a popup notification will appear when a new IM Chat message is received.

Chat tabs appear on top: This allows the showing of multiple chat conversations as tabs in the IM Chat window. Clicking a tab reveals that individual conversation.

Highlight text when someone writes my name: This option allow quick review through a conversation to find statements with your name.

Highlight my text when I say something: This option allows quick review through a conversation to view your own statements in the chat.

Login Settings



Idle Enabled: If enabled, time to idle is used to determine online status. When disabled, status remains unchanged.

Time until idle: Time allowed in minutes without user action at the computer before the online status is changed to “Away.”

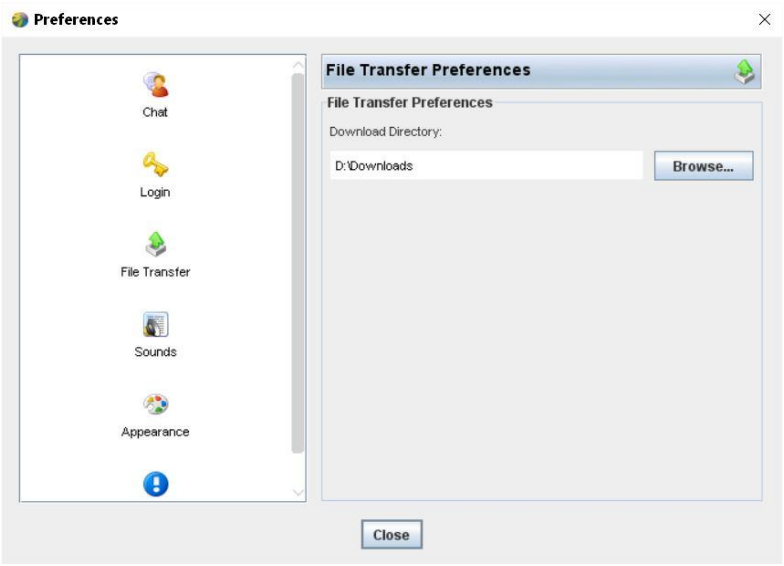
Save Password: Store the user password so it does not need be re-entered on subsequent logins.

Auto Login: Connect automatically without entering login and password.

Launch on Startup: The application automatically connects when the computer starts.

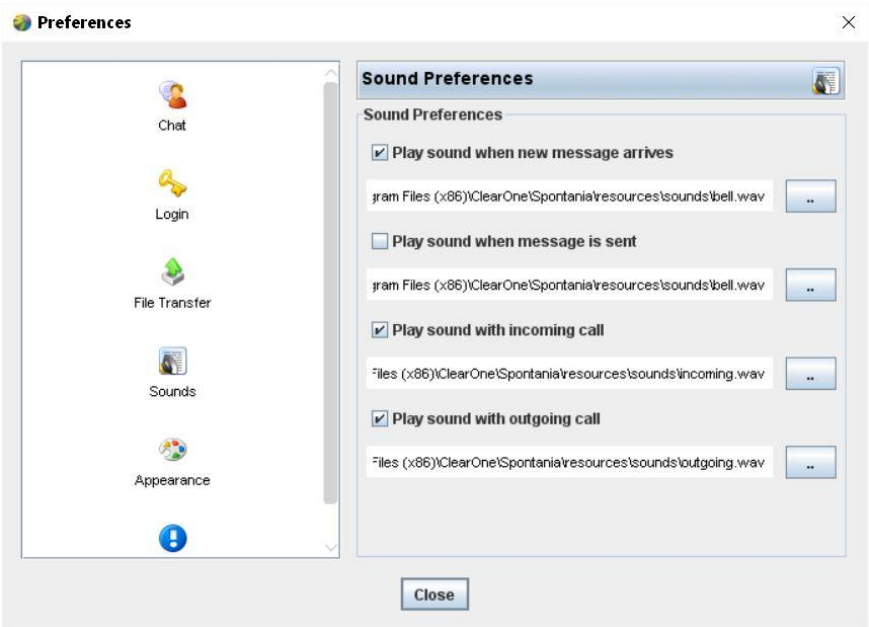
Start in system tray: The IM icon is displayed in the system tray (for Windows) or in the menu bar (for Mac).

File Transfer Preferences



Download directory: The default path for storing transferred files. The path can be changed by clicking **Browse** and then selecting a new location.

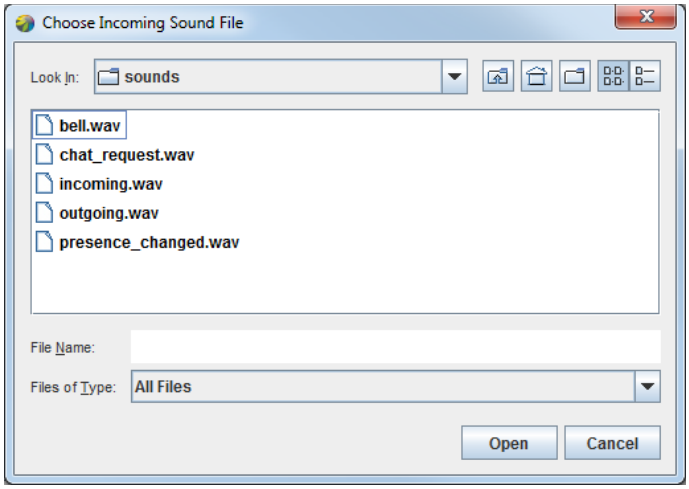
Sounds



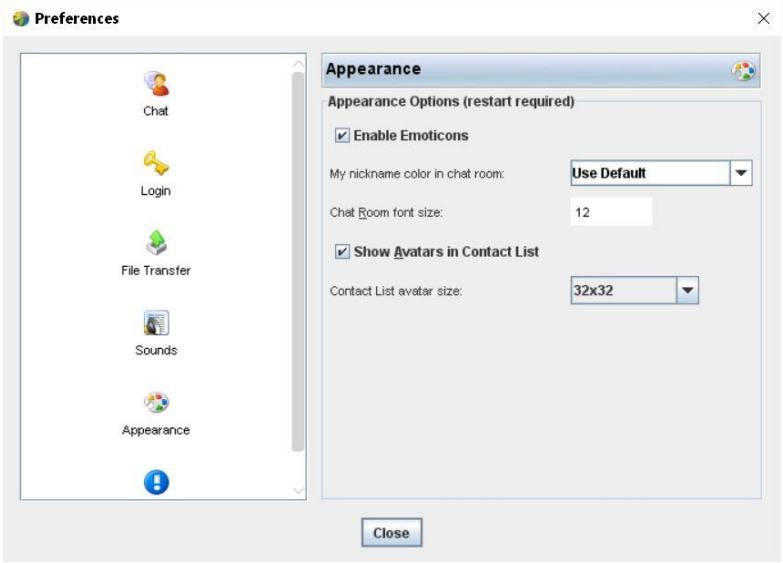
Play sound when new message arrives
Play sound when message is sent
Play sound with incoming call
Play sound when invitation is received

These settings allow you to select if sounds play on the user computer when each of these events occur.

The path to each sound file is shown, but if the directory select icon is clicked , you can locate another saved .wav file to use as the selected message/invitation sound.



Appearance

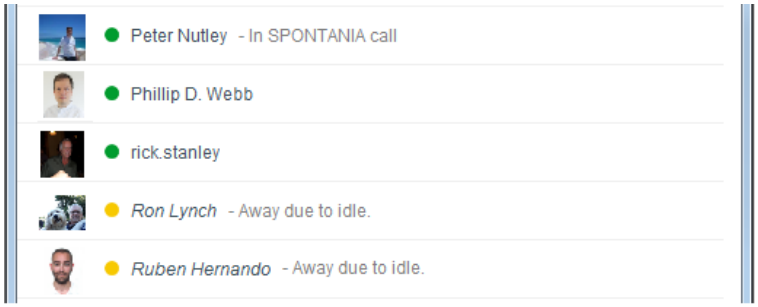


Enable Emoticons: Emoticons, when enabled, are available for use in IM Chat messages.

Nickname Color in Chat Room: Used to set the color in which your own nickname identifier is displayed in IM Chat.

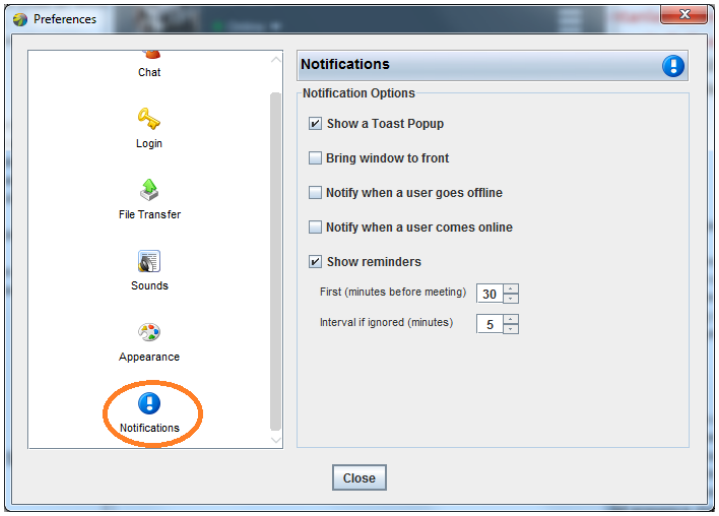
Chat Room Font Size: This sets the size of the font in IM Chat window.

Show Avatar in Contact list: This enables the display of user avatars in the contact list. It also allows you to set the display size of the avatars in the contact list.



Contact list avatar size: This sets the size (in pixels) of a user's avatar in the Spontania interface.

Notifications



Show a Toast Popup: A toast popup is a small notification message that provides information about a system event. If disabled, no notifications are given.

Bring window to the front: When enabled, a notification is received the notification or chat window comes to the front of the user screen for user interaction.

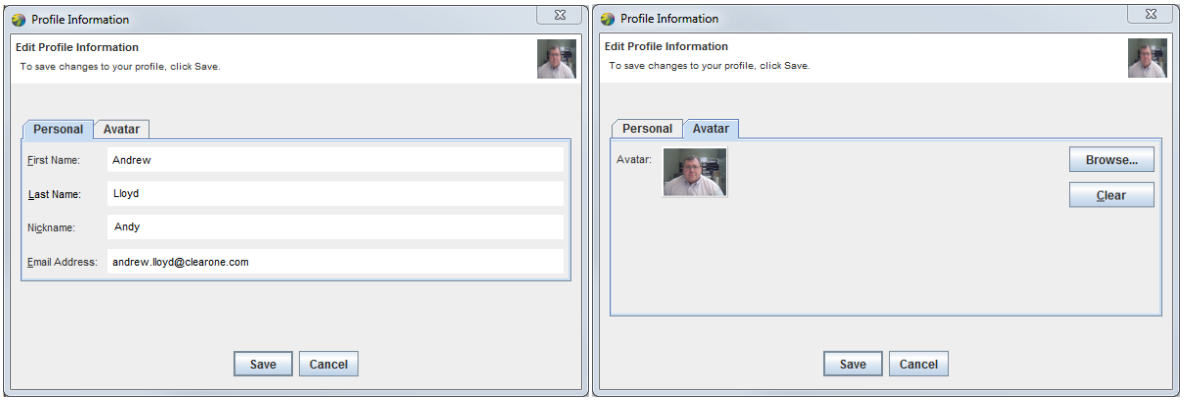
Notify when a user goes offline: When enabled, this informs the user of the change in status of a contact who goes offline.

Notify when a user goes online: When enabled, this will inform the user when an offline contact comes online.

Show reminders: This controls if and when generated session notifications appear. When enabled, the "First" notification as shown above would be received 30 minutes before a session. The interval if ignored sets when a reoccurrence of the notification appears.

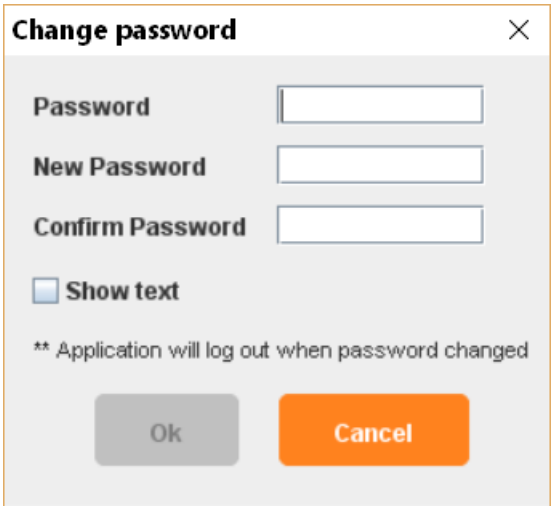
Edit My Profile

The **Edit My Profile** window allows setting Personal Information and selecting an Avatar image or clipart.



Change Password

The **Change Password** window lets you change your Spontania login password.



Logout

The **Logout** option lets you logout of your current Spontania account.

Exit

The **Exit** option lets you completely exit the Spontania application.

View Downloads

The **View Downloads** option lets you see any files you have downloaded using the File Transfer option.

Languages

The **Languages** option lets you choose the language of the Spontania interface.

User Guide

The **User Guide** option lets you open an electronic copy of this manual.

About

The **About** option provides information about the current installed version of Spontania.

Section 7: iOS and Android Operation

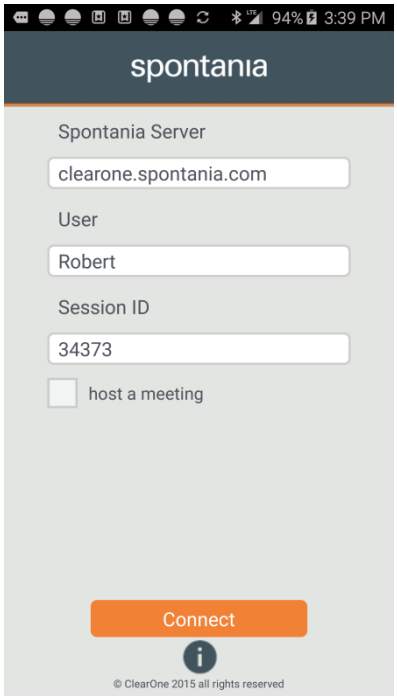
Mobile installation is similar to any other application for iPhone, iPad, or Android device and is described in the Quick Start Guide.

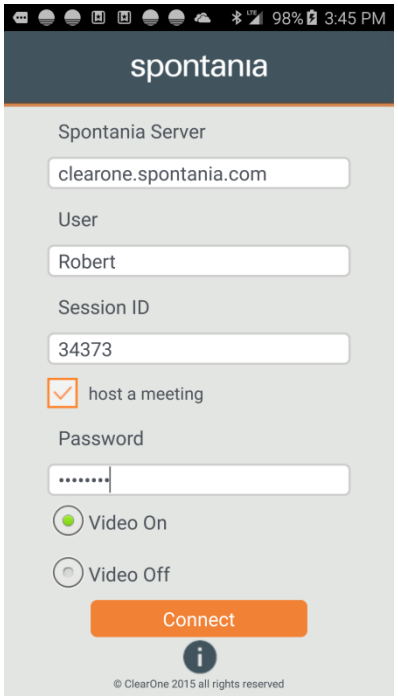
Mobile Application on Device

After installation you will find the Spontania icon in the applications window of the mobile device. To launch the application, tap the Spontania icon in the applications window of the mobile device.

Connection Process

After starting the app, you must specify connection parameters. These parameters are provided by the administrator or IT professional within your organization.





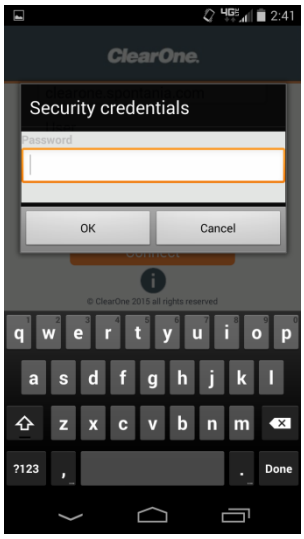
Connection Parameters:

- **Spontania Server:** DNS name or IP address of the Spontania platform where the session will take place. For example: clearone.spontania.com
- **User:** The name you want to display during the session. Please note that this name will be visible to other meeting participants.
- **Session ID**: This is the Meeting ID or room number of the session you would like to join.
- **Host Meeting:** This optional settings is used to indicate whether you are hosting a session or joining someone else's session.

Note: Functionalities user as moderator can do from the Spontania Mobile are limited.

- **Password:** This password is required in sessions where you log in as moderator to your personal session. If you are logging in to someone else's session, provide the password supplied by the moderators (if there is one).
- **Video On/Off:** The option to enable/disable the mobile video is given.

There is an optional parameter, which is the access password. It will only be requested in those sessions configured at administration level so that the users have to introduce a password to validate their access (session password or user password).



If you have already received the connection link by email, it is in the following format:

http://*<server>.spontania.com*/portal/join.jsp?sessionID=*44444*

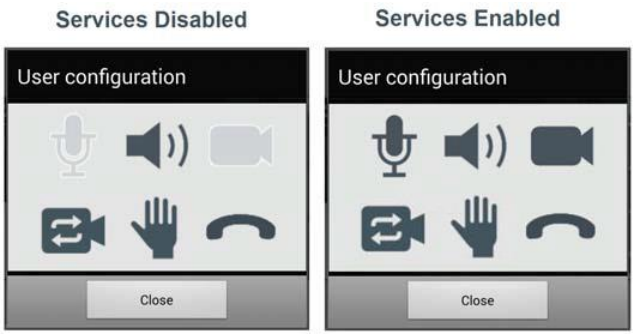
You can obtain the values of the parameters “Server” and “Session ID” by extracting the fields SERVER (shown in the example as “clearone.spontania.com”) and SESSION ID (shown in the example as “4444”) from the URL. You can also connect from the iPhone, iPad, or Android browser by tapping directly on the session link.

User Screens

Once you have joined the session, the Spontania Mobile application is divided into two main user screens, as described below. You can move from one screen to the other either by dragging the window from right to left, or vice versa, on the touch screen of the mobile device.

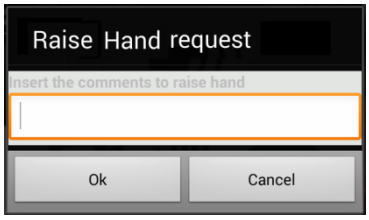
In addition, the configuration button is available on either screen to activate and deactivate audio/video.

One of two screens appears to the user and is determined if the moderator has selected to disable or enable Services for other participants. Enabled Services allow each connecting user control over his/her own **microphone** and **camera**. Disabled Services grays out the controls for microphone and camera. The two versions are shown below:



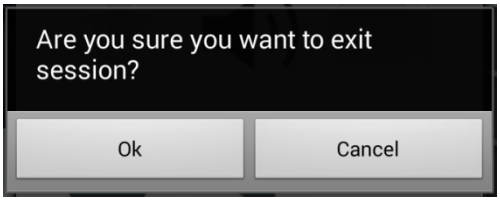
Camera icon , user can change between frontend camera and rear camera.

The **Raise Hand** button is used to send a written request to the moderator. When clicked, a text entry box is presented to enter a request.



The moderator receives notice of the raised hand and can choose to activate the camera and microphone for the requesting user. If the moderator enables your camera and microphone, you can then contribute to the session from the mobile device.

To exit the Spontania session, tap the **Hang Up** button in the configuration menu and accept.



You can also simply close the application the way you close any other application using your device.

Also it is possible to have additional icon blinking, , if chat messages have been received and user is not in the work area.

1st Screen: Work Area

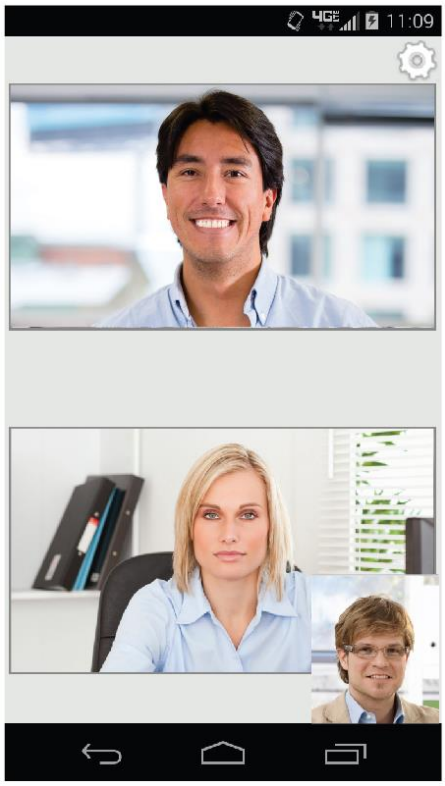
This is the equivalent of the Main Area for Spontania Windows and Mac application. The Work Area offers two viewing formats:

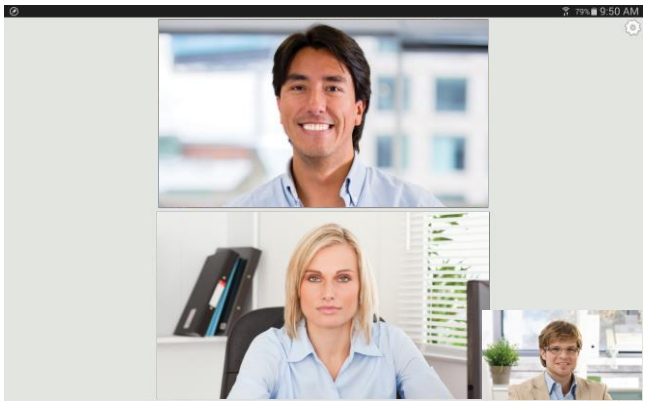
Video Conference View

This format is used while the application sharing service has not been initiated. Up to four videos of participants (whose video service is active can be viewed in this format), as well as the local video transmitted to the other participants from the mobile device, visualized in a smaller window at the bottom. The video images shown are last four speakers during the session.

The local video can be moved by dragging it around the screen and it can be minimized with a tap.

Note: Older versions of mobile devices may not support video transmission.





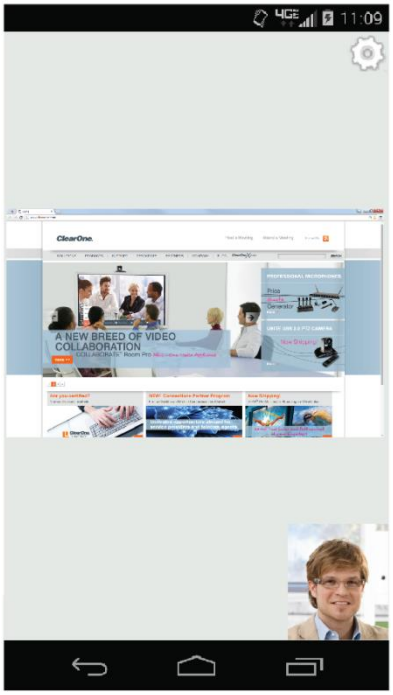
The view is automatically adjusted to the horizontal or vertical position of the device. If you tap any of the video images, all the videos rotate. However, the user can change the view depending on the model of mobile:

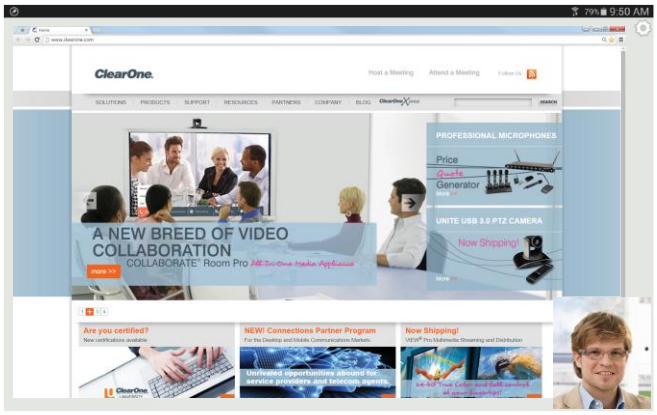
- View "Meeting" shows the videos of the participants, all the same size.
- Vista "Conference": one of the videos shown in a larger size compared to the rest.

If the user clicks on any of the videos, these rotate.

Presentation View

This format is used to share documents, applications, or the desktop with the other connected users.



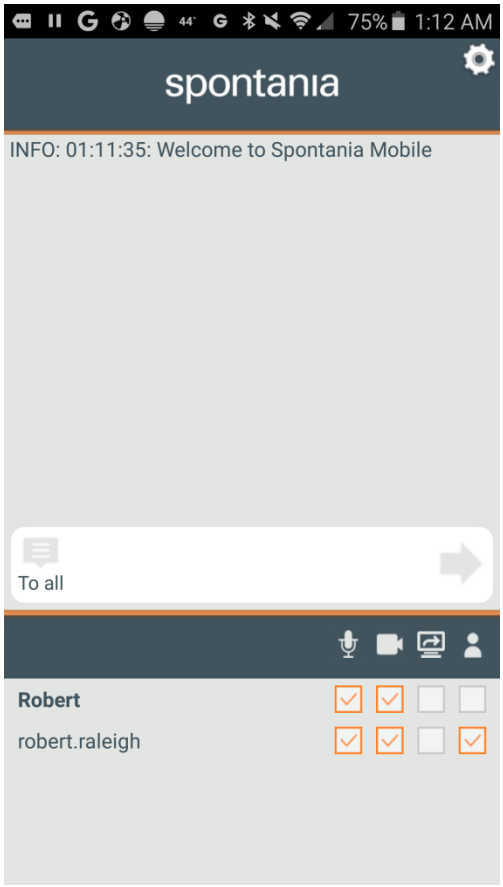


Depending on the mobile device, when in this format, the viewing of videos is temporarily disabled in the mobile device to concentrate on the view of the shared document, application, or desktop. You can zoom in or out of the image of the shared resource shown on the screen as is usually done on the mobile device. However if the mobile device supports video and sharing, you can move between video view and presentation view by dragging from left to right.

2nd Screen: Participants Panel

This user interface is the equivalent of the Participants Panel in the Spontania application for Windows or Mac systems.

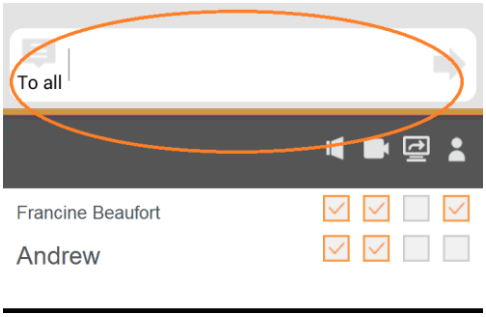
The layout in vertical position is shown:



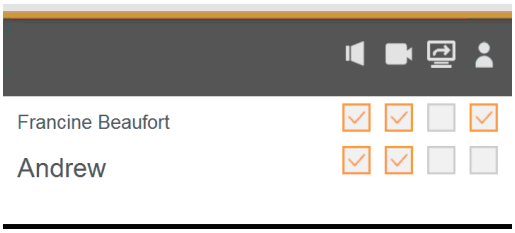
This consists of several areas:

- The upper area is where the chat messages exchanged privately or publicly during the session can be viewed, as well as the notifications related to general events in the session (activation and deactivation of services, etc.).

- A central bar is provided to write text messages to the participants. (These are public messages; it is not possible to send private messages from an iPhone or iPad).



- Finally, the lower part shows the list of participants connected to the session. Likewise, it gives information about the status of the communication and collaboration services and who has the role of moderator.


Francine Beaufort
Andrew