

## Quick Reference Card for confidence Business Edition 2

The Quick Reference Card describes the fundamental functions of confidence Business Edition 2 Version 2.0.0.14 and after

### Before the start of confidence

- 1 Connect all webcams and microphones that will be used before the start of confidence
- 2 Close all other communication tools that could use these devices (Skype/Yahoo IM/MSN/ICQ...)
- 3 Check that no personal firewall (e.g. Kaspersky/Windows) is blocking confidence. Please check if your company has applied security settings to the network. Confidence supports manual HTTP-Proxy configuration for proxies supporting the CONNECT method. However, by default it is necessary to allow for Outgoing TCP connections across Port 443 and public DNS resolution. Please contact your local network administrator to find out more about your specific network situation before contacting the Streamcraft Support.

### First time configuration

- 1 If you are using a headset please go to „Options>Media>Audio Devices“ and deactivate the playback option *“Loudspeaker used”*
- 2 Apply special network settings to confidence through Login dialog’s *“Options>Network>Manual Network/Adapters“* dialog after performing the basic initial configuration steps:

### Initializing a one-to-one call

**In order to start a one-to-one call follow these instructions after you log in to confidence:**

- 1 Select the person you wish to communicate with from your address book by one single mouse click. This person must be online (user’s icon is green)
- 2 In the now visible client specific info dialog click on the green *“Call”* button to start the call
- 3 The communication partner and potential additional participants are shown in the conference room after the connection has been established. The audio connection is automatically active, whereas the video can be additionally activated if desired
- 4 **Alternatively:** Select the person you wish to call from the address book with double click – the call is established instantly if the client is online

### Joining a group conference

**Joining a scheduled group conference:**

- 1 Activate the tab *„Account/News/Services“* and click the *„Enter“-Link* in your personal overview of current conferences. Refresh the overview with click on the green arrows if you do not have the most current view on the conference list.

**Joining an unscheduled/spontaneous conference:**

- 1 Select target conference server designated for the session from your address book and follow the steps described in *“Starting a one-to-one”* conference

If access to the conference is protected with a PIN, enter it when you are prompted

**Hint:** Use the Application Settings>Media>Audio/Video configuration dialogs to change the confidence recording and playback settings. You can change the settings any time, even during a running conference.

### Adding contacts to your address book

- 1 Click on *“Add contact...”* sub stack element located in the confidence navigation area’s contact category
- 2 You can choose to search for the contact by user id (e.g. [testuser@streamcraft-biz.com](mailto:testuser@streamcraft-biz.com)) or alternatively by a fragment of first name or surname and/or organization. Please use wildcards like *“\*”* or *“?”* to extend your search query.
- 3 Enter the search key in the corresponding fields
- 4 Click on the *“Search”* button. If you found the user you were looking for, highlight the entry from the list of search results. The button *“Add”* will add this user to your contacts.

### Secure File sharing

**The selective and secure exchange of files is enabled during a conference**

- 1 During a running conference, select the confidence stack element in the navigation area named *“Filesharing...”*
- 2 Click on the button *“Add”* to select the files you wish to transfer
- 3 Select the communication partner you wish to transfer the files to
- 4 Start the exchange by clicking on the *“Start Sharing”* button
- 5 After a few seconds, the recipient is prompted that there is an incoming file transfer. If he accepts, the transfer begins a few seconds later
- 6 You can observe the transfer progress in the transmission monitor

**Hint:** If you wish to increase the data transfer speed, deactivate, if possible, the video communication feed or end other bandwidth demanding services (e.g. application sharing).

**Important:** If you end a conference during a running file exchange all active transfers are also terminated.

### Text-Chat

**You can use the chat function at any time during a running conference.**

- 1 During a conference, select the *“Chat”* tab
- 2 In the chat input area, you can select the recipients of your messages – all conference participants or selected ones. The button *“Send”* transmits your message to its destination.
- 3 In the chat output area you can view the messages you sent, as well as the ones you received

## Joint viewing/editing of documents/applications

### Application sharing

During a conference you can share almost any application with other participants to be cooperatively viewed or worked on.

- 1 Choose the stack element "Application Sharing/Remote Access" in the confidence navigation area
- 2 Open the application you wish to share with your communication partners if this not already the case
- 3 You can use the options "Select application from a list" and "Select application by hand" to choose the application/window to share
- 4 Depending on the maximum available bandwidth, your communication partners should be able to see the application image within several seconds

### Remote access

If you are the owner of a shared application, you can delegate control over it to other participants. When another conference participant has been given control, mouse and keyboard actions will be transferred from the remote computer to yours.

- 1 Choose the stack element "Application Sharing/Remote Access" in the confidence navigation area
- 2 The button "Hand control over to..." allows you to choose the person in the conference you wish to hand over temporary control to the application.
- 3 Make sure the target window is in the foreground of your desktop and is active (i.e. is clicked on, the so called "in focus")
- 4 After 3 seconds during which you have not moved your mouse or used your keyboard, the user you have chosen receives the control over the shared application. A green frame lets the remote user know he can now operate it. You can instantaneously take away the interaction rights at any time by moving the mouse or using your keyboard. After 3 more idle seconds on your side, the selected remote user receives interaction rights again. You can take those away completely by using the "Hand over control to" button again
- 5 Deactivating remote access is done by selecting the related option via clicking the formerly labeled "Hand over control..." button.
- 6 Under "Extended sharing settings" and "Security/Privacy settings" you can manage the quality and speed of sharing as well as the security of the application

### Ending an application sharing session

You can stop the sharing of an application at any time.

- 1 Choose the stack element "Application Sharing/Remote Access" in the confidence navigation area
- 2 Under "Select application from a list" (which now shows the name of the selected application) you can end the application sharing by selecting the related option.

**Note:** - If you end a conference, all shared application sessions are also closed.  
- Every user can only share one application at a time

**Important:** Under Windows Vista the shared application must possess a security level lower or the same as confidence in order for remote interaction to be allowed.

## Conference recording

Conferences and all other actions that have taken place during the sessions can be recorded and archived for later use.

- 1 Select the "Recorder" stack element from the confidence navigation area
- 2 Click on "Select target file" to designate a file for the conference data on your local hard drive
- 3 Click on the "Start recording" button to begin. Confidence appends a timestamp to the selected file name in order to eliminate the chance of unintentionally overwriting a conference file

**Note:** All exchanged data during a conference will be recorded with the help of a sophisticated track method. With the free „confidence Session Player“ you can later view all audio/video/application sharing/file sharing/chat etc. data in the correct chronological order.

**Hint:** The size of the conference recordings can be manually confined by recording the session in several segments. Click the "Start/Stop" button twice to continue recording but to create a second conference archive with the same name and a different timestamp. Since confidence generates a 100% authentic recording, post-editing of the archives is currently not provided.

## Viewing of recorded conferences

The viewing of recorded conferences is carried out by the external „confidence Session Player“. It can be found in the confidence program group that was installed during the initial installation procedure.

It is also possible to deploy conference recordings with the confidence Streamingserver in a very network friendly and efficient way. Please contact confidence support for more information: [support@confidence.de](mailto:support@confidence.de)

## Additional information

Additional information on confidence can be found in the confidence Business Edition 2 online help system based on video tutorials which is invoked by clicking one of the blue question mark icons embedded at important places in the confidence user interface.

If you have further questions, proposals or bug requests please contact confidence support: [support@confidence.de](mailto:support@confidence.de)

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