Quick Reference Card for comfidence Version 3.0

Before the start of comfidence

1 Connect all webcams and microphones that will be used before the start of comfidence

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) is blocking comfidence. Should that be the case, add comfidence to the list of trusted applications. Please check if your company has applied security settings to the network. Comfidence supports optional HTTP-proxies and utilizes only port 443 for outgoing TCP connections (if, necessary, contact your local network administrator for help)

Initial Configuration

1 If you are using a headset, deactivate the microphone configuration under Options>Media>Microphone Settings>Advanced Settings (show section)>Echo Cancellation

2 If you require special network network settings (http-proxy/port forwarding), you can make them after the initial configuration has been performed by clicking on Options in the login dialog and navigating to Network>Manual Network/Adapters>Network Profile Settings

Login

1 You can chose to login to comfidence with the e-mail and password designated at account creation

2 Alternatively, you can login with the user ID that was assigned to you

3 To complete the procedure, enter the aforementioned account and password information in the corresponding input fields of the login dialog and click on the *Login* button

Initializing a one-to-one call

In order to start a one-to-one call follow these instructions after you log in to comfidence

1 Hover your mouse over the entry of the person you wish to communicate with in the *Contacts/Place Call* tab (the person must be marked as online – his icon will be green)

2 Click on the now appeared *Call* button to the right of this person's entry in the address book – the call is being initialized

3 If the connection was correctly realized, your communication partner(s) will be shown in the *Conference Control* tab. The audio/video connection is automatically activated. You can deactivate the automatic video signal under *Options>General>Conference*

4 Alternatively: Start the call with a double click on the person's entry in the address book

Joining a group conference

Joining a scheduled group conference

1 In the *Stage* field, 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 two green arrows

Joining an unscheduled group conference

Select conference room designated for the session from your address book and click on the green *Call* button that appears – the call will be initialized

1 If a PIN is required to join the group conference, enter it when you are prompted

STREAMCRAFT TECHNOLOGIES

Hint: **Use the option Audio/Video in the taskbar at the top of the window to adjust the audio and webcam settings even during a running conference. If you minimize the comfidence main window, you can access the options under the „comfidence quickbar".**

Mute Audio/Send or Stop Video

In the *Conference Control* tab (next to *Contacts>Place Call*) you can activate or deactivate the transmission of sound/picture with a simple mouse click on the Microphone/Webcam checkmark in your own „YOU" participant entry. A blinking icon signalizes that you are able to send audio/video but at this moment choose not to. Click on the flashing icon – it will stop blinking and the corresponding transmission will resume

Conference Control

Individuals that were called are always the Moderator with one exception: prescheduled group conferences have a Moderator appointed at event planning.

Under *Conference Contro>Audio/Video* Moderators can activate/deactivate other users per mouse click on the green checkbox in the corresponding column. The grey line provides the Moderator with these options for all users (except himself) simultaneously. Thus, you can quickly implement lecture scenarios where one person holds a presentation uninterrupted by questions

Push To Talk Mode

In the upper window taskbar you can activate the *Push To Talk* mode during a running conference. In the *Push To Talk* dialog that appears you can easily activate this mode. Your microphone is automatically muted while you are NOT holding the *Hold Down to Talk* button (green/red speech display). This mode is primarily for tough audio conditions with a lot of interfering local ambient noise

Adding contacts to your address book

1 If you know the user ID of your communication partner, click on the bottom *Add contact by ID* link under *Contacts/Call.* If you don't know the user ID, you can click on the *Search contact* link. The newly appeared *Search Contact* screen allows you to look up and add a person by partial nickname/first or last name or their company/organization affiliation. You can generalize the fragment search with the help of the „*" or „?" wildcards

2 Subsequently, click on the *Search* button. If the user you are searching for is found, you can add him to your address book with a click on the *Add To Contacts* button. If the search retuns multiple results, identify the correct entry from the list and use the *Add to Contacts* button as above

Transfer Files during a Running Conference

1 From the taskbar at the top of the window, choose the option *File Sharing*

2 There, click on the *Add* button and select the files you wish to transfer or alternatively select files from e.g. Windows Explorer and drag & drop them into the *File Sharing* window

3 Select the communication partner to whom you wish to send the files

4 Start the transfer by clicking on the *Start Sharing* button

5 After a few seconds, the receiving user is prompted on the file transfer. Should he accept, the file transfer starts in a few seconds.

6 You can track the transfer status in the transfer progress monitor in the *Stage* frame. Call it under *View>Filesharing*

Hint: **If you wish to speed up the file transfer, if possible, deactivate the video transmission or other bandwidth intensive services (e.g. desktop sharing).**

Important: If you terminate a conference during an active file sharing session, all current data transmissions will also be interrupted.

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Text Chat

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

1 During an active conference, select the *View>Chat* option form the menu. The chat window will be opened in the *Stage* area

2 In the chat entry field, you can pick the recipient of a text message, enter the message and use the *Send* button. You have the option to select all conference participants or a single user to chat with

3 In the chat output area you can view the messages you sent, as well as the ones you received from others

Joint Viewing/Editing of Documents/Desktop Regions

You can share as good as any section of your desktop as well as your complete desktop (even in multiple monitor configuration) with the rest of the conference participants during a running conference; and if you wish, you can also give them the control over it.

1 During an active conference, select the *Desktop Sharing* option from the taskbar at the top of the window

2 In the newly appeared *Desktop Sharing* dialog, click on the *Share* button. Now choose to share your complete desktop with the rest of the conference participants or only a region of it

3 If you chose the complete desktop option, a yellow fastbar will appear at the top of your monitor. You can use this bar et al to monitor the picture transfer progress. The button *Remote control to* allows you to pick a user to give mouse and keyboard remote control over the shared portion of your screen

4 As soon as you have not moved your mouse or keyboard for 3 seconds, the control is given to the communication partner you chose. He will be notified by a green frame surrounding the picture of the shared application. You can retrieve control immediately and at any time by simply moving your mouse or pressing any key on your keyboard. Control will be returned to the chosen user after 3 seconds of inactivity on your part

5 If you have opted for sharing only a region of your screen, a sharing region window appears, which you can move to the destination and resize to fit your needs by dragging its sides

6 As soon as the sharing window has been positioned correctly, you can start sharing the selected region by clicking on the *Start Sharing* button in the yellow bar at the bottom of it. Now, the chosen region will be shown to the rest of the conference participants. Again, you can give the control to another user as above. In addition, you can resize and reposition the sharing window without having to stop the sharing

End Application Sharing

1 In order to end the sharing, click on the red cross in the yellow control bar of the sharing window or in the helper window

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 have the same or lower security level than confidence in order to allow remote access
- Sharing of 64 Bit applications is not currently supported

Conference recording

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

1 During a conference session, select the *Recording* button from the comfidence task bar

2 Click on the *Target* button to designate a file for the conference data on your local hard drive

3 Click on the *Start* button to begin. comfidence 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 *comfidence 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.**

Viewing of Recorded Conferences

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

It is also possible to deploy conference recordings with the efficient comfidence streaming method. Please contact comfidence if you are interested in this option: support@comfidence.de

Additional Information/Online Help

Additional information on comfidence can be found in the comfidence documentation. It will be available for download from the comfidence website shortly.

If you have further questions, proposals or bug requests please contact comfidence support: support@comfidence.de