Getting Started With Web Conferencing

*Moderators Guide for ElluminateLive! 10.0*
What is web conferencing?

Web conferencing connects students, lecturers and guests at their computers in different locations via the Internet. Anyone with a computer and Internet access can be invited to join a conference session, scheduled for a specific time. Participants can then communicate in real-time via audio, chat and video, and interact via a shared whiteboard space.

Sessions can also be recorded to allow for later viewing. The UTAS web conferencing system is ElluminateLive!

How web conferencing works

Typically, a lecturer, tutor or staff member is the ‘Moderator’ and has control of the session. The Moderator is the person who requests the session and sends email invitations to each ‘Participant’. The email invitation contains a web link, which gives access to the session.

Depending on the purpose of the session, as Moderator you can upload or share materials such as PowerPoint slides, documents, images and video into the whiteboard area of the ElluminateLive! window.

The whiteboard is where information is shared on-screen. You can demonstrate the use of a software application here, for example, and have participants use that software in the whiteboard area, even if they don’t have the application on their own computer. Other features include quizzes, polls, and breakout rooms for groups.

What equipment do I need?

Access to a computer with an Internet connection, ideally broadband but the system is designed to work with dial-up, though use of video should be limited.

A headset with a microphone – this is essential as feedback occurs if using built-in speakers and microphone. The system works best if you’re located in a quiet room. The system is not designed to work in a busy computer lab or open office.

Essential first steps

Before requesting your Web Room we recommend you make sure you are able to successfully use ElluminateLive!

1. Go to http://tiny.cc/elluminate-first-time
2. Step 1: Checking System Requirements occurs automatically. You will see green ticks as confirmation if your system is able to run ElluminateLive!
3. If your system is unable to run ElluminateLive! follow any prompts that appear. If you continue to have trouble, contact UTAS Elluminate support as listed below.
4. Complete Step 2: Configuring your system. This is essential for accessing an ElluminateLive! Web Room as it tests your settings, connection and audio configuration.
5. Visit [http://tiny.cc/elluminate-moderator](http://tiny.cc/elluminate-moderator) to access guides and other help material for both participants and moderators.

**How do I request a web conference Web Room?**

UTAS staff can request a Web Room by filling in the ‘Web Room Request’ form on the web conferencing webpage located in the UTAS Teaching & Learning site:


For further enquiries, contact CALT by email web.conferencing@utas.edu.au or by phone:

**Newnham Campus, Launceston**

Ben Cleland, Web Conferencing Coordinator (Extension 3845)

**How do I access my Web Room?**

You will receive an email invitation generated by the web conference system that contains several links. It is important to save the email containing your links to the Web Room otherwise you won’t be able to join on the day!

The links appearing in the email typically look like:


A link to join your Web Room will read:

“You can access your web room as a Moderator by clicking on the following link:

**Moderator link:**

[https://sas.elluminate.com/m.jnlp?sid=1178&miuid=2A9F53F28D04C607525ADB9103284](https://sas.elluminate.com/m.jnlp?sid=1178&miuid=2A9F53F28D04C607525ADB9103284)

A link to invite others to join the session as Participants will read:

“You can invite participants to the session by sending them the following link:

[https://sas.elluminate.com/m.jnlp?sid=1178&password=M.8C9666AAC66DCECAD1F4CC8C192](https://sas.elluminate.com/m.jnlp?sid=1178&password=M.8C9666AAC66DCECAD1F4CC8C192)

Joining a session can take several minutes. **Be patient** - a number of different prompts will guide you through the process. You may be asked to allow your web browser to download and run the web conferencing file. Go ahead and do this.

Do not re-click the link unless you receive a ‘connection failed’ message.

**Broken invitation link – ‘revoked session’ message**
It is important the entire invitation link (URL) is active. Some email software or settings break the link by word wrapping the URL address onto the next line.

Here is an example of a broken link:

https://sas.elluminate.com/m.jnlp?sid=1178&password=M.02DF07767CF0082213F8CC613

Note the last 5 characters CC613 are not underlined – the link is broken. You can copy and paste or manually enter these characters into your web browser to restore the link.

**How Participants join your session**
After following the link in the email invitation you sent them, Participants will be prompted to enter their name. They should use their first and last name as this will be displayed in the Participant window within the session. If a Participant has already been registered in the Web Room by name at your request at the time it was set up, they will enter the session directly.

**Re-confirm your audio set-up**
Upon entering a session, it is recommended that Moderators (and Participants) re-check their audio by selecting Tools > Audio > Audio Setup Wizard and following the prompts:

![Elluminate Live! - PARTICIPANT ORIENTATION](image)

**Making yourself heard**
In order for you to be heard in Elluminate *Live!* you need to click on the Talk button at the bottom left of the window. It appears **yellow when on**; greyed out when off. As Moderator, you can decide how many simultaneous talkers, up to a maximum of six, you will allow. This can be adjusted during a session via Tools > Audio > Allow Simultaneous Talkers...
It is helpful to put up a reminder of the need to turn on the microphone to speak on your whiteboard for first time and occasional users.
Key ElluminateLive! toolbar buttons

Please refer to the following table to learn what features the buttons represent. Also see the ElluminateLive! V10 Moderator’s Quick Reference Guide at http://tiny.cc/elluminate-moderator for their locations.

<table>
<thead>
<tr>
<th>Button</th>
<th>Function</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="File" /></td>
<td>Saves the Whiteboard, Quiz or Chat conversation to a file.</td>
</tr>
<tr>
<td><img src="image" alt="Printer" /></td>
<td>Prints the selected Whiteboard screens.</td>
</tr>
<tr>
<td><img src="image" alt="Layout" /></td>
<td>Displays the current window layout. Use the pull-down menu to choose a new layout.</td>
</tr>
<tr>
<td><img src="image" alt="Poll" /></td>
<td>Publishes polling results to the Whiteboard.</td>
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</tr>
<tr>
<td><img src="image" alt="Presentation" /></td>
<td>Opens the Presentation Mode dialogue that lets you display the Whiteboard or an Application Sharing session in Presentation Mode.</td>
</tr>
<tr>
<td><img src="image" alt="Application Sharing" /></td>
<td>Enables the Application Sharing feature, which allows users to share application(s).</td>
</tr>
<tr>
<td><img src="image" alt="Multimedia" /></td>
<td>Displays the Multimedia Library dialogue box, where you can load, play, stop playing, and delete a multimedia URL or multimedia file. When you are playing a multimedia file, this file will be displayed in the Multimedia window on all the Moderators’ and Participants’ machines.</td>
</tr>
<tr>
<td><img src="image" alt="File Transfer" /></td>
<td>Show the File Transfer window. The File Transfer window appears, which allows you to Open a File or URL, view the list of shared files, save, and delete the shared files.</td>
</tr>
<tr>
<td><img src="image" alt="Video" /></td>
<td>Enable video camera support. The show Video window button is added to each Participant’s and Moderator’s toolbar. The Video permission column is added to the Participants table with hosting Video permission assigned to the Moderator.</td>
</tr>
<tr>
<td><img src="image" alt="Video" /></td>
<td>Show the Video window, opens the Video window. This button only appears when the Video has been enabled.</td>
</tr>
<tr>
<td><img src="image" alt="Video" /></td>
<td>Closes the Video window and stops transmitting and/or receiving video. This button only appears when the Video window is open.</td>
</tr>
<tr>
<td><img src="image" alt="Web Tour" /></td>
<td>Enables the Web Tour or Web Push feature. The Enter URL dialogue box appears where you can enter a URL and push the participants to this web site. If you have Internet Explorer or Safari as your default web browser, the Internet URL you entered will open in our Web Tour window. If you have a different default web browser, the Internet URL will open in your default web browser window.</td>
</tr>
<tr>
<td><img src="image" alt="Web Tour" /></td>
<td>Opens the Timer dialogue so you can set timer options and start the Timer.</td>
</tr>
<tr>
<td><img src="image" alt="Notes" /></td>
<td>Opens the Notes window so you can take personal notes.</td>
</tr>
<tr>
<td>Button</td>
<td>Function</td>
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</tr>
<tr>
<td><img src="image1" alt="Button" /></td>
<td>Takes you to the ElluminateLive! website.</td>
</tr>
<tr>
<td><img src="image2" alt="Button" /></td>
<td>Indicates that you are connected to a session. Click on the button, to leave the session. This command changes to a Connect button when you are disconnected from a session.</td>
</tr>
<tr>
<td><img src="image3" alt="Button" /></td>
<td>Indicates that you are disconnected from a session. Click on the button, to join the ElluminateLive! session. The button changes to a Disconnect button when you are already connected to the session.</td>
</tr>
<tr>
<td><img src="image4" alt="Button" /></td>
<td>When this indicator is green it indicates that you are connected to the ElluminateLive! session. If the colour is yellow, this indicates that you have an unstable connection and if the indicator turns red, then you have been disconnected from the ElluminateLive! session.</td>
</tr>
<tr>
<td><img src="image5" alt="Button" /></td>
<td>This indicates whether the communication with the Elluminate Live! server is encrypted. When an open lock appears, the communication is unencrypted.</td>
</tr>
<tr>
<td><img src="image6" alt="Button" /></td>
<td>When this indicator appears in red, it indicates that your session is being recorded. If the session is not being recorded or the recording has been paused, the indicator will appear dim (grey in colour).</td>
</tr>
<tr>
<td><img src="image7" alt="Button" /></td>
<td>When this indicator is red, it becomes a button, which you can select to resume recording the session. If the session is currently being recorded, this button will be deactivated (grey in colour).</td>
</tr>
<tr>
<td><img src="image8" alt="Button" /></td>
<td>If the session is being recorded, this indicator turns into a button (blue in colour). You can click on this button to pause recording the session. When the recording is paused, this button becomes deactivated (grey in colour).</td>
</tr>
</tbody>
</table>

Please note that the Participant view in ElluminateLive! contains fewer features and icons. Refer to the ElluminateLive! V10 Participant Quick Reference Guide at [http://tiny.cc/elluminate-moderator](http://tiny.cc/elluminate-moderator) to gain an awareness of the available features.

**Elluminate Live! whiteboard tools**

![Whiteboard tools](image9)
Please note that Participants have fewer whiteboard tools. For a Participant to upload their own PowerPoint presentation for example, you would need to temporarily grant them the Moderator privilege (by right-clicking on their name in the Participant window).
Trouble Shooting Guide

Failed connection

If you are on campus at UTAS

If you receive a message stating that connection has failed, a common cause is incorrect proxy settings. To check or change the proxy settings once prevented from entering an ElluminateLive! session:

1. Select Cancel on the error message to remain in the ElluminateLive! window
2. Select Tools > Preferences > General > Proxy Settings
3. For Method select HTTPS Proxy Server
4. For Server enter: proxy.utas.edu.au
5. For Port enter: 8080
6. Select OK to return to the main ElluminateLive! window
7. Select Session > Join Session.

Java Settings and MyLO

ElluminateLive! relies on the use of JAVA Web Start to launch. A small ‘meeting.jnlp’ file is downloaded into your computer’s temporary memory. If this does not happen correctly ElluminateLive! will not open. MyLO can interfere with this process and you should quit it first. If after following the steps below to configure Java, you are still unable to enter the Elluminate session, try restarting your computer.

1. Go to the START menu and click on Control Panel
2. Select JAVA > General > Network Settings
3. Select Use Proxy Server
4. For Server enter the address: proxy.utas.edu.au
5. For Port number enter: 8080
6. Select OK.

Further trouble-shooting information can be found at:

http://www.teaching-learning.utas.edu.au/elearning/web-conferencing/support-students