My Teamwork User Training

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Agenda

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Introduction
Introduction: My Teamwork

My Teamwork is a communications system that enables communication among groups using telephones, Instant Messaging and/or document or web sharing, instantly or in scheduled meetings.

It allows you to:

- Exchange IMs securely with people inside and outside of your enterprise
- Use any telephone to easily contact groups of people
- See who is Online and who is On the phone
- Share Documents and Make Presentations
- Record and Playback Audio and Data Conferences
- View Logs of past messages and phone calls
- Control who sees that you are online and who can send you messages
Flexible and easy-to-use

- The web interface provides a lot of very powerful collaboration capability
  - Keep in mind that you don’t need to use it all
    - It can be used for straight, dial-in conference calling like any service
  - The data collaboration capabilities provide a cost-effective, secure alternative to services like WebEx
- Promotes self-service conferencing
  - Award-winning ease of use for both instant calling and scheduling
  - Workflow-based design
- Compact, intuitive interface
  - One-click call control and add/remove media
My Teamwork: two windows do it all

Home window
- One for every system you’re logged into (usually one)
- Multiple tabs with different functions
- Usually home is the contacts (buddies) tab
- Clicking on a phone or “buddy” starts a conversation

Conversation window
- Opens automatically when conversation started
- Everything you need to control or participate in a conference
- Can have multiple conversations going at once
Contacts (buddies) list & Presence

Define your presence:
- On line
- Off line
- Busy
- Away...

Select the phone number where you want to be reached:
- Phone # not available
- On phone with me
- On phone
- Online; on hook
- Online; busy (in IM)
- Online; available
- Offline

Help
Online manual
Online Help Manual

- What is My Teamwork?
- Collaborate and communicate on the spur of the moment
- My Teamwork is a real-time communications system that allows you to:
  - Send instant messages
  - Change an instant message into a phone call
  - Make phone calls and conference calls
  - See who is online and who is on the phone
  - Share your desktop or applications with others
  - Make presentations and upload attachments
  - Control the board and who can see who is online and who can send you messages

- The phone number that appears at the top of the main Contacts window is the number where you make and receive calls.
- Set the phone number where you make and receive calls

- When you use My Teamwork to make calls, this phone number will ring first. When you answer your phone, your outgoing call will be placed.
- When someone else calls you using My Teamwork (e.g., by double-clicking the phone icon next to your name), this number will ring. If you keep this number up-to-date, it will help other people to find you.

The first time you sign in to My Teamwork, your phone number will probably be set to the number that appears in your corporate directory. You can change your number to your cell phone, a conference room, or any place where you want to make and receive calls.
The First Login
Your First Time …

- **Disable any pop-up blockers you might be using**
  - Method depends on the blocker you’re using; generally either a choice on the tools menu or a button on your browser toolbar.

- **Go to <url>**. (Note: after you are at this URL, you may re-enable your popup blocker if you wish and tell it to allow pop-ups from this URL)

- **If your network manager has chosen not to purchase a set of security credentials for your server (e.g. from Verisign), you will see a security certificate warning dialog. If you install the certificate, you will not see the warning again. (To install it, choose “More Info” on the warning and follow instructions.)**

- **Bookmark this url.**
Logging In

- Splash screen and login windows appear
  - Can close splash screen
- Give your Username (email addr) and Password
- Can log into multiple systems
- Check the “Automatically log me in” box (and you’ll never have to do this again on this workstation.)
Add contacts (buddies)

- Click “Add a Contact” at bottom of contact list
- Choose contact from address book of choice
- Contact must also have an account on conferencing server to be successfully added
- Contacts can be sorted into groups; may belong to more than one group
- Right-click on a contact for menu to delete or change
The first time you share an application

If your network manager has chosen not to purchase a set of security credentials for your server (e.g. from Verisign), you will see a security certificate warning dialog the first time you initiate and/or view a shared application. Just click the “Yes” button and you will not see this again.
Conversations
How to Enter Conversations (Conferences)

- **Ad-Hoc (or instant)**
  - Click on a phone or buddy icon
  - Enter a phone number in a “call” box
  - Remember: the system will call you, THEN the person you’re calling.

- **Click on scheduled call** (see slide on scheduling later)
  - One-time or recurring (similar to outlook recurrence)
  - Reservationless (MeetMe)

- **Be invited**
  - Click on a link which was emailed to you
  - Call in to an audio conference for which you know the access code
Conversation windows

- A conversation window will open automatically whenever you enter a new conversation.

- If you log in while a conference of yours (that you either scheduled or are currently called into) is ongoing, a conversation window will open immediately upon login so you can participate in the data portion of the conversation.

- If you accidentally close a conversation window and want it back, log out and then log back in and it will re-open.
Compact and easy-to-use conference controls

- Click to call a participant in an IM session by clicking on a blue phone icon
- Click to record conference
- Click to lock (no more participants may join)
- View/share a document
- Invite another person to the conference

Type IM here

Click to Mute  Hold  Drop

Last message received: 3:48 PM

File  View  Actions  Help

Pat on Trial: I am doing an IM

Pat on Trial: D000 D000 D000

Upload  ×  Recycle

I want to...

- Invite a Contact
- Email Invitations / View Dial-in Number
- Start a Sidebar Conversation
- Send Email
- Share an Application
Controlling audio-only conferences

Touchtone interface

- Basic conference call control via DTMF interface
- For a list of available commands, press ## at any time

Available commands:
- ##1: Mute or un-mute your line
- ##2: Place a call to add someone to the conference (call leaders only)
- ##3: Listen to a list of participant names, or, if names are not available, the number of callers in the call

- To return to the conference call, press the star (*) key twice
- No scheduling capabilities
Web Conferencing
Three types of Web (Data) Conferencing

- Attach file for download
- Document Sharing
- Application sharing
First Web Conferencing mode: Web Presentations

- Swiftest and easiest sharing
  - Can be shared from any supported browser on any speed internet connection
  - “Instant tutorial” recordings

- 3 steps: upload and click twice
  1. Upload presentation
     - Can upload before conference starts (.doc, .xls, or .ppt only)
     - On upload, document is queued for conversion to HTML; when it is ready to display, a link will be displayed in the IM window
  2. Presenter clicks on “start presentation” link in IM window to start presenting
  3. Viewer clicks on “show presentation” link in IM window
Web Presentations (continued)

- IM, presence, call control and menus still available to right of presentation
- Can be recorded (“Instant Tutorials”)

**Touchtone access : IVR Control**

- Basic conference call control via DTMF interface
- For a list of available commands, press ## at any time
- Available commands:
  - ##1: Mute or un-mute your line
  - ##2: Place a call to add someone to the conference (call leaders only)
  - ##3: Listen to a list of participant names, or, if names are not available, the number of callers in the call
- To return to the conference call, press the star (*) key twice
- No scheduling capabilities
Second Web Conferencing mode: File download

- Any type of file
- 2 steps: Upload and click
  1. Upload file as attachment
  2. Click on link in IM window or menu to download
- File cannot be displayed, just downloaded
Third Web Conferencing mode: Application Sharing

- Can share a single application or entire desktop (remote control)
- Sharer: Must be using IE (ActiveX control)
- Other participants: Any browser, and JAVA needs to be installed and enabled
How to share an application

Three Steps: Select application and click twice

1. Select “Share an Application” from ‘I want to…’ menu
   - Any application, participant does not need to have the application installed
   - Control can be passed to any participant
How to share an application (sharer view)

2. Sharer selects application to share (can be whole desktop)
   - Application is brought to front with red outline
   - Control bar is activated, can pass control to other participants, pause sharing, etc.
How to share an application (participant view)

3. Participant clicks on link in IM window, application window expands
   - Sees fully integrated view, with IM window, presence, and other menu areas
   - Participant can choose between shared applications and presentations available in this conversation
Scheduling, Recording, and Logs
Home window: tabs for other functions

Tabs may or may not appear depending on how system is licensed (functions that were purchased).
Scheduling A Conference

Either:
Right-click on a heading and select to schedule

Or
Click on the Schedule line in “I want to…”
Schedule a conference – continued

Fill in the following:

Conference Name
Type
Start Date and Time
Duration

Select any special options
Lecture Mode = all participants are automatically muted when joined
Leader Required = participants are put on hold until leader joins; if not selected conferencing starts immediately

Save and Close

Your conference is now created.
Inviting participants via email or Outlook

Right click on the conference name and click on “Invite Someone to this Conference”. The new window looks like this:
Inviting participants via email or Outlook – Step 2

To invite a participant click on the “Participants” button.

To invite other “Contacts” within your system, click on “Participants” or “Leaders” in the “Contacts” section.

All the contact information you need for this conference as a leader or for a participant can be found in this section.
Inviting participants via email or Outlook – Step 3

To invite a participant click on the appropriate button:
“Participants”
“Leaders”

This allows you to send an email with the appropriate information.
Recordings Playback

On replay, the slide transitions for a web conference are synchronized with the original audio conference.

Recordings stored on server, can be downloaded.

- Recording list
- Recording link can be sent via email
- Save recording on your computer
- Play recording
Conversation History (Log)

- Personal Detailed, Searchable Call Detail Records and IM logs

Audio conversation has been used
Document sharing has been used
Recording has been used
Instant messaging has been used
Call content detail
When in doubt …

- Look at the online Help (it’s quite detailed)
- Re-read Getting Started Guide
- Right-click on a relevant line (there are many right-click menus)

Questions?
Thank You
Web-based Administration Application
Leaders and Participants

- Anyone can be a leader or participant, it depends on which access code they enter
  - Conference can have more than one leader
  - Conference should have one leader, so noisy legs can be muted
- Two types of participants:
  - Authenticated (participant has a login on conferencing system)
  - Anonymous (participant has no login)
- Leaders have more privileges than participants
  - Leader privileges include:
    - Control calling for all participants (Mute, Hold, Drop)
    - Lock calls (prevent new participants from joining)
    - Allocate dial-in numbers
  - Authenticated user privileges include:
    - Start recordings
    - Control own telephone
    - Invite participants, initiate calls
Anonymous Participants

Anonymous participants do not have an account on the conferencing system

- They can join via dial-in or web link
- If they join via web, they will have a conversation window
- Privileges:
  - participate in the IM session
  - control (drop or mute) their own audio call
  - see shared documents and applications

- They cannot initiate using the conference system resources, i.e.:
  - Cannot start calls or buddy sessions (so all presence icons will be grey)
  - Cannot upload documents
  - Cannot start an application share