Bridgit® 4.6

User's guide

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Chapter 1
Getting started

Overview

Bridgit® conferencing software is a client/server application that lets you share programs and information with anyone, anywhere in the world.

You can use Bridgit software to speak to participants using Voice over Internet Protocol (VoIP), share your desktop and send e-mail invitations for others to join. Once the meeting has started, participants can write notes or highlight information on the desktop. You can share your webcam and view other participants' webcams as well. You can use a self-created or randomly-generated password that participants must use to join the meeting.

When you participate in or present a meeting, you use Bridgit client software to connect to a Bridgit server. You can download Bridgit client software on to your desktop and start the application with a double-click.

All of the features of Bridgit software are available on a SMART Board® interactive whiteboard or SMART Podium™ interactive pen display. If you present a meeting using an interactive whiteboard or interactive pen display, you can capture your notes in a SMART Notebook™ collaborative learning software or SMART Meeting Pro™ software file or save them in an application, such as Microsoft® Word or Excel®.

What's in Bridgit?

This section highlights what's new in Bridgit software, as well as other Bridgit software conferencing features.

What's new in Bridgit software

Bridgit software introduces improvements to the webcam feature:

- Nine webcams can be shared per meeting.

- The resolution and frame rate are higher.

- Resizing and moving functions for the video window are improved.

- There are new viewing options.

    Virtualization enables you to deploy on virtualized servers.

Bridgit software features

Create a meeting

- Create a Bridgit meeting as you need it and have people join it right away. For more information, see *Creating a meeting* on page 18.

- Book a meeting in advance and send invitations using the SMART Scheduler Outlook® add-in. For more information, see *The SMART Scheduler Outlook add-in* on page 55.

Join a meeting

- You can join a meeting through an e-mail invitation you received from the meeting's organizer. For more information, see *Joining a meeting from an e-mail invitation* on page 25.

- You can join a meeting spontaneously. Start Bridgit client software, connect to the server, and then select a meeting. For more information, see *Joining a meeting from Bridgit client software* on page 23.

- You can join a meeting without a password. Use the Knock feature to request access to the meeting from other participants. For more information, see *Joining a meeting with a knock* on page 25.

Share information

- Share your desktop and collaborate with meeting participants. For more information, see *Sharing your desktop* on page 30.

- Share a region of your desktop and bring focus to your meeting. For more information, see *Sharing a region of your desktop* on page 32.

- Enable remote control of your desktop and allow a meeting participant to write or draw on your displayed content. For more information, see *Enabling remote control* on page 44. Or request remote control of the presenter's desktop and provide input to the presenter's displayed information. For more information, see *Remotely controlling the presenter's desktop* on page 45.

Audio conferencing

You can join a Bridgit meeting with an audio conference bridge and use your existing microphone headset or conference room microphone. For more information, see *Using voice conferencing* on page 27.

Video conferencing

You can attend a Bridgit meeting and share your webcam view. A meeting can have up to nine shared webcams. For more information on the webcam feature, see *Using webcams* on page 36.

Language options

Bridgit software is available in multiple languages. For a list of languages and information on how to change the language, see *Changing language options* on page 52.

Bridgit client toolbar
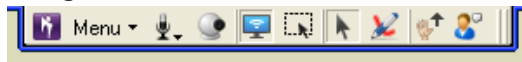
This toolbar provides access to all the Bridgit software collaboration tools, as well as all meeting and language settings.

For more information on the toolbar, see *The Bridgit client desktop* on page 14.

Global Server Network (GSN) option

The Bridgit Global Server Network (GSN) is a network of Bridgit servers at different geographical locations. The GSN optimizes bandwidth and reduces latency by detecting the fastest server in each GSN and then automatically connecting the client to that server, regardless of the server they initially connected to.

For example, if there are five clients in North America and five clients in Europe all connecting to the same meeting, and the GSN consists of one server on each continent, each client automatically connects to the nearest, fastest server. This results in only one high latency overseas connection, instead of five overseas connections. A GSN works just as well for different buildings in the same city, or even different networks in the same building.

Bridgit client system requirements

Bridgit software allows meeting participants to interact and collaborate directly with each other and supports up to nine shared webcams and nine open microphones per meeting. In order for you to share audio and video with other meeting participants, your computer must meet the following minimum requirements.

Supported Windows operating systems

- Windows XP SP3

- Windows 7

- Windows 8

Supported Mac operating system software

- Mac OS X 10.6

- Mac OS X 10.7

- Mac OS X 10.8

Without VoIP audio or webcam video

Windows

- 2.0 GHz processor

- 1 GB of RAM

- Broadband Internet connection

Mac

- 2.0 GHz Intel® processor

- 1 GB of RAM

- Broadband Internet connection

With VoIP audio or webcam video

Windows

- 2.33 GHz dual-core processor

- 2 GB of RAM

- Broadband Internet connection

Mac

- 2.4 GHz Intel dual-core processor

- 2 GB of RAM

- Broadband Internet connection

Proxy server requirements

If you are using a proxy server, you need to know the server's proxy settings so that you can configure the following:

Windows

- If you're using Internet Explorer® 6, Firefox® or Opera internet browsers, configure the browser's proxy settings and the operating system's proxy settings with the server's proxy settings.

- For all other browsers, configure the operating system's proxy settings with the server's proxy settings.

Mac

Configure the operating system's proxy settings with the server's proxy settings.

Webcam requirements

Windows

- Compatibility with DirectShow® driver

- Supports 24-bit RGB color

Mac

- Internal webcam or iSight camera

- QuickTime application program

Audio requirements

- Sound card

- Speakers or headphones

- Microphone

> **i** **N O T E**
>
> You can download or update SMART software from smarttech.com/downloads.

Downloading Bridgit client software

Before you can join or present in a meeting, you need to download Bridgit client software either by clicking a link in an e-mail invitation or by using your Internet browser.

> **i** **N O T E**
>
> You don't need to install the Bridgit client software after you download it. The client is self-contained, and you can download it to your desktop and start it from there.

To download the client software from an e-mail invitation

1. Click the link in the body of the e-mail invitation.

2. Run the software.

   The *SMART Bridgit Software* dialog box appears.

To download the client software from the Bridgit server

1. In your Internet browser, go to your Bridgit server.

2. Click the **Download Software** link, and then run the client software.

Starting and exiting Bridgit client software

Bridgit client software starts automatically when you click the link in an e-mail invitation and run the software. See *Joining a meeting from an e-mail invitation* on page 25.

You can also start Bridgit client software by double-clicking the **SMART Bridgit** icon on your desktop (Windows) or in the Dock (Mac).

> **i NOTE**
>
> If you downloaded the software and saved it to a location other than your desktop, you must open the folder that contains Bridgit client software and double-click the icon there. See *Downloading Bridgit client software* on page 7.

■ **To leave a meeting and exit Bridgit client software**

1. Select **Menu > Exit SMART Bridgit** (Windows) or **Menu > Quit** (Mac).

   A confirmation dialog box appears.

2. Click **OK** in the confirmation dialog box.

The Audio Setup Wizard

When you run Bridgit client software for the first time and VoIP has been enabled by your server administrator, you may be prompted to run the Audio Setup Wizard. Use the wizard to select your microphone and speakers and to set the volume levels for your microphone and headphones or speakers.

You can access the Audio Setup Wizard from the *Menu* options, the Bridgit meeting lobby or the Bridgit client toolbar.

■ **To access the Audio Setup Wizard from the *Menu* options**

1. Select **Menu > Options** (Windows), or **Menu > Preferences** (Mac).

2. Click the **Audio Settings** tab.

3. Click the **Audio Setup Wizard** button.

   > **i NOTE**
   >
   > The *Menu* options are available from both the Bridgit meeting lobby toolbar and the Bridgit client toolbar.

■ **To access the Audio Setup Wizard from the Bridgit meeting lobby or the Bridgit client toolbar**

1. Click the **Show/Hide Audio Controls** button to open the drop-down list.

2. Select the audio source you're using.

3. Click **Audio Setup Wizard**.

■ **To run the Audio Setup Wizard**

1. Ensure your headphones (or speakers) and microphone are connected to your computer and are turned on.

2. Close (Windows) or quit (Mac) all other programs that play or record sound.

3. Click **Next**, and then follow the on-screen instructions.

After you set up the audio devices, you can use them to speak in a meeting. See *Using voice conferencing* on page 27.

If you're the meeting's owner, you can adjust the audio settings for better sound quality or for less bandwidth usage. See *Changing audio settings* on page 49.

> **ℹ NOTE**
>
> If the Bridgit software administrator disables audio on the server, you're unable to use the audio features.

Secure Socket Layer (SSL) standard

Bridgit software complies with the SSL 3.0 standard for secure communications. Data transmitted in SSL mode is encrypted to prevent a third party from viewing it while it's in transit between a client and server. Bridgit software has been tested to ensure the encryption mechanism and the communication layers conform to the standard.

Software toolkit vendors supply libraries that implement the SSL standard and that can be used to build SSL-capable applications. Bridgit software uses a toolkit called OpenSSL to provide SSL security on both the client and the server. This toolkit implements both the SSL and the Transport Layer Security (TLS v1) protocols, as well as a full-strength general purpose cryptography library. For information about this toolkit, visit openssl.org.

Certificates

Bridgit software uses OpenSSL to generate a self-signed SSL certificate which is used for data encryption. Each time the server starts, a new 1024-bit SSL certificate is generated and a new 256-bit encryption key is negotiated with each client.

Chapter 2
Using Bridgit

You can use Bridgit software to create a meeting or you can use it to attend a meeting created by someone else.

The Bridgit client desktop

When you're in a meeting and the presenter or a participant is sharing their desktop, your Bridgit client software interface consists of a toolbar and a colored border around the shared desktop.

Bridgit client toolbar

Use the Bridgit client toolbar to access collaboration tools.

Show Menu

You can access collaboration tools and features from the *Menu* button on the toolbar. You can select tools and customize your pen.

If you select **Options**, you can change meeting settings, switch your shared monitor, change audio settings or viewing options, and change the language in your client software interface.

Show/Hide Audio Controls

Bridgit software provides an audio conference bridge and you can use your existing microphone headset or conference room microphone. For more information, see *Using voice conferencing* on page 27.

Show/Hide Video Window

Bridgit software lets you open the video window and share your webcam view with other participants in a meeting. A meeting can have up to nine shared webcams. For more information on the webcam feature, see *Using webcams* on page 36.

Start/Stop Sharing My Desktop

You can share images, videos and written information with other participants by sharing your desktop. For more information, see *Sharing your desktop* on page 30.

During a meeting, you can take over sharing from the presenter and make your desktop visible to the other participants. For more information, see *Taking over sharing* on page 34.

You can take over control of the presenter's shared desktop and add details to the displayed information. For more information, see *Remotely controlling the presenter's desktop* on page 45.

Share Desktop Region

You can share only a selected portion or region of your desktop. For more information, see *Sharing a region of your desktop* on page 32.

Pen

You can use the drawing and writing tools to draw in your screen while you're sharing your desktop. You can also draw into applications like Microsoft Word or Excel. For more information, see *Using drawing tools while sharing* on page 33.

> **i NOTE**
>
> Bridgit software uses incremental annotation with drawing tools so meeting participants view new information seamlessly. When you draw new information on your shared screen, Bridgit software sends the new input in small continuous chunks as it is being added and the meeting participants see it incrementally.

Raise Hand

The Raise Hand feature enables meeting participants to politely interrupt when they want to contribute to the meeting. This feature provides both a visual and an audible notification to capture the attention of other participants. For more information, see *Raising your hand* on page 43.

Show/Hide Participant List

You can have private or public chats with meeting participants. Use the chat dialog box in the lobby screen or the participant list to broadcast messages to some or all participants in a meeting. For more information, see *Chatting with other participants* on page 41.

To move the toolbar

Drag the handle on the toolbar to move it. The toolbar flips orientations as it moves along the left or right edges of the display.

Drag handle

> **i NOTE**
>
> Only the presenter can move the toolbar. The participants' toolbars mirror the position of the presenter's toolbar. Participants can move their toolbars only if they've turned off the *Fit presenter's desktop to dialog box* option.

The Bridgit client desktop borders

When you share your desktop, share a region of your desktop or view someone else's desktop, a border appears around the shared area. This border changes color to indicate what's happening in the meeting.

- Blue indicates that you're sharing your desktop and that you're the presenter.

- Green indicates that you're viewing the presenter's shared desktop or a region of it.

Starting Bridgit software

Once you download Bridgit software, you can start the software to join or create a meeting.

■ **To start Bridgit software**

Double-click the **SMART Bridgit** icon 〖image〗 on your Windows desktop or Mac Dock.

The *SMART Bridgit Software* dialog box appears.

Once you join or create a new meeting, use the Bridgit client toolbar to participate in the meeting.

Creating a meeting

When you create a meeting, you can speak with other participants, share your desktop or webcam, or invite participants to the meeting. You can also wait for others to join the meeting and share a desktop.

You're the meeting's owner when you create a meeting. Owners can control a number of meeting options, such as microphones, webcams and the ability to write on the shared desktop.

The owner isn't necessarily the participant who shares his or her desktop. The person who shares his or her desktop is the presenter, and, like the owner, the presenter can control a number of meeting options for the other participants. However, the changes a presenter makes to the meeting options don't apply to the owner.

> **NOTE**
>
> The person who created the meeting doesn't have to be the one to share a desktop.

To create a meeting

1. Start Bridgit software, if it isn't already started. See *Starting Bridgit software* on the previous page.

   The software starts and connects to the last Bridgit server you used.

2. Click the server icon in the bottom-left corner of the *SMART Bridgit Software* dialog box, if you want to connect to a different server.

   The *Server Information* dialog box appears.

3. Type the server name in the *Which server do you want to connect to?* box, or select a server from the drop-down list.

   > **TIP**
   >
   > If you've used a number of Bridgit servers, they appear in the *Which server do you want to connect to?* drop-down list. This makes it easy to connect to servers you've used before without typing the server name again.

4. Click **Connect**.

   You return to the *SMART Bridgit Software* dialog box.

5. If the *Password Required* dialog box appears, type the password in the *Server access password* box, and then click **OK**.

    You return to the *SMART Bridgit Software* dialog box.

    > **i N O T E**
    >
    > This *Password Required* dialog box opens only if you're required to add in a server access password, and it is different from the password for creating meetings.

6. Type a name in the *Your name* box, if you require a new name for this Bridgit meeting.

    This name appears in the participant list.

7. Click the **Create New Meeting** tab.

8. Type a name for the meeting in the *Meeting name* box.

9. Optionally, type and confirm a password for the meeting in the *Password* and *Confirm password* boxes.

    > **i N O T E**
    >
    > If you don't assign a password, anyone who can view the list of meetings can join your meeting.

10. If you see the *Share voice bridge details with other users* option, your server administrator has enabled a third-party voice bridge or audio-conferencing provider. Select this option to enable it for your meeting and to display third-party audio information to your meeting participants.

    > **i N O T E**
    >
    > For information on this option, see *Creating a meeting with a third-party voice bridge* on the next page.

11. Click **Create New Meeting**.

12. If the *Password Required* dialog box appears, type the password in the *Creation password* box.

    The lobby screen appears and the meeting starts. For more information, see *The Bridgit client software lobby screen* on the next page.

    > **i N O T E**
    >
    > This *Password Required* dialog box opens only if your server administrator assigned a password for creating meetings, and it is different from the server access password.

The Bridgit client software lobby screen

From this screen, you can share your desktop or send e-mail invitations to participants. You can also start to talk in the meeting or share your webcam, even if no participants are sharing a desktop.

If the meeting was configured to use third-party voice bridge notification, you see across the top of your lobby screen a *Voice Bridge* banner, which contains the telephone number and meeting code required for joining the audio segment of the meeting.

Creating a meeting with a third-party voice bridge

Meeting creators can add third-party voice bridge information to the meeting and then display it to all of the meeting participants.

👉 **IMPORTANT**

Your Bridgit server administrator must enable this feature.

When you create a meeting invitation, add both the voice bridge phone number and the meeting code required to connect to and participate in the voice bridge session.

When participants receive a meeting invitation, they dial the number on their telephone, enter a password and join the third-party voice bridge as the audio support for their Bridgit meeting.

The third-party voice bridge phone number and meeting password are also displayed on the Bridgit lobby screen and in the participant list on a shared desktop.

For additional meeting information, see *Creating a meeting* on page 18.

■ **To create a meeting with a third-party voice bridge**

1. Start Bridgit software, if it isn't already started. See *Starting Bridgit software* on page 17.

   The software starts and connects to the last Bridgit server you used.

2. If you want to connect to a different server, click the server icon 🖼 in the bottom-left corner of the *SMART Bridgit Software* dialog box.

   The *Server Information* dialog box appears.

3. Type the server name in the *Which server do you want to connect to?* box, or select a server from the drop-down list.

> **💡 TIP**
>
> If you've used a number of Bridgit servers, they appear in the *Which server do you want to connect to?* drop-down list. This makes it easy to connect to servers you've used before without typing the server name again.

4. Click **Connect**.

   You return to the *SMART Bridgit Software* dialog box.

5. If the *Password Required* dialog box appears, type the password in the *Server access password* box, and then click **OK**.

   You return to the *SMART Bridgit Software* dialog box.

> **ℹ NOTE**
>
> This *Password Required* dialog box opens only if you're required to add in a server access password, and it is different from the password for creating meetings.

6. Type a name in the *Your name* box, if you require a new name for this Bridgit meeting.

   This name appears in the participant list.

7. Click the **Create New Meeting** tab.

8. Type a name for the meeting in the *Meeting name* box.

9. Optionally, type and confirm a password for the meeting in the *Password* and *Confirm password* boxes.

> **ℹ NOTE**
>
> If you don't assign a password, anyone who can view the list of meetings can join your meeting.

10. Select **Share voice bridge details with other users** to display the third-party audio information to your meeting participants.

11. Type the telephone number and meeting code in the appropriate boxes.

    This information will be included in the e-mail invitations to the meeting, as well as on the lobby screen and participant list.

12. Click **Create New Meeting**.

13. If the *Password Required* dialog box appears, type the password in the *Creation password* box, and then click **OK**.

    The lobby screen appears and the meeting starts. See *The Bridgit client software lobby screen* on page 20.

    > **ℹ NOTE**
    >
    > This dialog box opens only if your server administrator assigned a password for creating meetings.

Sending invitations to participants

Once you create a meeting, you can send e-mail invitations to people you want to have join the meeting. You can send invitations from the participant list in the lobby screen and from a meeting.

▣ To send an e-mail invitation from the lobby screen

1. Click **E-mail Invitation**.

    The *Invite Participant* dialog box appears.

2. Select **Include password in e-mail** if the meeting is password protected and you want to include the password in the e-mail invitation.

3. Click **E-mail**.

    Bridgit software starts your default e-mail program and creates the e-mail invitation.

4. Type the e-mail address of one or more invitees, and then send the e-mail.

    Your e-mail program sends the invitations. The recipients can join the meeting by clicking the link in the e-mail invitation. See *Joining a meeting from an e-mail invitation* on page 25.

▣ To send an e-mail invitation from a meeting

1. Select **Menu > E-mail Invitation**.

    The *Invite Participant* dialog box appears.

2. Follow steps 2 to 4 in the previous procedure.

Joining meetings

You can join a Bridgit meeting in two ways: you can open Bridgit client software and locate a meeting, or you can respond to an e-mail invitation to join a meeting.

Joining a meeting from Bridgit client software

You can join a meeting by starting Bridgit client software, connecting to the server, and then selecting a meeting.

To join a meeting from Bridgit client software

1. Download Bridgit client software, and then save it on your computer. See *Downloading Bridgit client software* on page 7.

2. Browse to and double-click the **SMART Bridgit** icon .

   The software starts and connects to the last server you used.

   > **NOTE**
   >
   > If you haven't used Bridgit software before or if you want to connect to a different server, follow the steps in the next procedure.

3. Select the meeting you want to join from the *Meeting name* drop-down list, and then enter the meeting password.

4. If your system administrator has enabled VoIP, select **Yes** or **No** under the *Do you want to use your computer for meeting audio?* heading.

5. Click **Join Meeting**.

   The lobby screen appears.

■ **To change which server you're connected to**

1. Click the server icon [icon] in the bottom-left corner of the *SMART Bridgit Software* dialog box.

   The *Server Information* dialog box appears.

2. Type the server name in the *Which server do you want to connect to?* box, or select a server from the drop-down list.

   > 💡 **TIP**
   >
   > If you've used a number of Bridgit servers, they appear in the *Which server do you want to connect to?* list. This makes it easy to connect to servers you've used before without typing the server name again.

3. Click **Connect**.

■ **To leave a meeting and exit or quit Bridgit client software**

1. Select **Menu > Exit > SMART Bridgit** (Windows) or **Menu > Quit** (Mac computers).

   A confirmation dialog box appears.

   > ℹ️ **NOTE**
   >
   > If you're the owner of the meeting, the confirmation dialog box also asks whether you want to disconnect all other users.

2. Click **OK** in the confirmation dialog box.

Searching for a meeting

After you connect to a Bridgit server, you can either choose the meeting you want to join from the list or search for a meeting.

■ **To search for a meeting**

In the *SMART Bridgit Software* dialog box, type a meeting name in the *Meeting name* box.

OR

Click the drop-down menu arrow and select a meeting from a list of available meetings.

> ℹ️ **NOTE**
>
> If the owner of a meeting sets a password, you must enter the password to join the meeting.

Joining a meeting from an e-mail invitation

When you receive an e-mail invitation to join a meeting, the invitation includes a link that you click to connect to the server and join the meeting. (You can also join a meeting directly from Bridgit client software.)

■ **To join a meeting from an e-mail invitation**

1. Click the link in the e-mail invitation, and then run the software.

   The *Join Meeting* dialog box appears.

2. Type your name and the meeting password (if required), and then click **OK**.

   The lobby screen appears.

   > **NOTE**
   >
   > If the meeting isn't password protected, the *Password* box doesn't appear in the *Join Meeting* dialog box. If the meeting is password protected, the e-mail invitation might include the password. If it doesn't, get the password from the meeting creator or follow the steps in *Joining a meeting with a knock* below.

Joining a meeting with a knock

You can join a meeting without receiving an e-mail invitation by searching for the meeting you want to attend, knocking for meeting access, and then obtaining access from other meeting participants.

■ **To join a meeting without an e-mail invitation**

1. Download Bridgit client software, and then save it on your computer. See *Downloading Bridgit client software* on page 7.

2. Browse to and double-click the **SMART Bridgit** icon .

   The software starts and connects to the last server you used.

3. If you haven't used Bridgit software before or if you want to connect to a different server, then click the server icon in the bottom-left corner of the *SMART Bridgit Software* dialog box.

   The *Server Information* dialog box appears.

4. Type the server name in the *Which server do you want to connect to?* box, or select a server from the drop-down list.

5. Click **Connect**.

6. Select the meeting you want to join from the *Meeting name* drop-down list.

7. Click **Knock to Join**.

   The *Knock* dialog box opens.

8. Type a name in the *Your name* box and a message in the *Message* box.

9. Click **Knock**.

   A message appears stating that you're waiting for a response from the meeting participants. Participants in the meeting receive a message asking them to allow or deny you access to the meeting.

   > ℹ **NOTE**
   >
   > The knock request times out after 30 seconds and a *No response* dialog box opens with a message stating that there was no response to your knock.

10. Click **OK** to knock again, or try to contact a meeting participant for the meeting password.

11. If you're allowed access to the meeting, your screen automatically updates to view the shared screen.

12. If you're denied access to the meeting, an *Unable to join* dialog box opens with a message stating that you've been denied access to the meeting.

13. Click **OK** to knock again, or try to contact a meeting participant for the meeting password.

Using voice conferencing

Participants can use Bridgit software's VoIP feature to speak to each other during a meeting if the Bridgit server administrator enables it. Before participants can speak in a meeting, they must run the *Audio Setup Wizard* to select their microphones and headphones or speakers, and then set the volume levels for their microphones and headphones or speakers. See *The Audio Setup Wizard* on page 9.

Participants must click **Open My Mic** before they can speak in a meeting.

> **NOTE**
>
> Up to nine participants can speak at once.

You can hide the audio controls and then show them again later.

To hide or show the audio controls

Click the **Show/Hide Audio Controls** button on the toolbar to hide or show the audio controls.

> **NOTE**
>
> This button isn't displayed when the meeting is configured to use a third-party voice bridge. See *Joining a meeting using a third-party voice bridge* on page 29.

To speak in a meeting

1. Click the **Open My Mic** button on the audio controls toolbar. If the button isn't visible, click the **Show/Hide Audio Controls** button .

   The other participants can now hear everything you say into the microphone.

2. To adjust the volume of the speakers, headphones or microphone, use the sliders in the audio controls.

3. When you finish speaking, click **Close My Mic**.

   This makes a microphone available to another participant.

Owners and presenters

Owners and presenters of meetings can close a participant's microphone to allow another participant to speak.

■ **To close another participant's microphone**

1. Click the **Show/Hide Participant List** button .

2. Click the green microphone icon next to the participant's name.

If the meeting owner selects the *Require others to request microphone* option, the participant's **Open My Mic** button changes to a **Request a Mic** button. When a participant clicks **Request a Mic**, a message appears on your shared desktop notifying you of the participant's request and the appearance of the **Show/Hide Participant List** button changes.

■ **To allow someone to speak**

1. Click the **Show/Hide Participant List** button on your Bridgit client toolbar.

   The participants list appears.

2. To allow someone to speak, click the **Click to grant the request to speak** icon next to the participant's name.

Participants

Requesting to talk during a meeting

If the presenter or owner has enabled the *Others must request to talk* option, each participant must first request and be granted permission to use the microphone before speaking.

■ **To request to speak**

1. Click the microphone icon ![mic icon] .

2. Click the **Request a Mic** button.

   A message appears on the shared desktop notifying the presenter of your request. Once the presenter grants the request, you see a green microphone icon ![green mic icon] next to your name in the participant list and you can speak into your microphone.

3. Click **Close My Mic** when you are done speaking.

Joining a meeting using a third-party voice bridge

Joining a Bridgit meeting that uses a third-party voice bridge is the same as joining a normal Bridgit meeting, except that you must use the provided voice bridge telephone number and the voice bridge code to take part in the audio segment.

■ **To join a meeting that uses a third-party voice bridge**

1. Join the Bridgit meeting either from an e-mail invitation or directly from Bridgit client software.

2. Use your telephone to dial the voice bridge telephone number you received in your e-mail invitation or that you see in the lobby screen.

   > **ℹ NOTE**
   >
   > If the presenter is already sharing his or her desktop, you can also view the telephone number and voice bridge code in the participant list.

Using meeting tools

This section shows the tools available to presenters and participants in a Bridgit meeting.

Sharing your desktop

You can share images, videos and written information with other participants by sharing your desktop. Once sharing, you can do the following:

- Move the toolbar.

- Speak and listen to other participants.

- Change sharing options for the meeting.

- Use drawing tools or screen pointers to highlight information on screen.

- View the list of participants.

- Share your webcam with other participants and view their webcams.

- Change the shared area of your desktop.

- Allow remote control.

- Monitor the meeting's performance.

■ **To share your desktop**

1. Create or join a meeting. See *Starting Bridgit software* on page 17 or *Joining meetings* on page 23.

2. Click the **Share My Desktop** button in the lobby screen.

   A *Preparing to share your desktop* message appears briefly, and then the Bridgit toolbar and a blue border appear on your screen. Anyone in the meeting can see your desktop.

   > **i NOTES**
   >
   > ○ If you join a meeting in which someone else is already sharing a desktop, you see the desktop right away instead of seeing the lobby screen. If you want to share your desktop, you can ask to take over sharing.
   >
   > ○ When you create a private text messaging conversation with a participant, the conversation isn't visible to other participants.

■ **To share when using multiple displays**

1. Create or join a meeting.

2. Click the **Share My Desktop** button in the lobby screen.

   The *Select Sharing Monitor* dialog box appears.

3. If you're sharing a single monitor, select the monitor you want to share and then click **OK**.

   If you're sharing multiple monitors on a computer with a Windows operating system, hold down the CTRL key, select each monitor you want to share, and then click **OK**. If you're sharing multiple monitors on a computer with Mac operating system software, hold down the COMMAND (⌘) key, select each monitor you want to share, and then click **OK**.

   A *Preparing to share your desktop, please wait* message appears briefly, and then the Bridgit toolbar and a blue border appear on your screen. Meeting participants see one enlarged display, and the rest as thumbnails that they can click to enlarge.

   > **i NOTE**
   >
   > Meeting participants using a SMART Hub see only one shared screen.

■ **To stop sharing your desktop**

   Click **Start/Stop Sharing my Desktop** 🖥 on the Bridgit toolbar of the display you want to stop sharing.

Sharing a region of your desktop

You can share a selected portion or region of your desktop.

■ **To share a region your desktop**

1. Create or join a meeting. See *Starting Bridgit software* on page 17 or *Joining meetings* on page 23.

2. Click the **Share My Desktop** button in the lobby screen.

    A *Preparing to share your desktop* message appears briefly, and then the Bridgit toolbar and a blue border appear on your screen. Anyone in the meeting can see your desktop.

3. Click the **Share Desktop Region** button on your Bridgit toolbar.

4. Click and drag the pointer on the region of your shared display that you want to share.

    > **ℹ NOTE**
    >
    > You can also limit the shared area of your desktop by moving the outside colored borders of the shared display. For more information, see *Changing the shared area* on page 46.

■ **To stop sharing the region**

Select **Menu > Stop Sharing this Desktop**.

Using drawing tools while sharing

Bridgit software enables you to draw in your screen while you are sharing your desktop. You can also draw into applications like Microsoft Word or Excel. For more information, refer to the Help for SMART Notebook software.

> **i NOTE**
>
> Bridgit software uses incremental annotation so meeting participants view new information seamlessly. When you draw new information on your shared screen, Bridgit software sends the new input in small continuous chunks as it is being added and the meeting participants see it incrementally.

To use drawing tools while sharing

1. Start sharing your desktop. See *Sharing your desktop* on page 30.

2. Select **Menu > Tools**, and then select the drawing tool you want to use.

    You can also customize the drawing tools by selecting **Customize Pen**.

To exit Drawing mode

Click the **Mouse Pointer** icon, and then click anywhere on the desktop.

Your drawing disappears.

Taking over sharing

During a meeting, you can take over sharing and make your desktop visible to the other participants. Once you request sharing, the current presenter must allow your request before others see your desktop.

> **i NOTE**
>
> This option isn't available if the owner or presenter disables sharing requests.

To take over sharing

Click the **Start/Stop Sharing My Desktop** button .

The presenter receives a notification that you want to share your desktop.

If the presenter allows the request, you become the presenter. Your desktop is shared and becomes visible to all the participants in the meeting.

> **i NOTE**
>
> If you're the owner of a meeting, the presenter doesn't need to allow your request to take over sharing. Sharing returns to you automatically when you click **Share My Desktop**.

Viewing the participant list

The participant list shows the number of participants, their names and status. Your name appears in bold type.

To view the participants list from the Bridgit client toolbar

1. Once a participant shares a desktop, click **Show/Hide Participant List** .

   The participant list appears. You can move the dialog box around your screen by dragging the title bar.

   > **i NOTE**
   >
   > If no one in a meeting is sharing a desktop, you can also see the list of participants in the Bridgit software lobby screen.

2. You can invite others to attend the meeting by clicking the **E-mail Invitation** button.

3. To close the participant list, click in the upper-right corner of the list.

Participant status icons

The following icons show the status of each participant. If audio is disabled on the server, only the chat icon appears next to participants' names.

Icon	Name or status	Description
	Chat	Chatting is enabled. When a participant receives a message, the icon changes color. If the participant is experiencing a delay during the meeting, an hourglass appears over the chat icon.
	A hand is raised	A notification appears to all meeting participants that a participant is requesting to speak in the meeting. Any participant in the meeting can allow or deny the request.
	Requested the microphone	This notification icon appears in the presenter's Bridgit toolbar indicating that a participant is requesting to speak in the meeting. To allow the participant's request, click the icon to open the *Participants* window, and then click the icon beside the name of the requesting participant.
	Open microphone	The participant's microphone is open and the participant is speaking in the meeting. To close the participant's microphone, click the icon.
	Closed microphone	The participant's microphone is closed.

Using webcams

You can share your webcam view with other participants in a meeting. Consider the following points before sharing your webcam view during a Bridgit meeting:

- This feature is available only when the Bridgit server administrator enables it on the server.

- If you're the owner or presenter of the meeting, you can disable remote webcams. You can still share your webcam view but participants can't share theirs.

- If you're a meeting participant and the presenter of the meeting disables remote webcams, you can't share your webcam view. However, you can still see the presenter's shared webcam view.

- If you don't have a webcam, you can see the other participants' webcam views.

- Up to nine participants can share their webcam views at the same time.

- Before you share your webcam, make certain that no other program is using it.

You can open your video window to share your webcam and do any of the following:

- Move the video window.

- Resize the video window.

- Use the video window toolbar options to change your webcam view options and change the webcam you are sharing.

To open your video window

Click **Show or Hide the High Resolution Video Filmstrip View** on the Bridgit client toolbar.

The video window opens in the filmstrip view and you see the following:

- The video window toolbar appears on the right side of the video window.

- All shared webcams appear in the filmstrip.

- The name of the person sharing each webcam appears in the top left corner. You see your webcam indicated with an asterisk (*) before your name.

■ **To move your video window**

Hover anywhere inside the video window to see the mouse pointer ✛, click and drag the video window to its new location.

■ **To resize your video window**

Drag any corner of the window.

> 🔆 **TIP**
>
> Double-click anywhere in the video window to maximize its size.

Using the video window toolbar

During a meeting, you can use the video window toolbar options as follows:

■ **Hide Video Window** ☒

Click **Hide Video Window** ☒ to close the video window.

> ℹ **NOTE**
>
> If you're using a Mac computer, this toolbar option isn't available. Click the **Close** button in the top-left corner of your video window to close it.

> ☞ **IMPORTANT**
>
> When you hide the video window, you're still sharing your webcam. If you see the **Show or Hide the High Resolution Video Filmstrip View** 🎦 icon in color on your Bridgit client toolbar, you're sharing your webcam. For information on how to stop sharing your webcam, see *Share My Webcam* on page 39.

■ **Vertical Orientation** ↕

1. Click **Vertical Orientation** ↕ to switch the filmstrip view to a vertical orientation.

   > ℹ **NOTE**
   >
   > This option isn't available in the expanded view.

   The video window toolbar moves to the bottom of your video window and you see the **Horizontal Orientation** ↔ option.

2. Click **Horizontal Orientation** ↔ to return to the horizontal orientation.

■ **Expanded View** ⛶

1. Click **Expanded View** ⛶ to switch to the expanded view.

   You see the following:

     ○ The toolbar moves to the bottom of your video window.

     ○ The orientation option isn't available.

     ○ The **Filmstrip View** ⛶ option is available.

       > **ℹ NOTE**
       >
       > To reposition the order of the shared webcams within the expanded view and filmstrip view, see *Dragging and dropping* on page 40.

2. Click ⬇ in the bottom-right corner of the shared view area to minimize it to a thumbnail.

   > **ℹ NOTE**
   >
   > When you hover over a thumbnail, you see the name of the person sharing that webcam.

3. Click ⬆ in the bottom-right corner of a thumbnail to maximize it.

4. Click **Filmstrip View** ⛶ to return to the filmstrip view.

■ **Share My Webcam** 📷

1. Click **Share My Webcam** 📷 to share your webcam.

   You see the following:

   ○ Your webcam view opens up in the shared view area and is added to the filmstrip.

   ○ Your video window icon changes to **Stop Sharing My Webcam** and appears in color 📷 to indicate that the webcam is shared.

   ○ The **Show or Hide the High Resolution Video Filmstrip View** 📷 icon on your Bridgit client toolbar appears in color.

   > ℹ **NOTE**
   >
   > You can stop sharing your desktop and still share your webcam. If you stop sharing your desktop and see the Bridgit software lobby, you may see one of the following:
   >
   > ○ **Hide Video Window** 📷 (in color) indicates that the video window is open and your webcam is shared.
   >
   > ○ **Hide Video Window** 📷 indicates that the video window is open and you aren't sharing your webcam.
   >
   > ○ **Show Video Window** 📷 (in color) indicates that the video window is closed and your webcam is shared.
   >
   > ○ **Show Video Window** 📷 indicates that the video window is closed and you aren't sharing your webcam.

2. Click **Stop Sharing My Webcam** 📷 to stop sharing your webcam.

■ **Select Webcam** ⚙

1. Click **Select Webcam** ⚙ to open your available webcams in a drop-down list.
2. Select a webcam from the list of devices.

Dragging and dropping

You can share up to nine webcams in a Bridgit meeting, and each shared webcam appears in a video tile.

> **i NOTE**
>
> The option to share a webcam is available only when the Bridgit server administrator enables it on the server. The administrator can limit the number of shared webcams to any number between one and nine.

With the drag and drop functionality, you can reposition the video tiles in a special order:

- You can prioritize your video tiles with the high priority feeds at the beginning of the filmstrip.
- You can group tiles for a specific work group.

This functionality works in both filmstrip view and expanded view, and in both the vertical orientation and the horizontal orientation.

To move a tile

1. Click and hold the tile until it's highlighted in blue.

   > **i NOTE**
   >
   > If you move your mouse before blue highlight appears, you move the entire video window.

2. Drag the tile to its new location.

   A line appears where you can drop the tile.

3. Drop the tile.

   The other tiles shift.

If you're using the expanded view, you can also drag and drop a tile into the thumbnail bar.

To move a tile to the thumbnail bar

1. Click and hold the tile until it's highlighted in blue.

   > **i NOTE**
   >
   > If you move the tile before the blue highlight appears, you move the entire video window.

2. Drag the tile into the thumbnail bar and drop the tile.

> **ℹ NOTE**
>
> You can also drag and drop a thumbnail into the tile area.

Chatting with other participants

You can use the chat dialog box in the lobby screen or the participant list to broadcast messages to some or all participants in a meeting.

> **ℹ NOTE**
>
> The owner or presenter must enable the chat option before you can use it. See *Changing meeting settings* on page 46.

■ **To send a message to all meeting participants**

1. Open the participant list or lobby screen.

2. Click the **All Users** tab and type the text you want to broadcast.

3. Click **Send**.

> **ℹ NOTE**
>
> If you need to contribute to the meeting, you can use the Raise Hand feature to politely interrupt the meeting with both a visual and an audible notification to capture the attention of other participants. For more information, see *Raising your hand* on page 43.

■ **To chat with individual participants**

1. Open the participant list or the lobby screen.

2. Click the chat icon 💬 next to the participant you want to add to your private conversation.

3. Select **Create a New Conversation with Participant**.

   A tab that contains the participant's name appears in the chat window. Any text you send or receive under this tab is visible only to those in your private conversation.

■ **To add more participants to a private conversation**

1. In the participant list or the lobby screen, click the tab of the conversation you want to add a participant to.

2. Click the chat icon next to the name of the person you want to add, and then select **Add Participant to Selected Conversation**.

> **NOTE**
>
> If you have multiple private conversations running at the same time and a new message arrives in a conversation that isn't selected, the chat icon ▣ appears.

To end a private conversation

Click ▣ in the tab you want to close.

When you close a tab, the remaining members of the conversation see a notification that you've left. They're still able to chat privately with each other even if you started the conversation.

> **NOTE**
>
> You can't close the *All Users* chat window.

Incoming messages

If you receive a message when you aren't viewing the lobby screen or the participant list, the following occurs:

- A notification bubble appears.

- The **Show/Hide Participant List** button ▣ turns green, flashes three times, and then remains green until you view the new message.

To view incoming messages

Click the notification bubble.

Raising your hand

You can request to participate in a meeting by raising your hand.

■ **To raise your hand**

Click the **Raise Hand** button 🖐︎↑.

All participants in the meeting receive notification that your hand is raised and can click **Lower Hand** to close the notification.

Raise hand status icons

The following icons show the status of the participant's Raise Hand feature.

Icon	Name or status	Description
🖐︎↑	Raise Hand	This is the default icon on the Bridgit toolbar. Click this icon to notify the meeting presenter that you're requesting to contribute to the meeting. This icon is disabled when the presenter doesn't allow participants to raise their hand.
🖐︎	A hand is raised	A notification appears to all meeting participants that you raise your hand. The presenter can click **Lower Hand** from the notification or can open the *Participants* window and click **Lower Hand** beside your name.
🖐︎↓	Lower Hand	The toolbar icon changes to this icon when you request to contribute to a meeting. It indicates that you're waiting for the presenter to click **Lower Hand**.

If you're the meeting creator, you can enable or disable the Raise Hand feature during the meeting as required. If you disable the Raise Hand feature, meeting participants can't use this feature and you can have a meeting with no interruptions.

■ **To disable and enable the Raise Hand feature during a meeting**

1. Select **Menu > Options**.

   The *Options* dialog box appears.

2. Click the **Meeting settings** tab.

3. If you want to enable this feature, select **Allow others to raise their hand**.

   If you want to disable this feature, clear **Allow others to raise their hand**.

Enabling remote control

By default, remote control is enabled when the Bridgit meeting owner starts a meeting. When remote control is enabled, meeting participants can either request remote control of the presenter's desktop or click the shared desktop to take control. See *Remotely controlling the presenter's desktop* on the next page.

> **ℹ NOTE**
>
> This option is available only if the Bridgit server administrator enables it on the server.

To enable remote control from the shared desktop

> Select **Menu > Enable Remote Control**.

To enable remote control using the Meeting settings tab

1. Select **Menu > Options** (Windows), or **Menu > Preferences** (Mac).

2. Click the **Meeting settings** tab.

3. Select **Allow remote control of your desktop**.

   The *Request Remote Control* command appears in the Bridgit software menu for participants.

To disable remote control from the shared desktop

> Select **Menu > Disable Remote Control**.

■ **To disable remote control using the Meeting settings tab**

1. Select **Menu > Options** (Windows), or **Menu > Preferences** (Mac).

2. Click the **Meeting settings** tab.

3. Clear **Allow remote control of your desktop**.

    The *Request Remote Control* command is disabled in the Bridgit software menu for participants.

    > **i N O T E**
    >
    > When you use the *Options* menu to disable remote control and then end your Bridgit session, remote control is automatically disabled the next time you create a meeting.

Remotely controlling the presenter's desktop

You can take over control of the presenter's shared desktop and add details to the displayed information.

■ **To gain remote control**

Click on the presenter's shared desktop.

> **i N O T E**
>
> The presenter can regain control of the desktop by moving the mouse or pressing a button on the keyboard. When the presenter performs either of these actions, users are blocked from taking control for three seconds.

Changing the shared area

As a meeting presenter, you can limit the shared area of your desktop by moving the colored borders. This is useful when you want to share only a particular application or a particular area.

■ **To change the shared area**

1. Hover the mouse pointer over the border until the pointer becomes a horizontal, vertical or diagonal resize pointer.

2. Drag the border until it surrounds only the area you want to share.

   The other participants can see only the area within the border after you've dragged the border to the new position.

   > **i** **NOTE**
   >
   > You can also share a selected portion or region of your desktop. For more information, see *Sharing a region of your desktop* on page 32.

■ **To share the entire desktop again**

1. Hover the mouse pointer over the border until the pointer becomes a horizontal, vertical or diagonal resize pointer.

2. Double-click the border.

   The border surrounds your entire desktop.

Setting meeting options

As the owner or presenter of a Bridgit meeting, you can turn on or off a number of the meeting options.

Changing meeting settings

■ **To change meeting settings**

1. Select **Menu > Options** (Windows) or **Menu > Preferences** (Mac).

2. Click the **Meeting settings** tab.

3. Select or clear check boxes to enable or disable the options described below, and then click
    OK.

Option	Description
Require others to request microphone	When you select this option, meeting participants must request before speaking. Otherwise, they can click **Open My Mic** and speak right away. When speaking requests are enabled, the presenter and owner receive a notification, and they can allow or deny the request to speak from the participant list.
Allow others to draw	When you select this option, meeting participants can use their drawing tools and screen pointer to highlight on-screen information. This option is selected by default. If you want to be the only one who can draw and erase on the desktop, clear this option.
Allow others to share their desktop	When you select this option, meeting participants can ask to take over sharing, making their desktops visible instead of yours. You can decline the request. This option is selected by default. If you don't want participants to ask to take over sharing, clear this option.
Allow others to share their webcam	When you select this option, meeting participants can share their webcams, making them visible to the other participants. This option is selected by default. Up to nine participants can share their webcams at the same time. If you want to be the only one in the meeting who can share a webcam, clear this option. You can still share your webcam, but participants can't share theirs. **NOTE** This option is available only when the Bridgit server administrator enables it on the server. The administrator can limit the number of shared webcams to any number between one and nine.
Allow remote control of your desktop	This option lets you enable and disable remote control of the presenter's desktop. When you enable remote control, meeting participants can take control of the presenter's desktop by clicking Request Remote Control in the menu or by clicking on the shared desktop. **NOTES** ○ During a remote control session, the presenter can regain control by clicking the desktop, moving the mouse, or pressing any key. ○ This option is available only if the Bridgit server administrator enables it on the server.
Allow others to raise their hand	When you select this option, meeting participants can politely request to interrupt the meeting.

Option	Description
Allow others to knock to join a meeting	When you select this option, meeting participants can join a meeting without receiving an e-mail invitation and a password to the meeting. The knock is visible to all participants.
Allow others to use chat	When you select this option, meeting participants can have text messaging conversations in the participant list. These conversations are visible to all participants.
Allow others to use private chat	When you select this option, meeting participants can have a private chat with one participant or a select group of participants. When you create a private chat, the conversation isn't visible to participants you didn't select. **ℹ NOTE** The meeting's owner can always write, speak and share a webcam. If someone other than the meeting's owner shares a desktop, that presenter can change these options for the other participants. However, the presenter's changes don't affect the owner.
Optimize sharing speed for faster responsiveness	This option is available only when you're sharing your desktop. When you select this option, Bridgit software captures the shared screen more frequently so participants see updates as quickly as possible. Meeting participants must have fast Internet connections if you want to use this option.
Optimize sharing speed for lower bandwidth use	This option is available only when you are sharing your desktop. When you select this option, Bridgit software captures the shared screen less frequently to use less bandwidth. Viewers could notice a slight delay when screen changes occur.

Changing monitor selection

If you have multiple monitors connected to your computer and you're sharing your desktop, you can switch the monitors that you share with participants.

To switch monitors

1. Click **Switch Monitors**.

   The *Select Sharing Monitor* dialog box appears.

2. Select the monitor you want to switch to, and then click **OK**.

3. Click **OK** again to save your settings.

Changing audio settings

Your Bridgit server administrator must enable audio settings before you can use them. Your administrator also controls the default optimization settings.

If audio is enabled, the *Audio device settings* and *Audio notification options* are available to everyone who has audio hardware.

To access audio settings

1. Select **Menu > Options** (Windows) or **Menu > Preferences** (Mac).

2. Click the **Audio Settings** tab.

To change audio device settings

1. Select the speakers you want to use from the *Speakers* drop-down list.

2. Select the microphone you want to use from the *Microphone* drop-down list.

3. Click **OK**.

   Use the *Audio Setup Wizard* to set the volume levels for your microphone and headphones or speakers.

To run the Audio Setup Wizard

1. Ensure your headphones or speakers and microphone are connected to your computer and turned on.

2. Close all other programs that play or record sound.

3. Click the **Audio Setup Wizard** button.

4. Click **Next** to start the wizard, and then follow the on-screen instructions.

    After you set up the audio devices, you can use them to speak in a meeting.

■ **To change audio notification options**

Select **Sounds when users join/leave** to enable audio notifications, or clear the check box to disable the audio notifications.

■ **To optimize the audio settings**

1. If you want better audio quality, select **Optimize for high audio quality**.

    If you want to use less bandwidth, select **Optimize for low bandwidth**.

    > **ℹ NOTE**
    >
    > You can use more bandwidth to make the audio sound as good as possible, or you can use less bandwidth while sacrificing some sound quality.

2. Click **OK**.

    > **ℹ NOTE**
    >
    > Only the meeting owner can change the audio optimization settings.

Changing viewing options

Anyone viewing the shared desktop and using a Windows operating system can modify the viewing options.

To change the viewing options

1. Select **Menu > Options** (Windows) or **Menu > Preferences** (Mac).

2. Click the **Viewing Options** tab.

3. Select or clear check boxes to enable or disable the viewing options described below, and then click **OK**.

Option	Description
View Full Screen (ALT+F)	Bridgit software can occupy your entire screen. If the presenter's desktop is smaller than yours, it appears centered on your screen. If the presenter's desktop is larger than yours, the image reduces to fit on your screen. **NOTE** When you select this option, the shared desktop also covers the Windows taskbar. If you need to see the taskbar again, clear this selection or press ALT+F.
Keep SMART Bridgit window on top of other windows	Select this option to prevent other programs and windows from appearing on top of the shared desktop.
Fit presenter's desktop to window	Bridgit software can reduce the image of the shared desktop to fit in the Bridgit window. If you clear this option while you're viewing a shared desktop that's larger than your desktop, scroll bars appear. You can use them to scroll to the parts of the shared desktop that don't fit on your display. This option is selected by default. **NOTE** When you clear this option, you can move the Bridgit toolbar independently of the presenter's toolbar. Normally, your toolbar mirrors the position of the presenter's toolbar.

Changing language options

Any meeting participant can change the language settings.

■ **To change the language in Windows operating systems**

1. Select **Menu > Options**.

   The *Options* dialog box appears.

2. Click the **Languages** tab.

3. Select the language you want to use from the list, and then click **OK**.

■ **To change the language in Mac operating system software**

1. Select **System Preferences > International**.

   The *International* dialog box appears.

2. Click the **Language** tab.

3. Drag the language you want to see in menus, windows and dialog boxes to the top of the list, and then close the *International* dialog box.

Writing on the shared desktop

By default, all participants can use the pointer, write in digital ink and erase notes on the shared desktop. However, the owner and the current presenter can change this setting to prevent the other participants from writing on the shared desktop.

NOTE

If the owner or presenter disables writing, the **Pen** button and menu items aren't available.

To write on the shared desktop using a pen

1. Click the **Pen** button .

2. Click and drag with the mouse.

   A line of digital ink appears over the shared desktop, and your notes are visible to all the other participants. Any number of participants can write on the shared desktop at the same time.

3. When you finish writing, click the **Mouse Pointer** button .

   TIP

   If you're presenting the meeting, you can clear all the notes by clicking the **Mouse Pointer** button , and then clicking anywhere on the shared desktop.

Customizing your pen

Bridgit software assigns you an ink color when you join a meeting, but you can customize your pen to change the ink color, line width and transparency.

To customize the pen

1. Select **Menu > Tools > Customize Pen**.

   The *Configure Tool Settings* dialog box opens.

2. Select a color. For an expanded palette of colors, click **More**.

3. Select a width from 1 to 32 pixels.

   NOTE

   The default is 3 pixels.

4. If you want to use the pen as a highlighter, select the **Transparent** option.

5. Click **OK**.

> 💡 **TIP**
>
> You can also customize your pen by double-clicking the **Pen** button.

Erasing on the shared desktop

You can erase notes from the shared desktop using the Eraser tool.

> ℹ️ **NOTE**
>
> If the presenter disables it, the *Eraser* menu item isn't available.

🟩 **To erase notes**

1. Select **Menu > Tools > Eraser**.

   The pointer changes to an eraser.

2. Drag the eraser over the notes you want to erase.

3. When you finish erasing, click the **Mouse Pointer** button ↖.

   > ℹ️ **NOTE**
   >
   > If you're the presenter, you can clear all the notes by clicking the **Mouse Pointer** button ↖
   > and then clicking anywhere on the shared desktop.

Using the screen pointer

The screen pointer lets you place a floating arrow on the shared desktop to point out an item of interest.

> ℹ️ **NOTE**
>
> If the presenter disables drawing on the shared desktop, the screen pointer menu is unavailable.

🟩 **To use the screen pointer**

1. Select **Menu > Tools > Screen Pointer**. A screen pointer appears on the shared desktop. For the first few seconds, the arrow flashes red so you can distinguish it from other pointers on the screen. The name of the participant using the screen pointer appears beneath the pointer.

> **ℹ NOTE**
>
> Any number of participants can use screen pointers at the same time.

2. Click the arrowhead and drag the screen pointer to the position you want.

   Circular arrows appear in the pointer while you move it, indicating that you can turn the pointer in a different direction.

   The pointer points in the direction you drag it. For example, if you drag the screen pointer from left to right, the arrow points to the right.

   > **ℹ NOTE**
   >
   > You can move the screen pointer without changing its direction by clicking the rear half of the arrow, not the arrowhead.

■ **To dismiss the screen pointer**

Double-click the screen pointer.

> **ℹ NOTE**
>
> If you're presenting the meeting, you can dismiss the screen pointers of other participants by double-clicking them.

The SMART Scheduler Outlook add-in

If you're using a Windows operating system, the SMART Scheduler option integrates the Bridgit server with Microsoft Exchange Server and Microsoft Outlook Clients. This enables you to schedule single or recurring meetings that use Bridgit software.

If you're using Mac operating system software, once you create a SMART Scheduler meeting, the meeting participants receive an invitation containing a link to the Bridgit meeting and its password. If you're using a calendar application on your Mac that's compatible with Microsoft Outlook, you can accept these meeting invitations.

Before you install the SMART Scheduler Outlook add-in, consider the following:

- The add-in won't function correctly if the SMART Scheduler server and the Microsoft Exchange Server aren't correctly configured. Contact your system administrator if you're unsure about the status of these two servers.

- You must have local administrative rights on the computer you want to install the add-in on.

Minimum requirements

- 1.2 GHz processor

- 1 GB of RAM

- Microsoft Outlook 2003 SP3, 2007 SP2 or 2010

- A network connection that provides access to your Bridgit server and your Microsoft Exchange Server 2003, 2007 or 2010

Installing the SMART Scheduler Outlook add-in

The SMART Scheduler Outlook add-in enables you to automatically create a Bridgit meeting that accompanies a Microsoft Outlook meeting.

You can install the add-in on any computer that can communicate with your Bridgit server, but the add-in must be installed and configured by an administrator. Once the add-in is installed, any user can change individual profile settings. These changes affect only the profile of the user that set them. The administrator settings remain the same.

☞ **IMPORTANT**

Close Outlook before you download the .msi file and install the add-in.

■ **To download the .msi file**

1. Go to:

for 32-bit versions of Outlook	**http:// \<yourserver.com\> /SMARTSchedulerOutlookAddinSetupx86.msi**
for 64-bit versions of Outlook	**http:// \<yourserver.com\> /SMARTSchedulerOutlookAddinSetupx64.msi**

where *\<yourserver.com\>* is the address for your Bridgit server.

2. Press ENTER.

3. Click **Run** to install the file.

The *SMART Scheduler Outlook Add-in - InstallShield Wizard* welcome page appears.

▋ **To install the SMART Scheduler Outlook add-in**

1. Press **Next** in the welcome screen.

   The *Software License Agreement* page appears.

2. If you accept, click **I accept**, and then click **Next**.

   > **i** **NOTE**
   >
   > If you want to keep a hard copy of the agreement for your records, click **Print**.

   The *Destination Folder* page appears.

3. Click **Next** to install to the default folder, or click **Change** to specify another folder.

   The *SMART Scheduler Outlook Add-in Preferences* page appears.

4. Type the name of the *Default Bridgit Server* to use when setting up Bridgit meetings.

5. Type the SMART Scheduler e-mail address.

   > **i** **NOTE**
   >
   > The Microsoft Exchange Server administrator creates this address when he or she creates the mailbox on the Microsoft Exchange Server.

6. If you want the meetings to be password protected by default, leave **Password protect meetings by default** selected.

7. If you want to use formatting in your messages, select **Preserve Rich Text formatting**. Otherwise, clear the check box to use plain text.

   > **i** **NOTE**
   >
   > Rich text formatting can cause unexpected behavior when you use the SMART Scheduler Outlook Add-in with other third-party Outlook add-ins and extensions.

8. Click **Next**.

   The *Ready to Install the Program* page appears.

9. Click **Install**.

   When the add-in successfully installs, the *InstallShield Wizard Completed* page appears.

10. If you want Outlook to start after the wizard closes, leave **Start Outlook** selected.

11. Click **Finish** to close the wizard.

Upgrading SMART Scheduler Outlook add-in

> 👉 **IMPORTANT**
>
> Ensure that you have the current version of Bridgit server and SMART Scheduler server before completing the procedures below.

🟩 **To upgrade using the InstallShield Wizard**

1. Close Outlook.

2. Run the InstallShield Wizard as described in *Installing the SMART Scheduler Outlook add-in* on page 56.

3. Start Outlook.

   The current version of SMART Scheduler Outlook Add-in is installed.

🟩 **To check the version of the SMART Scheduler Outlook add-in**

Start Outlook and go to **Tools > Options > SMART Scheduler Settings**.

The version information is listed at the bottom of the tab.

Scheduling a Bridgit meeting in Microsoft Outlook

Once you install the SMART Scheduler Outlook Add-in, you can set up a Bridgit meeting in the meeting request form in Outlook and change the SMART Scheduler settings for a meeting.

🟩 **To set up a Bridgit meeting in Outlook**

1. Start Outlook, and then switch to the calendar view.

2. Click the arrow on the *New* button, and then select **Meeting Request**.

   An untitled meeting request form appears.

3. Type the meeting information.

4. Select the **This is a SMART Bridgit meeting** checkbox.

5. Click **Send**.

   A meeting request including a link to the Bridgit meeting is sent to the meeting participants.

   > ℹ️ **NOTE**
   >
   > If the option to provide passwords by default was selected by your system administrator, a randomly generated password for the meeting is included in the invitation.

You can change the SMART Scheduler settings for a single meeting or save settings for all new meetings. You can also customize a meeting password.

◼ To change the SMART Scheduler settings for a single meeting

1. Start Outlook, and then switch to the calendar view.

2. Click the arrow on the **New** button, and then select **Meeting Request**.

   An untitled meeting request form appears.

3. Click **Settings**.

   The *SMART Scheduler Settings* dialog box appears.

   > **ℹ NOTE**
   >
   > Changes made to a meeting's settings affect only the current meeting. For information on how to change the settings for all meetings, refer to *Scheduling a Bridgit meeting in Microsoft Outlook* on the previous page.

4. To change server settings, type a new server name in the appropriate box.

   > **☞ IMPORTANT**
   >
   > Do not change the server settings unless directed to by your system administrator.

5. To remove a password from the meeting, clear the **Password protect this meeting** check box. If you want to use a password, leave it selected.

   > **ℹ NOTE**
   >
   > Every time this check box is selected, a new password is randomly generated. If you type a new password and then clear and select this check box, the password field is reset.

6. To change the password, type a new password in the appropriate box.

7. If you're using the *Voice Bridge* option, select **Share the following voice bridge details for this meeting**, and then type the telephone number and meeting code in the appropriate boxes.

8. Press **OK** to save your changes to the current meeting.

   > **ℹ NOTES**
   >
   > ○ If you modify an existing meeting, you must click **Send Update** before you save and close the meeting form.
   >
   > ○ You're unable to change the SMART Scheduler settings for a single instance of a recurring SMART Scheduler meeting. To modify a recurring meeting, you must change all the meetings in the series.

To change the SMART Scheduler settings for all new meetings

1. Start Outlook.

2. Select **Tools > Options > SMART Scheduler Settings**.

3. To change server settings for all new meetings, type a new server name in the appropriate box.

   ☞ **IMPORTANT**

   Do not change the server settings unless directed to by your system administrator.

4. To remove passwords from all new meetings, clear **Password protect meetings**. If you want to use a password, leave it selected.

5. If you're using the *Voice Bridge* option, select **Share the voice bridge details by default**, and then type the telephone number and meeting code in the appropriate boxes.

   This information appears automatically in all new meetings.

6. Press **OK** to save your changes.

   ℹ **NOTE**

   The changes made affect only new meetings. They don't affect previously created meetings or meetings in progress.

Joining a SMART Scheduler meeting from an Outlook invitation

Once you've created a meeting, the meeting participants receive an invitation containing a link to the Bridgit meeting and its password.

To join a Bridgit meeting from Outlook

1. Open the meeting in your calendar.

2. Click the link to join the Bridgit meeting up to 15 minutes before the scheduled start time. Record the password below the link.

   Your Internet browser downloads the Bridgit client software. Depending on your browser, Bridgit runs automatically or you have to double-click the file to run it manually.

   After Bridgit runs, the *Join meeting* dialog box appears.

3. Type your name and the password you received with the meeting invitation in the boxes provided.

4. Click **OK**.

   The *Bridgit Software* dialog box appears, and you're connected to the meeting.

Appendix A
Troubleshooting

This section includes troubleshooting topics and information on how to get technical support. It also shows how you can use the Bridgit software troubleshooting tool to optimize your system configuration and resolve problems.

Using the Bridgit troubleshooting tool

Bridgit software has a troubleshooting tool that you can use to determine the cause of issues you could have.

■ **To open the troubleshooting tool**

1. Open Bridgit client software and create a test meeting.

   The Bridgit lobby screen appears.

2. Select **Menu > About SMART Bridgit**.

   The *About SMART Bridgit Software* dialog box appears.

3. Select **Technical Support > Troubleshooting**.

   The *Troubleshooting* dialog box appears.

The features of the *Troubleshooting* dialog box are described in the following sections:

- *Screen capture technology* on the next page

- *Sharing color quality* on page 65

- *Audio* on page 65

- *Connection* on page 66

- *Ink* on page 66

For more assistance, contact SMART support (smarttech.com/contactsupport).

Screen capture technology

This section provides an overview of the various technologies that Bridgit software uses when you share your desktop during a meeting.

Bridgit software uses the following three types of technology to share screens during a meeting.

Type of technology	Description
Mirror drivers	Bridgit software attempts to use this sharing method first because it offers the best performance. It requires an installation which is automatically done if you have administrator rights.
	ℹ NOTE
	Mirror drivers behave unexpectedly on computers with Windows 7 operating systems.
Redraw hooks	Bridgit software reverts to using redraw hooks if it can't use mirror drivers. Redraw hooks are automatically downloaded from the server when needed and perform a screen capture every time something changes on the screen.
	ℹ NOTE
	Redraw hooks behave unexpectedly on computers with Windows 7 operating systems.
Four times per second capture	If Bridgit software can't use either of the above technologies, it captures the shared screen four times per second, compresses the image, and then sends it to the recipient. This method offers the lowest performance, but it uses the lowest bandwidth.

Information fields and options

Use the options outlined in this section to resolve issues with sharing speed and image quality.

Field/option	Description	When to use / why it's important
Presenting status	Displays either *Not currently presenting* or the method of screen capture in use: • *Capturing screen 4 times per second (display 0)* • *Using RedrawHooks.dll (display 0)* • *Using mirror driver (display 0)*	

Field/option	Description	When to use / why it's important
Hardware acceleration status	Indicates whether hardware acceleration is on or off.	If you use a low-end video card in your system and you disable hardware acceleration, you increase the performance of your computer.
Mirror driver availability	*available* – The mirror driver is installed. *unavailable* – The mirror driver isn't installed. *disable by OS* – Your computer has Windows 7, which causes the mirror driver to behave unexpectedly.	When video mirroring is active, each time the system draws to the primary video device at a location inside the mirrored area, a copy of the draw operation is executed on the mirrored video device in real time.
Enable redraw hooks	Select to share using redraw hooks. **i** **NOTE** Redraw hooks behave unexpectedly with Windows 7 operating system.	If your pointer is flickering, you might want to try clearing this option.
Enable mirror driver	Select to share using mirror driver.	If your shared applications aren't being captured correctly, you might want to try clearing this option. Otherwise, leave this option enabled.

Sharing color quality

Use the following options to adjust the quality of shared color images and video.

Field	Description	When to use / why it's important
Share in full color	- Select to share in the highest color depth available (usually 24 or 32 bits per pixel). - Clear to share in 256 color mode.	Clearing this option causes bandwidth usage to drop, but it increases the load on the presenter's computer. The image quality of the shared screen is reduced.
Optimize desktop for sharing	Slows down the frequency of screen captures and removes your desktop background to decrease the amount of bandwidth used.	This option is cleared by default. You can select it to improve sharing when bandwidth is limited.

Audio

Use the following options to adjust your audio settings.

Option	Description	When to use / why it's important
Enable echo cancellation	Enables echo cancellation for VoIP audio.	Clear this option only if the computer's power is very limited, because it takes slightly more processing power to have this enabled.
		Some hardware devices contain echo cancellation that Bridgit's software-based echo cancellation can interfere with.
		Clear this option if you are having problems with echo cancellation.
Enable AGC	Enables automatic gain control (AGC).	AGC adjusts the volume of your microphone to a reasonable level in case you have your volume set too high.
		Clear this option if you prefer full control over the volume.

Connection

This section provides server connection status details, as well as information on ports and proxy connections.

Field	Description	When to use / why it's important
Starting server	Displays the server name that you typed when you connected Bridgit software to the server.	- Status only - To change which server is in use, double¬click the **SMART Bridgit client** icon on your desktop or in the Dock, and then click the server icon .
Fastest server	- Displays the server in the Global Server Network (GSN) that you're connected to. - Bridgit software selected this server due to its speed of connection.	- Status only - Bridgit software detects this server automatically.
TCP port	Displays the port your system is using for screen sharing, video conferencing and chat.	Status only
UDP port	The port used for VoIP audio.	Status only
Proxy connection	Fallback communication protocol when TCP/UDP is restricted.	Status only
Pick fastest server	Select to enable the automatic selection of the fastest server.	If you clear this option, Bridgit software connects to the server you specified, regardless of whether there is a faster server available in the same GSN.

Ink

Clear this check box to disable Bridgit's remote and local ink ability. This is useful if you want to write on a SMART Board interactive whiteboard instead of using Bridgit software's ink capability.

Monitoring a meeting's performance – presenter

When you present in a meeting, an hourglass could appear on the **Show/Hide Participant List** button while Bridgit software sends updates to the other participants. The hourglass disappears once all the participants can see your desktop.

If the hourglass remains, one or more participants are lagging behind the meeting.

To view the meeting performance for each participant

Click the **Show/Hide Participant List** button .

The participant list appears. The delay interval (in seconds) appears to the right of the name of the participant who's lagging. The chat icon is also covered by an hourglass.

If participants continue to lag behind the meeting, you can take steps to improve the meeting's performance.

Improving performance

If you're presenting a meeting and you find that some participants are seeing events on your desktop several seconds after they happen, you can try a number of things:

- Use a solid-color desktop background rather than a complex wallpaper.

- Disable animations or fades in list boxes, windows, menus, ToolTips and so on.

- Stop sharing your webcam.

- Optimize your desktop for sharing. Select **Menu > About SMART Bridgit > Technical Support > Troubleshooting**, and then select **Optimize desktop for sharing** and click **OK**.

- Reduce the screen resolution in your operating system's display settings or share only a portion of the desktop.

ℹ NOTES

○ The procedure for reducing the desktop resolution varies between versions of Windows operating system. However, the option is always available in **Control Panel > Display > Settings**.

○ The procedure for reducing the desktop resolution varies between versions of the Mac operating system software. However, the option is always available in **Apple () menu > System Preferences > Displays**.

○ If you're the meeting owner, you can choose an audio optimization setting that could improve performance. See *Changing audio settings* on page 49 to optimize the performance.

If none of these options helps significantly, contact your network administrator and report that you're experiencing slow network performance.

Monitoring a meeting's performance – participant

When you view the shared desktop, the **Show/Hide Participant List** button turns yellow if your computer is 5 to 10 seconds behind the presenter's. If your computer is more than 10 seconds behind the presenter's, the **Show/Hide Participant List** button button turns red .

◼ **To view the meeting performance for your computer**

Click the **Show/Hide Participant List** button .

The delay interval (in seconds) appears to the right of your name.

If your computer continues to lag behind the meeting, you and the presenter can take steps to improve performance.

Improving performance

If you're participating in a meeting and you see events on the presenter's desktop several seconds after they happen, you can try a number of things:

- Hide the webcam window.

- Stop sharing your webcam.

- Stop using audio and use text messaging (chat) instead.

- Avoid using the *Fit presenter's desktop to dialog box* option if you're using a less powerful computer. If your desktop is the same size or larger than the presenter's, you can view the shared desktop in Full Screen mode without using scroll bars.

  i NOTE

  This can improve performance for slow computers, but not for slow networks.

- Reduce the level of Windows hardware acceleration. Select **Control Panel > Display > Settings > Advanced**. Click the **Troubleshoot** tab and drag the level of *Hardware acceleration* toward **None**. Test Bridgit software's performance and reduce the hardware acceleration more if necessary.

  i NOTE

  This can improve performance for slow computers, but not for slow networks.

If none of these options helps significantly, contact your network administrator and report that you're experiencing slow network performance.

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