



# Getting started with web conferencing

## Quick guide for Participants

For Elluminate *Live!* v8.5

## What is web conferencing?

Web conferencing connects students, lecturers and guests at their computers in different locations via the Internet. Anyone with a computer and Internet access can be invited to join a conference session, scheduled for a specific time. Participants can then communicate in real-time via audio, chat and video, and interact via a shared whiteboard space. Conference sessions can also be recorded to allow for later viewing. The UTAS web conferencing system is Elluminate *Live!*

## How web conferencing works

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

Depending on the purpose of the session, the **Moderator** may upload materials such as PowerPoint slides, documents, images and video into the whiteboard area of the Elluminate *Live!* window. The whiteboard is where information is shared on-screen. You can use a software application shared here, for example, even if you don't have the application on your own computer. Other features you may use include quizzes, polls, and breakout rooms for groups.

## What equipment do I need?

- Access to a computer with an **Internet connection**, ideally broadband but the system is designed to work with dial-up, though use of video should be limited.
- A headset with a **microphone** – this is essential as feedback occurs if using built-in speakers and microphone. The system works best if you're located in a quiet room. The system is **not** designed to work in a busy computer lab.

## Essential first steps

1. Go to <http://www.illuminate.com/support/> and follow the instructions for **First Time Users**. Complete **Step 1 – Java software check** and if necessary click on **Download and install the required software**.
2. **Complete Step 2** to configure your audio. **This is essential** for accessing Elluminate *Live!* sessions.
3. Print the **Quick Reference Guide** for participants in Step 3, which explains the key areas of the Elluminate *Live!* window.
4. View the **Recorded Introduction** in Step 3 to become familiar with the web conference environment (i.e. talk button, text chat, hand raise) before you participate.

### How do I join a web conference session?

You will receive an email invitation from the Moderator that contains several links. It is important to save the email containing your link to the session otherwise you won't be able to join on the day! The links appearing in the email typically look like:

A link to join the scheduled session (accessible 30 minutes before the start) will read:

**To join the session, please click on the link below within 30 minutes of the specified time.**

<https://sas.illuminate.com/m.jnlp?sid=1178&miuid=81254BF71DAE84EA7AFE9203G...>

A link to add the session to your calendar will read:

**To add this Elluminate *Live!* session to your calendar, please click the following link:**

<http://sas.illuminate.com/mr.jnlp...>

A link to access a recording of the session (if it was recorded) will read:

**Recording Link – The direct link to the last recording made in this session.**

<http://sas.illuminate.com/mr.jnlp?suid=M.034b4...>

### Once you have clicked on the invitation link ...

You will be prompted to enter your name; use your first and last name, as this will be displayed in the **Participant** window within the session. If you were registered in the session by name at the time it was set up, you will enter the session directly.

### Joining a session can take several minutes

**Be patient** - a number of different prompts will guide you through the process. Do not re-click the link unless you receive a 'connection failed' type of message.

### Broken invitation link – 'revoked session' message

It is important the entire invitation link (URL) is active. Some email settings break the word wrapping of a URL address. Here is an example of a broken link:

[https://sas.illuminate.com/m.jnlp?sid=1178&password=M.02DF07767CF00882213FJ8  
CC613972](https://sas.illuminate.com/m.jnlp?sid=1178&password=M.02DF07767CF00882213FJ8CC613972)

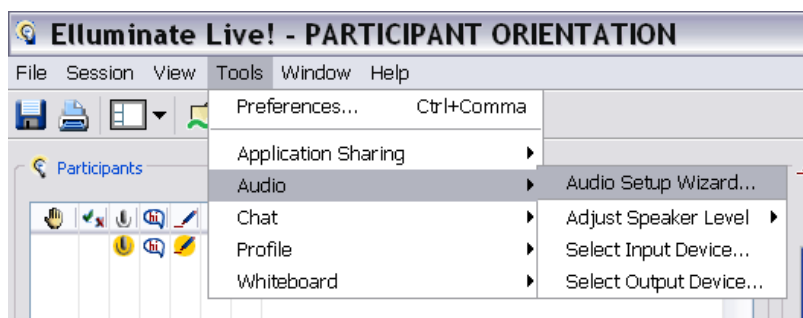
Note the last 8 characters CC613972 are not underlined – the link is broken. You can copy and paste or manually enter these characters into your web browser to restore the link.

### The Participant window

When the Elluminate *Live!* window opens (see the [Participant Quick Reference Guide](#)) you will see your name listed in the Participant window. You can upload a photo to your profile and include other information by right clicking on your name (e.g. Cathy) and select **Edit Profile** from the drop down menu.

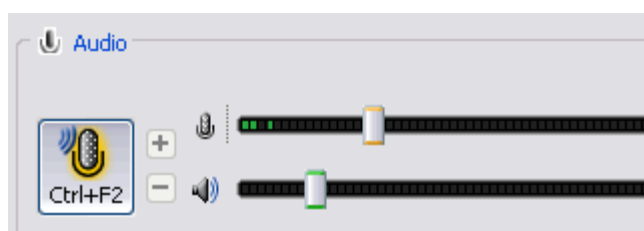
### Re-confirm your audio set-up

Upon entering a session, it is recommended that you re-check your audio by selecting **Tools > Audio > Audio Setup Wizard** and following the prompts:



### Making yourself heard
















In order for you to be heard in Elluminate *Live!* you need to click on the **Talk** button at the bottom left of the window. It appears **yellow when on**; greyed out when off.



However, the **Moderator** may not have granted **Participants** with the ability to talk at the same time (especially if the meeting has many Participants). If so, click on the '**Hand raise**' button (see the [Participant Quick Reference Guide](#)) to let the **Moderator** know you want to speak. There is also a text chat feature you can use during a session, similar to instant messaging.

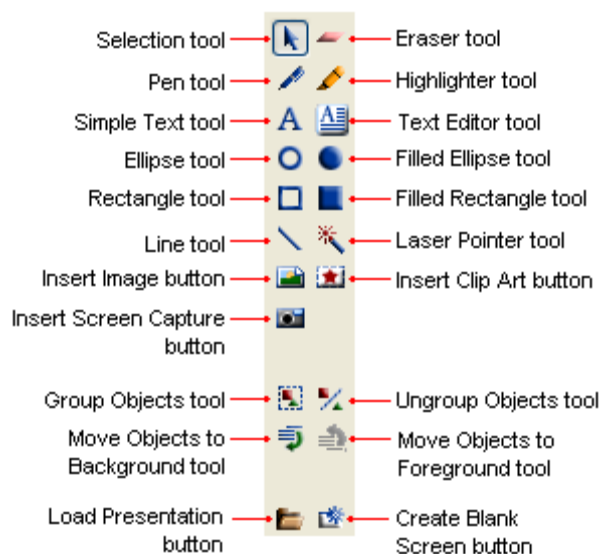
### Key Elluminate *Live!* toolbar buttons

Please refer to the following table to learn what features the buttons represent. Also see the [Participant Quick Reference Guide](#) for their locations.

Button	Function
	Saves the Whiteboard, Quiz or Chat conversation to a file.
	Prints the selected Whiteboard screens.
	Displays the current window layout. Use the pull-down menu to choose a new layout.
	Publishes polling results to the Whiteboard.
	Enables the Application Sharing feature, which allows users to share application(s).
	Show the File Transfer window. The File Transfer window appears, which allows you to Open a File or URL, view the list of shared files, save, and delete the shared files.
	Show the Video window, opens the Video window. This button only appears when the Video has been enabled.
	Closes the Video window and stops transmitting and/or receiving video. This button only appears when the Video window is open.
	Opens the Notes window so you can take personal notes.
	Takes you to the Elluminate <i>Live!</i> website.
	Indicates that you are connected to a session. Click on the button, to leave the session. This command changes to a Connect button when you are disconnected from a session.
	Indicates that you are disconnected from a session. Click on the button, to join the Elluminate <i>Live!</i> session. The button changes to a Disconnect button when you are already connected to the session.
	When this indicator is green it indicates that you are connected to the Elluminate <i>Live!</i> session. If the colour is yellow, this indicates that you have an unstable connection and if the indicator turns red, then you have been disconnected from the Elluminate <i>Live!</i> session.
	This indicates whether the communication with the Elluminate <i>Live!</i> server is encrypted. When an open lock appears, the communication is unencrypted.
	When this indicator appears in red, it indicates that your session is being recorded. If the session is not being recorded or the recording has been paused, the indicator will appear dim (grey in colour).

Please note that the Moderator view in Elluminate *Live!* contains additional features and buttons. Should you be assigned the Moderator role temporarily, refer to the [Moderator Quick Reference Guide](#) for guidance on the additional features.

### Whiteboard tools



### Trouble Shooting Guide

#### Failed connection

##### If you are on campus at UTAS

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

Select **Cancel** on the error message to remain in the Elluminate *Live!* window

Select Tools > Preferences > General > Proxy Settings

For **Method** select HTTPS Proxy Server

For **Server** enter: proxy.utas.edu.au

For **Port** enter: 8080

Select **OK** to return to the main Elluminate *Live!* window

Select **Session > Join Session**.

#### Java Settings and MyLO

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

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

### Find out more

For more information go to the **Illuminate Live!® V8 Training and Documentation for Moderators** section of their website:

<http://www.illuminate.com/support/docs/8.0/moderator.jsp>

### References

Illuminate *Live!* v.8 Participant Guide

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