



# Getting started with web conferencing

## Quick guide for Moderators

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. 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, as **Moderator** you can 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 demonstrate the use of a software application here, for example, and have participants use that software in the whiteboard area, even if they don't have the application on their own computer. Other features include quizzes, polls, and breakout rooms for groups.

## What equipment do I need?

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

## Essential first steps

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 lead a session.

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

UTAS staff can request a session by filling in the 'Request a Session' form on the web conferencing webpage located in the UTAS Teaching & Learning site:

<http://www.utas.edu.au/tl/elearning/web-conferencing.html>

For further enquiries, contact CALT by emailing [web.conferencing@utas.edu.au](mailto:web.conferencing@utas.edu.au) or:

Launceston      Wendy Fountain      x 3744

Hobart            Ulrike Keyssner      x 7998

### How do I join my session?

You will receive an email invitation generated by the web conference system that contains several links. It is important to save the email containing your 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 your 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=81254BF71DAE84EA7AFE92FD103G...>

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

**To invite others to join the session, e-mail the following link:**

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

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

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

<https://sas.illuminate.com/mvc?sid=1178&...>

### 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)

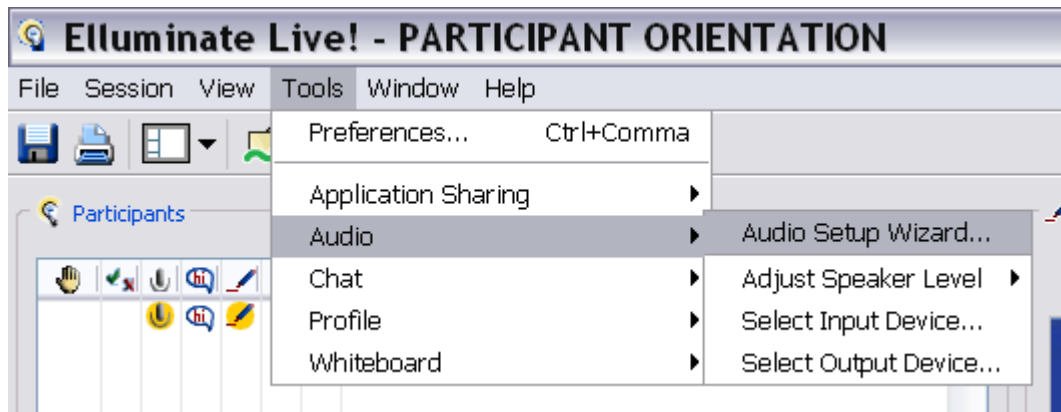
Note the last 8 characters CC613972 are not underlined – the link is broken. You can copy and paste or manually enter these characters into your web browser to restore the link.

### How Participants join your session

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

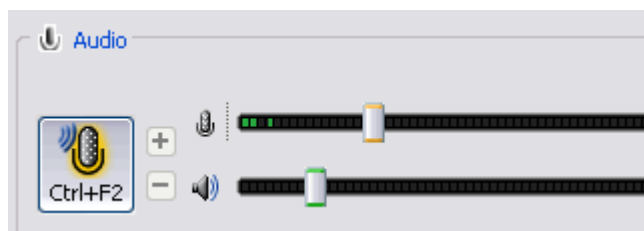
## Re-confirm your audio set-up

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



## Making yourself heard



















In order for you to be heard in Elluminate *Live!* you need to click on the Talk button at the bottom left of the window. It appears **yellow when on**; greyed out when off. As Moderator, you can decide how many simultaneous talkers, up to a maximum of six, you will allow. This can be adjusted during a session via Tools > Audio > Allow Simultaneous Talkers...








It is helpful to put up a reminder of the need to **turn on the microphone** to speak on your whiteboard for first time and occasional users.

## Key Elluminate *Live!* toolbar buttons

Please refer to the following table to learn what features the buttons represent. Also see the Moderator Quick Reference Guide for their locations.

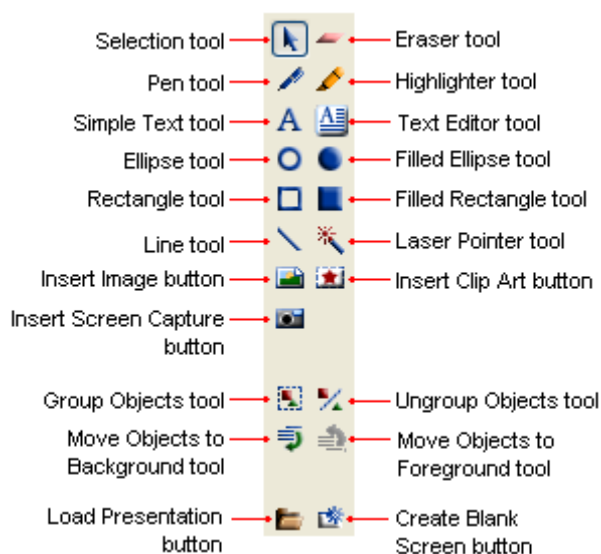
Button	Function
	Saves the Whiteboard, Quiz or Chat conversation to a file.
	Prints the selected Whiteboard screens.
	Displays the current window layout. Use the pull-down menu to choose a new layout.
	Publishes polling results to the Whiteboard.
	Publishes polling results to the Whiteboard.
	Opens the Presentation Mode dialogue that lets you display the Whiteboard or an Application Sharing session in Presentation Mode.
	Enables the Application Sharing feature, which allows users to share application(s).
	Displays the Multimedia Library dialogue box, where you can load, play, stop playing, and delete a multimedia URL or multimedia file. When you are playing a multimedia file, this file will be displayed in the Multimedia window on all the Moderators' and Participants' machines.
	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.
	Enable video camera support. The show Video window button is added to each Participant's and Moderator's toolbar. The Video permission column is added to the Participants table with hosting Video permission assigned to the Moderator.
	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.
	Enables the Web Tour or Web Push feature. The Enter URL dialogue box appears where you can enter a URL and push the participants to this web site. If you have Internet Explorer or Safari as your default web browser, the Internet URL you entered will open in our Web Tour window. If you have a different default web browser, the Internet URL will open in your default web browser window.
	Opens the Timer dialogue so you can set timer options and start the Timer.
	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.

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Button	Function
	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).
	When this indicator is red, it becomes a button, which you can select to resume recording the session. If the session is currently being recorded, this button will be deactivated (grey in colour).
	If the session is being recorded, this indicator turns into a button (blue in colour). You can click on this button to pause recording the session. When the recording is paused, this button becomes deactivated (grey in colour).

Please note that the Participant view in Elluminate *Live!* contains fewer features and icons. Refer to the [Participant Quick Reference Guide](#) to gain an awareness of the available features.

## Elluminate *Live!* whiteboard tools



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

## Trouble Shooting Guide

### Failed connection

#### If you are on campus at UTAS

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

1. Select **Cancel** on the error message to remain in the Elluminate *Live!* window
2. Select **Tools > Preferences > General > Proxy Settings**
3. For **Method** select **HTTPS Proxy Server**
4. For **Server** enter: **proxy.utas.edu.au**
5. For **Port** enter: **8080**
6. Select **OK** to return to the main Elluminate *Live!* window
7. 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 **Elluminate Live!® V8 Training and Documentation for Moderators** section of their website:

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

## References

Elluminate *Live!* v.8 Participant Guide

Elluminate *Live!* v.8 Moderator Guide

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