



Bridgit® 4.7

conferencing software

USER'S GUIDE

SMART®

Trademark notice

Bridgit, SMART Board, SMART Meeting Pro, SMART Notebook, SMART Podium, SMART Hub, smarttech, the SMART logo and all SMART taglines are trademarks or registered trademarks of SMART Technologies ULC in the U.S. and/or other countries. Microsoft, Windows, Internet Explorer, Excel and Outlook are either a registered trademark or trademarks of Microsoft Corporation in the U.S. and/or other countries. Apple, Mac and OS X are registered trademarks of Apple, Inc. Firefox is a registered trademark of the Mozilla Foundation. All other third-party product and company names may be trademarks of their respective owners.

Copyright notice

© 2012-2015 SMART Technologies ULC. All rights reserved. No part of this publication may be reproduced, transmitted, transcribed, stored in a retrieval system or translated into any language in any form by any means without the prior written consent of SMART Technologies ULC. Information in this manual is subject to change without notice and does not represent a commitment on the part of SMART.

This product and/or use thereof covered by one or more of the following U.S. patents.

www.smarttech.com/patents

12/2015

Contents

Chapter 1: Getting started	1
What's in Bridgit	2
Global Server Network (GSN) option	3
Bridgit conferencing software requirements	4
Downloading Bridgit client software	5
Starting and exiting Bridgit client software	5
Running the Audio Setup Wizard	6
Secure Socket Layer (SSL) standard	7
Chapter 2: Using Bridgit software	9
About the Bridgit client desktop	10
Starting Bridgit software	13
Creating a meeting	13
Joining meetings	16
Using voice conferencing	20
Using meeting tools	22
Setting meeting options	35
Writing on the shared desktop	41
The SMART Scheduler Outlook add-in	44
Appendix A: Troubleshooting	51
Using the Bridgit troubleshooting tool	51
Monitoring a meeting's performance - presenter	55
Monitoring a meeting's performance - participant	57
Index	59

Chapter 1

Getting started

What's in Bridgit	2
Create a meeting	2
Join a meeting	2
Share information	2
Audio conferencing	3
Video conferencing	3
Language options	3
Bridgit client toolbar	3
Global Server Network (GSN) option	3
Bridgit conferencing software requirements	4
Downloading Bridgit client software	5
Starting and exiting Bridgit client software	5
Running the Audio Setup Wizard	6
Secure Socket Layer (SSL) standard	7
Certificates	7

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

You can use Bridgit software to speak with other 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 secure your meeting with 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 Bridgit software conferencing 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 13.
- 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 44.

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 18.
- 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 16.
- 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 18.

Share information

- Share your desktop and collaborate with meeting participants. For more information, see *Sharing your desktop* on page 22.
- Share a region of your desktop and bring focus to your meeting. For more information, see *Sharing a region of your desktop* on page 24.
- 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 33. 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 34.

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 20.

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 26.

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 40.

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 *About the Bridgit client desktop* on page 10.

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 conferencing software requirements

Bridgit conferencing software enables 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.

Requirements	Windows operating systems	Mac OS X operating system software
Operating systems	<ul style="list-style-type: none">• Windows 8.1• Windows 8• Windows 7	<ul style="list-style-type: none">• Mac OS X 10.10 (Yosemite)• Mac OS X 10.9 (Mavericks)• Mac OS X 10.8 (Mountain Lion)
Client (without VoIP audio or webcam video)	<ul style="list-style-type: none">• 2 GHz processor• 1 GB of RAM• Broadband Internet connection	<ul style="list-style-type: none">• 2.0 GHz Intel® processor• 1 GB of RAM• Broadband Internet connection
Client (with VoIP audio or webcam video)	<ul style="list-style-type: none">• 2.33 GHz dual-core processor• 2 GB of RAM• Broadband Internet connection	<ul style="list-style-type: none">• 2.4 GHz Intel dual-core processor• 2 GB of RAM• Broadband Internet connection
Proxy server	<ul style="list-style-type: none">• If you're using Firefox®, Internet Explorer® 6 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.	Configure the operating system's proxy settings with the server's proxy settings.
Webcam	<ul style="list-style-type: none">• Compatibility with DirectShow® 9 driver• Supports 24-bit RGB color	<ul style="list-style-type: none">• Internal webcam or iSight camera
Audio	<ul style="list-style-type: none">• Sound card• Speakers or headphones• Microphone	<ul style="list-style-type: none">• Sound card• Speakers or headphones• Microphone

 **NOTE**

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.

NOTE

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 18.

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

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* above.

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.

Running 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.



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 20.

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 38.

 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 Secure Socket Layer (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 software

About the Bridgit client desktop	10
Bridgit client toolbar	10
The Bridgit client desktop borders	13
Starting Bridgit software	13
Creating a meeting	13
The Bridgit client software lobby screen	13
Creating a meeting with a third-party voice bridge	14
Sending invitations to participants	15
Joining meetings	16
Joining a meeting from Bridgit client software	16
Searching for a meeting	18
Joining a meeting from an e-mail invitation	18
Joining a meeting with a knock	18
Using voice conferencing	20
Owners and presenters	20
Participants	21
Requesting to talk during a meeting	21
Joining a meeting using a third-party voice bridge	21
Using meeting tools	22
Sharing your desktop	22
Sharing a region of your desktop	24
Using drawing tools while sharing	24
Taking over sharing	25
Viewing the participant list	25
Participant status icons	26
Using webcams	26
Using the video window toolbar	27
Dragging and dropping	29
Chatting with other participants	31
Incoming messages	32
Raising your hand	32
Raise hand status icons	32
Enabling remote control	33
Remotely controlling the presenter's desktop	34

Changing the shared area	34
Setting meeting options	35
Changing meeting settings	35
Changing monitor selection	37
Changing audio settings	38
Changing viewing options	39
Changing language options	40
Writing on the shared desktop	41
Customizing your pen	41
Erasing on the shared desktop	42
Using the screen pointer	43
The SMART Scheduler Outlook add-in	44
Minimum requirements	44
Installing the SMART Scheduler Outlook add-in	44
Upgrading SMART Scheduler Outlook add-in	46
Scheduling a Bridgit meeting in Microsoft Outlook	46
Joining a SMART Scheduler meeting from an Outlook invitation	49

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

About 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.



Menu

From the **Menu** button on the toolbar you can access collaboration tools, select sharing and remote control options, change audio, language and viewing settings, and access helpful information.

Show/Hide Audio Controls

Use the **Show/Hide Audio Control** button to show or hide speaker and microphone controls. These controls enable you to select the speakers and microphone you want to use, as well as access the Audio Setup Wizard. For more information about the Audio Setup Wizard, see *Running the Audio Setup Wizard* on page 6.

Show/Hide Video Window

Use the **Show/Hide Video Window** button to show or hide the webcam window. When you open the webcam window, you can 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 26.

Start/Stop Sharing My Desktop

Use the **Start/Stop Sharing My Desktop** button to start or stop sharing your desktop.

By sharing your desktop, you can share images, videos and written information with other participants. For more information, see *Sharing your desktop* on page 22.

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 25.

You can also 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 34.

Share Desktop Region

Use the **Share Desktop Region** button to select only a specific area of your desktop to share with other participants. For more information, see *Sharing a region of your desktop* on page 24.

Mouse Pointer

Use the **Mouse Pointer** button to turn on the cursor mode. This mode is on by default unless you are using the pen tool.

Pen

Use the **Pen** button to turn on the pen tool when sharing your desktop. You can use the pen tool 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 24.

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

Use the **Raise Hand** button to get the attention of other participants during a meeting. 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 audible notification to capture the attention of other participants. For more information, see *Raising your hand* on page 32.

Show/Hide Participant List

Use the **Show/Hide Participant List** button to open or close the participant list. From the participant list, you can have private or public chats with other meeting participants. For more information, see *Chatting with other participants* on page 31.

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.



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, a region of your desktop or view someone else's desktop, a colored 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, start the software to join or create a meeting.

To start Bridgit software

Double-click the **SMART Bridgit** icon  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

Create a meeting to begin collaborating with others. In a Bridgit meeting, you can speak with other participants, share your desktop or webcam and use drawing tools to capture notes on the screen.

When you create a meeting, you're the meeting's owner. Owners have control over a number of meeting options, such as microphones, webcams and the ability to write on the shared desktop. For more information on being the owner, see *About meeting roles*.

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 a third-party voice bridge, 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 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 the previous page.

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 the previous page.

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.

1. 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.



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.

5. 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.
6. Click the **Create New Meeting** tab.
7. Type a name for the meeting in the *Meeting name* box.
8. Optionally, type and confirm a password for the meeting in the *Password* and *Confirm password* boxes.



NOTE

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

9. Select **Share voice bridge details with other users** to display the third-party audio information to your meeting participants.
10. 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.
11. Click **Create New Meeting**.
12. 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 13.



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 18.

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.
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 18.

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 5.

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  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.

 **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.



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 5.

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.

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 *Running the Audio Setup Wizard* on page 6.

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 the next page.

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 .
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  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.



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 13 or *Joining meetings* on page 16.

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.



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.



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 13 or *Joining meetings* on page 16.
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.



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 34.

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.



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 22.
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.

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.


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.






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 <i>Participants</i> 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.




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 the next page.

 **Vertical Orientation** 

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

 **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.



 **NOTE**

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

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

 **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.


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.

 **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.

 **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.

 **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.

 **NOTE**

You can also drag and drop a thumbnail into the tile area.

Chatting with other participants

Use the chat dialog box in the lobby screen or the participant list to broadcast messages to some or all of the participants in a meeting.

NOTE

The owner or presenter must enable the chat option before you can use it. See *Changing meeting settings* on page 35.


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**.

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 the next page.

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.

Icon	Name or status	Description
	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 <i>Participants</i> 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.

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.



NOTE

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.



NOTE

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.



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 24.

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 an owner or presenter, Bridgit client software provides you with various options to customize your Bridgit meeting to suit your needs. Use the Options dialog box to select specific meeting features, audio settings, viewing options and language preferences.



Changing meeting settings

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

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	Select this check box to enable the speaking requests function. This function requires meeting participants to request permission to speak from the presenter or owner. 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	Select this option to enable participants to use their drawing tools and the screen pointer to highlight on-screen information. This check box is selected by default. If you want only the owner or presenter of the meeting to be the only ones who can draw and erase on the desktop, clear this check box.
Allow others to share their desktop	Select this check box to enable participants to share their desktops. When you select this check box, other participants can request to take over desktop sharing, making their desktops visible instead of the presenter's. The presenter or owner can decline the request. This check box is selected by default.
Allow others to share their webcam	Select this check box to allow meeting participants to share their webcams. Up to nine participants can share their webcams at the same time. This check box is selected by default.
	 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 Share My Desktop .
	 NOTES <ul style="list-style-type: none">○ 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	Select this check box to enable the raise hand feature. When you enable this feature, meeting participants can politely request to interrupt the meeting.

Option	Description
Allow others to knock to join a meeting	Select this check box to enable the knock to join feature. When you enable this feature, people can join a meeting without receiving an e-mail invitation or a password for the meeting. When a person knocks to join a meeting, the knock is visible to all participants and any participant can approve or decline the request to join.
Allow others to use chat	Select this check box to enable the chat feature. When you enable this feature, meeting participants can have conversations in the chat dialog box. These conversations are visible to all participants.
Allow others to use private chat	Select this check box to enable the private chat feature. When you enable this feature, meeting participants can have a private conversations with one participant or a select group of participants. Private chats are only visible to the selected participant or group of participants.
Optimize sharing speed for faster responsiveness	Select this option to have Bridgit software capture 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. This option is available only when you're sharing your desktop.
Optimize sharing speed for lower bandwidth use	Select this option to have Bridgit software capture the shared screen less frequently and use less bandwidth. Viewers could notice a slight delay when screen changes occur. This option is available only when you are sharing your desktop.



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.

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**.

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**.

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.



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  .

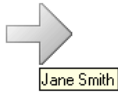


NOTE

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.



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.

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.

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.

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:

Outlook version	Path
32 bit	http://[yourserver.com]/SMARTSchedulerOutlookAddinSetupx86.msi
64 bit	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**.



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.



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.



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 44.
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** check box.
5. Click **Send**.

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



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.



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 *To change the SMART Scheduler settings for all new meetings* on the next 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.

 **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.

 **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.

 **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

Using the Bridgit troubleshooting tool	51
Screen capture technology	52
Sharing color quality	54
Audio	54
Connection	55
Ink	55
Monitoring a meeting's performance - presenter	55
View the meeting performance for each participant	56
Improving performance	56
Monitoring a meeting's performance - participant	57
Viewing the meeting performance for your computer	57
Improving performance	57

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* below
- *Sharing color quality* on page 54
- *Audio* on page 54
- *Connection* on page 55
- *Ink* on page 55

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	<p>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.</p> <div> NOTE Mirror drivers behave unexpectedly on computers with Windows 7 operating systems.</div>
Redraw hooks	<p>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.</p> <div> NOTE Redraw hooks behave unexpectedly on computers with Windows 7 operating systems.</div>
Four times per second capture	<p>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.</p>

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	<ul style="list-style-type: none"> Displays either <i>Not currently presenting</i> or the method of screen capture in use: <ul style="list-style-type: none"> <i>Capturing screen 4 times per second (display 0)</i> <i>Using RedrawHooks.dll (display 0)</i> <i>Using mirror driver (display 0)</i> 	
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	<ul style="list-style-type: none"> <i>available</i> - The mirror driver is installed. <i>unavailable</i> - The mirror driver isn't installed. <i>disable by OS</i> - 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. <div style="border: 1px solid gray; background-color: #f0f0f0; padding: 5px; margin-top: 10px;">  NOTE Redraw hooks behave unexpectedly with Windows 7 operating system. </div>	If your pointer is flickering, you might want to try clearing this option.
Enable mirror driver	Select to share using mirror driver.	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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).	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• 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.	<ul style="list-style-type: none">• 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.

View the meeting performance for each participant

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.

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 38 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  turns red .

Viewing the meeting performance for your computer

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.



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.



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.

Index

A

AGC 54
audio 4, 6, 38, 54

B

Bridgit client software
 computer requirements for 4
 downloading 5
 starting and exiting 5
 viewing the desktop of 10
 viewing the lobby screen of 13

C

chat 31
color quality 54
computer requirements
 Bridgit client software 4

D

downloads 5
drawing 24

E

e-mail invitations 15, 18
erase on the shared desktop 42

G

GSN
 about 3

H

hand, raising and lowering 32

I

ink 55
installation
 SMART Scheduler Outlook add-in 44

K

knock 18

L

languages 40
lobby screen 13

M

Mac OS X operating system software 4
meetings
 creating 13
 joining 16, 18, 21, 49
 monitoring performance of 55, 57
 options 35
 scheduling 46
 searching for 18
 settings 35
 speaking in 20
mic, requesting 21
monitor selection 37

O

OpenSSL 7

P

participants list 25

pens 41

performance

- participant 57

- presenter 55

ports

- troubleshooting 55

proxy servers

- computer requirements for 4

- troubleshooting 55

R

remote control 33-34

S

screen capture technology 52

screen pointer 43

shared desktop

- changing the area 34

- erasing on 42

- multiple displays 23

- remote control 33

- screen pointer 43

- sharing a region 24

- sharing yours 22, 25

- writing on 24, 41

SMART Scheduler Outlook add-in

- about 44

- installing 44

- joining a meeting from an invitation 49

- scheduling a meeting with 46

- upgrading 46

SSL 7

T

third-party voice bridges 14, 21

toolbar 10

troubleshooting 51

U

upgrades

- SMART Scheduler Outlook add-in 46

V

VoIP 4, 20, 54

W

webcams

- computer requirements for 4

- moving tiles 30

- opening video window 27

- sharing my 29

- using 26

- video window toolbar 27

Windows operating systems 4

SMART TECHNOLOGIES

smarttech.com/support

smarttech.com/contactsupport

smarttech.com/support/entsupport

smarttech.com/kb/170920