Wimba Classroom

Version 6.1

Participant Guide

Wimba Classroom 6.1 Participant Guide

This Help Guide is designed to assist you with Wimba Classroom to participate in an interactive session or view an archived presentation. You will also find information for solving technical problems.

If you would like to contact Technical Support, click here: Wimba Technical Support

The Wimba Classroom Interface

Overview
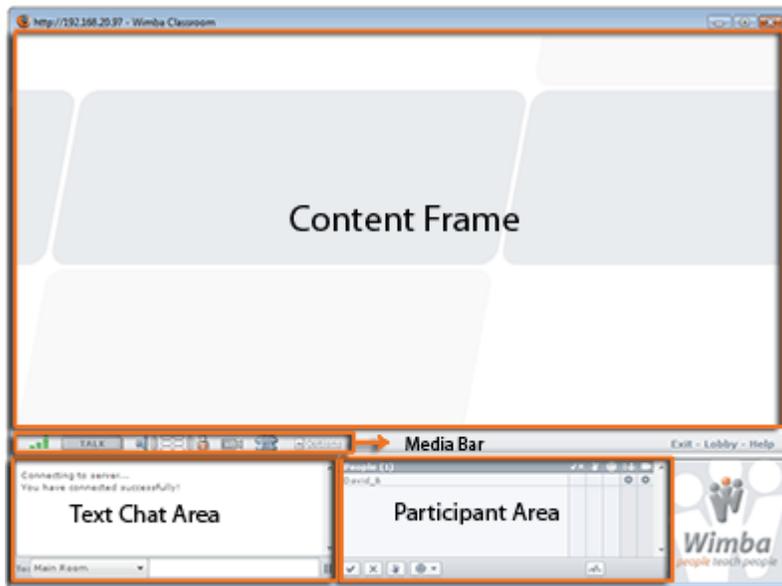
The above image displays the Wimba Classroom interface. For a detailed description of each area, refer to the following sections on the Content Frame, Text Chat Area, Participant Area, and Media Bar.

Content Frame

Overview
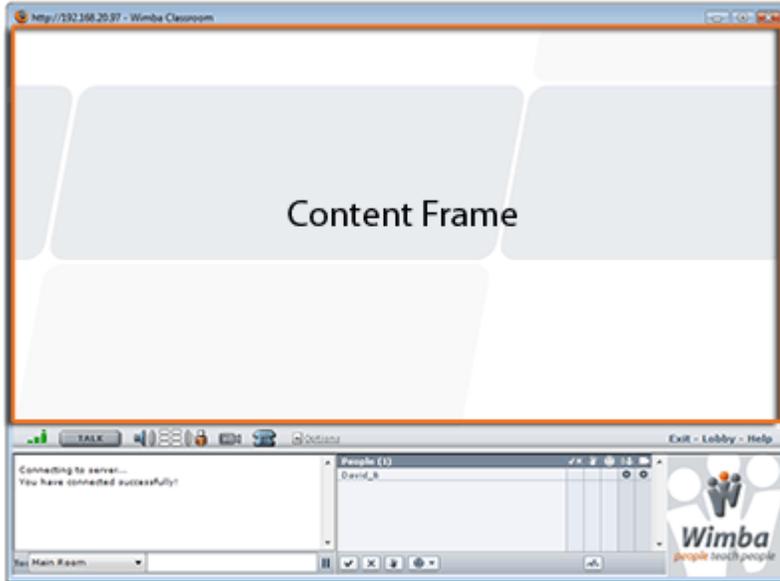
The **Content Frame** is the main focus of a presentation. Almost all content, such as images, charts, and text will appear in the **Content Frame**. During the presentation, the displayed content will be controlled by the presenter.

Text Chat Area

Overview
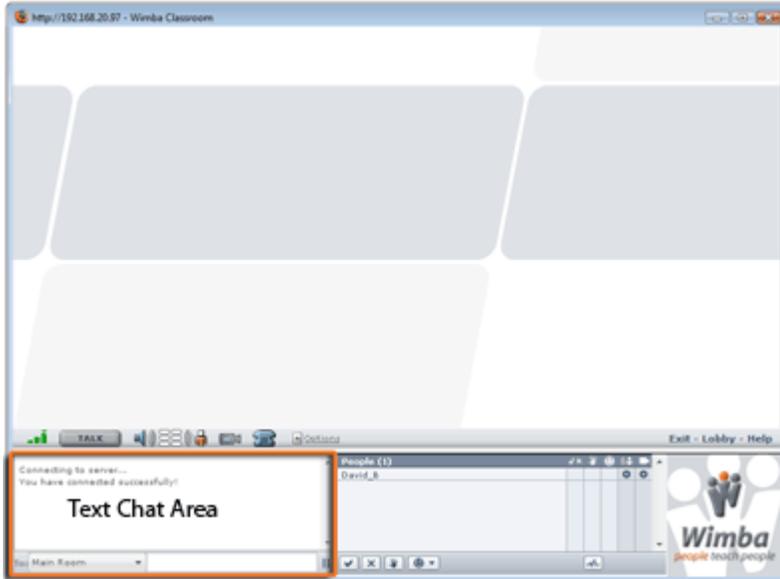
The **Text Chat Area** is where you can communicate via text chat with presenters and fellow participants.

There are two methods of chat messaging:

- **Public Chat** – messages that can be viewed by everyone logged into the presentation.
- **Private Chat** – private messages designated for a particular person in the presentation.

To Send a Public Chat Message

1. In the **To**: pull-down menu of the **Text Chat Area**, ensure that "Main Room" is selected. (If you do not see "Main Room" listed, you do not have permission to send public messages).

2. Type your message and press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You** say" preceding messages that you send. Messages sent by other participants are preceded by their name.

To Send a Private Chat Message

1. In the **To**: pull-down menu of the **Text Chat Area**, select the designated person's name. Presenters are listed directly below "Main Room," followed by participants. (If you only see "Main Room" and your presenter(s) listed, you do not have permission to send private messages).

   OR

In the participant list, click the designated person's name. The **To**: pull-down menu next to the chat field will automatically switch to that person's name. (You may not have the ability to click a name with all Operating Systems and browsers).

2. Type your message and press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You** tell" preceding the designated person's name, followed by your message, surrounded by a gray background. Other users will not be able to see your private message.

To Pause Text Chat

Pausing chat allows you to read a particular chat message without needing to scroll back to that message when new ones come in.

1. Click the **Pause** icon located to the right of the chat message field.

   The **Pause** icon changes to a **Play** icon , indicating that chat is paused.

2. When you are ready to receive new messages again, click the **Play** icon to resume chat.

Participant Area

Overview

The **Participant Area** lists all the presenters and participants currently in a presentation.

By default, presenters are listed in bold at the top of the list. Participants are listed under the presenters' names, in alphabetical order. Next to the list of presenters and participants are additional columns:

- Yes/No Indicator: A green check mark (for **Yes**) or red X (for **No**) appears next to your name when you click the **Yes** (check mark) or **No** (X) button below the participant list. These buttons are used for instant polling.

- **Hand Raising**: A number appears next to your name when you click the **Hand Raise** button below the participant list. This number indicates in which order participants raised their hands.

- **Status Indicator**: An emoticon appears next to your name when you select an item from the **Set Status** selection box (if enabled) below the participant list. For further information, please refer to Status Indicators.

- **Speaking and Video Privilege Indicators**

  o The **Speaking Privilege** indicator lets you know if you have the ability to speak during a presentation. If enabled, a circle with a plus (+) sign appears next to your name, beneath the audio column (depicted as a person speaking). If speaking privileges are disabled, a circle containing a minus (-) sign appears.

  o The **Video Privilege** indicator lets you know if you have the ability to broadcast video during a presentation. If enabled, a circle with a plus (+) sign appears next to your name, beneath the video column (depicted as a video camera). If video broadcasting privileges are disabled, a circle containing a minus (-) sign appears.

This indicator will change if Video Lock is enabled. For more information, refer to Video Lock.

The **Participant Area** also includes a tally of user activities. For complete details, refer to Room Pulse.

Yes/No Polling

Yes/No Polling is a tool your presenter can use to quickly get feedback. When the presenter poses a question, and requests that you answer **Yes** or **No**, click the appropriate button (check mark for **Yes**, X for **No**) below the participant list.

The answer you choose will appear next to your name in the participant list.

A tally of results appears in the **Room Pulse**.

Hand Raising

Click the **Hand Raise** button beneath the participant list to indicate that you would like to ask a question.

This brings your name to the top of the participant list (beneath any presenters). A number appears in the **Hand Raise** column next to your name, indicating when you raised your hand relative to other participants.

A tally of hands currently raised appears in the **Room Pulse**.

Status Indicators

Overview

The **Set Status** box features a selection of **Status Indicator** emoticons to describe current status. Whenever you choose a **Status Indicator**, it appears in the Status column next to your name in the participant list. If User Status updates are enabled, a message visible to all users also appears in the **Text Chat Frame**.

Status Indicators include:

- **Away**
- **Approve**
- **Disapprove**
- **Surprise**
- **Confused**
- **Clap**
- **Laugh**
- **Faster**
- **Slower**

The first item within this box, **clear** (represented by an empty circle), allows you to reset your status. Selecting this item removes the Indicator from the Status column. If User Status updates are enabled, the following message (visible only to the user who cleared their status) appears in the **Text Chat Frame**: **Your** status has been cleared. This message also appears when a presenter clears user status.

If you do not manually clear your status, it will be automatically cleared within a specific duration (typically 15 seconds), or can be manually reset by a presenter.

Note: Away status must either be manually cleared by the user or a presenter.

If **Status Indicators** are disabled, the **Set Status** box will be grayed out, and the **Status Indicator** column will not appear in the **Participant Area**.

Room Pulse

Overview


```
People:  3    Away:          0

Yes:     0    Approve:    0    Clap:     0
No:      0    Disapprove: 0    Laugh:    0
Hands:   0    Surprise:   0    Faster:   0
              Confused:   0    Slower:   0
```

The **Room Pulse** (located beneath the participant list) provides current room data including: the total number of people logged in (both participants and presenters), the tally of **Yes/No** responses and **Hand Raises**, and a summary of each **Status Indicator**.

The number of individuals currently **Away** is displayed separately from the list of **Status Indicators** for quick reference.

If **Status Indicators** are disabled, a limited Pulse consists of current attendance, **Yes/No** responses, and **Hand Raises**.

Resizing the Interface

The Wimba Classroom interface can be resized to meet your viewing preferences. This includes vertically resizing interface areas (the **Content Frame**, **Text Chat Area**, **Participant Area**, and **Branding Frame**) and/or horizontally resizing the **Text Chat Area** and **Participant Area**.

To Vertically Resize Interface Areas

1. Place your mouse cursor over the bar separating the **Media Bar** from the bottom areas of the interface. The cursor changes to an arrow pointing up and down.

2. Click and hold down your mouse:

    - Drag your mouse up to simultaneously *increase* the size of the **Text Chat Area**, **Participant Area**, and **Branding Frame** (and *decrease* the size of the **Content Frame**).

    - Drag your mouse down to simultaneously decrease the size of the **Text Chat Area**, **Participant Area**, and **Branding Frame** (and *increase* the size of the **Content Frame**).

3. Release your mouse when satisfied with the dimension changes.

To Horizontally Resize the Text Chat Area and Participant Area

1. Place your mouse cursor over the bar separating the **Text Chat Area** from the **Participant Area**. The cursor changes to an arrow pointing left and right.

2. Click and hold down your mouse:

    - Drag your mouse right to *increase* the size of the **Text Chat Area** (and *decrease* the size of the **Participant Area**).

    - Drag your mouse left to *decrease* the size of the **Text Chat Area** (and *increase* the size of the **Participant Area**).

3. Release your mouse when satisfied with the dimension changes.

Audio and Video in Wimba Classroom

Authorizing WimbaMedia
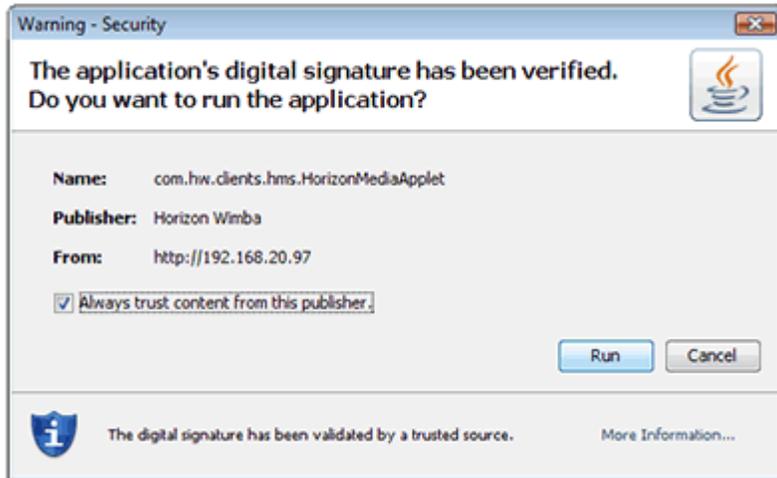
The **WimbaMedia System** uses a signed Java applet to play audio and video on your computer. If you have not fully authorized the applet previously, you will receive a popup window similar to the one pictured above.

When asked if you wish to trust the signed applet provided by Wimba, click 'Always' or 'Grant Always.'

NOTICE FOR MAC USERS: *Certain Safari users will receive a different popup window. If so, under "When using this certificate" select 'Always Trust' and click 'OK.'*

Once you have successfully authorized WimbaMedia, you should see the **Media Bar** appear.

Media Bar

The **Media Bar** appears above the **Text Chat Area**. It is home to the **WimbaMedia System**, a multi-way audio and video means of communication during a live presentation.

The Media Bar contains the following items:

- **NetStats**: network statistics about your Internet connection
- **Talk button**: initiates your microphone and video broadcast (if the **Video Window** is raised and you have opted to transmit video)
- **Volume meters**: colored bars indicating you are sending/receiving audio
- **Camera button**: raises/lowers the **Video Window**
- **Telephone Simulcast**: backup option if you do not have a headset or microphone
- **Options Menu**: advanced audio/video settings

For more information on speaking and/or sharing video, please refer to: Broadcasting Audio and Broadcasting Video.

Note: *If the room is configured for Phone Simulcast Only, the* **Media Bar** *will only display the Telephone Simulcast icon.*

NetStats

NetStats Indicator

Connected   Disconnected

The **NetStats** Indicator displays the overall quality and strength of your connection to the **WimbaMedia System**. This is depicted graphically in the **Media Bar**, and updated at regular intervals, so that you can monitor your connection.

Monitoring Media Quality

First, ensure that WimbaMedia has connected by viewing the triangular 'hat' on top of the NetStats Indicator. If you do not see the hat, then you were unable to connect, and you will not have the ability to send or receive audio/video.

A hat on top of the Third Bar (green) indicates a clear connection (Great Quality).

A hat on top of the Second Bar (orange) indicates an adequate connection (Good Quality).

A hat on top of the First Bar (red) indicates network congestion (Poor Quality).

If you click the **NetStats** Indicator, you can view diagnostic information that may be requested when speaking with Technical Support.

If the hat does not appear (and the bars are gray), then you have no connection. If you should ever lose your connection, you may re-launch WimbaMedia by clicking the Options Menu and selecting Reconnect Media. This should restore your connection to presentation media.

Using WimbaMedia Audio

Using WimbaMedia, participants are able to speak when authorized by the presenter.

- If you'd like to speak, you will need a microphone.

- If you are using an unsupported browser or OS, then you may be able to participate using the telephone simulcast.

- Preparing Your Microphone and Computer:

    o We recommend using a headset (with integrated headphones and microphone). Headphones will generally produce better audio quality than speakers, and they will also prevent the audio you receive from being picked up by the microphone when you speak.

    o Before you attend a presentation, make sure that your audio devices are properly connected to your computer. Speaker/headphone plugs are usually color-coded to match the output port of most PCs. Typically, speakers/headphones will be plugged into the green port to your sound card. If your computer does not come with color-coded ports, search for the icon that resembles either sound waves with an arrow pointing outward or headphones.

    o Microphone plugs are also usually color-coded to match the microphone port of most PCs. Typically, microphones will be plugged into the red or pink port to your sound card. If your computer does not come with color-coded ports, search for the icon that resembles a microphone.

Speaking Privileges

What to expect during the presentation:

- You can speak if enabled by your presenter

- You can also communicate via text chat (for instance, if you don't have a microphone)

- Once the presentation starts, you will automatically hear the presenter's audio

- You will see a **Speaking Privilege** (+ or -) indicator next to your name in the participant list
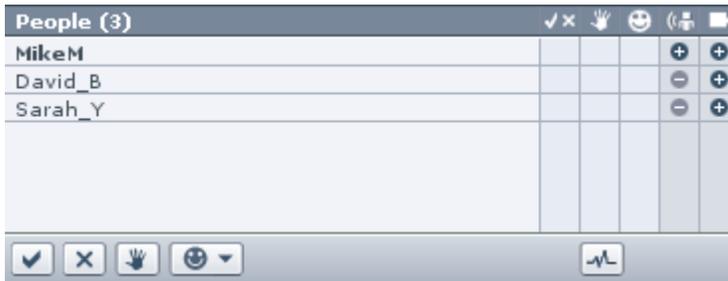
If the **Speaking Privilege** icon next to your name is positive (+), you have the ability to speak.

If the **Speaking Privilege** icon next to your name is negative (-), you do not have the ability to speak.

You can click the **Hand Raise** button to notify your presenter that you have a question and would like to speak. Once your presenter enables you to speak, your **Speaking Privilege** indicator will become positive and you will receive both textual and audio confirmation.

Broadcasting Audio

Talk Button

To Broadcast Audio:

1. Speak into your microphone and select one of the following options:

   - Press and hold the **Ctrl** key on your keyboard as you speak.

   - Click and hold the **Talk** button as your speak.

2. While speaking, the **Talk** button will change color from dark gray to orange. In addition, an orange box will light up within the **Speaking Privilege** indicator to the right of your name in the participant list.

3. When you have finished speaking, release the **Ctrl** key or **Talk** button.

*Note: If you wish to use the **F8** key (instead of **Ctrl**), or disable the **Talk Hot Key**, refer to Options Menu.*

Volume Controls
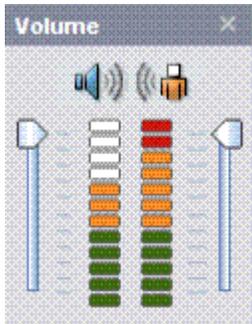
The meters to the right of the **Talk** button register the levels of incoming and outgoing audio. Anytime someone else speaks, you should see the colorful bars of the **Incoming Audio** meter (left) fluctuate with the volume level you receive.

You can adjust the Incoming Volume by clicking on the volume meters and moving the slider to the left of the incoming level meter.

The **Outgoing Audio** meter (right) registers the audio that you send. Anytime you speak, you should see the colorful bars of this meter fluctuate with the volume level you send. For optimal audio quality, click on the volume meters, and watch your Outgoing Audio level when speaking. The bars should reach the top of the orange range (third indicator from the top) consistently, and occasionally reach the top two (red) levels. If the volume is too high, your voice may be distorted and others will be able to hear you breathing. If the volume is too low and does not go above the green levels, the system will try to amplify the sound and possibly create distortion.

You can adjust the Outgoing Volume by clicking on the volume meters, and adjusting the slider to the right of the outgoing level meter. You may also adjust it using your computer's recording settings.

To be able to receive and send audio/video, you need to ensure that WimbaMedia is connected during the presentation. When connected, the **NetStats** Indicator to the left of the **Talk** button should appear in color. If it appears gray, then WimbaMedia is not connected to presentation media.

Volume Controls (and more advanced settings) can also be adjusted using the Options Menu.

Solving Technical Issues

To Resolve Microphone Problems

If others cannot hear you speak in the presentation, make sure that the presenter has enabled you to speak. The **Speaking Privilege** icon next to your name in the participant list should be positive.

If you have correctly connected your microphone (and you have been enabled to speak), but others still cannot hear you, you should ensure that a) your computer's recording controls have the proper settings, and b) your microphone is functioning.

To Check Recording Control Settings (PC)

1. Open your *Volume Controls* by selecting: Start -> Programs -> Accessories -> Entertainment -> Volume Control.

2. Click the *Options* menu and select *Properties*.

3. Select the *Recording* button.

4. From the list, make sure *Microphone* has a check mark next to it.

5. Click *OK*.

6. Lastly, go to the *Microphone* section and make sure the select box is set to a non-muted option. You may also want to adjust the slider, if volume level is an issue.

To Check Volume Control Settings (Mac OS X)

1. Open your *Sound Preferences* by selecting: Apple Menu -> System Preferences -> Sound -> Input.

2. Make sure that the *Input Volume* slider is sufficiently to the right and the correct device is selected for sound input.

Check Microphone Function (PC)

If your volume controls have the proper settings, you should ensure that your microphone is functioning. First ensure that you microphone is turned on (if there is an on/off switch) and properly plugged in. You can then record an audio clip and listen to that clip to ensure that your computer can properly capture your audio:

1. Open your *Sound Recorder* by selecting: Start -> Programs -> Accessories -> Entertainment -> Sound Recorder.

2. Click the circular *Record* button to start your recording.

3. Speak into your microphone for several seconds. As you speak, you should see the audio meter register your voice.

4. Click the square *Stop* button to stop your recording.

5. To play back your recording, click the triangular *Play* button. You should hear the audio clip you have recorded. If you can't hear the clip (or did not see the audio meter register your voice), the issue is most likely related to your microphone.

Check Microphone Function (MAC)

If your volume controls have the proper settings, you should ensure that your microphone is functioning. First ensure that your microphone is turned on (if there is an on/off switch) and properly plugged in. You can then use your Sound preferences dialog to determine whether your computer can properly capture audio:

Open your *Sound Preferences* by selecting: Apple Menu -> System Preferences -> Sound -> Input.

When you speak into the microphone, the Input level volume meter should register your audio. If it does not, the issue is most likely related to your microphone.

Telephone Simulcast

The Telephone Simulcast provides a backup option if your microphone is not working. For complete details, refer to: <u>Telephone Simulcast</u>.

Telephone Simulcast

The **Telephone Simulcast** provides a backup option for users who do not have a microphone or are experiencing technical difficulties.

1. To access the Simulcast, click the **Phone** icon . A telephone number and PIN will appear.
    (If the **Media Bar** does not appear, type **/phone** in the **Text Chat Area** and press **Enter** on your keyboard. Dial-in information will then be displayed textually).

2. Dial the telephone number provided and enter the PIN when verbally prompted. You will hear three tones, indicating that you have successfully connected. You can now listen to session audio via telephone. If you are enabled to speak, you can do so using the telephone.

Note: *Use of this option requires simultaneous access to the telephone and Internet for full participation in the presentation.*

Using WimbaMedia Video

Using WimbaMedia, participants are able to speak and share video when authorized by the presenter.

- If you'd like to speak, you will need a microphone. For more information on setting up your microphone, refer to: <u>Using WimbaMedia Audio</u>

- If you'd like to broadcast video, you will need a video device (such as a webcam)

- We recommend using a webcam that either plugs in to a USB port or comes integrated in your computer

- Before you attend a presentation, make sure that your video device is properly connected to your computer

Video Window

The **Video Window** displays a streaming broadcast of any user sharing video. This window will automatically appear upon entry to Wimba Classroom only if someone is sharing video. It can be opened or closed manually by clicking the **Camera** button on the **Media Bar**.

The window contains three buttons:

- **Start/Stop transmitting video**: enables/disables your video device
- **Show/Hide preview video**: provides a live, mirror-image representation of your video image. For more information, refer to Video Preview
- **Display video full screen**: increases the size of the broadcast to take over your full screen. To restore the window size, either press the Esc key on your keyboard, or double click your screen.

Whenever a user broadcasts video, the name with which they are logged in to Wimba Classroom appears within the **Video Window** for identification purposes. To toggle a user's name on/off within this window, press Alt-A (Windows) or Option-A (Mac).

To increase the size of the **Video Window**, move your cursor to its edge. When the cursor changes shape, click and drag the cursor away from the center of the **Video Window**. Likewise, to decrease the size of the window, move your cursor to its edge. When the cursor changes shape, click and drag the cursor towards the center of the **Video Window**.

Video Preview

Overview

Video Preview provides a picture-in picture review of your image within the **Video Window.**

This preview automatically appears whenever you click the **Start transmitting video** button. It can also be enabled/disabled by clicking the **Show/Hide preview video** button.

By default, the preview image appears in the lower right-hand corner of the **Video Window**, however, it can be altered in several ways.

To Move the Preview Image:

1. Place your mouse cursor over the image

2. Hold down your mouse button and drag the image to any corner of the **Video Window.** Let go of your mouse button to drop the image at the desired location.

*Note: If you drag the image outside of the **Video Window**, the preview will disappear (and the **Hide preview video** option will be engaged).*

To Resize the Preview Image:

1. Place your mouse cursor in the corner of the image opposite to its position in the **Video Window** (i.e., if the image is in the lower right-hand corner, place your cursor in the upper left)

2. Hold down your mouse button and drag the image (away from its corner to increase its size, or toward its corner to decrease)

Video Broadcasting Privileges

What to expect during the presentation:

- You can broadcast video if enabled by your presenter.

- You can also communicate via text chat (for instance, if you don't have a microphone or supported video device)

- Once the presentation starts, you will automatically hear the presenter's audio. You may also see video if the presenter has a supported video device and is sharing.

- You will see a **Video Privilege** (+ or -) indicator next to your name in the participant list.
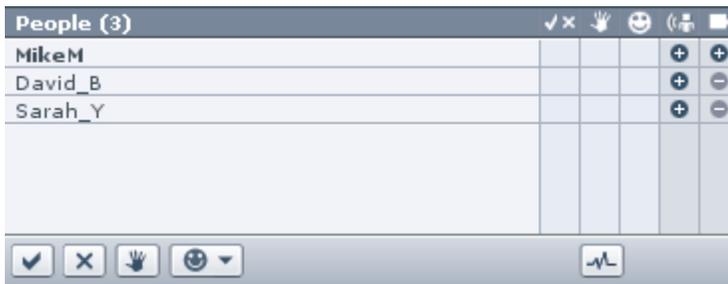
If the **Video Privilege** icon next to your name is positive (+), you have the ability to broadcast video.

If the **Video Privilege** icon next to your name is negative (-), you do not have the ability to broadcast.

You can raise your hand (to request to speak) or use the **Text Chat Area** to notify your presenter that you would like to share video. Once your presenter enables you, you will see the icon become positive and you will receive textual confirmation.

Broadcasting Video

Camera Button

To Broadcast Video and Audio:

1. If the **Video Window** is not raised, click the **Camera** button on the **Media Bar**.

2. Click the **Start transmitting video** icon (depicted by a closed eye).
   A preview of your video will appear in the lower right-hand corner of the window.

3. To share video and speak into your microphone:

   - Press and hold the **Ctrl** key on your keyboard as you speak.

   - Click and hold the **Talk** button as your speak.

4. While broadcasting and speaking, the **Talk** button will change color from dark gray to orange. In addition, an orange box will light up within the **Speaking** and **Video Privilege** indicators to the right of your name in the participant list.

5. When you have finished speaking, release the **Ctrl** key or **Talk** button. This will also stop your video broadcast.

Notes:
*If you wish to use the **F8** key (instead of **Ctrl**), or disable the **Talk Hot Key**, refer to Options Menu.*

If only two people are logged in to the room, and both are transmitting video, they will see the other person's video broadcast. For more information, refer to One-to-One Video.

One-to-One Video

When only two people are logged in to a room and they are both transmitting video, **One-to-One Video** takes effect. This provides an atmosphere similar to a video chat: rather than seeing only the person who is speaking, or the Default Presenter, the two people see each other.

During **One-to-One Video**:

- Each person constantly sees the other person's video broadcast

- Archives record only the person who is speaking at any given time

- If **Video Lock** is enabled, both people see the "locked" person's broadcast

If one person stops their video broadcast, one of the people exits the room, or more people enter the room, normal video rules take effect.

Video Lock

Overview

Video Lock allows a single user to broadcast video within Wimba Classroom, regardless of who is currently speaking. As with normal video broadcasting, your **Video Window** must be open and video transmission started.

During a presentation, your presenter may engage this feature so your broadcast appears uninterrupted. You will not have the ability to lock your own video.

The **Video Privilege** indicator to the right of a user's name in the participant list will turn into a lock. Even when **Video Lock** is enabled, you still must either use the **Ctrl** key (or **F8** key, if selected as your **Talk Hot Key**) on your keyboard, or hold down the **Talk** button to speak.

Options Menu

The **Options Menu** provides a number of advanced media settings. These options only apply for as long as you are logged in to Wimba Classroom, and must be selected again upon re-entry (or if the room is reset by the instructor).

Options Menu
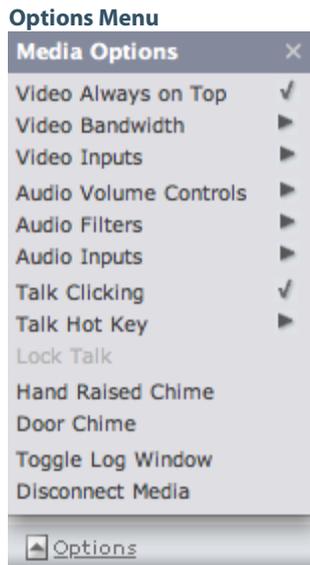
Video Always on Top

By default, the **Video Window** is on top of all other application windows, unless it is minimized. You may disable this behavior by selecting this option.

Video Bandwidth

Video within Wimba Classroom is broadcast to other users at a default rate set prior to your presentation. This option allows you to alter the broadcast you send to other users from a number of different quality levels. Levels higher than the maximum rate set for your server will be unavailable.

Video Inputs

Allows you to manually select a supported video device other than the one automatically detected upon entry to Wimba Classroom.

Audio Volume Controls

- **Speaker Volume Up/Down**: raises/lowers incoming (speaker) audio volume

- **Microphone Volume Up/Down**: raises/lowers outgoing (microphone) audio volume

Audio Filters

Filters allow you to customize the quality of your audio, should you wish to make adjustments:

- **Auto Gain Control** can be used to help normalize the volume of incoming or outgoing audio, thus keeping the volume levels relatively steady. Low-level audio will be boosted and high-level audio will be reduced.

- **Noise Reduction** can be used to help reduce the level of background noise picked up by the microphone in use.

- **Silence Detection** can be used to ensure that you transmit audio only when you are speaking, preventing static or background noises. This feature should normally be kept on. However, if you find that your speech is not being properly detected, you can disable this filter, which will cause your audio to be transmitted at all times.

- **Echo Cancellation** detects outbound audio sent by a user, which is then repeated back through another user's inbound audio, and attempts to remove its echo effect. The most common scenario where this may occur is if a user's microphone picks up sound being transmitted from standalone speakers. This feature is only available on supported Macintosh systems.

- **Microphone Boost** is a system setting that will enhance your audio input if your microphone level is too weak. This is not selected by default, should only be used in rare circumstances, and is only available for certain sound cards on supported Windows machines.

Audio Input

Allows you to manually select an audio device other than the one automatically detected upon entry to Wimba Classroom.

Talk Clicking

Enables/disables an audio cue (click) heard whenever pressing the **Ctrl** key (or **F8** key, if selected as your **Talk Hot Key**) on your keyboard or clicking/releasing the **Talk** button. This is enabled by default as an accessibility feature for visually impaired users.

Talk Hot Key

By default, the **Ctrl** key on your keyboard is the designated **Talk Hot Key** to broadcast audio (and initiate a simultaneous video and audio broadcast). You may instead select the **F8** key, or disable this feature entirely. If disabled, you must click and hold the **Talk** button.

*Note: If you are using Mac OS X 10.5 (Leopard) or higher and running the Spaces feature, reconfigure the **F8** key so it is available, if you plan to designate it as your **Talk Hot Key**.*

Door Chime

Enables/disables audio notification whenever an individual enters/exits Wimba Classroom. This option is disabled by default.

Hand Raised Chime

Enables/disables audio notification whenever an individual raises their hand. This option is disabled by default.

Toggle Log Window

Displays WimbaMedia log information that may be requested when speaking with Technical Support.

Disconnect/Reconnect Media

This option should only be utilized if you are unable to connect to WimbaMedia, or need to re-establish your connection to presentation media.

Phone-Only Users

If your live presentation requires that you participate using only your telephone, or if you are unable to log-in online and have previously mentioned this to your instructor, you should be provided with dial-in information (a phone number and PIN) relevant for your session.

List of keypad functions available to Phone-only users

Phone-only Keypad Command	Function
*6	Mute/unmute self
*9	List of commands
*10	Raise hand
*11	Indicate "yes" (poll)
*12	Indicate "no" (poll)

For more information, please contact your presenter.

Interactive Features of Wimba Classroom

Advanced Poll Questions

Presenters can use Wimba Classroom's various polling tools to quiz participants or to gather feedback during a presentation. When a presenter sends out a question, instructions for completing the question will be provided within each question.

Simply answer the question and click the **Submit** button. Your response is sent to the presenter, and he/she can choose whether to show responses during the presentation. Published poll results will appear in the **Content Frame**.

eBoard Tools

The **eBoard Tools** allow you to draw shapes and lines, type text, and import graphics. When you use the **eBoard** Tools, the results are visible to the instructor and other participants.

The **eBoard** Tools are not initially enabled for participants. If the presenter decides to enable the tools for you or for all participants, you will see the **eBoard** toolbar on the left side of the **Content Frame**.

Pointer Tool

The **Pointer** tool places an arrow pointer on the **eBoard**. Click the **Pointer** tool, and then click anywhere on the **eBoard**. The point of the arrow will appear at the current location of your cursor.

If you want to change the direction of the arrow, click the **Pointer** tool again. There are four different arrow directions to choose from:

Freehand Draw Tool

The **Freehand Draw** tool allows you to draw on the **eBoard**. Click the **Freehand Draw** tool on the toolbar, and then place the mouse on the **eBoard** where you would like to draw. Click and hold down your mouse button and drag the mouse to draw.

Hold down the **Shift** key on your keyboard while performing the steps above to draw a straight line.

You can change the color and line thickness of your annotations using the **Color Palette** and **Line Thickness** tools. (See descriptions for both below.)

Highlighter Tool

The **Highlighter** tool brings emphasis to content through transparent drawing. Select the **Freehand Draw** tool on the toolbar, then click it again to reveal the **Highlighter** tool. Place the mouse on the eBoard where you wish to highlight. Click and hold down your mouse button, then drag the mouse to highlight.

Hold down the **Shift** key on your keyboard while performing the steps above to draw a straight line.

You can change the color and line thickness of your line using the **Color Palette** and **Line Thickness** tools. (See descriptions for both below.)

Line Tool

The **Line** tool creates a straight line on the **eBoard**. Click the **Line** tool on the toolbar, and place the mouse on the **eBoard** where you would like one end of the line to appear. Click and hold your mouse button and move your mouse to the desired endpoint of your line. Release the mouse button to complete the line.

You can change the color and line thickness of your line using the **Color Palette** and **Line Thickness** tools. (See descriptions for both below.)

Circle Tool

The **Circle** tool creates several shapes on the **eBoard**. Click the **Circle** tool on the toolbar, and then place the mouse on the **eBoard** where you would like an oval to appear. Click and hold your mouse button and move your mouse until the desired shape appears. Release the mouse button to complete the oval.

Hold down the **Shift** key on your keyboard while performing the steps above to draw a circle.

If you click the **Circle** tool again, it will become a rectangle.
Follow the steps above to draw this shape. Hold down the **Shift** key during this process to draw a square.

You can change the color and line thickness of your shape using the **Color Palette** and **Line Thickness** tools. (See descriptions for both below.)

Text Tool

The **Text** tool allows you to type text on the **eBoard**. Click the **Text** tool on the toolbar, and then place the mouse on the **eBoard** where you would like your text to appear. Click your mouse button. A gray box appears indicating you may begin typing. Once you press the **Enter** or **Return** key on your keyboard, your typed text will be seen by all participants.

You can change the color for your text using the **Color Palette**. (See description below.)

Undo Tool

The **Undo** tool allows you to undo the last action taken on the **eBoard**. Click the **Undo** tool on the toolbar. The last whiteboard marking (i.e. oval, line, freehand drawing, text character, arrow pointer) will be removed. Clicking the **Undo** tool repeatedly removes the next most recent marking with each click.

Any participant with the **eBoard** enabled can use the **Undo** tool to remove the most recent whiteboard markings.

Note that the **Undo** tool will *not* undo **Erase** or **Clear Slide** actions.

Line Thickness Selector

The **Line Thickness Selector** allows you to choose the width of the whiteboard items you draw on the **eBoard**. Click one of the three line thickness choices. A box will appear around the line thickness selected. Next, select and then use the **Freehand Draw**, **Line**, or **Circle** tool. Your markings will appear on the **eBoard** with the selected line thickness.

You may select a new line thickness for each new object you draw, or continue to use the selected thickness for subsequent markings. The line thickness selected only affects items you draw on the **eBoard**. Other users with an enabled **eBoard** can select their own line thickness for items they draw

Color Palette Tool

The **Color Palette** tool allows you to select a color for the markings you draw on the **eBoard**. Click the desired color on the color palette in the **eBoard** toolbar. The selected color will appear in the long box below the palette. Select and use the **Freehand Draw**, **Line**, **Oval,** or **Text** tool. Your markings will appear on the **eBoard** in the selected color.

You may select a new color for each new marking you draw, or continue to use the selected color for subsequent markings. All users enabled to use the **eBoard** can select their own color for markings they draw.
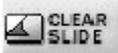
Erase Tool

The **Erase** tool removes all markings on the **eBoard**. Click the **Erase** tool on the toolbar. All markings on the **eBoard** are erased. If **ScreenGrab** or image files appear on the **eBoard**, these images will *not* be erased.

Erasing the **eBoard** cannot be undone.

All users with an enabled **eBoard** can erase the **eBoard** of all markings it contains at that moment.

Clear Slide Tool

The **Clear Slide** tool removes all markings *and* all images from the **eBoard**, leaving it completely white. Click the **Clear Slide** button on the toolbar. All markings and images (**ScreenGrab** or content) on the **eBoard** are erased.

Clearing the **eBoard** cannot be undone.

All users with an enabled **eBoard** can clear the **eBoard** of all markings and images.

Import Tool

The **Import** tool allows you to import an image or graphic onto the **eBoard**. Click the **Import** tool on the toolbar. A pop-up window appears and allows you to browse your hard drive or any disk storage device accessible to the user for an image to import.

Save Tool
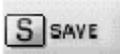
The **Save** tool allows you to take a snapshot of the slide and annotations that you have made using the **eBoard**. This feature gives you the ability to re-use the **eBoard** contents later in a presentation. Click the **Save** tool on the **eBoard** toolbar. The snapshot is saved as a slide within the Snapshots **Content Folder**.

*Note: This tool is only available within Breakout Rooms. Snapshots created in Breakout Rooms are saved to the **Current BOR Folder**.*

Application Sharing

The Application Sharing feature allows you to show or share a computer application or part of your desktop to anyone in the Room. When sharing an application, everyone will see your keystrokes and mouse movements in real-time as you work on that application. Your presenter always has access to application sharing but he/she must give you access before you can show an application.

To Share an Application

1. Your presenter will send you an Application Sharing request. When this confirmation prompt appears, accept this request.

2. Select a region of your computer screen to share. You may move this tool to a different area of your screen by clicking and dragging your mouse on one of the hatched lines. You may also resize the area you wish to share by clicking on one of the black squares on the edge of the tool and dragging it towards, or away from, the center of the screen.
   Everyone will now see your application, and a message will appear in the **Text Chat Frame** noting that you are sharing an application. Users with cursor control are also able to interact with the application.

To Allow Other Users to Work on Your Application

Only your presenter may allow another user to work on the application you are sharing. When this occurs, do not move your mouse so the other person can work on the shared application.

When you are finished sharing, the presenter will end the sharing session for you.

Presenter On-The-Fly

During a presentation, a presenter may promote you and/or other participants to presenter-level status. This allows "promoted" participants to lead the presentation, with identical access to all tools and features available to presenters -- including the abilities of promoting participants and demoting "promoted" participants (including yourself).

When you are promoted, you receive audio and textual notification, as well as immediate presenter-level access. This access carries over into Breakout Rooms and continues for the entire session, unless you are demoted.

Demotion

There are several actions that result in your demotion:

- Any presenter (including yourself or any other "promoted" participant) demotes you.

- You exit from Wimba Classroom, causing automatic demotion.

- Any presenter (including yourself or any other "promoted" participant) resets the room.

Note: *Phone-Only participants cannot be promoted on-the-fly.*

For more information about presenter-level features, please refer to the *Wimba Classroom Presenter Guide*. This Guide is immediately available by clicking the **Help** link above the Branding Frame when you are a "promoted" participant.

Closed Captioning

If closed captioning has been arranged for the presentation, participants with hearing impairments can enable it by typing **/cc** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area**. Typing **/cc** (and pressing **Enter**) once again will disable closed captioning.

Slide Descriptions

If slide descriptions have been added to the presentation, participants with visual impairments can enable them by typing **/sd** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area**. Typing **/sd** (and pressing **Enter**) once again will disable slide descriptions.

Breakout Rooms

During a presentation, the presenter may move you and other participants to Breakout Rooms for discussions and group work.

You will receive both audio and textual notification that you have been moved to a Breakout Room. The interface will reload and you will have access to limited presentation tools.

Within Breakout Rooms, you have the ability to:

- Send public and private messages to all users within the Breakout Room

- Send private messages to presenters, regardless of their location

- Use eBoard tools (for more information, refer to: eBoard Tools)

- Upload PowerPoint slides

- Display content on-the-fly

You may also be enabled to display content from other Breakout Rooms, as well as the Main Room.

Presentation Tools

To facilitate group work and discussions, you are granted access to a set of **Presentation Tools**, located on the right-hand side of the **Content Frame** in any Breakout Room. Each feature is described below:

- The **Web** button lets you show a web page on-the-fly

- The **eBoard** button launches the **eBoard** in the **Content Frame**, on which you can draw, type text, and import graphics.

- The **Import PowerPoint** button allows you to upload and convert PowerPoint presentations to the Current BOR Folder, for display within Breakout Rooms

- The **Previous Slide** button allows you to show the previous slide listed in your slide list.

- The **Next Slide** button allows you to show the next slide in your slide list.

Select Folder

The **Select Folder ("Go")** button allows you to show material from another Content Folder.

To use this feature, click the drop-down menu on the **Presentation Tools** and select the Content Folder you wish to access. Then click the **Select Folder ('Go')** button to populate the slide list with the content within this folder.

The Content Folder drop-down menu will only be accessible if you have been granted access to display content from Main Room Folders.

Otherwise, you will only have access to import a PowerPoint Presentation on-the-fly (or display PowerPoints, or saved eBoard Snapshots, other users have added during your time in the Breakout Room) to the **Current BOR Folder**.

Showing Content Slides

The **Slide List** of the **Presentation Tools** displays content added to Wimba Classroom before the presentation. Content can be organized into folders, and each folder can contain multiple slides that correspond with the material you have added.

To Show Slides Within the Slide List

1. Ensure that you are using the correct Content Folder by noting the selected folder in the drop-down menu. The drop-down menu contains a list of all Content Folders to which you have access. All the slides of the Content Folder appear in the slide list below this drop-down menu.

2. If you need to change the Content Folder, select the correct folder from the drop-down menu, and click the **Select Folder ("Go")** button. You will automatically see the slides of this new folder appear in the slide list.

3. Each link within the slide list represents an individual slide, which is a single piece of content. For instance, if you had a five slide PowerPoint presentation and two JPEG images within your folder, you would see 7 links in the Slide List.

4. To "push" (or display) a slide, click the link representing the slide you would like to show. An orange background appears behind the last slide you've shown.

   (If you want to preview any content before displaying it, click the **Preview** button [P] to the left of the slide. A small pop-up window displaying the slide opens for you (and no one else). You may close that window at any time without affecting the presentation).

5. Once you click a link, the corresponding slide appears in its pre-determined "target" location (**eBoard**, **Content Frame**, **Branding Frame**, or **New Window**). An icon to the right of the slide title indicates the type of target that has been specified.

6. Continue to show slides by clicking on their corresponding links in the slide list. You have the ability to show slides in any order, and you may skip or re-use any slides.

7. If you are planning to show slides in the order in which they are listed, you may wish to use the **Next Slide** or **Previous Slide** buttons, instead of clicking on the links in the slide list.

Showing Content On-The-Fly

In addition to displaying slides, you can show certain types of content on-the-fly. These features include:

- Showing Web Pages

- Importing PowerPoint Presentations

- Importing Images (using the eBoard tool; for more information, refer to eBoard Tools)

Showing Web Pages

Although web pages may have been added to your slide list in advance, you may also show web pages on-the-fly during a presentation. We recommend showing these web pages in a New Window as the target.

To Show a Web Page On-the-Fly

1. Within the Presentation Tools, click the **Web** button.

   The **Show Web Page** window opens.

2. In the **Web Page URL** field, type the web address of the web page you would like to show.

3. Click the **Show Web Page** button.

4. By default, the web page will display in a **New Window**.

Note: *Because some web pages have embedded frame information that can make the Wimba Classroom interface disappear if it is shown in the Content Frame, you should only use the Content Frame option if absolutely necessary. When using this option, you should first display the web page in the content frame (just for yourself). Only you will see the web page appear and can ensure that it displays properly. You can then show it to everyone by using the content frame option.*

Importing PowerPoint Presentations

PowerPoint presentations are generally added to the slide list before a presentation begins. However, they can also be added on-the-fly during a presentation. When you add a PowerPoint file during a presentation, that PowerPoint presentation is added as a group of slides to the **Current BOR Folder**.

To Import a PowerPoint Presentation On-the-Fly

1. On the **Presentation Tools**, click the **Import PowerPoint** button .

   The **Import a PowerPoint File** window will now open.

2. Click the **Browse...** button**,** navigate to the PowerPoint file that you want to add, and click the **Open** button. The path to and name of the file appears in the **PowerPoint File** field.

3. Select the frame location for the PowerPoint slides from the **Display In** drop-down list. You can send the slides to the **Content Frame**, **eBoard**, or a **New Window**. We generally recommend selecting the **eBoard** for best image quality and the ability to annotate your slides.

4. Click the **Import** button. Each slide in the PowerPoint presentation is added to the **Current BOR Folder**, and the title of each slide is preserved. The **Current BOR Folder** also becomes the active folder in the **Presenter's Console** (if it was not already).

Note: *Any other individuals logged in to the Breakout Room will not see the new content you imported into the **Current BOR Folder**. They must refresh their browsers to see it in the **Current BOR Folder**.*

To switch back to another Content Folder, select the Content Folder name from the list and click the **Select Folder ("Go")** button.

Chat Privileges

Within Breakout Rooms, you always have the ability to send both public and private messages to all other individuals logged into the same Breakout Room. This ability cannot be disabled.

You can also send a private message to any presenter, regardless of their location (they must be in either the Main Room or a Breakout Room, but not necessarily the same room in which you are located). Only presenters can send a private message to participants logged into any Breakout Room.

Presenters also have the ability to send a public message to all users logged in to both the Main Room and/or any Breakout Room.

To Send a Public Chat Message

1. In the **To**: pull-down menu of the **Text Chat Area**, ensure that "Breakout Room" is selected.

2. Type your message and press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You** say" preceding messages that you send. Messages sent by other participants are preceded by their name.

    This message will be displayed for all users in your Breakout Room.

To Send a Private Chat Message

1. In the **To**: pull-down menu of the **Text Chat Area**, select the designated person's name. Presenters are listed directly below "Breakout Room," followed by participants.

    OR

    In the participant list, click the designated person's name. The **To**: pull-down menu next to the chat field will automatically switch to that person's name. (You may not have the ability to click a name with all Operating Systems and browsers.)

2. Type your message and press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You** tell" preceding the designated person's name, followed by your message, surrounded by a gray background. Other users will not be able to see your private message.

Archived Presentations

An archive is a recording of a live presentation that:

- Captures and synchronizes all events that occurred in the live presentation: all audio and/or video, public (but not private) text chat comments, **eBoard** annotations, content, application sharing, advanced polling, etc.

- Plays back all of the actions exactly as they occurred during the live presentation.

- Can be instantly posted to the Wimba Classroom server to be accessed by participants.

- Can be downloaded as MP4 video or MP3 audio.

Viewing an Archive

Archives are accessible from the Wimba Classroom Lobby (or within the Course/Section with which it is associated via a Course Management System integration), or through a launcher link that your presenter sends you. If you first enter the Lobby after logging in, you will notice that the archives are grouped separately from live presentations.

To View an Archive

If you are in the Lobby, click the **Archives** tab and then click on the name of the archive that you would like to view. You will then be moved into the archive automatically. **Archive Navigation** controls will appear on the right-hand side of the interface.

The archive should begin to play automatically after you access it. (Please note that it may take a few seconds before it begins to play.) The presentation slides will automatically advance for you, and you will see everything as it happened in the live presentation.

Archive Navigation

If desired, you can use the **Archive Navigation** to jump to specific transition points within the archive, broken up into primary and secondary navigation points:

- Primary navigation points include:
    - Events: the display of slides, websites, or eBoard content
    - Time Markers: periods without content display
    - AppShare Markers: time intervals during an Application Sharing session
- Secondary navigation points include public chat comments and eBoard annotations

Playback and Interaction

Playback controls to pause/resume and stop the archive are available above the **Text Chat Area**.

If the archive contains video content, you may also raise/lower the **Video Window** by clicking the **Camera** button (or click the Window's Close button). The **Video Window** contains its own controls for playback, along with the ability to display video full screen.

For more advanced options, please refer to: Archive Options.

As you watch the archive, you can even respond to any Wimba Classroom poll questions that appear. Your results will not show up in the archive itself, but they will be reflected in any polling reports that your presenter runs after you respond.

If you encounter any technical issues while viewing the archive, please be sure that you have run and passed the Wimba Classroom Wizard that is appropriate for the archive. (You may ask your presenter/coordinator for more details.)

Archive Downloads

The **Archive Downloads** menu, accessible from within an archive session, provides access to email the presenter, as well as download archive media.

Download MP3

Allows you to download the entire audio contents of this archive in .mp3 format for use on your hard drive, burned to CD/DVD, or transferred to a portable device. The download process may first include time to generate the .mp3 file. Based on your browser, this may file may require unzipping once the download completes.

Download MP4

Allows you to download audio and video contents of this archive in .mp4 format for use on your hard drive, burned to CD/DVD, or transferred to a portable device. The download process may first include time to generate the .mp4 file. Based on your browser, this may file may require unzipping once the download completes. Room Administrators can modify MP4 settings to determine which content types are prioritized in MP4 downloads. For more information, see the Portable Media Settings area in the *Wimba Classroom Room Administrator Guide*.

Note: These download options may not be available if they have been deactivated for a particular archive, or if the archive was created in a version prior to Wimba Classroom 5.0.

Contact Presenter

If a contact email address is associated with this archive, the **Contact Presenter** option will be available. Selecting this will open your default email client and populate the To field with the designated email address.

Frequently Asked Questions

Presentation Features FAQs

How do I send a text message to all the users in the room?

Make sure "Main Room" is selected from the **To**: pull-down menu next to the chat field, and then type your message.   (If you do not see "Main Room" listed, you do not have permission to send public messages.)

Press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Area**. You will see the words, "**You** say" preceding messages that you send. Messages sent by other participants are preceded by their name.

How do I send a private text message to only one person in the room?

In the **To**: pull-down menu of the **Text Chat Frame**, select the designated person's name. (If you do not see the name listed, you do not have permission to send a message to this person.) In most browsers, you can also click on the user's name in the **Participant Frame** to the right, then type your message in the text chat field to send a private message.

Press the **Enter** key on your keyboard. Your message will appear in the **Text Chat Frame**. You will see your name appear with the words, "**You** tell" preceding the designated person's name. Other users will not be able to see your private message.

Why can't I send chat messages?

You cannot send chat messages because your presenter has disabled your chat abilities. You will not be able to send any public chat messages (or private messages to other participants) until your presenter enables you.

You can always send private messages to your presenter.

Can I download the presentation slides to my computer?

No. You must either ask your presenter to email you the presentation materials, or you can view them once the archived presentation (if available), has been opened. Contact your presenter to find out if the presentation was archived.

How do I access closed captioning and slide descriptions?

If your presentation is being closed-captioned, type **/cc** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area** to activate captioning. Captioning will automatically appear in the **Text Chat Area**. To deactivate captioning, type **/cc** (and press **Enter**) once more.

If your presentation is using slide descriptions, type **/sd** (followed by pressing **Enter** on your keyboard) in the **Text Chat Area** to activate these descriptions. Slide descriptions will automatically appear in the **Text Chat Area** when a new slide is shown. To deactivate slide descriptions, type **/sd** (and press **Enter**) once more.

The text chat messages are scrolling too fast.
How do I stop this?

1. Click the **Pause** icon located to the right of the chat message field.

    The **Pause** icon changes to a **Play** icon , indicating that chat is paused.

2. When you are ready to receive new messages again, click the **Play** icon to resume chat.

Technical Issues FAQs

"One moment please. Loading ..." has appeared on my screen for the past few minutes

If you have not run and passed all tests in the Wimba Classroom Setup Wizard, close the interface and run the Wizard for further troubleshooting.

If you have already run and passed all tests in the Wizard, close the interface and try logging in again.

I do not hear audio, even though the presentation has started

Close the interface and run the Wizard for further troubleshooting. You should have received a link to the Wizard before the presentation. If you have already passed the Wizard:

- Ensure that WimbaMedia has connected by viewing the triangular 'hat' atop the NetStats Indicator. If you do not see the hat, then you were unable to connect, and you will not have the ability to send or receive audio.

- If you should ever lose your connection to WimbaMedia, you may re-launch it by clicking the **Options Menu** and selecting **Reconnect Media**. This will restore your connection to presentation media.

- You may also use the **Telephone Simulcast**, by clicking the blue telephone icon within the **Media Bar**. Dial the telephone number provided and enter the PIN when verbally prompted.

  (If the **Media Bar** does not appear, type **/phone** in the **Text Chat Area** and press **Enter** on your keyboard. Dial-in information will then be displayed textually).

Other users cannot hear me when I speak into my microphone

1. Ensure that you have speaking privileges.

   a. Scroll to the top of the Text Chat Frame and verify that you see the following message:
   ' Your media format is WimbaMedia.'

   b. Ensure that you see the **Speaking Privilege** enabled icon next to your name in the participant list.

2. Ensure that WimbaMedia has connected by viewing the triangular 'hat' on top of the **NetStats** Indicator. If the hat does not appear (and the bars are gray), then you have no connection.

   If you should ever lose your connection to WimbaMedia, you may re-launch it by clicking the Options Menu and selecting Reconnect Media. This should restore your connection to presentation media.

3. Ensure that you are holding the **Ctrl** key (or **F8** key, if specified as your **Talk Hot Key**) or clicking the **Talk** button when speaking.

4. Ensure that your microphone is correctly plugged into the computer.

5. Ensure that your Hardware and Volume settings are correct (as detailed below).

To Check Recording Control Settings (PC)

   a. Open your *Volume Controls* by selecting: Start -> Programs -> Accessories -> Entertainment -> Volume Control.

   b. Click the *Options* menu and select *Properties*.

   c. Select the *Recording* button.

   d. From the list, make sure *Microphone* has a check mark next to it.

   e. Click *OK*.

   f. Lastly, go to the *Microphone* section and make sure the select box is set to a non-muted option. You may also want to adjust the slider, if volume level is an issue.

To Check Volume Control Settings (Mac OS X)

   a. Open your *Sound Preferences* by selecting: Apple Menu -> System Preferences -> Sound -> Input.

   b. Make sure that the *Input Volume* slider is sufficiently to the right and the correct device is selected for sound input.

The slides on my screen are not changing

Your browser most likely needs to be refreshed. Click the **Lobby** link (toward the right of your interface) and re-join the presentation by clicking the link for your room. If you are connected via a dial-up modem, you may need to wait until the slides load completely on your computer.

*Note: If the **Lobby** link is not available, click the **Exit** link and re-launch the Wimba Classroom interface using the same method you used to join the presentation.*

The archived presentation will not start

You may not have the appropriate media plugin and/or configuration to view the archive. Close the interface and run the Wizard for further troubleshooting. The appropriate Wizard for the archive may be different than the Wizard for the live presentation. Please ask your presenter if you have any questions about the appropriate Wizard to run.

Product Feedback and Community

Product Feedback

Wimba welcomes your suggestions for improving our products. If you have an idea for a new feature or enhancement, please click here:
Wimba Product Feedback Form

You may also email your suggestions to feedback@wimba.com.

Your suggestion will be sent directly to Wimba's Product Management Team.

Community

We encourage Wimba users of all levels to join our Wimba Connect User Group, a new community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs. In addition to bringing our users closer together, the group acts as a 365-day-a-year extension of our annual Wimba Connect Global Users Conferences.

For more information, or to register for the Wimba Connect User Group, visit http://www.wimba.com/community.

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