

2012

SmileTiger TeleMeeting Client 2012 User Guide

The guide for end users to install and use SmileTiger TeleMeeting Client 2012

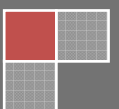



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1 Overview

SmileTiger TeleMeeting Server 2012 is an Unified Communications system. It brings you the easy to use, rich media telephone calls. All conversation starts with dialing an ordinary phone number that you use every day. It seamlessly integrates data communication with ordinary telephone calls to bring the real-time, unified communication to a new level.

In order to use all the functions, user needs to download and install SmileTiger TeleMeeting Client.

2 Usage Scenarios

SmileTiger TeleMeeting Server brings you the rich media phone conversation. Everything starts from an ordinary phone call.

You need to set up the following steps before start using. See instructions in following chapters.

- Login to TeleMeeting Client.
- Have your phone registered with SmileTiger TeleMeeting Server.

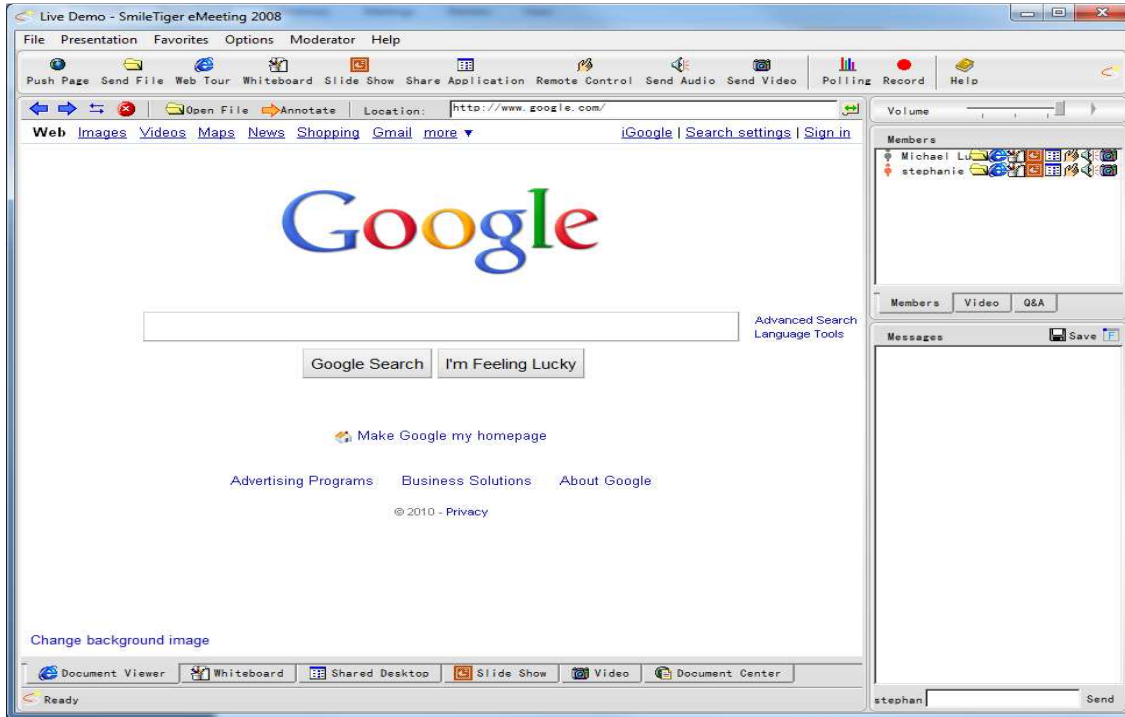
2.1 Call out

Pick up the phone to call a user registered with the same TeleMeeting Server. If you use iMeetingPad.com service, both needs to be a user on that. When that user picks up the phone, the following meeting interface pops up automatically to provide the web conferencing function. A Windows Desktop Search window also pops up to display the search result related to this user.

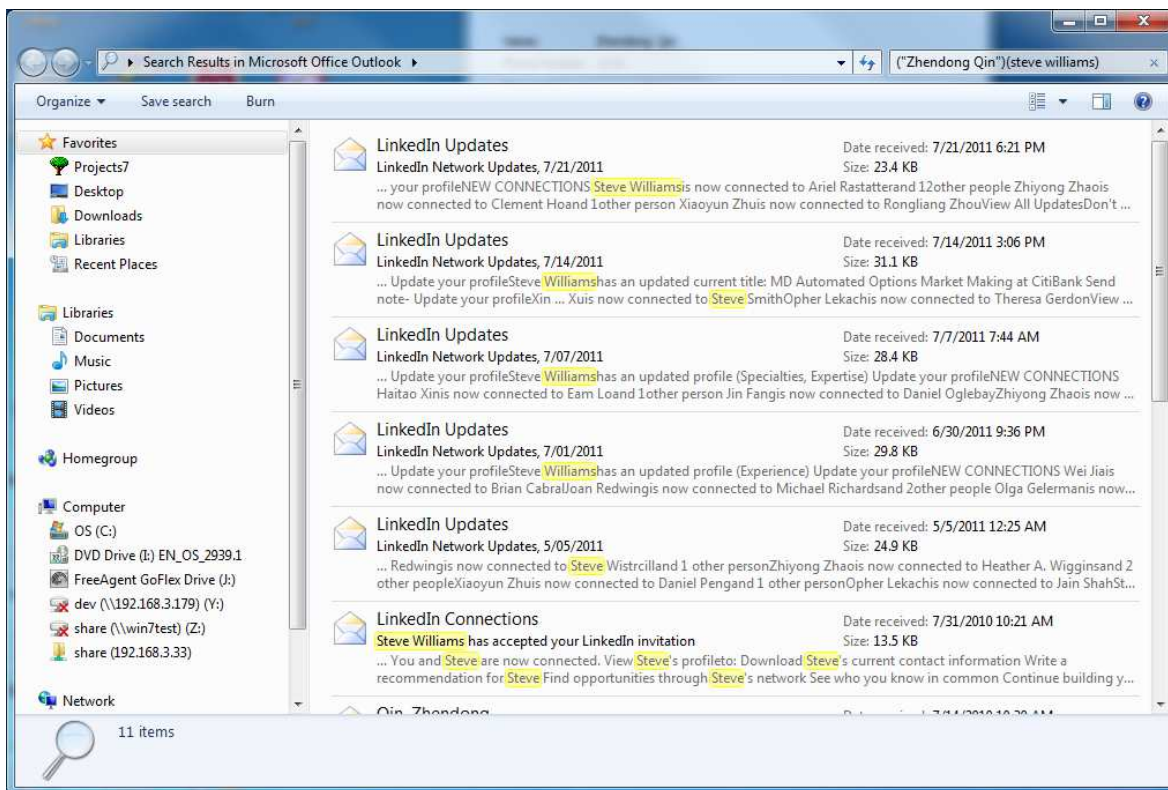
The web conferencing interface is intuitive, but please refer to the following document for further help: <http://www.smiletiger.com/emeeting/documentation/stems2008-clientguide.pdf>

2.2 Receive calls

When you pick up the phone from a caller, the online meeting room window and search result related to this user pop up automatically.



Online Meeting Room



Windows Desktop Search

3 Download SmileTiger TeleMeeting Client

SmileTiger TeleMeeting Client is the software product that will be installed at the client computer and handles all data communications.

When you set up the TeleMeeting Client, you should already know the TeleMeeting Server you will use against. The client user account management website is <http://<your telemeeting server address>:<port>/>. If you don't have the above information, please contact your system admin.

If you use iMeetingPad.com service, download the client from the main page. And the server address has been set on client automatically.

You can also download the latest TeleMeeting client from SmileTiger website at the following address. But it is recommended not to do so to avoid version conflicts with your TeleMeeting Server:
<http://www.smiletiger.com/telemeeting/download/>.

4 Install SmileTiger TeleMeeting Client

Click SmileTigerTeleMeetingClient2011.exe to launch auto installation process.

After the installation, a short cut link "SmileTiger TeleMeeting Client" is added to Window Start Menu.

5 Start SmileTiger TeleMeeting Client

- I. Go to Windows Start Menu --> SmileTiger TeleMeeting Client --> SmileTiger TeleMeeting Client. A dialog pops out.

User Name: The account name you signed up earlier. For the first time usage, click "Account--> Sign up". if your account is managed by company Active Directory, it is your account there.


Password: The password associated with your account name.

Server Address: System administrator should be able to provide the server address if your server is installed within your company. To modify the server address, click "Configuration -> Set Server" to do so. If you use iMeetingPad.com service, it is pre-set for you.



- II. Click "Login" button.

You can select "Stay Signed in" option so that each time you login to the computer, this client software automatically starts.

After logging in, an icon  appears at the Windows bar. At the same time, a TeleMeeting tool bar appears on top of the screen.



6 TeleMeeting Toolbar



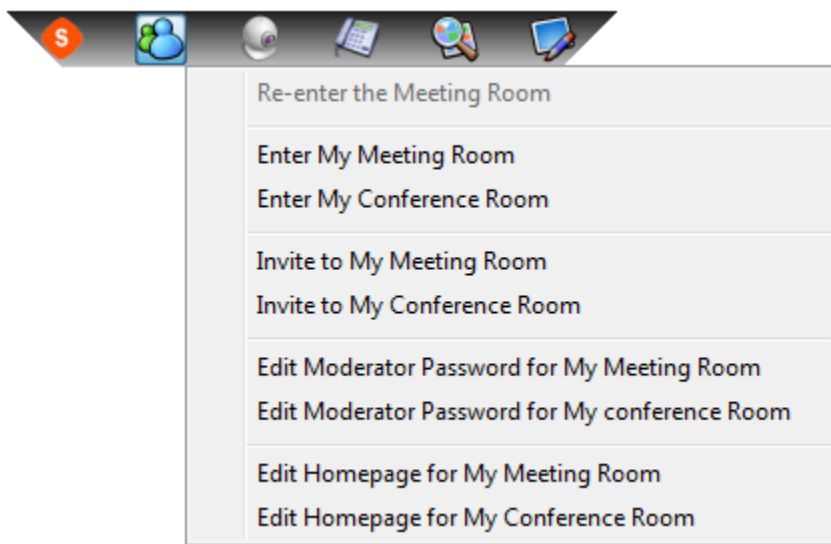
This toolbar can be dragged to any part of the screen: left click and hold on to the toolbar's background area to move.

6.1 Account Button


Click on this button to manage your account. The first time user needs to click "Sign up" to create an account.



6.2 Meeting Request and Management Button



6.2.1 Re-enter the Meeting Room

- I. When the phone is connected, this button blinks if the "Auto Start eMeeting for All Entries" option isn't selected. Click on it to join the meeting room.
- II. During the phone conversation, if you accidentally dropped off from the meeting room, click , and then "Re-enter the Meeting Room" to get back to the room. But be noted that when the phone conversation is over , you can't rejoin to the room anymore.

6.2.2 Manage Your Online Meeting Rooms

With one account, you own two meeting rooms. One room is associated with all your telephone numbers. The other one is associated with the teleconference number if you have one.

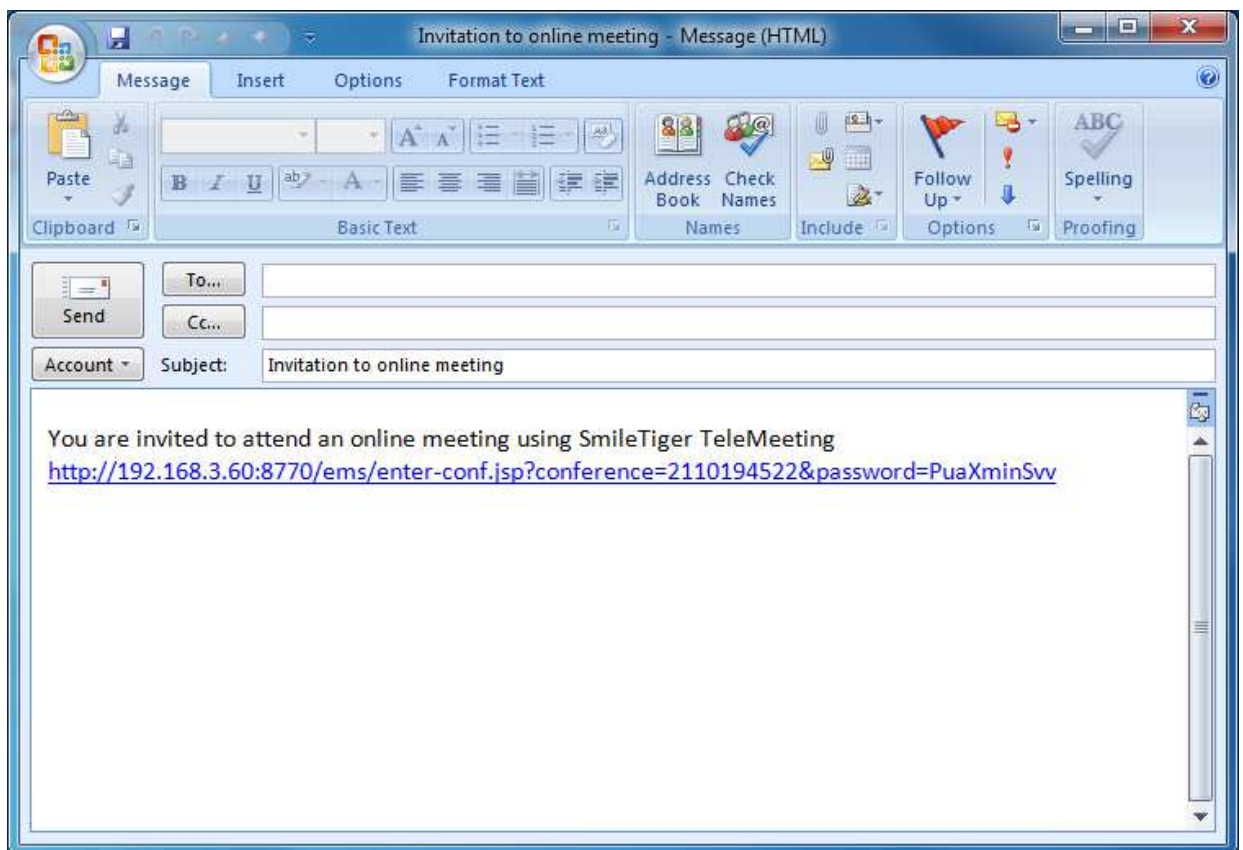
You can enter the meeting rooms offline to load files or do other management activities.

Click "Enter My Meeting Room" and "Enter My Conference Room"

6.2.3 Invite Others to Your Online Meeting Room

In the case you want to invite someone who is out of your company or don't have phone registered with AD, you can send them the online meeting link through email.

Click "Invite to My Meeting Room" or "Invite to My Conference Room", an Microsoft Outlook client pops up, filled with the meeting link. The receiver clicks the link to join the meeting.



6.3 Search button.

Click on this button, a list of filters appears.

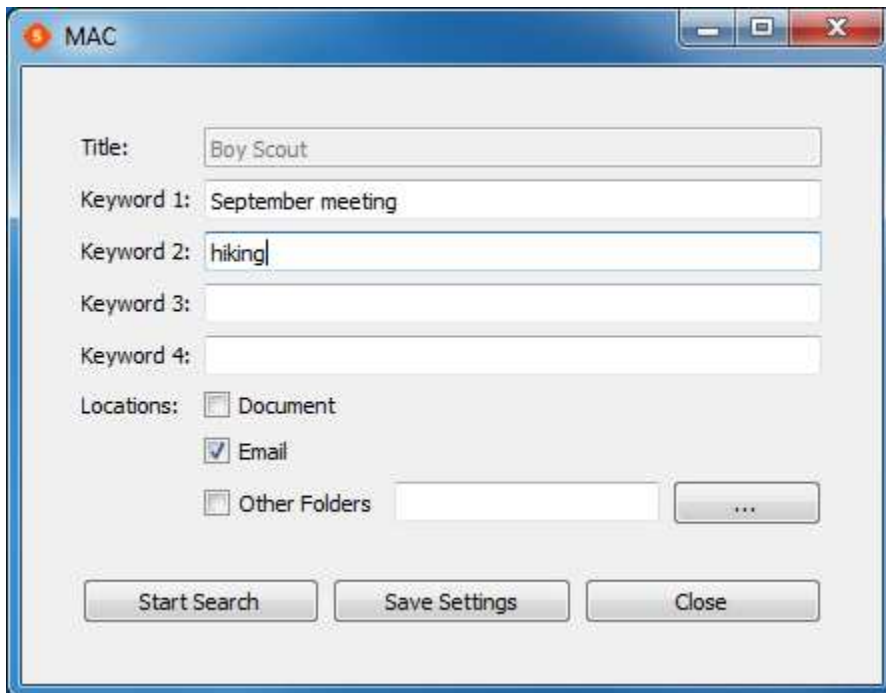
6.3.1 "My Search Filter"

This is a list of search filters that aren't related with any user phone number or teleconference number. It organizes your frequently used searching categories together.

There is a default list with a list of your own defined search filters. The Microsoft desktop search window pops out to display the search results.



An example of the user defined search filter is the following "Boy Scout".



6.3.2 User and Teleconference Search Filter

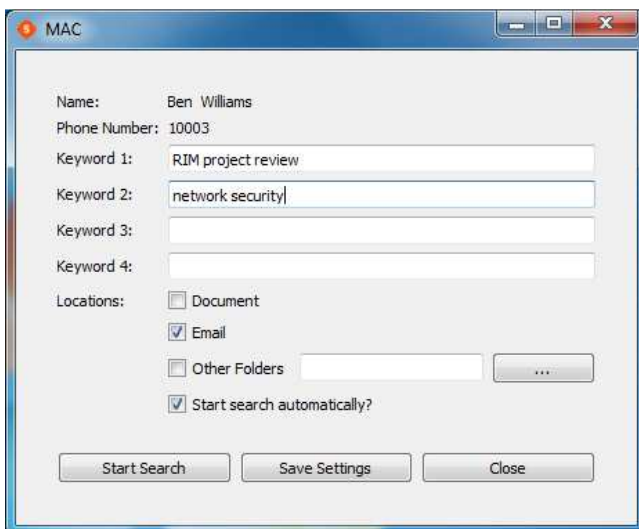
When you call another user or being called by another user, after the phone is picked up, this user's name is automatically added to your search filter. The default search criteria is the user's name and email address. You can add more key words on top of it.

When you call into a teleconference number, that teleconference number is also automatically added to your search filter. There is not default search criteria. You will need to add at least one key word to search.

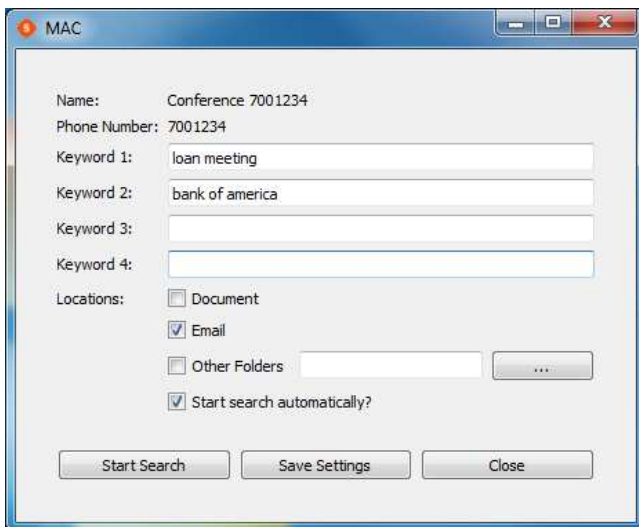
If you set the "Auto Search for All Entries", each time the call starts, the Windows Desktop Search window automatically pops out with the searching result.

You can remove each user entry. It will come back when the user calls next time.

You can specify the search locations as well. The default one is Microsoft Outlook.



User Search Filter



Conference Search Filter


6.4 Configuration Button

Click this button, a property list appears.




6.4.1 "Auto Search for All Entries":

If this item is selected, when you pick up a phone call from a user, the search window pops up automatically, using that user's search criteria to do the search. This applies to all users.

If this item is unselected, you will go to button  to look for this user's name, and manually start the search.

6.4.2 "Auto Start eMeeting for All Entries"

If this item is selected, when you pick up a phone call from a user, the meeting room pops up automatically. This applies to all users.

If this item is unselected, the meeting room won't pop up automatically. The button  blinks instead.

6.4.3 " Hide Toolbar":

Hide the TeleMeeting toolbar on top of the screen. Here is the screen shot.



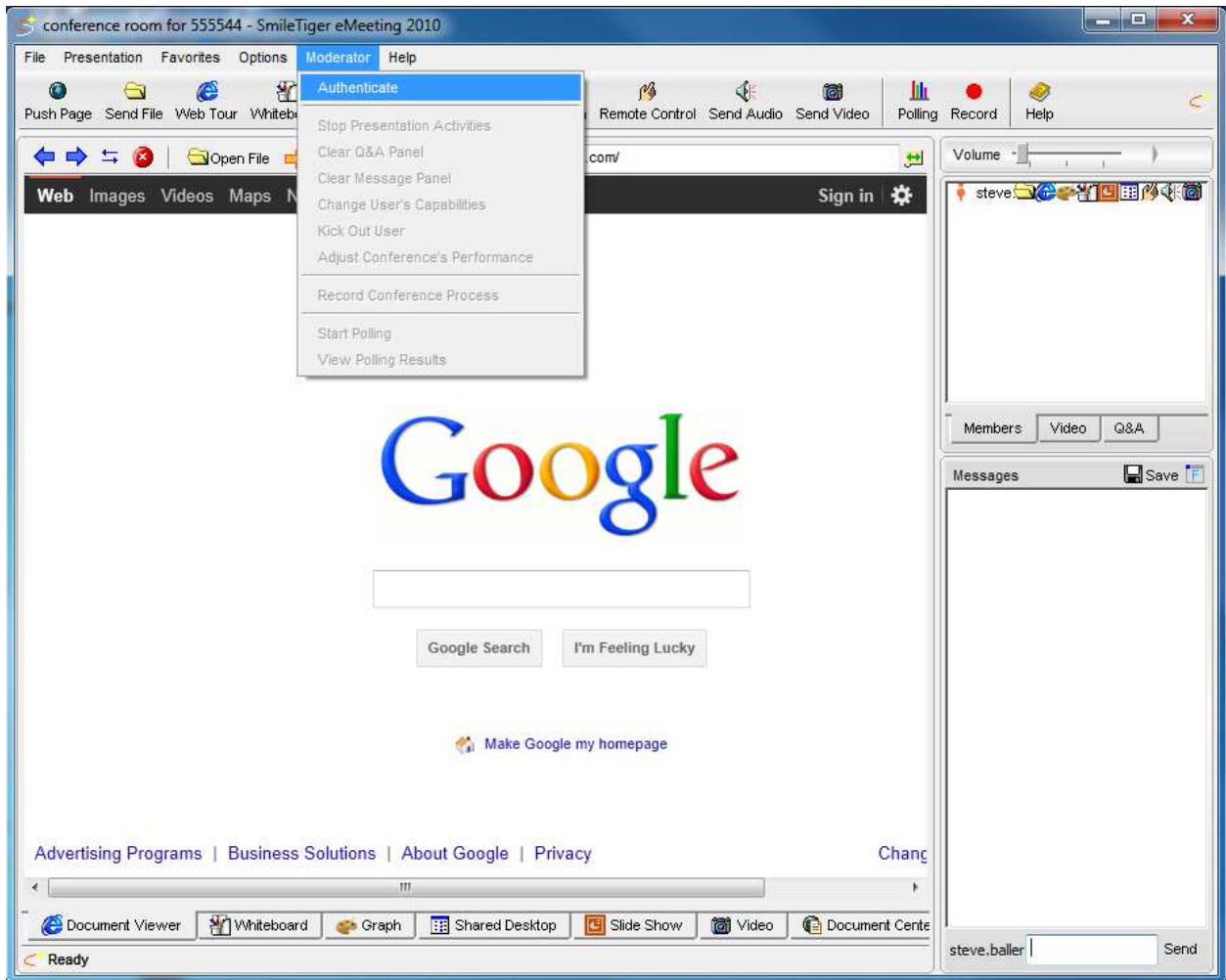
6.4.4 Edit Online Meeting Room Moderator Password

There are some features in the online meeting room that need moderator permission. Like meeting management, performance adjustment, polling, recording, etc. The moderator menu in online meeting room can only be accessed by moderator.

6.4.5 Edit Online Meeting Room Homepage

When the user enters an online room, there is a webpage displaying at the front page. You can set it to be your project site, company site, or anything appropriate.

The following screenshot has Google.com as home page. It also shows the Moderator menu where you need moderator password to authenticate.



6.5 Telephone Button

Click on this button to show a list of phone related menu items.



6.5.1 "Telephone Number" and "Teleconference Number"


This shows the telephone number and teleconference number associated to this TeleMeeting account you logged in.

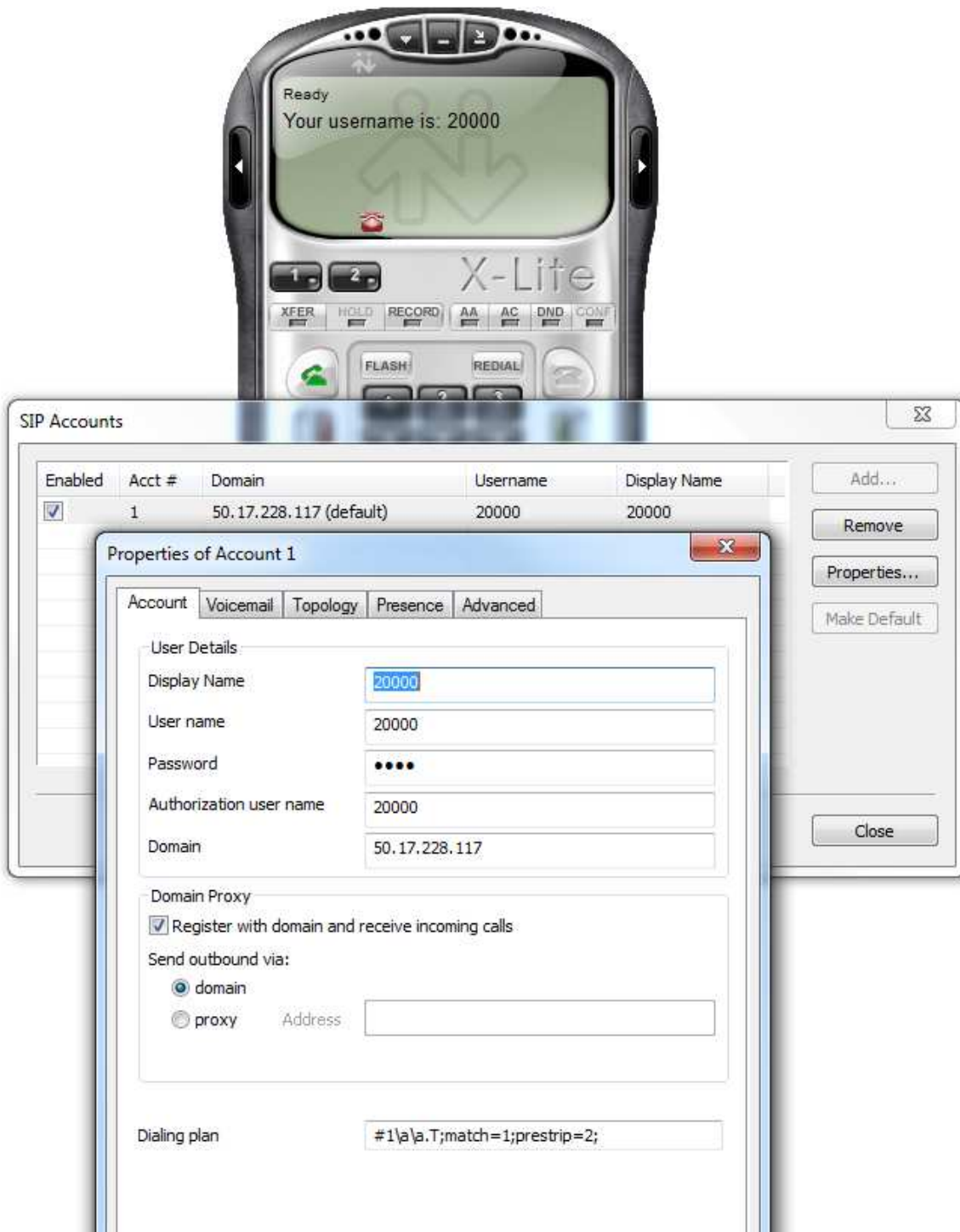
6.5.2 "Configure my IP phone"

This displays the information you need to configure either hardware phone or soft phone.



6.5.3 "Start my IP Phone"

This brings up the embedded soft IP phone. If this is the first time usage, click on the icon  on the IP phone, and then "SIP Account Settings" to bring up the configuration screen. Fill in the information showing at "Configure my IP phone" window.



6.5.4 "Set New Teleconference Pin" and "Set New Teleconference Admin Password"

Each teleconference number has one attendee pin and one admin password associated with it.

Attendee pin is the password to dial into the meeting, but can't open the bridge line. If no one entered the admin password yet, the dialer will be put on hold with music. As a teleconference owner, you should distribute this attendee pin at the meeting invitation.

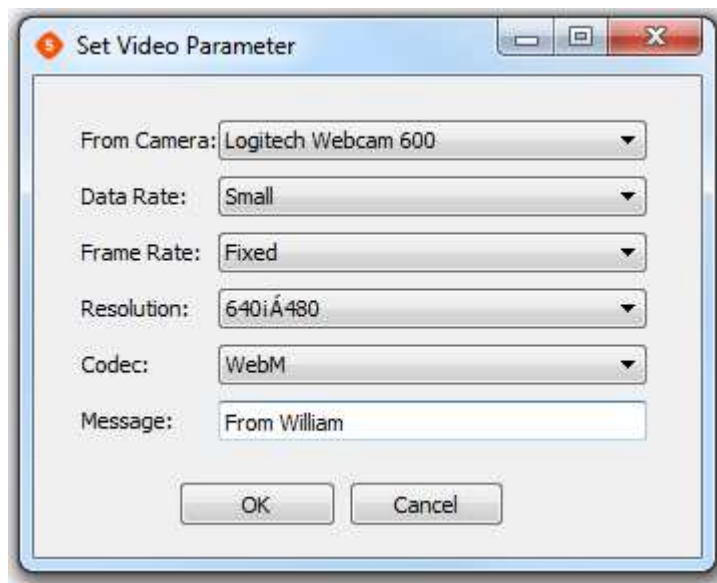
Admin password is the password to open the bridge line. Only the owner of this teleconference is suppose to have this information.

6.6 Video Conference Button

Click on this button to bring up the video conferencing window.



Click "From Camera" will bring up the following window to set up the video parameters. Add a message here, and this message will be displayed as the video window title.

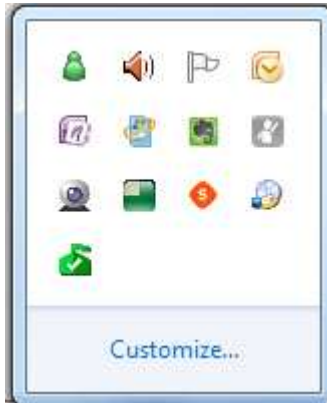



There is no limitation on how many videos to be sent simultaneously in one meeting. All videos display at one window. There is one main video, which is big and on the left. The rest of videos displays as smaller sub-windows. You can also float each small video sub-window as separate one, displaying with the real resolution from the senders.

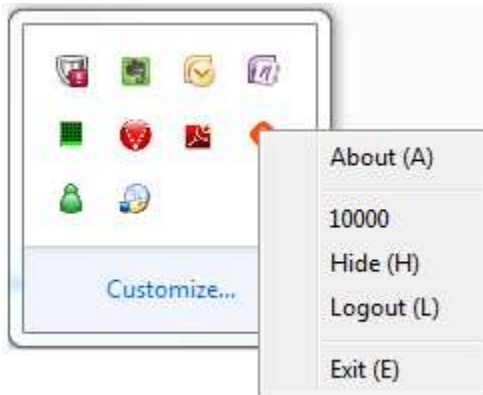


7 Windows toolbar icon

After logging to TeleMeeting client, icon  appears at the Windows toolbar.



Right click on , the following menu appears.



7.1 "About"

Left click on "About", the following information dialog pops up.



7.2 "Hide"

Left click "Hide", the TeleMeeting tool bar disappears from the screen, and the word "Hide" turns into "Show".

Please be noted that when a phone call arrives, the TeleMeeting tool bar appears back automatically.

Left click "Show" to bring up the TeleMeeting tool bar on screen again.

7.3 "Logout"

Left click on "Logout", the TeleMeeting toolbar disappears, the login window pops up, and the word "Logout" turns into "Login".

You can modify login information and login again.

7.4 "Exit"

Left click on "Exit", TeleMeeting client exits.