



Teleskill Live
Quick User Guide
Conference Manager

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1. Introduction

Teleskill live is a live synchronous audio-visual communication service between a tutor and remote students and is supplied online as a “ASP/SaaS” service.

Communication takes place directly through the use of a microphone and an optional webcam, connected to a personal computer and is based on modern technology which transports audio /video and data on TCP/IP (VOIP) networks.

The tool allows the Conference Manager to communicate with all the participants using audio and video, and allowing the contents of his/her own screen to be viewed in real time (screen sharing of slides, surfing the internet, documents, applications etc.), whilst the users can express their own status and ask to intervene in the audio/video for questions and comments.

2. Accessing the service

2.1. Distinctive technological characteristics & minimum requirements

Access to the TVC live service takes place directly on-line from a specific site or from the LMS referral platform.

Here below we have the main characteristics and minimum requirements for the service:

For all users

- PC or multimedia Mac (Intel Pentium III 800 Mhz -512 MB RAM Windows 2000/XP or latest version /MAC OSX 10.2.8 or latest version)
- Full duplex sound card - 1024 x 768 screen resolution with web-browser (Internet Explorer 6.x, Netscape-Mozilla 7.x, Opera 6.x, Safari,...equipped with Adobe Flash 10 plug in or later version)
- Headphones, microphone, possibly a web cam for video participation.
- Necessary bandwidth: average of 150kbps for upload and download to or from the server (for use with the internet typically the bandwidth with a generic ADSL connection)
- Access via Firewall and Proxy: TVClive uses an HTTP Tunnelling system (TCP port 80) and guarantees the compatibility of the audio/video transmission with the majority of firewalls and/or proxys. A proxy can delay the audio/video and is therefore not advised.

3. Teleskill Live

3.1. Structure

The Teleskill Live service is made up of a series of windows, each of which is dedicated to a specific application (videoconference, chat, user list, screen sharing and file sharing).

Each application window is autonomously managed by the Conference Manager who decides the size, position and visibility for the whole audience.

The windows which make up the applications are as follows:

- Videoconference – here the audio videos of all the participating users are transmitted with both image and sound. At the start of the live session the video of the Conference Manager can be seen.
- List of users – here we have the list of all the users taking part in the live session. In this section the users make use of the “Show my status” function where they can ask to participate with audio/video in the videoconference. In the same section the Conference Manager makes use of the user management function where he/she can allow or disallow the audio video stream of individual users.
- Chat – this window is dedicated to the on-line chat service that is used for sending public messages to all users or private messages to the Conference Manager or to a specific participant in the live session.
- File Sharing – this window is dedicated to uploading the files which the Conference Manager wants to make available to the online users.
- File Viewer – this is dedicated to all the online use of power point presentations or to pre-loaded images, videos and docs on the Conference Manager’s system.
- Question to the Lecturer – window dedicated to one-way question to the lecturer. Only the sender and the Lecturer can see the question text.
- Polling – window dedicated to the setting up and delivery of polling for real time inquiry on evaluation and/or qualification of the remote users.
- Whiteboard – function dedicated to a shared whiteboard where each enabled participant can write.

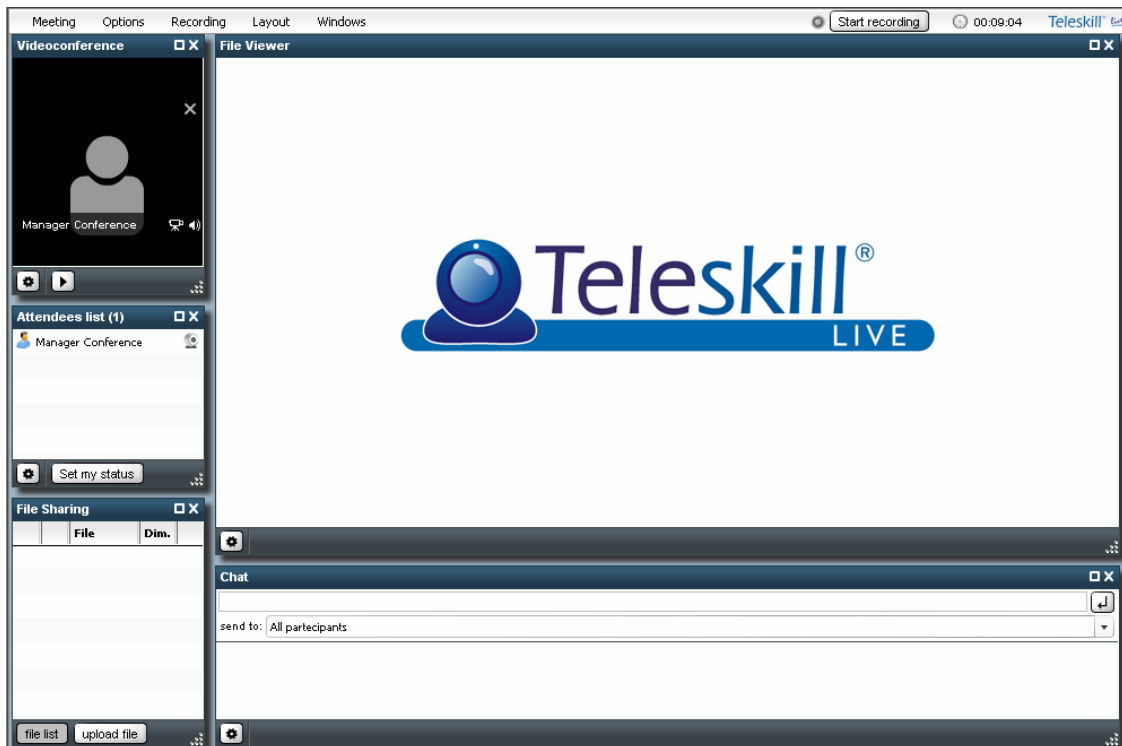
3.2. Conference Manager Functions

3.2.1. Layout Management

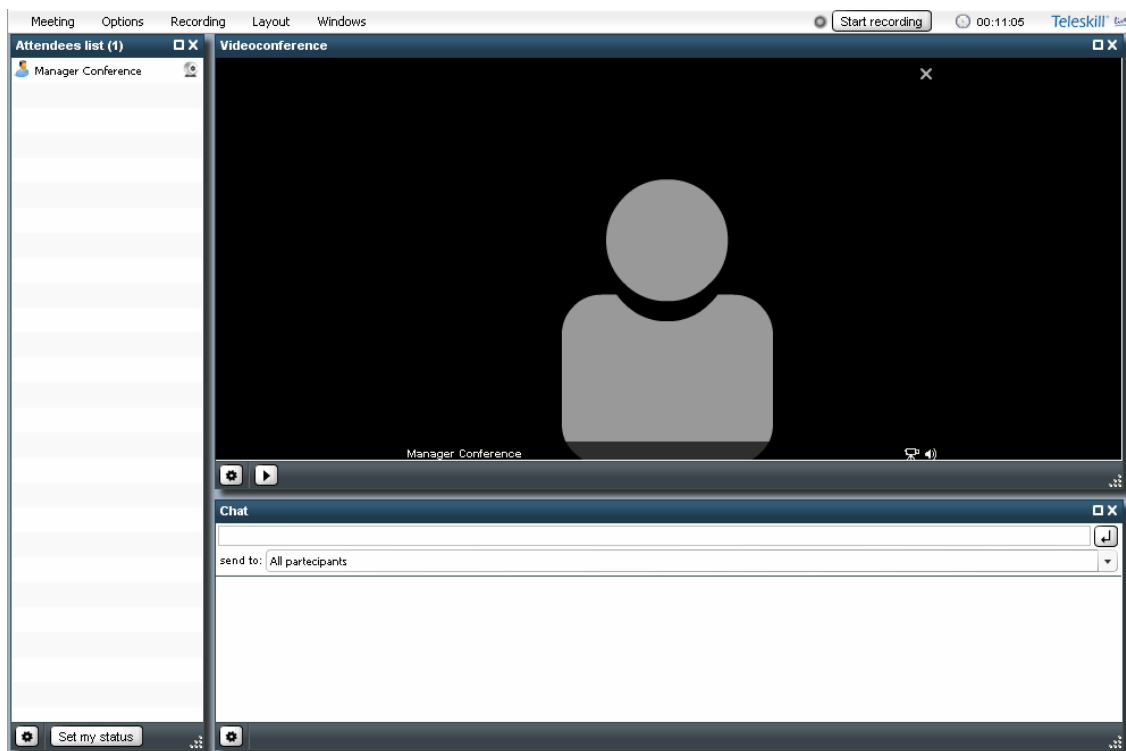
As previously described, the TVC live application structure is entirely managed by the Conference Manager who can choose the size, visibility and position of each window.

The videoconference application makes use of various layouts (share, discussion and presentation) which can be directly activated from the “Layout” menu on the tool bar.

The “Presentation” layout is used remotely to present PowerPoint slides or pre-loaded images on the system and is directly managed by the Conference Manager or by one of the users who has been enabled by the Conference Manager.



The ‘Discussion’ layout is more suited to videoconference sessions dedicated to comparisons between experts where more importance is given to video and images of the users in the videoconference and chat functions.



As well as the two layouts shown, the Conference Manager can personalise the aesthetics of TVC live, resizing, moving, enabling and disabling each individual window to his or her specifications and according to the communicative needs of that period in time.

To resize each of the windows that make up the application all you need to do is position the mouse in the bottom right corner of the window and drag the mouse outwards to make the window larger, or inwards to make it smaller. If it is necessary to make a single window fit the whole screen, all you need to do is double click the icon that looks like a little square on the top right of the window.

To move the windows it is necessary to position the mouse at the edge of the window at the top and move it into the required position.

To close a window click on the 'X' icon on the window on the top right or otherwise unselect the selected window from the 'Windows' menu on the same menu, otherwise, reopen the window previously closed.

3.2.2. Menu bar


The TVC live application makes use of a menu bar with the following headings:

- Meeting, where the Conference Manager can display his or her own status
- Option, where:
 - To choose and adjust microphone volume level. Please set the right level so that while speaking the moving slider turns to yellow and not to red.
 - To choose the webcam
 - to set up the desired privacy level for the service
 - to select the preferred bandwidth for the servicesce



- Layout, where it is possible to choose the layout of the videoconference service
- Windows, which allows you to enable or disable individual windows which make up the application.

3.2.3. User management

All the management functions are made available within the Participants list and applied by clicking on the icon .



As shown in the figure, by clicking on the selected icon, the window enables the Conference Manager to:

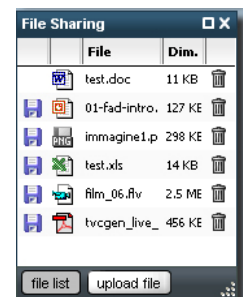
- Enabling/disabling the users for videoconferencing, file viewing, whiteboarding, file sharing
- Resetting the user status
- Disconnecting one or more participants

3.2.4. File Sharing

The file sharing function allows the Conference Manager to make any file on his or her PC available to all the connected users. To do this, go to the file sharing window, then select “upload file” and choose the file to upload to the system.

If there is a PowerPoint file to be uploaded, the system automatically converts it into Adobe Macromedia Flash (.swf) format. In this way the file can be dragged inside the ‘Slides’ window and shown, as a presentation, to the online users.

Images in .jpg, .png, .bmp format can be also uploaded.

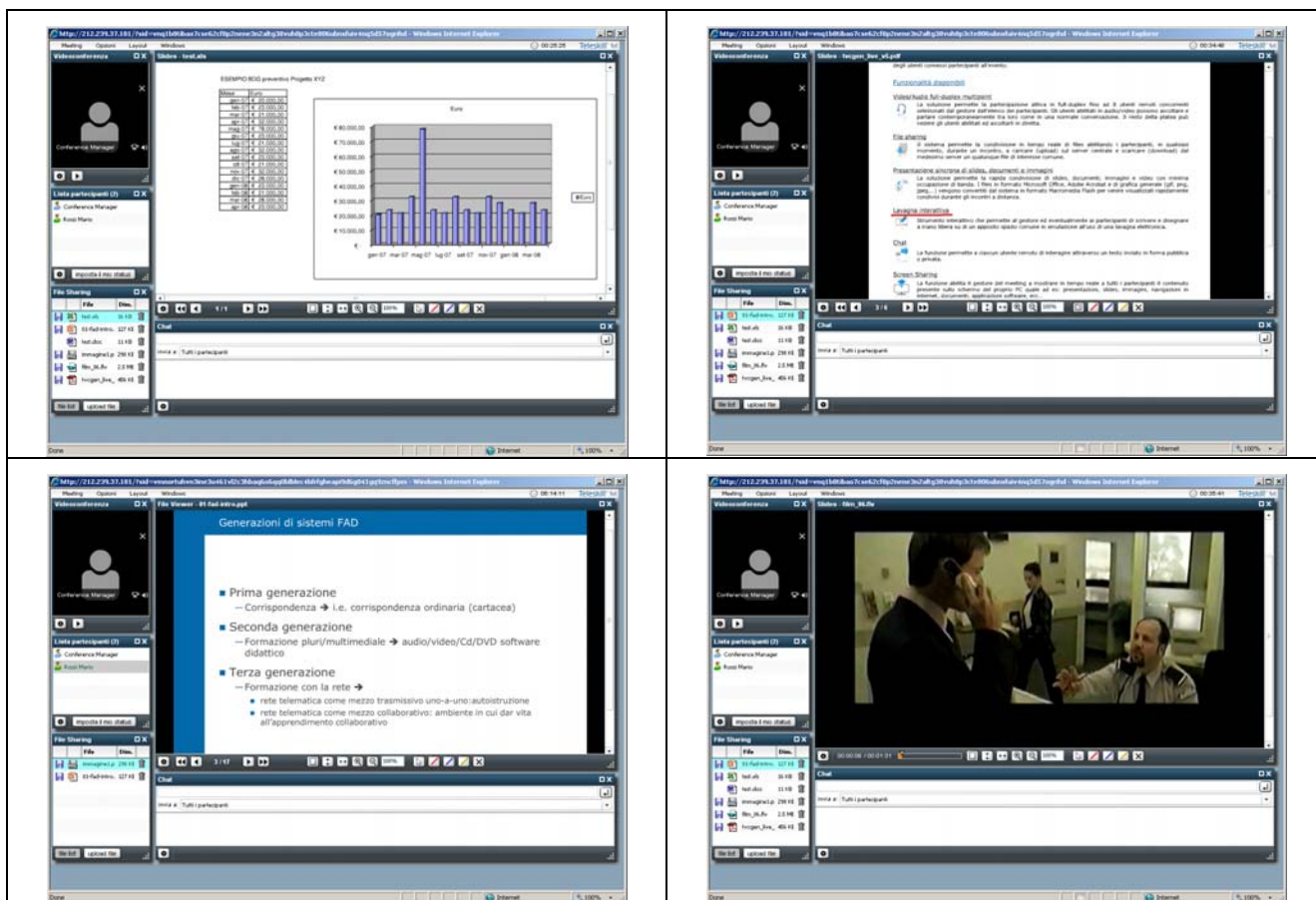


3.2.5. File viewer

In the “File Viewer” window the Conference Manager can post slides, images or files in Adobe Macromedia Flash format and make them available to all connected users.


To see a file in a window dedicated to “File Viewer” it is first of all necessary to upload it to the system, using the upload function available in the ‘File Sharing’ window, and then dragging it with the mouse into the “File Viewer” window.

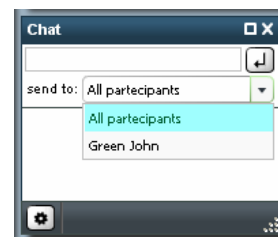
If the file to be inserted into the “File Viewer” window is a PowerPoint file, a control bar will appear in the lower part of the window which will enable you to move back and forth between the slides.



3.2.6. Chat

The window dedicated to chat allows the Conference Manager to send public or private messages to the users connected to the videoconference session.

It is also possible for the Conference Manager to eliminate messages by clicking on the  icon.



3.3. User Functions

The users can access the TVC live service using a webcam and a microphone, to participate with audio and video. They can have a microphone only to participate in audio only, with the use of headphones to listen to what is taking place during the live event.

The user can access the live event, and see and hear what the lecturer is saying as well as other users who have potentially been enabled to intervene. Furthermore, depending on how the service is structured by the Conference Manager, he or she can: see the content of the lecturer's desktop in the screen-sharing section, see the list of all the users, display his or her own status, and use the chat function to send public or private messages to the other participants.

To actively participate in the live session the user can display their status in the "Ask to intervene in the audio/video" modality. In this way the Conference Manager can decide to enable the user to the audio/video participation.

If the Conference Manager enables a user to manage the slides, a control bar will appear in the bottom of the presentation window which will allow you to move back and forth between the slides.

The management of their own status allows the user to express their own 'opinion' in real time on what is taking place in the live session, even if not making use of being enabled to the audio/video. On the other hand, the Conference Manager, seeing the status of the users, is able to monitor the opinions of the audience, and any possible difficulties or confusion. Correct management of the status function, by the users, allows the Conference Manager to decide who to enable in the audio/video.