Conducting Meetings with CarmenConnect | summer 2013

About this Guide
This User Guide is designed to provide enhanced details on conducting meetings using CarmenConnect. This particular version is targeted toward users who have attended the CarmenConnect 101 training that helps users learn the basics of how to request a CarmenConnect account and set up a meeting.

Getting to Know Your Meeting Room Interface

Step 1
After opening the meeting from the Home Screen, you should see a screen that looks similar to the one in Figure 1. This is your online meeting room interface. The meeting room is organized into layouts. There are three different layout options: Sharing, Discussion, and Collaboration. In this User Guide, we will discuss the most commonly used layouts: Sharing and Discussion.

Each part of the layout is called a “pod” and each has a different function. Each layout option has a different purpose. For example, if you are giving a presentation and those in attendance will not be speaking much, the Sharing layout is best. It has a large Sharing pod for showing items, such as your screen, documents, or images, etc. (A), a webcam Video pod for the presenter to show his/her webcam (B), an Attendees pod to show who is in attendance (C), and a Chat pod for live chat (D).
FIGURE 1: Online Meeting Room – Sharing Layout

You may share slides, images, or whatever is showing on your screen by clicking the dropdown button next to “Share My Screen” to access different sharing options.

For group discussion, the Discussion layout is best—especially if you want attendees to use their webcams. To switch to the Discussion layout, find the layout buttons on the right side of the screen and click the one labeled “Discussion.” The layout will change to what is in Figure 2.

To Remember:
You have host access. Hosts have full control of the meeting. That means when you make changes, everyone in the meeting will experience those changes. This is a tip related to this particular step.
Figure 2: Discussion Layout

About the Discussion Layout. Look at Figure 2. Notice that the webcam video pod (A) is now largest. This allows for each attendee to broadcast video for everyone to see. This pod will split up and show the individual webcam images of each attendee. There is now the Attendees pod (B), a Discussion Notes pod (C), the live Chat pod (D), and a Poll pod (E). The Discussion Notes pod allows the group to record written notes during the meeting. The Poll pod allows the host to enter a question item and have attendees answer the question (great for taking a vote!)

To Remember: All pods can be rearranged in the layout by simply dragging and re-positioning them on the screen. Simply click and hold in the top area of the pods and move them to the desired area of the layout.

Now that you have explored the basics of the meeting interface, let’s move on to using audio and video.
Step 2

Here are all the parts of Step 2. Type type type.

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Setting Up Your Audio

You are able to use voice to communicate during CarmenConnect meetings as long as your computer is configured properly. The best way to ensure this is to run the **Audio Setup Wizard**. Sometimes, this Wizard will run automatically if you are using CarmenConnect on your computer for the first time. If it does not run automatically, you can manually run it. Here’s how...

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Step 1

You must be in the online meeting room. Click “Meeting” (upper left of the screen) to open the meeting menu. Select “Audio Setup Wizard” to launch it.
Step 2

After launching the Wizard, a pop-up window will appear containing prompts to set up and test your audio. Follow the prompts.

To Remember: Be sure to use headphones for your audio to reduce noise and microphone feedback. This is strongly recommended. Also, it is important to attend your meeting in a quiet room. Meeting attendees will hear everything happening in the background once your mic is on.

For Support: If you encounter technical difficulty, you may contact the OCIO Help Desk at 614-688-HELP (4357) on Mon-Fri from 7:30am to 7pm (until 6pm on Fridays) during summer, subject to change on weekends and university breaks/holidays. Check out their website for exact hours: [http://ocio.osu.edu/help/hours/](http://ocio.osu.edu/help/hours/). You may also contact EHE's OTEL Help Desk at (614) 247-TECH (8324). They assist by phone M-F from 8am-5pm (except on University holidays) during summer. Check the website for changes in hours: [http://ehe.osu.edu/otel/get-help/](http://ehe.osu.edu/otel/get-help/).

Step 3

Once your audio is set up, locate the menu bar at the top of the screen (see Figures 3 and 3.1). There are icons for your speakers, microphone, webcam, and for interaction. Notice if you hover your cursor over these icons, you will see small help boxes appear to show you their functions. In this user guide, we focus only on the sound and webcam features. To turn on your mic, simply click the mic icon.
Notice the mic icon turns green to show that the mic is on (and so do the speaker and webcam icons). You may also click the little drop down arrow beside each icon to access more controls for each function (e.g., mute audio, speaker volume, mute mic, etc).

![Menu Bar with Mic Activated](image)

**Figure 3.1: Menu Bar with Mic Activated**

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## Using Webcam Video

If you have a webcam, you may broadcast your webcam video to attendees. Here’s how to activate it.

**Step 1**

Take a look at Figures 4, 5, and 6. Click the dropdown arrow next to the webcam icon (see Figure 4). Select “Start My Webcam” to activate your webcam. Your video is NOT being shown to attendees just yet (see Figure 5). This is a preview of what attendees will see once you start sharing. *(NOTE: There is an option to “Enable Webcam for Participants” because you are a host in the meeting and can control video for those who are attending as participants.)*

![Starting Your Webcam](image)

**Figure 4: Starting Your Webcam**
Step 2

To start sharing your webcam video with attendees, click the “Start Sharing” option. Notice that the video image becomes larger (see Figure 6). It is not a preview—it is now being broadcast to attendees.

![Webcam Preview and Options](image1)

**Figure 5:** Webcam Preview and Options

![Webcast Broadcast to Attendees](image2)

**Figure 6:** Webcast Broadcast to Attendees

To Disable Audio or Video

To stop broadcasting audio or video, simply click the respective icon to toggle it off OR use the dropdown arrow next to the icon to select the appropriate option to mute audio (or stop sharing video).

**To Remember:** When your mic and webcam are active, whatever is going on in the room with you will be experienced by all meeting attendees. So be sure to mute your mic or stop sharing your webcam when necessary.
To Record a Meeting and Share the Recording

Recording your meetings is an easy process.

Step 1
Simply click the “Meeting” menu option to access the dropdown menu and click “Record Meeting” to start recording.

Step 2
You will see a small box appear that allows you to type a name for the recording. It is a good idea to include the date in the name. A summary is optional.

Step 3
You will know your meeting is being recorded because a small notification will appear in the upper right corner of the meeting window. Also, you will see the red dot icon that indicates recording.
As your meeting goes on, the notification will disappear, but the red dot will remain to indicate that recording is in progress.
Step 4

**To end recording,** simply click the red dot and notification reappears. Use the “Pause Recording” or “Stop Recording” options as desired. Once you have stopped recording, a recording file is created and stored on our computer servers to be accessed via the web.

Step 5

**To access meeting recordings,** close the Meeting Room window to go back to the Home Screen and click “Meetings” to see a list of all of your meeting rooms. Click the meeting room for which you want to access the recording.

Step 6

Click “Recordings” to access the list of recordings for that meeting room.
Step 7

In the list, you will see the link for the meeting recording. You will want to make this link Public. Select the box next to the link and then click the “Make Public” button.

Notice that the access has changed from “Private” to “Public” and the lock icon is now unlocked.
Step 8

The last steps involve getting the link to share with participants. Click the name of the recording to go to the recording information.

Step 9

The next screen provides you with information about the recording (such as duration, which is helpful to share with whomever will access the recording) and the link that you can copy/paste into your Carmen course for students or send via email to participants.
**Tips for Success**

- Please remember that you have **host access** in the meeting, so all changes to the meeting layout and/or pods and any items you show during the active meeting are experienced by the rest of the participants.

- It is good practice to log in 30 to 60 minutes early to load any files you may want to use in your meeting. Also, encourage first time participant users to log in about 15 minutes early to run the set-up wizard (see page 3 in this document) to make sure their computer is configured correctly.

- For best audio, use headphones. This will prevent noise and feedback due to your computer mic picking up sound from the meeting.

- Sometimes, while using both webcam and audio, the video becomes choppy and/or audio starts to break up. This is especially true when you have multiple attendees broadcasting video at the same time. Stopping your webcam and using only audio may help to improve this.

- During small group student discussions, it may be best to designate a discussion leader who will be responsible for “managing” the meeting (e.g., showing content, changing layouts, etc).

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**If You Need Technical Assistance**

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**If You Need More Training Assistance**

You may contact the Technology Coach at technologytraining@osu.edu to request further training on how to use CarmenConnect features.

If you would like to explore video tutorials from the Adobe company (the creators of the CarmenConnect software), try Adobe Connect TV: [http://tv.adobe.com/show/learn-adobe-connect/](http://tv.adobe.com/show/learn-adobe-connect/).

Enjoy using CarmenConnect!

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