

BRAVIS Basic Videoconferencing System

User Manual

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Introduction

Many thanks for purchasing the BRAVIS videoconferencing system. This manual was created especially for the BRAVIS Basic Edition. The BRAVIS Basic Edition is optimized for four (4P) or six (6P) participants. You have the opportunity to invite up to three (4P) or five (6P) additional conference participants. (The BRAVIS software must be installed on each computer – individual workstation license). In addition to audio and video transmission, you have the opportunity to send text messages to the participants via a chat module and to send data to other conference participants via file transfer.

System requirements

Your system must fulfill the following requirements.

Hardware requirements

- PC systems with Intel P4, AMD Athlon, mobile processor 2.0 GHz
- At least 256 MB RAM
- Standard headset
- Standard Webcam

Software requirements

for Windows:

- Windows 2000/XP/Vista
- DirectX 9.0c SP 4 (Windows 2000) / SP 2 (Windows XP)

for Linux:

- Suse Linux 10.1, Ubuntu 6.10, Fedora Core 6 or Debian 4.0
- Kernel 2.6
- X Window System (X11)
- Gtk+ 2
- Advanced Linux Sound Architecture (ALSA)

Internet access

The following bandwidth is required for good transmission quality:

DSL	Bandwidth		No. of participants	
	Download	Upload*	maximum	recommended
1000	1024	128	3	2
2000	2048	192	4	3
2000+	2048	384	7	5
6000	6016	576	8	6

*The "upload stream" is relevant for good transmission quality

NOTE:

To ensure smooth functioning of the Bravis software, you need a free SIP address. (page 12)

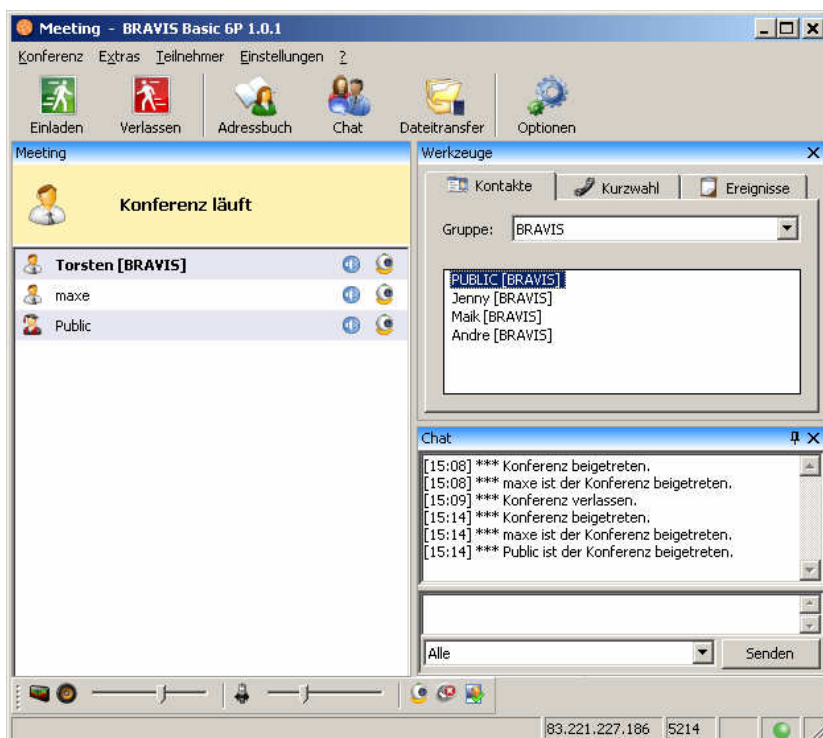
The BRAVIS client

Overview

The BRAVIS client is divided into several windows. It consists of the main window, the video preview window, and the windows for the respective video views of the other conference participants.

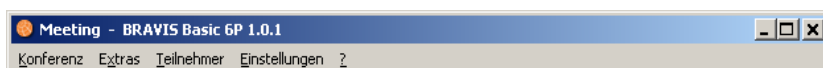
Control module – main window

The BRAVIS main window serves as the so-called “command central” of the videoconferencing software and it is subdivided into several parts.



Menu bar

Via the menu bar, you can call up all functions of the BRAVIS client.



You can open the individual menu items by clicking them with the mouse or using the keyboard shortcut. The individual functions are assigned as follows:

- Conference* [Alt]+[k]:
- Invite participants
 - Leave conference
 - Information and statistics
 - Hide application
 - Quit application

- Options [Alt]+[x]:**
- Contacts
 - Quick dial
 - Events
 - Address book
 - Log
 - Chat
 - File transfer
- Participants [Alt]+[t]:**
- Small window
 - Large window
 - Show all windows
 - Hide all windows
 - Arrange in rows
 - Arrange in columns
 - Preview
- Settings [Alt]+[e]:**
- Options
 - Reset settings
 - Start configuration assistant
- ? [Alt]+[?]:**
- User manual
 - Support
 - Visit online shop
 - Show network address
 - Check for updates
 - Info

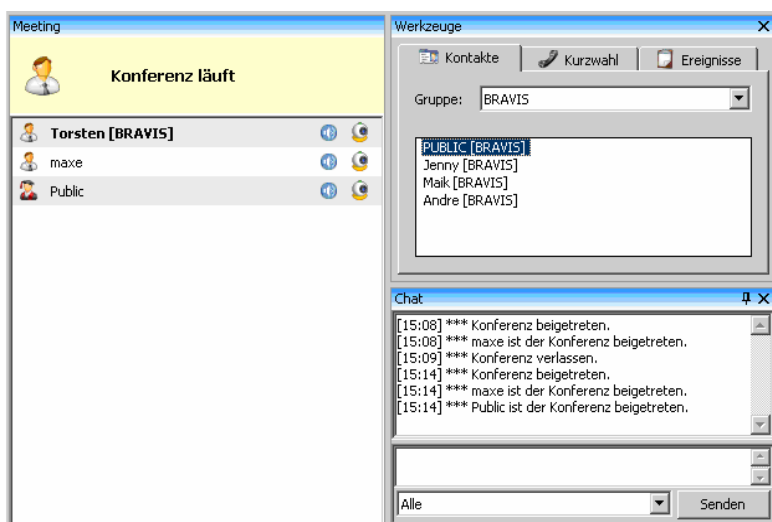
Toolbar

The toolbar includes the most important functions (invite participants, leave conference, address book, chat, file transfer, options) for using the BRAVIS videoconferencing solution.



Conference control module

The BRAVIS conference control module includes the participant list, the tools, and if necessary the chat module. The tools and the chat module can be detached from the client and placed on the desktop as independent windows.



Configuration toolbar

By default, the configuration toolbar is at the bottom of the BRAVIS client.



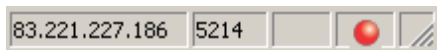
However, it can also be detached as an independent window.



Using the configuration toolbar, you can make situation-dependent audio and video settings.

Status bar

On the status bar, which is at the lower edge of the client, your current public IP address and the BRAVIS communication port are.



Video preview window

The video preview window helps you set your camera optimally. This picture shows how you will look to the other conference participants.



TIP:

You can select or deselect your own preview window with the key combination [Ctrl]+[m].

Windows for conference participants

Each individual participant in a conference is shown in a separate window. Using the configuration toolbar, you can choose whether or not all new conference participants should be shown. You can show or hide the display of individual participants with the Participant → Name menu option.

First BRAVIS start

Please ensure that your audio playback devices (headphones, speakers, headset), the audio recording devices (microphone, headset), and the Webcam are connected correctly and all required manufacturer's drivers were installed. These devices may also not be used by another process or program.

After you have copied the BRAVIS software to your PC, start the file bravis.exe with a double-click.

In most cases, after you double-click you will see a security warning from the operating system. Confirm this warning by clicking the "Execute" button and the BRAVIS videoconferencing software will start.

NOTE:

If you purchased a product CD, copy its contents to your local hard disk.

TIP:

If you remove the checkmark in front of "Before opening this file, always confirm," this message will no longer appear, starting with the next time you start BRAVIS.

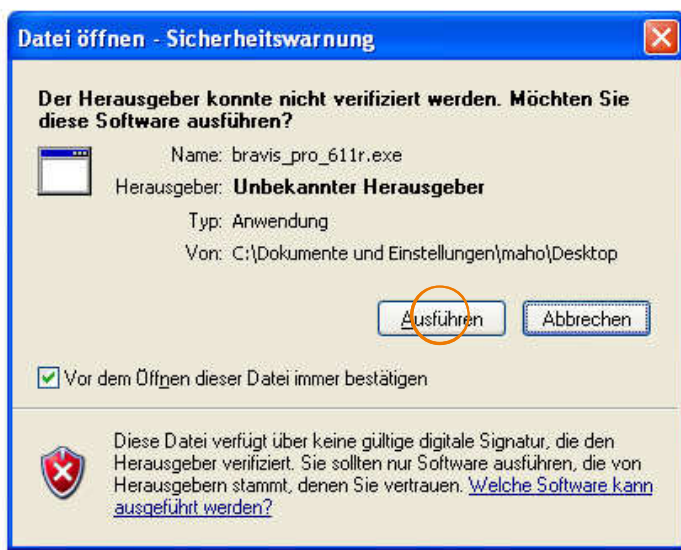


Abb.4 Sicherheitswarnung vor dem ausführen von BRAVIS durch das Betriebssystem.

If you have an activated firewall, you will see another dialog. With a click on "Do not block" you permit Bravis to communicate with your system and the outside world. You should restart the computer after updating the firewall setting.

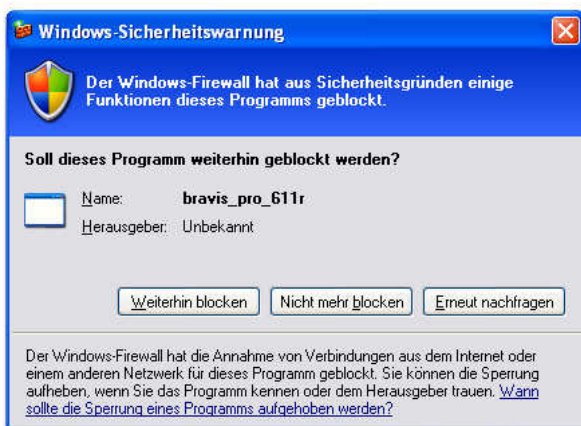
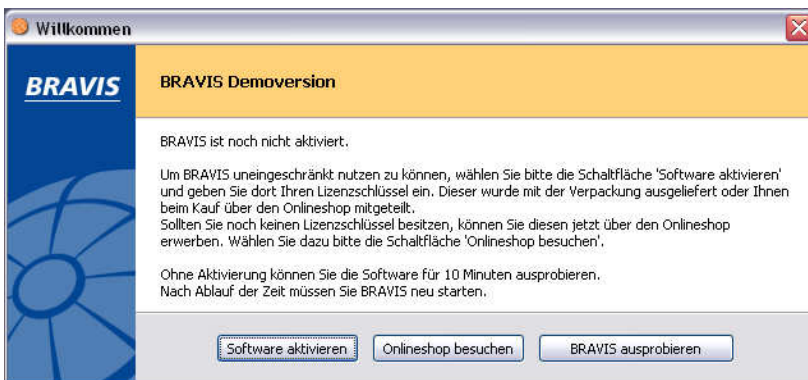


Abb.5 Sicherheitswarnung der Firewall zum Ausführen der Videokonferenzsoftware.

Activating the software

When you start BRAVIS for the first time, you must activate the software. Activation involves entering the included license key. To enter the license key, click the “Activate software” button.

If you do not have a license key (demo download), you have the opportunity to purchase a BRAVIS license using the “Visit online shop” button or, after expiration of the waiting time (10 seconds), to start demo mode with a click on the “Try BRAVIS” button. If you start BRAVIS in demo mode, the application closes after a 10-minute test period and you must start the software again in demo mode. You will see the countdown for the test time displayed in a separate window. You can repeat this procedure as often as you wish.



If you have a BRAVIS license key and you have clicked the “Activate software” button, the activation window (Fig. xy) appears. Enter your license code here and confirm your entry with the “Activate” button. After entry and successful testing of the license key, you will see a confirmation window that informs you that your BRAVIS version has been activated. (Fig. xy)



Configuration assistant

After activating the software (or starting it for the first time in demo mode) or via the *Settings → Start configuration assistant* menu option, you can open the configuration assistant. Here you can make all the basic settings that you need to use the software. These settings will be stored and are retained. By clicking the “Forward” and “Back” buttons, you can navigate through the configuration assistant.

Language setting

Here you can select from among the various language versions of the BRAVIS software. The default setting is German. To change the language, just click the drop-down list – it displays all the languages that can be selected.

User profile

Your data, including first name, last name, and nickname, are stored in the user profile. These details are transmitted to the conference participants. The following entries can be filled out.

STUN service

STUN (Simple traversal of UDP over NATs) is a simple network protocol for detecting the presence and type of firewalls and NAT routers. It should enable the easy use of devices and computer programs on home networks that would like to receive data from the Internet. The BRAVIS software connects with a STUN server and is then available from the Internet without changing the settings of the firewall or of the router. With the help of STUN, you can also determine the current public IP address of your connection. On this dialog, you can see the standard STUN server that the BRAVIS software uses.

NAT traversal

This dialog window provides you with information. It provides a recommendation as to whether you need a SIP address in order to be invited by other conference participants.

SIP settings

On this dialog, you can enter your existing SIP address or, via an Internet connection, create an address free of charge with a SIP address provider.

TIP:
You can also start the configuration assistant with the key combination [Ctrl]+[r].

Konfigurationsassistent

SIP

Bitte geben Sie Ihre SIP-Adresse an. Diese wird für den Verbindungsaufbau zu anderen Teilnehmern benötigt, die über eine NAT (Network Address Translation) eine Verbindung zum Internet herstellen.

Wenn Sie noch keine SIP-Adresse besitzen bzw. eine SIP-Adresse von einem Anbieter erhalten haben, der nicht auf unserer Webseite aufgelistet ist, registrieren Sie sich bitte bei einem der SIP-Anbieter, die in der unten aufgeführten Webseite aufgelistet sind.

SIP-Anbieter: [Webseite besuchen](#)

☒ SIP-Account verwenden

Geben Sie hier Ihre SIP-Daten an!

SIP-Adresse: Beispiele: sip:max.meier@provider.de

Benutzername: max.meier

Auth.-ID: (Nur eintragen, wenn anders als Benutzername)

Passwort:

Passwort wiederholen:

Registrar: provider.de

Proxy: (Nur eintragen, wenn anders als Registrar)

Sie können Ihre SIP Daten überprüfen, indem Sie Ihre Registrierung testen: [Registrierung testen](#)

[Zurück](#) [Weiter](#) [Abbrechen](#)

TIP:
BRAVIS recommends the following SIP providers.

blueSIP www.bluesip.net
Iptel www.iptel.org

After entering your data, check it by confirming with the “Test registration” button. If the registration was executed successfully, a BRAVIS information box will appear.

If you see an error message, please check the error code in Chapter “Errors”.

Network settings

On this dialog, specify how you connect to the Internet. Note the required bandwidth for optimal audio and video transmission to the users participating in your conferences. In addition, this is where you specify the share of the existing bandwidth that should be used by Bravis. You can select from the predefined typical bandwidths or make personal settings with the “User-defined” entry.

NOTE:

If you do not know your Internet bandwidth, you can usually find this in your contract data or on your last invoice. Otherwise, please contact your Internet provider.

Konfigurationsassistent

Netzwerk

In diesem Konfigurationsfenster können Sie die Qualität Ihres Internet-Superans anpassen. Diese Angaben werden für die Berechnung von Qualitätsparametern wie z.B. Videopufferung benötigt. Je höher der verfügbare Bandbreite ist, desto besser wird die Qualität Ihres Internet-Superans sein. Bitte beachten Sie, dass die Parameterangaben für einen bestimmten Video- oder Audioqualität.

Netzwerkverbindungsarten:

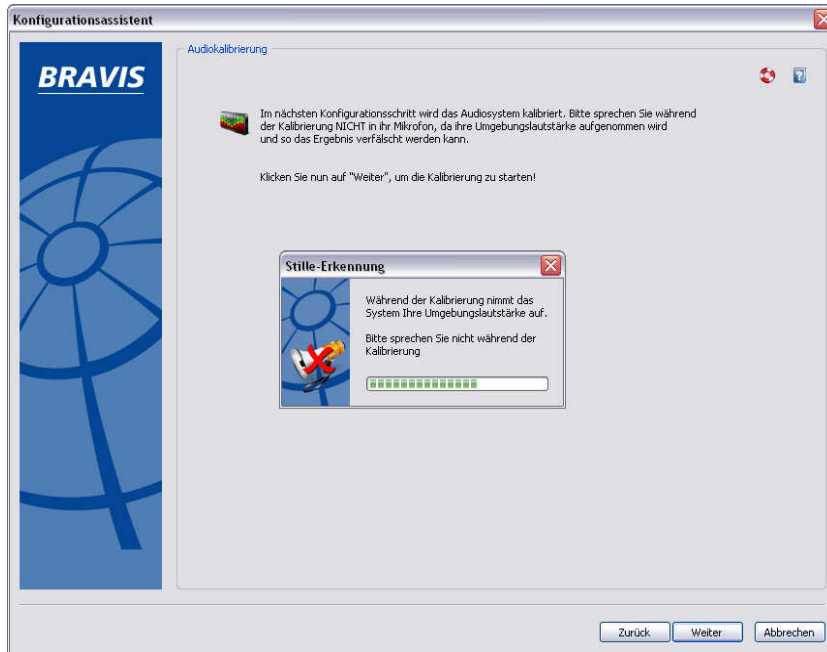
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Audio settings

Using the “Drop-down” button, you can select from a list of recording and playback devices the hardware that is used by your system.

In order to achieve high-quality voice transmission during the conference, you should test the ambient noise level. To find the optimal setting, start the calibration.

The calibration now measures the current ambient noise level and compares it with your voice during the audio transmission. Please do not speak during the calibration in order to achieve optimal results.



Video setting

Click the “Preview” button to see a preview of your own video image.

On this dialog you can also deactivate the video recording of your Webcam; in this case the other conference participants will not see you.

Saving settings

Confirm and save the settings you have just made by clicking the “Quit” button. Now you have completed the configuration assistant and made all settings required for participating in a videoconference or starting your own videoconference.

NOTE:

Please make sure that your audio devices are not being used by any other program.

TIP:

You can update the calibration of the ambient noise at any time. To do this, just click the appropriate button on the configuration toolbar or select Options --> Audio --> Microphone

TIP:

The quality of the audio transmission can be increased by using high-quality audio hardware (microphone/headphones/headset).

NOTE:

Please make sure that your Webcam is not being used by any other program.

Conference

You can start a new videoconference with a participant in your address book or with a new participant.

Starting a conference – quick dial

You can also start a spontaneous conference quickly using the Quick Dial dialog in the tool module. To do this, enter the SIP address or the host of the desired participant in the SIP/Host address field. For the specification of the port (only for quick dial via host address), make sure that the participant has informed you in advance of his or her BRAVIS port. The default port is 5530. End the entry with [ENTER] or with a click on the “Invite” button.

Your last invitations are displayed in the “Recently invited” area and can be dialed directly from there.

This way, within a conference you can invite additional participants or add them as described in the section “Start conference – contacts.”

Starting a conference – contacts

You can also start a spontaneous conference quickly using the Contacts dialog in the tool module. To do this, select a particular contact and invite the participant with a double-click on the name.

This way, within a conference you can invite additional participants or add them as described in the section “Start conference – quick dial” or “Start conference – address book.”

Starting a conference – address book

You can also start a conference with a group of people or a participant from your address book with the “Invitation” button on the toolbar or by selecting the Conference → Invite participants menu item. On the following dialog you can invite somebody to participate in a videoconference. You can enter the title of the conference and a brief description of it. All invited conference participants see the title and the description. You can display all people or the members of a group from your address book. You select the participants from the displayed contact list whom you would like to invite by clicking on their names. With the “Select all” function, all participants from the displayed list are selected. Please observe the maximum number of supported participants of the BRAVIS version you are using. End the entry with [ENTER] or with a click on the “Invite” button.

Now you will see a “wait window.” This indicates the status of the invitations. If the wait time has expired and the conference participant has not confirmed, the connection is terminated and you must try again later. You can also cancel manually at an earlier point by clicking the cancel button.

After confirmation from the other invited participants, the name of the conference participant appears on the list of conference participants.

This way, within a conference you can invite additional participants or add them as described in the section “Start conference – quick dial” or “Start conference – contacts.”

Starting a conference – accepting an invitation

If another BRAVIS user sends you an invitation, you will see a corresponding message on your desktop. Now you can decide whether you will join the conference with a click on the “Accept” button or decline the invitation with a click on the “Decline” button. If you join a videoconference, you will see all other conference partners on the participant list and the associated video window will open.

You can invite additional participants to your existing videoconference as described in the sections “Start conference – quick dial” and “Start conference - address book.”

Accept invitations automatically

If you want to accept all incoming invitations to a conference automatically, you can set this via the configuration toolbar. With the corresponding icon, you can activate this function (green checkmark) or deactivate it (gray checkmark with red cross). When you start the program, this box is never checked.



Ending a conference

With the “Leave conference” button on the toolbar or with the Conference → Leave conference menu item, you end your participation in the conference. All other participants remain in the conference and can continue to use the BRAVIS system independent of the initiator of a videoconference.

Events

The event log dialog is in the tool module. It lists in chronological order all events such as sending of the invitation, acceptance of the participants, on through to leaving the conference as well as all conference-relevant actions.

Information and statistics

With the menu items Conference → Information and Statistics you can call up all relevant information such as group size, participants, conference start time, conference duration, data transmitted, and bandwidth usage.

Address book

By clicking the “Address book” button on the toolbar or selecting the Options → Address book menu option, you can open the address book. The address book handles the management and care of contacts. You can create individual contacts and assign them to different groups.

Creating a contact

In order to create a new contact, click the “Add contact” button on the main menu bar or select the Contacts – Add contact menu option. A new dialog opens. Here you can enter all relevant contact data.

The contact tab is divided into 3 categories:

1. General information
2. Private information
3. Business information

If you have entered all data on the contact tab, save the change(s) by clicking the “Save” button.

Editing a contact

If you would like to edit an existing contact, click on the contact in the list (highlighted in blue). Click the “Edit contact” button and the contact dialog opens. (Fig. 23). Here you can enter new data or change existing data.

If you have changed all data on the contact tab, save the change(s) by clicking the “Save” button.

Deleting a contact

To delete a contact, mark it on the contact list. Now click the “Delete contact” button in order to delete the contact with all its information permanently.

Creating a group

You can combine your contacts into groups. By default, there are two groups available: private and business. If you wish, you can create your own groups.

To create a new group, click the “Add group” button in the address book. The “Group” dialog opens. Here you enter the name of the new group and you can assign individual members of your address book to the group. Then you confirm the creation of the new group with a click on the “Save” button.

Editing a group

To edit an existing group, mark the appropriate group on the group window of the address book. Now click the "Edit group" button. The "Group" dialog opens. Now you can change the name of the group as well as its membership.

Deleting a group

To delete a group, mark it on the address book window. Click the "Delete group" button. Only this group is deleted. The contacts assigned to it are retained and are visible via the group "All."

Assigning a contact to a particular group

There are two ways to assign a contact to one or several groups.

1st alternative

Mark the corresponding group to which the contact should be assigned. Click the "Edit group" button and mark the corresponding contact. Using the arrow, you can move the contact in question into the group (right side). With the "cross" button, you can remove a contact from the selected group.

2nd alternative

Mark the contact in question that should be assigned to one group or several groups. Click the "Edit contact" button and place a checkmark in the "Group membership field." By removing the checkmark, you remove the contact from the group in question.

Chat

You can activate the chat module with the “Chat” button on the toolbar. The chat module can be arranged outside the main screen or it can be integrated into the main screen. Just drag the chat window in the main window to the desired location (the software signals whether this location is possible and provides you a preview of how the window will be integrated into the main screen). Release the mouse in order to place the chat module in the main window.

Sending chat messages

You can send two different types of chat messages.

1. Chat message to all conference participants
2. Private chat message

Sending chat messages

In order to send a chat message to all conference participants, enter the desired text and click “Send.” Your message now appears in the chat window with the specification of the time and sender and is visible to all participants.

Sending a private chat message

To do this, select the recipient from the drop-down list and enter the desired text. Now click “Send.” Your message now appears in the chat window with the specification of the time and sender and is visible to only the selected participant.

File transfer

With the file transfer function, you can exchange individual files such as images, Word documents, etc. with your conference participants.

Offering files

In order to make files on my PC available to other conference participants, click the "File transfer" button on the toolbar or open the dialog by selecting the Options --> File transfer menu option.

In the dialog that appears, click "Add file" and then select the file in question by marking it and confirming the selection with the "Open" button. Then you can select to which of the conference participants you want to make the file available. You can do this by placing a checkmark in front of the conference participant's name. Alternatively, you can make this file available to all conference partners by placing a checkmark in the "Select all" field. Repeat the procedure until all the files that you want to offer are listed. These are now available to the corresponding participants for pick-up.

The conference participant to whom you have made the file(s) available is informed of this by a message box and can accept the file or decline the transfer with the "Decline" button.

Receiving files

In order to receive files from other conference participants, these must first be provided by the sender. After they are available, you will see a message box. Now you can download the file to your PC with a click of the "Accept" button or decline the transfer by clicking the "Decline" button. If you have accepted the download, the file appears in the "Offers to me" field if you click the "File transfer" button on the toolbar or open the dialog with the Options → Click file transfer menu option.

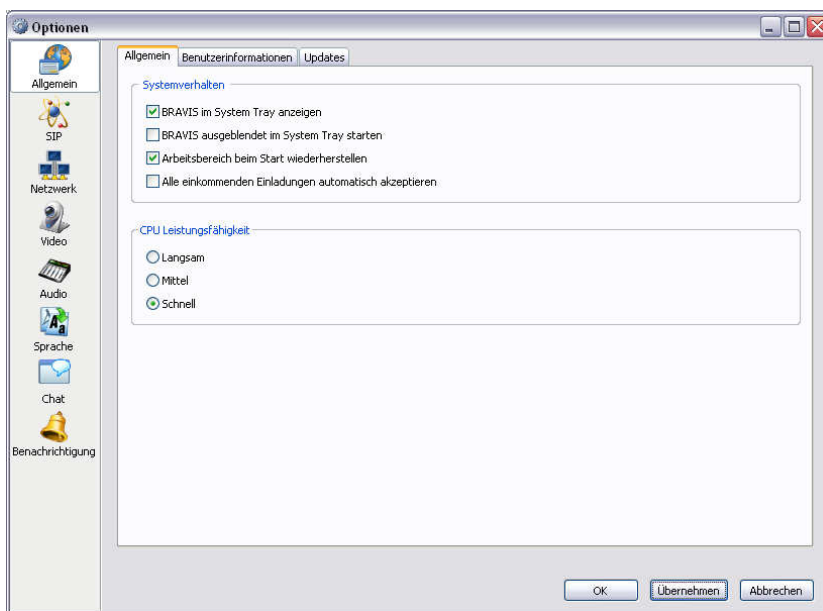
Options

You can adjust all relevant settings of the BRAVIS software with the "Option" button on the toolbar or via the Settings → Options menu option.

General

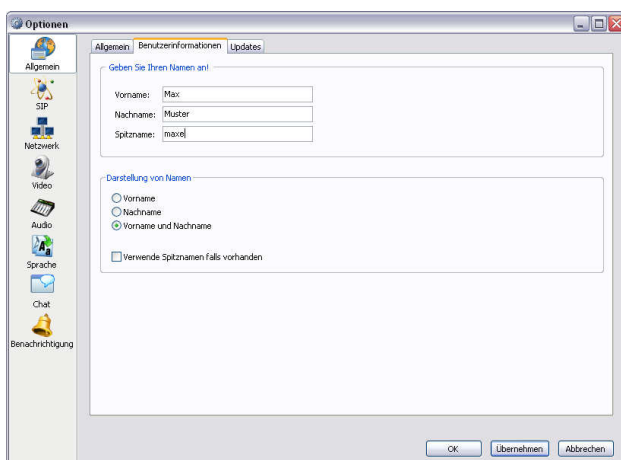
General settings

On this dialog, you can adjust the software so that it looks the way you want it to. You can also use this dialog to set the behavior of the software. Furthermore, you can adjust the BRAVIS software to suit the CPU performance of your PC. Select the corresponding performance level.



User information

Your data, including first name, last name, and nickname, are stored in the user profile. These details are transmitted to the conference participants. The following entries can be filled out.



Updates

Here you can cause the BRAVIS software to check for newer versions of the BRAVIS software you are using automatically by placing a checkmark next to “check for updates on startup.”

SIP

If during the initial configuration of the software you have not specified a SIP address or you did not have one, you can make this entry on this dialog or change the SIP data you have entered.

SIP settings

On this dialog, enter the data you have received from your SIP provider in the corresponding fields.

TIP:
BRAVIS recommends the following SIP providers.

blueSIP www.bluesip.net
Iptel www.iptel.org

The screenshot shows the 'Optionen' (Options) dialog box with the 'Benutzerdaten' (User Data) tab selected. The 'Benutzerinformationen' (User Information) section is active, showing a list of fields for SIP configuration. The 'SIP-Account verwenden' (Use SIP Account) checkbox is checked. The fields are: 'SIP-Adresse' (SIP Address) with the value 'sip:max@bluesip.net', 'Benutzername' (Username) with 'max', 'Auth.-ID' (Auth. ID) with 'bluesip/max', 'Passwort' (Password) with masked characters, 'Passwort wiederholen' (Repeat Password) with masked characters, 'Registrar' with 'bluesip.net', and 'Proxy' with an empty field. A 'Registrar' button is visible at the bottom right of the form. The 'Benachrichtigung' (Notification) section is also visible on the left sidebar.

After entering your data, check it by confirming with the “Test registration” button. If the registration was executed successfully, a BRAVIS information box will appear.

If you see an error message, please check the error code in Chapter “Errors”.

SIP expanded

Here you can specify an alternative port for your SIP communication and enter the registration time.

Network

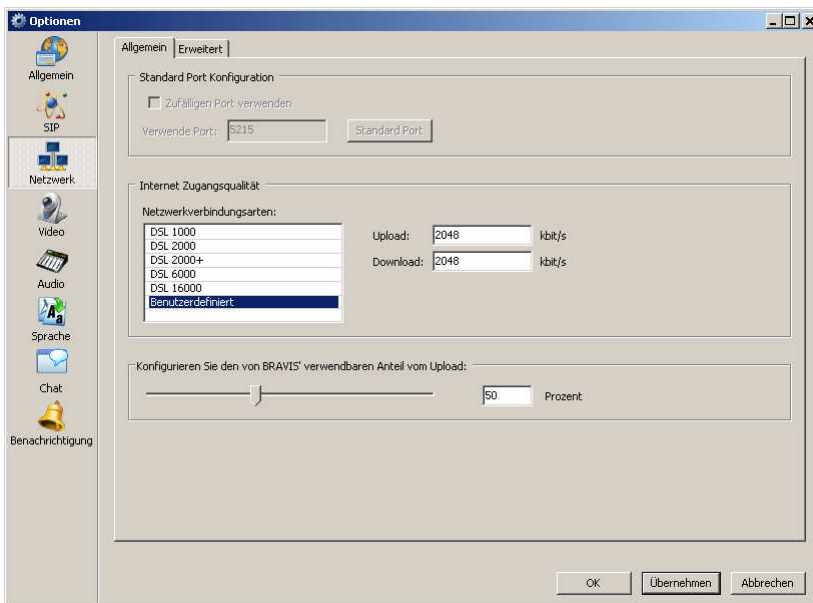
This dialog contains settings for your network connection. Specify the share of the upload stream used by Bravis, enter your network connection, and specify your default port (Abby).

Network general

On this dialog, specify how you connect to the Internet. Note the required bandwidth for optimal audio and video transmission to the users participating in your conferences. In addition, this is where you specify the share of the existing bandwidth that should be used by Bravis. You can select from the predefined typical bandwidths or make personal settings with the "User-defined" entry.

NOTE:

If you do not know your Internet bandwidth, you can usually find this in your contract data or on your last invoice. Otherwise, please contact your Internet provider.



Network expanded

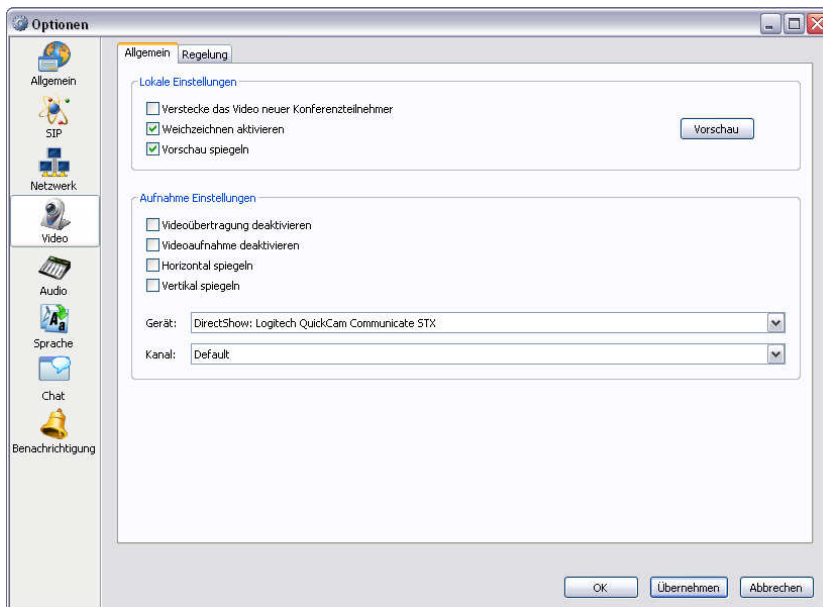
On this dialog, you can see the standard STUN server that the BRAVIS software uses.

STUN (Simple traversal of UDP over NATs) is a simple network protocol for detecting the presence and type of firewalls and NAT routers. It should enable the easy use of devices and computer programs on home networks that would like to receive data from the Internet. The BRAVIS software connects with a STUN server and is then available from the Internet without changing the settings of the firewall or of the router. With the help of STUN, you can also determine the current public IP address of your connection.

Video

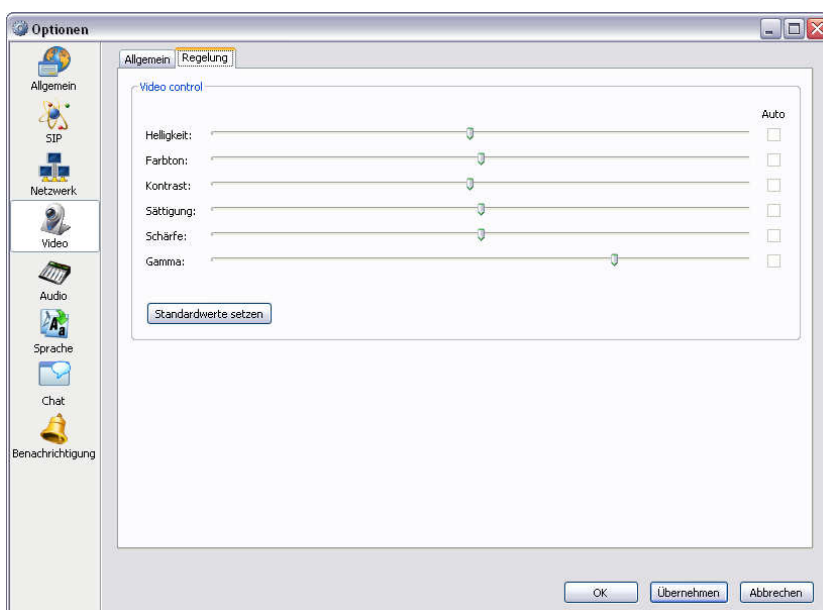
Video general

Specify on this dialog how the other participants' video windows should behave.



Video regulation

This menu also offers you the opportunity to optimize brightness, hue, contrast, saturation, sharpness, etc. You can reset changed settings with a click on the button. You can see the video settings made in your video preview window and adjust the settings if necessary.

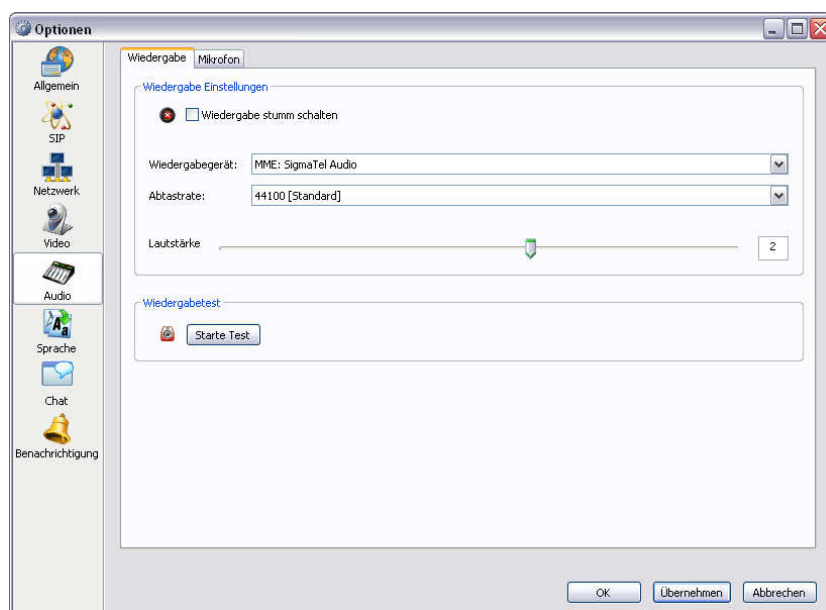


Audio

This dialog gives you the opportunity to configure the audio playback and reception.

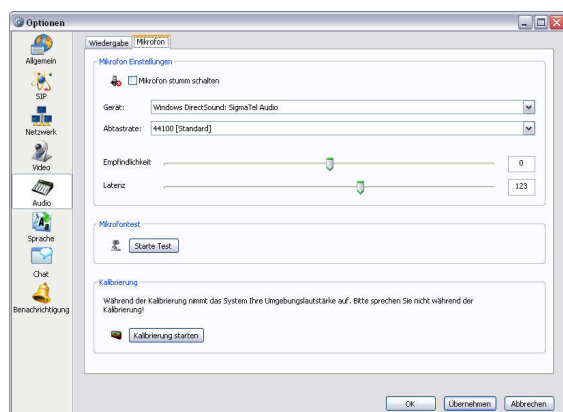
Playback

Here you can configure and optimize the playback devices. Select the corresponding device and change the parameters until the settings are as you want them to be. You can also check the settings with the “Start test” button. You can also set the volume of the device on this dialog. You can regulate the volume at any time using the configuration toolbar.



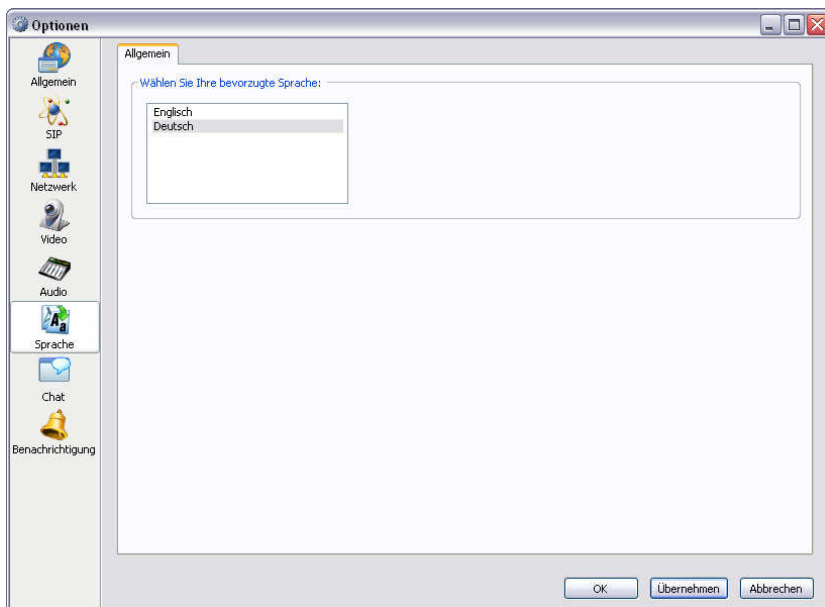
Microphone

You can set the parameters for sensitivity, volume, and latency of the devices on this dialog. You can also check the calibration with the “Start calibration” button. This measures the ambient noise level in order to achieve optimal quality for the later transmission of your voice. You can carry out this function at any time using the configuration toolbar.



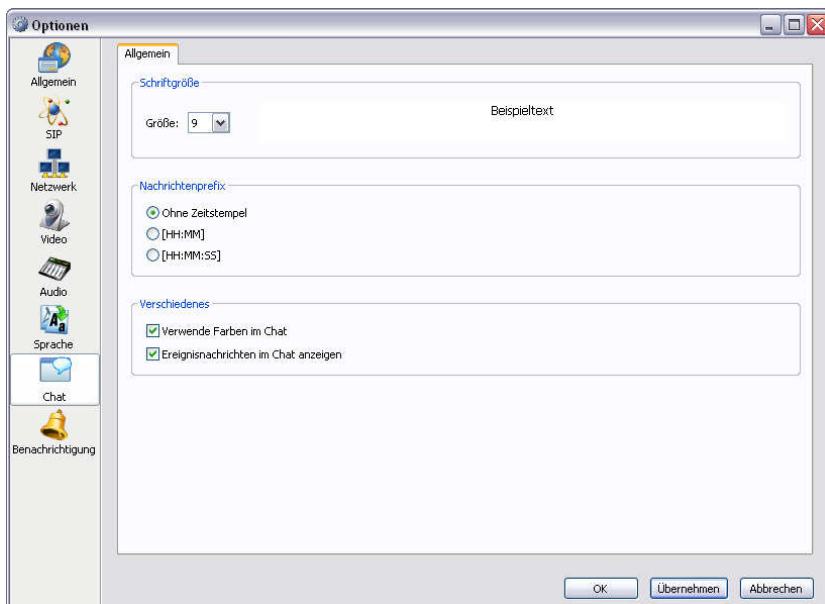
Language

On this dialog, select the language package used by the Bravis videoconferencing software and save the settings.



Chat

You can configure the chat module called up in the main window here. Make settings for the text size and display of the text (color, time stamp).

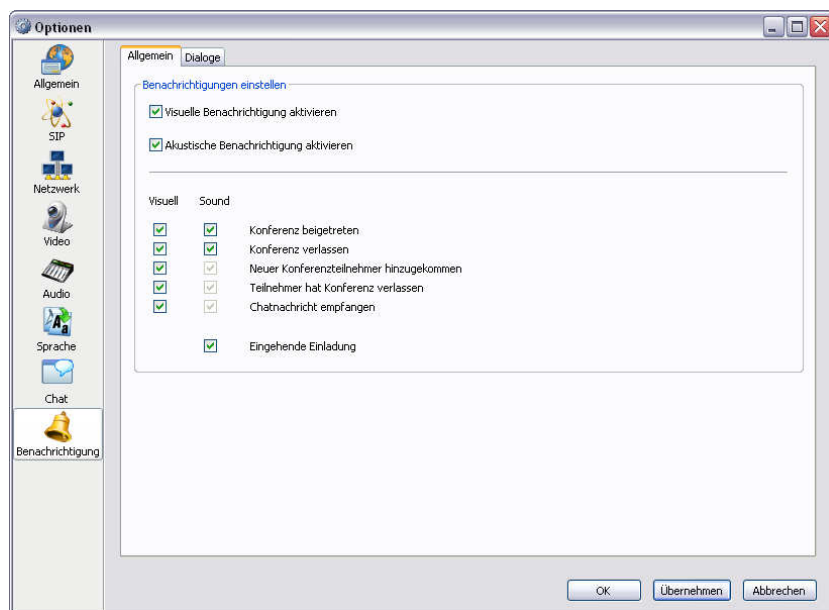


Notification

On this dialog, you can create your personal notification options.

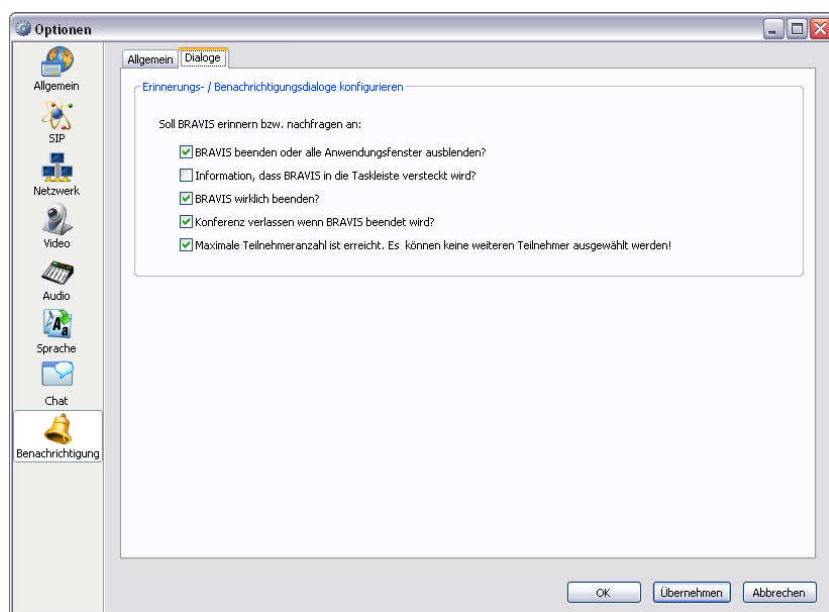
Notification general

Here you have the opportunity to set acoustic or visual signals for various actions (e.g. chat message received). This dialog offers you the opportunity to decide which action you would like to see or hear. For example, a visual signal when you receive a chat message.



Notification dialogs

Here you can configure to what extent you want to be notified by the BRAVIS software in case of system actions (e.g. quitting the software).



Shortcut commands

The following shortcut commands make working with the BRAVIS videoconferencing system easier.

General

Shortcut command	Function
Ctrl + D	Open address book
Ctrl + H	Open history dialog
Ctrl + I	Open invite dialog
Ctrl + K	Conference information and statistics dialog
Ctrl + M	Show/hide preview window
Ctrl + N	Check for updates
Ctrl + O	Open configuration dialog
Ctrl + Q	Quit program
Ctrl + R	Start configuration assistant
Ctrl + T	Show chat
Ctrl + V	Hide application
Ctrl + X	Leave conference
Ctrl + 1	Put buddy list in the foreground
Ctrl + 2	Put quick dial in the foreground
Ctrl + 3	Put event log in the foreground
F1	Open user manual

Video window

Shortcut command	Function
Ctrl + A	Activate 1:1
Ctrl + D	Large video window (CIF)
Ctrl + S	Small video window (QCIF)
Shift + Ctrl + Z	Minimize video window
Ctrl + Z	Maximize video window

Address book

Shortcut command	Function
Ctrl + A	Add contact
Ctrl + G	Add group
Ctrl + X	Close address book

Help

If you have problems configuring the BRAVIS videoconferencing system, please read our FAQs on the Internet at <http://www.bravis.de> or visit our forum <http://forum.bravis.de>.

About BRAVIS

BRAVIS videoconferencing system

Bravis is an innovative multi-participant videoconferencing system for closed groups on the Internet. It requires no central conferencing server. BRAVIS is a desktop system that allows you to start conferences from your workplace spontaneously using a workstation or PC. It was designed especially for consultations, discussions, and meetings of groups between two and approx. 16 people (depending on the BRAVIS version).

The closed nature of the group is assured by the signaling. This way, closed meetings like the ones that are a part of our daily lives can be replicated via the Internet. Bravis systems combine the advantages of various videoconferencing systems. Its functions include moderation, whiteboard, application sharing, data transfer, and image viewers. No special knowledge is required to install and operate BRAVIS. No additional hardware is required except for a Webcam and headset.

Product lines

Version	Basic		Gamer		Professional		Enterprise
Release date	available		August 2007		September 2007		End of 2007
Max. no. of participants	4	6	6	12	8	16	16
Closed group	•	•	•	•	•	•	•
Participant deselection	•	•	•	•	•	•	•
Group/private chat	•	•	•	•	•	•	•
Moderation	—	—	•	•	•	•	•
Whiteboard	—	—	•	•	•	•	•
File transfer	•	•	•	•	•	•	•
Application sharing	—	—	—	—	•	•	•
Encryption	—	—	—	—	—	—	•
Manual	Online Online		Online Online		• •		•
Support	—	—	—	—	Online Online		SLA*

* Service Level Agreement

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