



Introduction & Quick Start Guide

V2

RemotEAR, LLC

Tel: (610) 613-5600

Web: www.remotear.com

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Introduction

We'd like to thank you for joining the RemotEAR network – the first and only commercially available service for tele-audiology. RemotEAR is a revolutionary and patented* remote diagnostics and patient counseling system, using the web or a local-area network to connect hearing care providers. A primary focus of RemotEAR is to enable a hearing care professional to remotely control a diagnostic device in a remote location, where the patient is also located, and to perform an effective diagnostic test and patient counseling session. RemotEAR extends the hearing care delivery model to help overcome time and distance barriers and to improve the efficiency and effectiveness of patient care.

This User Guide will help you understand both how RemotEAR works, and how to use it effectively. The system works on the principle of remote control of a PC at a distant location, whether down the hall, around the corner, or across the globe.

The RemotEAR Technology

RemotEAR is a conferencing system, similar to *remote desktop* products you may have already used, but with some important differences. First, RemotEAR is both a hardware and software system, although as a user, the hardware portion is transparent to you. The RemotEAR equipment is housed in a professionally maintained, high-reliability data center, and when you access the service via the web, it provides a secure, encrypted connection between the two PCs at different locations. This helps insure compliance with relevant standards for security. The main requirement for RemotEAR is that each location to be connected has at least one high-speed internet (or network) connection available.

As with any new software, the RemotEAR system will take some time to learn and use effectively. In addition to its capabilities for performing remote diagnostic testing, we also offer a RemotEAR *Plus* version that includes additional features found in popular web conferencing systems, such as seminar mode, whiteboarding, and remote support tools. This makes RemotEAR useful for all types of meetings and on-line seminars you may wish offer to your colleagues or you can use it for troubleshooting problems with remote systems.

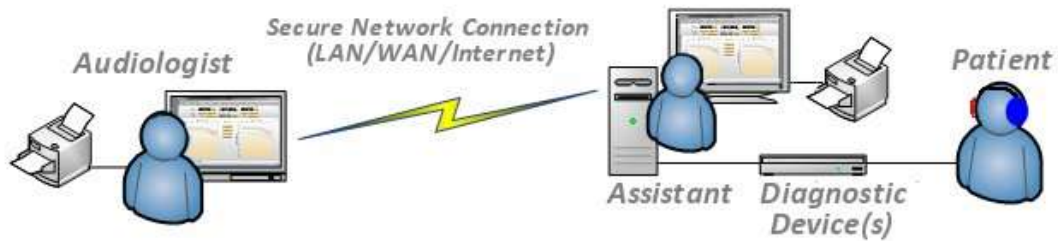
When you first access the RemotEAR webpage, a link to the on-line version of the User Guide will be available. We strongly recommend that you download and use this when first trying the system, so that you can quickly familiarize yourself with all the features. The RemotEAR user interface is intuitive and easy to understand, but as with any new software, some practice is required.

Please also note that if you have a high definition color scheme/theme selected for Windows, RemotEAR will automatically change the setting to make communication more efficient. Upon closing the RemotEAR session, your original setting will be restored.

* U.S. Patent 6,916,291, US 7,530,957, US 7,854,704, and US 8,287,462

RemotEAR Use Model

RemotEAR is designed to enable the remote audiologist to join a session that is started at the host site where the diagnostic equipment and patient are located. An Assistant with adequate training should be present at the office where the equipment and patient are located, so that proper test administration and patient monitoring can be performed. Below is a typical RemotEAR configuration.



When starting a typical RemotEAR session, the Assistant launches the host session and is therefore sharing the connected diagnostic equipment with the remote hearing care specialist. The remote Audiologist "joins" the session and is granted permission to control the host office PC and connected systems. Once the hearing care professional is connected and granted control of the system, he/she has complete control of the PC and can launch and run the diagnostic software, thereby controlling the equipment and performing the tests. The Assistant provides help with both initiating the session, and also making sure that the patient is comfortable and situated appropriately for testing. The Assistant is also critical to ensuring that the diagnostic equipment is positioned properly. Placement of headphones and bone conductor for audiometry, placement and capture of immitance or OAE data, and control of a video otoscope are all activities that are performed by the Assistant during the diagnostic exam.

RemotEAR works best when the two PCs that are connecting are matched in both performance and screen resolution. A perfect match between the two PCs is not required, but the closer in performance and screen resolution the two systems are, the better the overall performance of the RemotEAR session will be. Also, the internet connection speed can have a significant impact on the performance of RemotEAR. With broadband providers now offering a stratified model for upload and download speed for Internet access, this must also be carefully considered. Generally speaking, the higher the bandwidth of your Internet connection, the better RemotEAR will perform.

Organization of this User Guide

This remainder of this manual provides the steps to use the **RemotEAR** web collaboration system. The User Manual is organized as follows:

Section 1	Setting up RemotEAR
Section 2	Hosting an Interactive Meeting
Section 3	Joining a Meeting
Section 4	Common Features
Section 5	Scheduling Meetings
Section 6	Managing Profile

Terminology

The following terms are used throughout this manual. In a meeting, a **participant** can be either the Host or an Attendee:

- The **Host** is the person who initiates the meeting. The Host must have a user account in RemotEAR system.
- The **Attendee** is the person invited by the Host to join a meeting. Attendee does not need an account in RemotEAR system.

The Host or an attendee can either be:

- The **presenter** showing their computer to all participants
- A **controller** controlling the Presenter's keyboard and mouse

Constraints

Here are a couple of constraints:

- There is only one host and one presenter at any moment in a meeting.
- The host or the current presenter can assign any participant to be the presenter.

RemotEAR Control Panel and Key Functions for Presenter

The image shows a screenshot of the RemotEAR control panel for a presenter, with various icons and buttons labeled with their functions. The panel is divided into several sections:

- Tools:** Contains icons for 'Showing my Screen' (a monitor icon), 'Give Control' (a mouse icon), 'Change Presenter' (a person icon), and 'Record' (a red dot icon).
- Mute Controls:** Includes 'Mute Me' and 'Mute All' buttons.
- Attendee List:** Lists participants: John Doe (Host, Me), Mary, Dave, Allen, and Brian. Each name is accompanied by a small icon representing their device or status.
- Audio:** Features radio buttons for 'Use Telephone' and 'Use Mic & Speakers', along with an 'Edit' button.
- Conference Call Info:** Displays 'Conference Call: +1 408-351-1612 (USA)', 'Access Code: 8461299', and 'PIN: 953#'. It also shows 'Speaking: John Doe, 14086874149, Dave'.
- Interactive Tools:** Includes 'Annotation', 'Start Webcam', 'Whiteboard', and 'File Transfer' buttons.
- Chat:** A section for 'View chat history' with a text input area '[type message here]' and a 'Send' button.
- Bottom Bar:** Contains an 'Invite' button, the 'Meeting ID: 1169-3341', and the name 'R-HUB'.

Callouts on the right side of the image explain the functions of these elements:

- Start or pause showing desktop/monitor/ applications
- Grant keyboard & mouse to an attendee
- Grant presentation rights to an attendee
- Record presenter screen, audio & webcams
- Select desktop/monitor/application to show
- Mute me (phone or mic of mine)
- Mute all (phones & mics of all attendees)
- List of phone callers, individually mutable
- List of desktop/iPad/smart-phone attendees
- Attendee using mic
- Attendee using phone
- Attendee using Flash
- Attendee using browser only
- Customize audio conferencing information
- Option to use mic or phone
- Audio conferencing information
- List of mic or phone speakers
- Highlight anywhere on screen
- Start/stop webcam
- Start a drawing application
- Send files/directories to one or all attendees
- Enlarge the chat window
- View chat history all time
- Display the current chat history
- Chat input area
- Send chat to one or all attendees
- Send Q&A or Push URL to attendees
- Meeting ID
- Invite attendees via email/phone /copy-paste

RemotEAR Control Panel for Presenter

1. Setting up RemotEAR

To host any type of meeting, you need to download and run the **RemotEAR** client.



Home Page

1. Click the [Host Meeting](#) link or icon.
2. If the download does not begin, click the "restart the download" link.
3. In Firefox, click "Save File" and go to Downloads.
4. If **Downloads** appears, double click "RemotEARStarter"
5. Click "Run" or "Open". RemotEAR downloads, installs and runs on your computer.

Host Meeting

1. A download should automatically begin in a few seconds. If not, [restart the download](#).
2. Run the download.

If you have any difficulty in running the download, [use the compressed download](#), unzip it and then run "TurboMeetingStarter.exe".

Automatic download

If RemotEAR does not install and run, click the "use the compressed download" link.

1. Extract (or unzip) the files from the resulting zip file.
2. Execute the extracted "RemotEARStarter" file. RemotEAR is downloaded, installs and runs on your computer.

After RemotEAR is installed, you can launch it by clicking the **RemotEAR** shortcut on your desktop or via your computer's **Start** menu → **Programs** → **RemotEAR** → **Start Meeting**.



RemotEAR

RemotEAR shortcut

You will have to sign in to host a meeting. Provide the following information:

- Email Address (or Username)
- Password
- Meeting Server Address

A screenshot of the RemotEAR sign-in dialog box. The window has a title bar with "Tools | Help" and standard window controls. Below the title bar are three buttons: "Host" (with a person icon), "Join" (with a group of people icon), and "Schedule" (with a calendar icon). The "Host" button is selected. Below these buttons are three text input fields: "Email Address" containing "john@doe.com", "Password" containing "*****", and "Meeting Server Address" containing "meeting.YourCompany.com". There is a checked checkbox labeled "Remember Me" and a "Sign in" button at the bottom. The "R-HUB" logo is in the bottom right corner.

Signing in to host a meeting

Note:

If your RemotEAR server is upgraded to a new version, a user's RemotEAR client will automatically upgrade the next time that user tries to start RemotEAR.

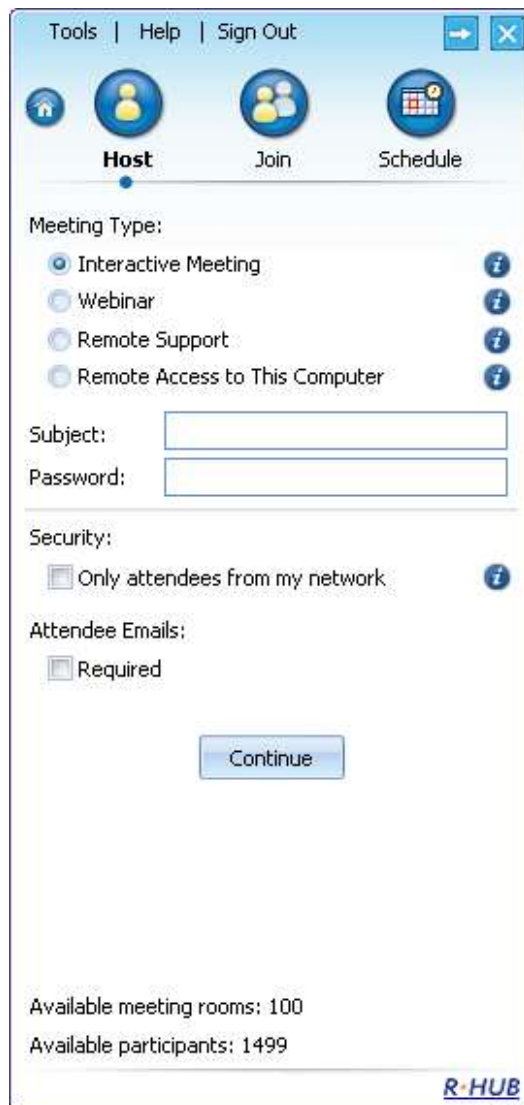
2. Hosting an Interactive Meeting

This section discusses the steps to host an interactive meeting. This meeting type is the conventional method of web conferencing. Each attendee can interact in the meeting and can become the Presenter or a Controller.

1. Launch RemotEAR by clicking the **RemotEAR** shortcut from the desktop.



2. Enter the login credentials and **Sign In**.
3. In the meeting control panel, click the **Host** icon to host an unscheduled impromptu meeting.



Tools | Help | Sign Out

Home Host Join Schedule

Meeting Type:

- Interactive Meeting
- Webinar
- Remote Support
- Remote Access to This Computer

Subject:

Password:

Security:

Only attendees from my network

Attendee Emails:

Required

Continue

Available meeting rooms: 100
Available participants: 1499

R-HUB

The image is a screenshot of the RemotEAR meeting control panel. It features a light blue header with "Tools | Help | Sign Out" and navigation icons for Home, Host, Join, and Schedule. The "Host" icon is selected. Below the navigation is a "Meeting Type" section with four radio button options: "Interactive Meeting" (selected), "Webinar", "Remote Support", and "Remote Access to This Computer". There are "Subject:" and "Password:" text boxes. A "Security:" section includes a checkbox for "Only attendees from my network". Below that is an "Attendee Emails:" section with a "Required" checkbox. A "Continue" button is centered at the bottom. At the very bottom, it shows "Available meeting rooms: 100" and "Available participants: 1499", along with the "R-HUB" logo.

Meeting control panel

4. Select the **Interactive Meeting** type
5. Optionally, enter a **Password** for the meeting. If you enter a password, the invitees also need to enter the same password.
6. For security reasons, you can limit your meeting attendees to be **Only attendees from my network**, with the exception of authorized public IP addresses. See the Administrator Manual about how to set these authorized public IP addresses.
7. Selecting **Attendee Emails Required** forces every attendee in this meeting to specify an email id when joining the meeting in addition to their name.
8. Click **Continue**.

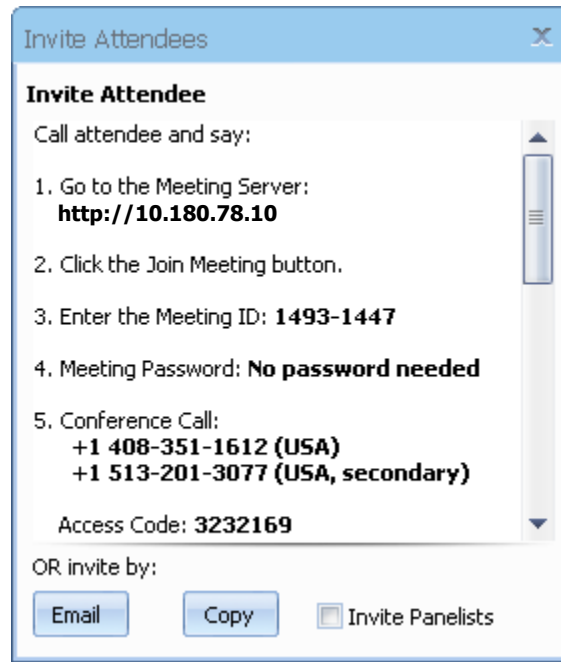
This screen displays the Attendees, the Meeting Server Address, and the Meeting ID.



Meeting screen

You can now invite attendees to join the meeting. To invite attendees:

9. Click the **Invite button**
10. Click the **Email** button to email the steps to the invitees or click **Copy** and paste the details to the attendees via online messaging tools or web-based email clients.



Invite attendees

3. Joining a Meeting

When you receive an invite from the host, open your browser and

1. In the browser's address bar, enter the meeting server's address
2. Click the **Join Meeting** icon.
3. Fill in the **Meeting ID**, **Meeting Password** (if any) and **Your Name**.
4. Click the **Join Meeting** button.



Join Meeting

Meeting ID:

Meeting Password:

Your Name: (the name shown in the meeting)

Join Meeting

Joining a meeting

5. The file RemotEARStarter.exe downloads.
6. If the download does not begin, click the "restart the download" link.
7. In Firefox, click "Save File" and go to Downloads.
8. If **Downloads** appears, double click "RemotEARStarter".
9. Click "Run" or "Open". RemotEAR downloads, installs and runs on your computer and you will automatically join the meeting.

If you have already installed the **RemotEAR** client, follow these steps to join a meeting:

1. Launch RemotEAR by clicking the **RemotEAR** shortcut from the desktop.

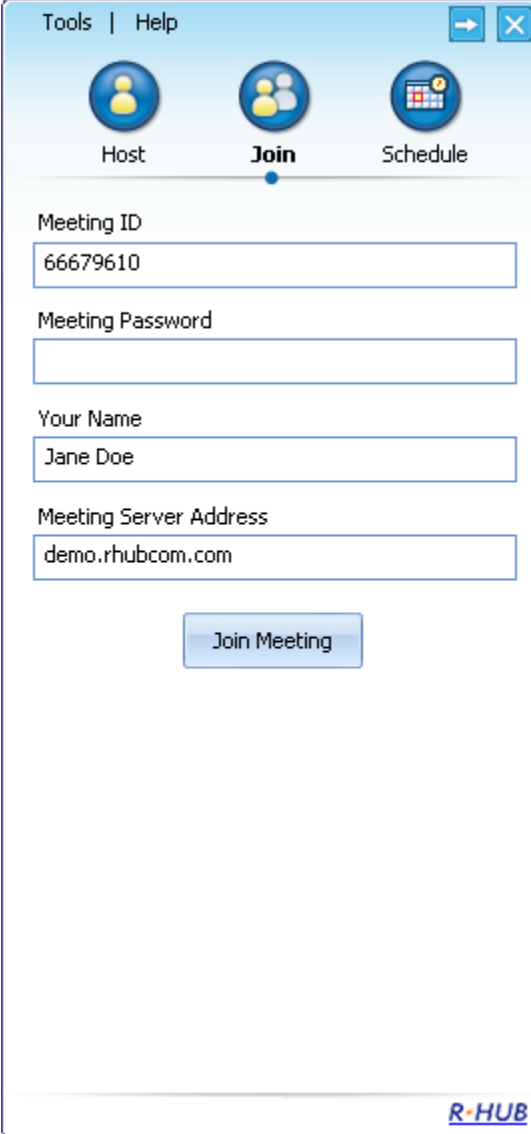


2. Click the **Join** button.



Option to join a meeting

3. Enter the **Meeting ID**, **Meeting Password** (if required), **Your Name**, and the **Meeting Server Address**.



The screenshot shows a web-based interface for joining a meeting. At the top, there are three tabs: 'Host', 'Join', and 'Schedule'. The 'Join' tab is selected. Below the tabs, there are four input fields: 'Meeting ID' (containing '66679610'), 'Meeting Password' (empty), 'Your Name' (containing 'Jane Doe'), and 'Meeting Server Address' (containing 'demo.rhubcom.com'). A 'Join Meeting' button is located below the input fields. The R-HUB logo is in the bottom right corner.

Details required while joining a meeting

4. Click **Join Meeting**.

4. Common Features

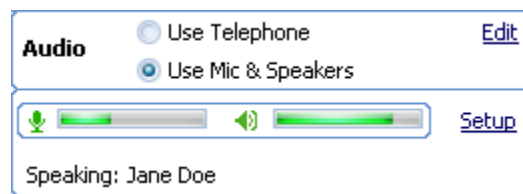
There are many features that are common to all four types of meetings. This section discusses the common features.

4.1. Audio Conferencing Using Telephone and Computer Audio

New in the 5.0 release, the conference call telephone and computer audio are integrated together. Thus, each attendee can choose whether they listen and talk on the phone or by using a headset on their computer.

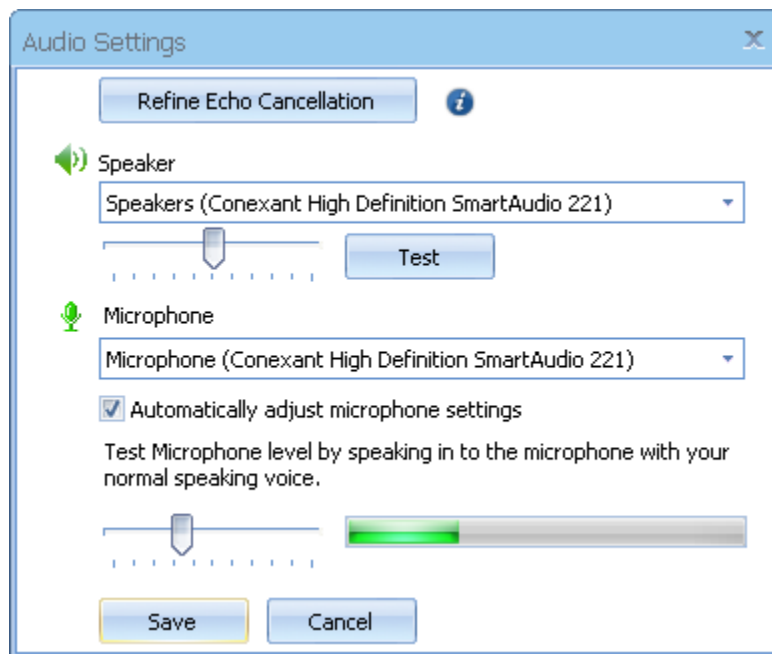
The host of the meeting **must start the meeting in RemotEAR** before the conference call can begin.

An attendee can choose "Use Telephone" then call in with the provided phone number and Access Code. Or an attendee can choose "Use Mic & Speakers" VoIP computer audio. When using computer audio, a headset is strongly recommended since built-in speaker sound used by any one participant can generate echo for the other participants:



Audio Modes, Volume meters, Speaking indicator

If "Use Mic & Speakers" is chosen, a participant can click **Setup** to change the volume of their speakers or microphone or to change which device should be used as their speakers or microphone. It is best to setup and test new headsets before joining a meeting.

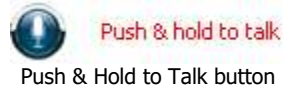


VoIP Computer Audio Setup dialog

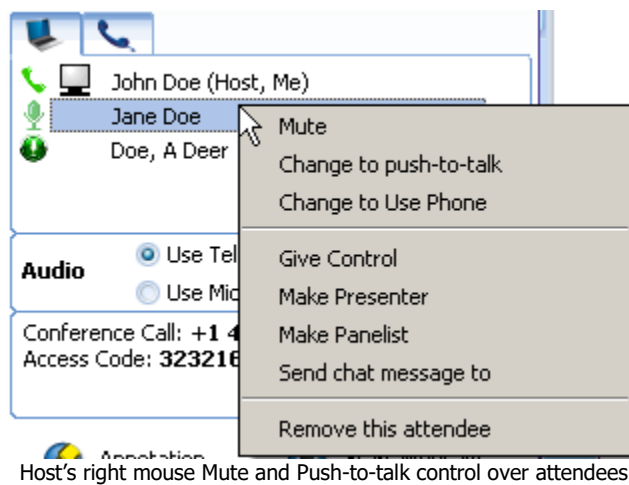
If an echo is heard in the meeting, the person causing the echo probably will not hear it; the host should advise this person that they can fix the echo problem by clicking their **Refine Echo**

Cancellation button.

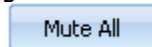
The **Push & Hold to Talk** function is activated when more than five possible talkers appear in a meeting (five is the default setting that can be changed by the administrator). When the **Push & Hold to Talk** button is present, the attendee must click and hold the **Push & Hold to Talk** icon to be heard.



An attendee can also have the **Push & Hold to Talk** icon if the host pushes the right mouse button on the attendee's name in the Attendees list and chooses **Change to push-to-talk** for that attendee. Then, the host can undo this setting by pushing the right mouse button on the attendee's name and choosing **Change to free-to-talk**.



The host can also mute individual attendee's by pushing the right mouse button on an attendee's name in the Attendees list and choosing **Mute**. The host can mute all attendees, both on the telephone and on the computer, by clicking the **Mute All** button.



Host's 'Mute All' attendees button

The host can minimize background noise and echo by selectively choosing any or all attendees and muting them or by individually forcing attendee's into Push-to-Talk mode.

Each attendee (and host) can mute themselves by clicking the **Mute Me** button or by pushing the right mouse button on their name in the Attendee list and choosing **Mute Me**.

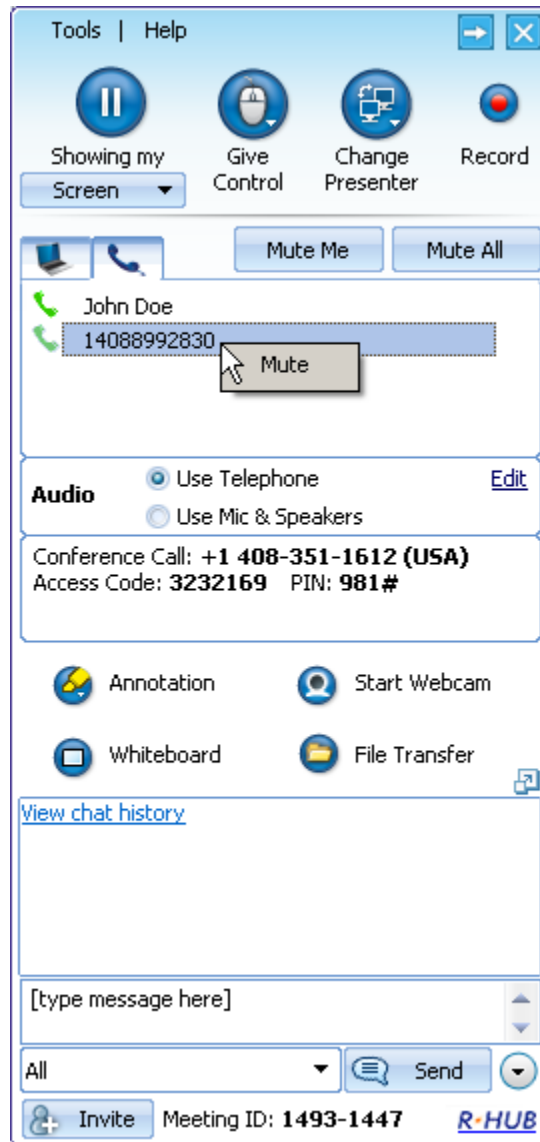


Attendee's 'Mute Me' button

The host can right mouse on each attendee's name in the Attendees list and change their mode of communication by choosing **Change to Use Phone** or **Change to Use Mic**.

There is a telephone tab which shows everybody who has dialed into the Conference Call number. A PIN number is provided to all attendee's who join the online meeting. If an attendee enters this optional PIN number, then their name will appear in the telephone tab instead of a telephone number; and their name will also appear in the **Speaking** list, thus making it easier to

determine who is talking during a meeting. In the telephone tab, the host can right mouse on a caller's name or phone number and **Mute** or **Unmute** them.



Telephone tab and Speaking list

People who use the Conference Call number have two commands they can enter on their telephone's keypad:

- *2 - Raise Hand
- *6 - Mute yourself (toggle on and off)

4.2. Pausing and Starting Screen Sharing

When you start a meeting, by default, your desktop will be shown to meeting attendees. The green icon indicates that your screen is being shown.



Icon indicating active application sharing

To pause showing your screen, click the **pause** button. The **pause** button becomes a **play** button and the word **Paused** indicates that the meeting has been paused.

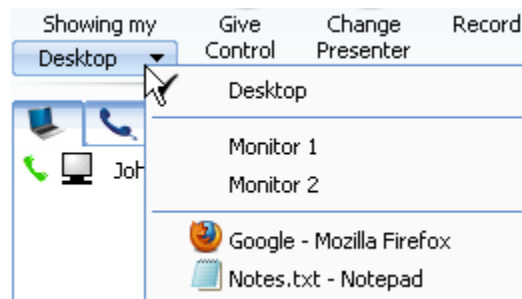


Icon indicating that application sharing is paused

To start showing your screen, click the **start** button.

4.3. Changing Application Sharing

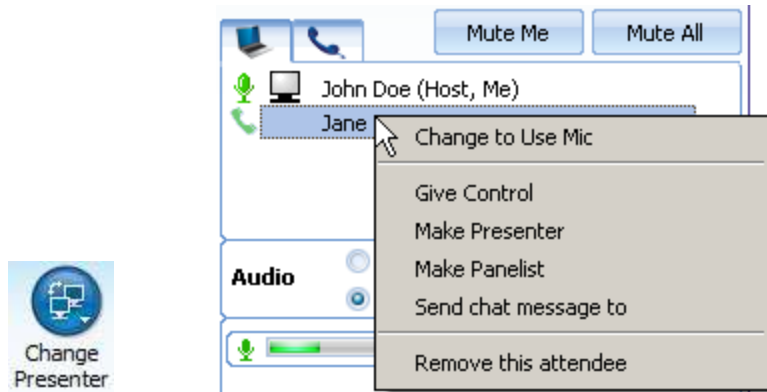
By default, your desktop is shown to the other attendees. The **Showing My** drop-down list displays all the applications open in your system. To show another application, click the **Show Mying** drop-down and choose a running application or monitor from the list.



Option to change application sharing

4.4. Changing Presenter

The attendees who have joined the interactive meeting can also be the presenter to show his or her computer screen to meeting participants. By default, the host will be the presenter. However, during a meeting the host and the current presenter can assign any participant to be the presenter. To change the presenter, click **Change Presenter** and choose the presenter from the list, or right mouse on the participant's name in the Attendees list and choose **Make Presenter**.



Change Presenter options: Change Presenter button or right mouse "Make Presenter" option

4.5. Changing Controller

During the meeting, you as the presenter can assign a participant as the controller. A controller is the person who can control your mouse and keyboard.

To change the controller, click **Give Control** and choose the participant you want to control from the list, or right mouse on the participant's name in the Attendees list and choose **Give Control**.

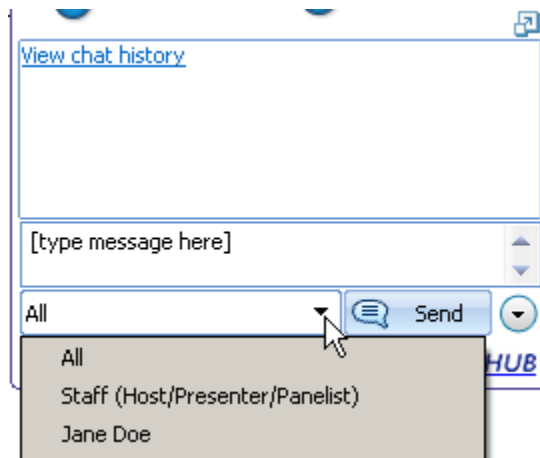


Give Control option

Click **Change Controller** then **Reclaim Controller** to reclaim control from the specified controller.

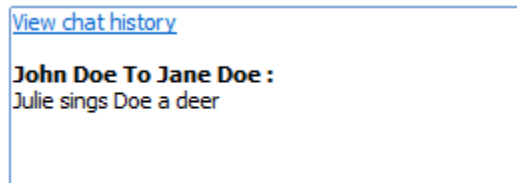
4.6. Chatting

While convening a meeting you can also chat with attendees. To chat with individuals, click the drop-down arrow and choose their name, or you can chat with **All** attendees. Enter your chat message where it says **[type message here]** then hit the Enter key or the **Send** button.




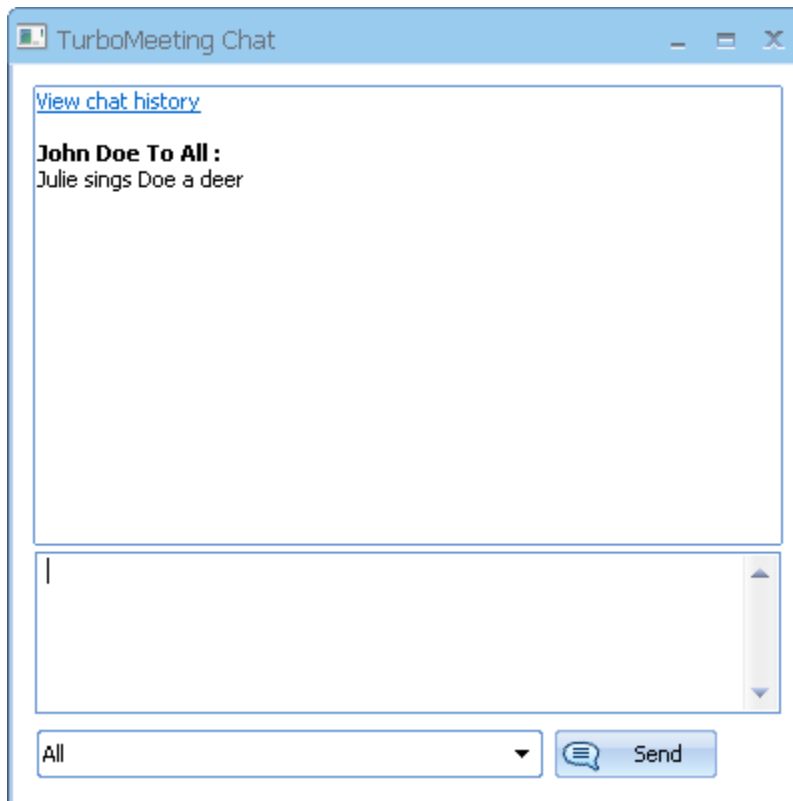
Chat section of RemotEAR control panel

Your entire chat dialogue for this meeting is shown in the RemotEAR control panel:



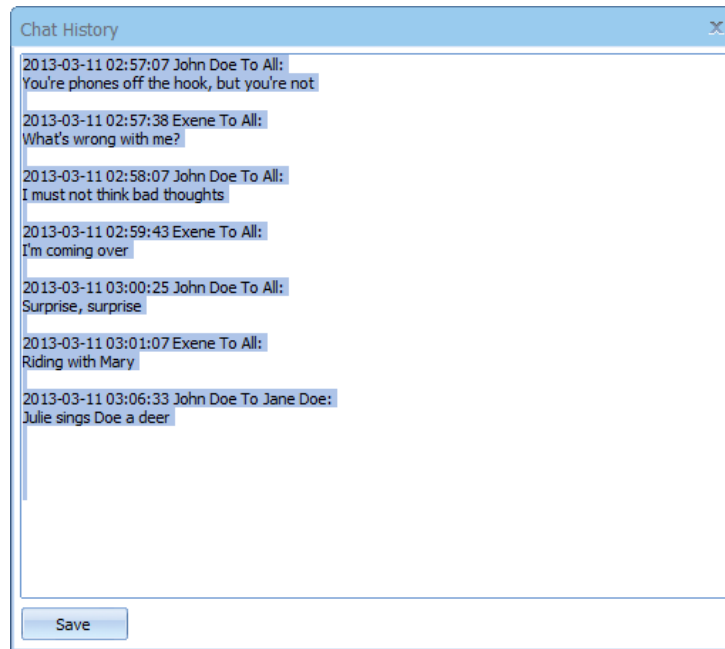
Chat dialogue for this meeting

You can expand the Chat dialogue into a separate, resizable window by clicking the  button just above the Chat dialogue:



Chat dialogue for this meeting

The **View chat history** feature shows your entire chat dialogues for all of your meetings:

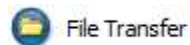


Chat dialogue for this meeting

4.7. Sending Files

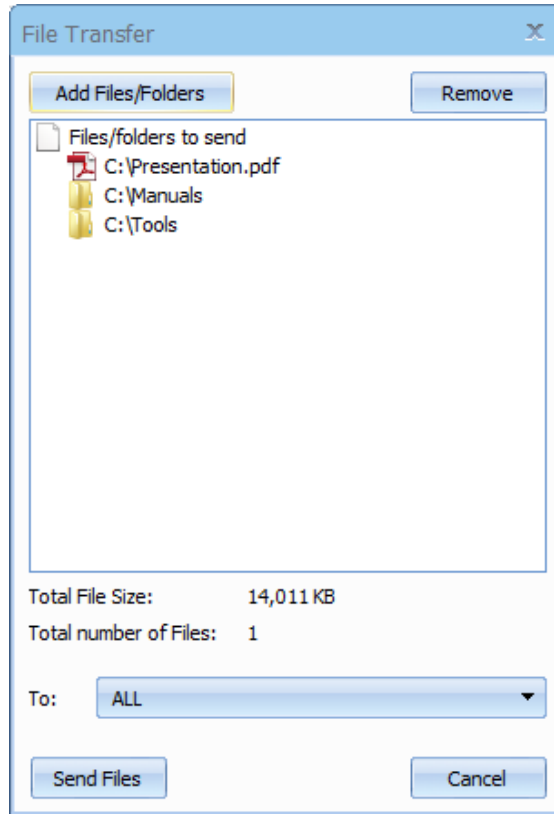
During a meeting, there may be a need to send files between meeting participants. Instead of opening an e-mail client and sending files, a participant can send files using RemotEAR. To send files:

- Click the **File Transfer** button to open the File Transfer dialog box.



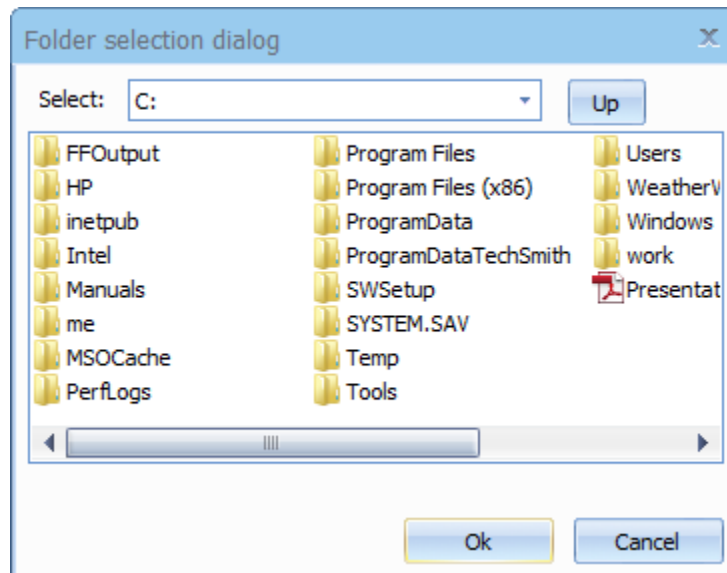
File Transfer button

- Click **Add Files/Folders**.



File Transfer dialog

- **Select** a particular file or folder from the drop-down list. The file or all the folders and files in that directory are displayed.



Folder Selection dialog

- Select the files, folders, or both and click **OK**. They are added to the list of files/folders to be sent.
- In the File Transfer dialog, click the drop down-arrow next to the **To** label, and then select the participants to whom the files should be sent. By default, the files are sent to all other participants.
- Click **Send Files**.

4.8. Recording

During a meeting, you can record the actions on the presenter’s screen. If the Audio Conferencing settings in your REMOTEAR appliance and your meeting are using the “REMOTEAR integrated free audio conferencing service”, then all audio heard in the meeting will be recorded.

This paragraph explains how audio gets recorded if you are using your own audio conferencing service. If VoIP audio is used, the voices of all RemotEAR attendees are recorded automatically. If VoIP is not used, the recording captures sounds via the computer’s microphone; therefore, to record the meeting conversation, you need to turn on your speaker phone and move it close to the microphone on the computer doing the recording in order to capture conversations.



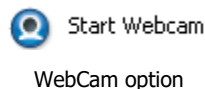
Click the record button to start recording and click it again to stop recording. When stopping the recording, the system prompts to ask you where to save the recording file. The file is an executable. Just run the file and it will replay the entire recording session.

A recording converter tool is available that allows you to convert RemotEAR recordings from their proprietary format into one of these standard formats: AVI, Flash FLV, or WMV. You will need to host them yourself. Also note that webcams are not included in the converted recording.

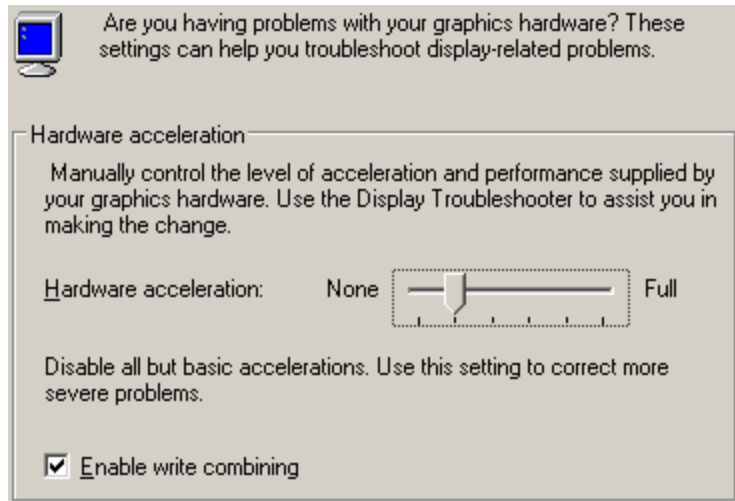
If you have a Mac recording, you will need to convert the recording on a Windows system.

4.9. Using Webcam

During a meeting, up to four participants can start their web cameras, or Webcams. Each participant’s Webcam video will be visible to all attendees.



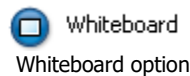
If the web camera is not visible to attendees, the presenter can try to turn off or slow down hardware acceleration for the graphics card. On Windows, this setting is available via Display Settings, then by clicking the Advanced settings button, then by clicking the Troubleshoot tab.



Windows graphics card Hardware acceleration setting

4.10. Using Whiteboard

While making the presentation you might have to illustrate some points. The Whiteboard option in RemotEAR is used for this purpose. Click Whiteboard and the Paint application opens, where you can illustrate certain points or draw diagrams.



4.11. Using Annotation

Using the Annotation feature you can highlight topics in your presentation. Click the **Annotation** button and choose the type of annotation from Pen, Highlighter, Spot and Arrow. Then, emphasize the interesting area using the mouse pointer.



When the annotation option is active, normal keyboard and mouse input ceases and essentially your computer screen freezes. To unfreeze your computer screen, hit the "Esc" key or click the Annotation button and select "Stop Annotation".



Emphasis using Annotation feature

You can change the size of the annotation pen. Click the menu item "Tools" then "Preferences". Then choose "Annotation Pen" and select a new size and color and click Save.

4.12. Floating toolbar

The floating toolbar has the advantage of using very little of the presenter's screen space during a presentation while still providing buttons for the most common features including pausing/showing your screen, changing presenter, changing controller, annotation, and chat that changes color when a chat message is received.



Floating toolbar

4.13. Hide the Attendee List

As the meeting host, you can hide the attendee list from your attendees. Click the menu item "Tools" then "Preferences". Under General, uncheck "Attendees can view attendee list" and click Save.

4.14. Disable Recording Function

As the meeting host, you can disable recording functions so that none of the attendees can record the meeting session. Click the menu item "Tools" then "Preferences". Under General, uncheck "Attendees can Record" and click Save.

4.15. Report for Each User's Meetings

Each meeting host can get a list of their past meetings by clicking the menu item "Tools" then "Report".

4.16. Image Quality

There are three image quality options available in RemotEAR that let you choose between speed and image precision:

- Low Quality (fastest)
- High Quality

- Truecolor (24-bit slowest)

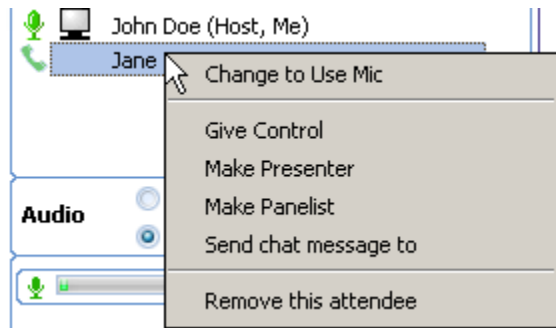
To change the color, choose the menu item "Tools" then "Preferences" and choose the relevant option. The High Quality color setting is recommended for its combination of speed and image quality.

4.17. Stop Additional Attendees

As the meeting presenter, you can stop any further attendees from joining the meeting. Click the menu item "Tools" then select "Stop new attendees from joining".

4.18. Remove Attendees

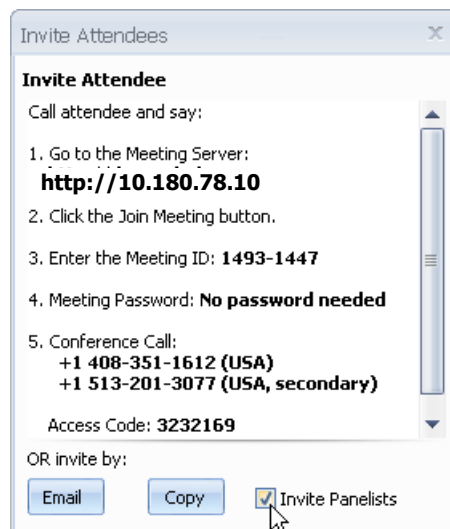
As the meeting presenter, you can remove attendees from the meeting. In the Attendees list, right click the attendee's name and choose "Remove this attendee".



4.19. Make an Attendee a Panelist

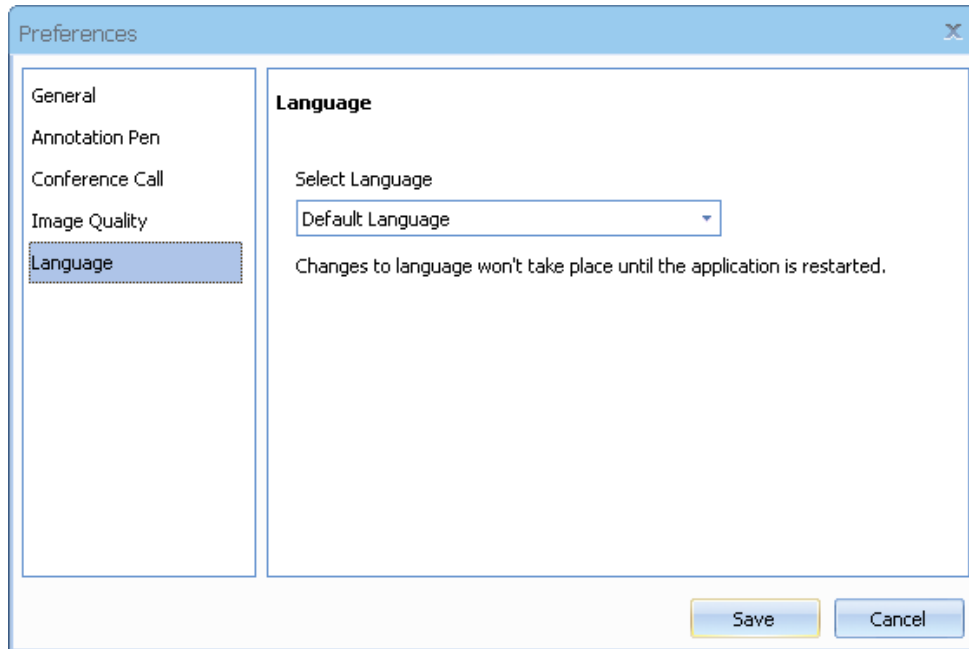
A "panelist" in a meeting can aid the presenter by receiving and responding to chats.

The host can make an attendee a participant by right mousing on the attendee's name in the Attendees list and choosing "Make Panelist". Or the host can invite panelists before the meeting starts by selecting the "Invite Panelists" check box in the Invite Attendees dialog.



4.20. Change Language for RemotEAR UI

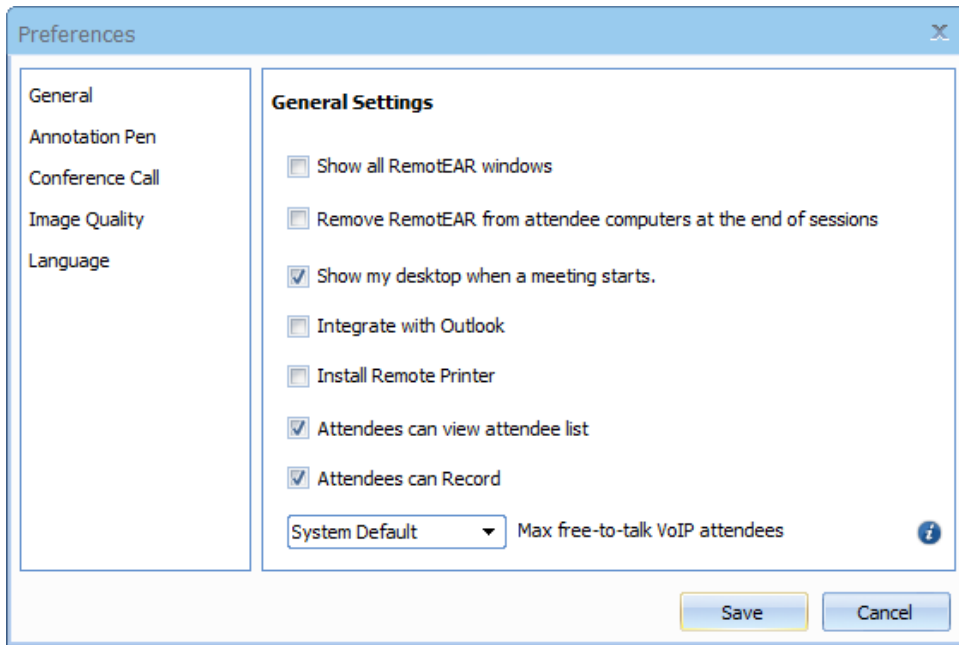
Each RemotEAR user can change the language of their RemotEAR user interface. Click the menu item "Tools" then "Preferences". Click "Languages" and select a language from the drop-down list.



Language setting

4.21. Show all RemotEAR Windows

As the meeting presenter, you can display all transparent windows on your screen. By default, attendees cannot see the host's RemotEAR and its associated windows since these windows are treated as transparent. To expose the RemotEAR control panel and associated windows, click the menu item "Tools" then "Preferences" and under "General" check "Show all RemotEAR windows" and click Save.



General settings

4.22. Auto-Uninstall RemotEAR from Attendee Computers

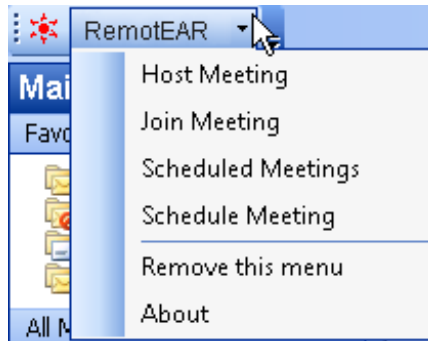
As the meeting host, you can tell the system to automatically uninstall the RemotEAR client on the attendee computers at the end of a meeting session. Click the menu item "Tools" then "Preferences" and check "Remove RemotEAR from attendee computers at the end of sessions" and click Save.

4.23. Show Presenter's Desktop When Meeting Starts

As the meeting presenter, you can display all transparent windows on your screen when a meeting starts. Click the menu item "Tools" then "Preferences" and check "Show my desktop when a meeting starts" and click Save.

4.24. Enable RemotEAR Outlook toolbar

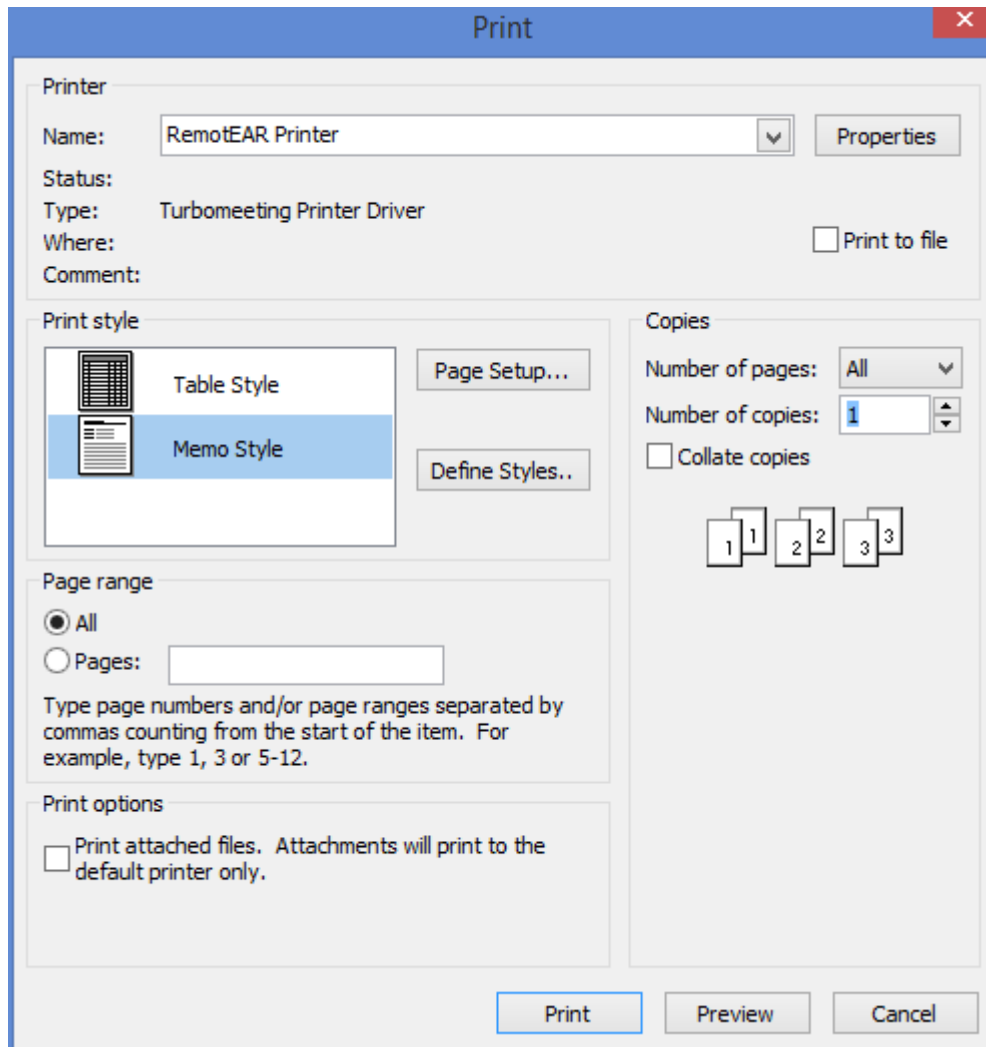
Users can add a RemotEAR toolbar to Microsoft Outlook. Click the menu item "Tools" then "Preferences", check "Integrate with Outlook" and click Save. The Outlook toolbar looks like this:



RemotEAR Outlook toolbar

4.25. Remote Printing

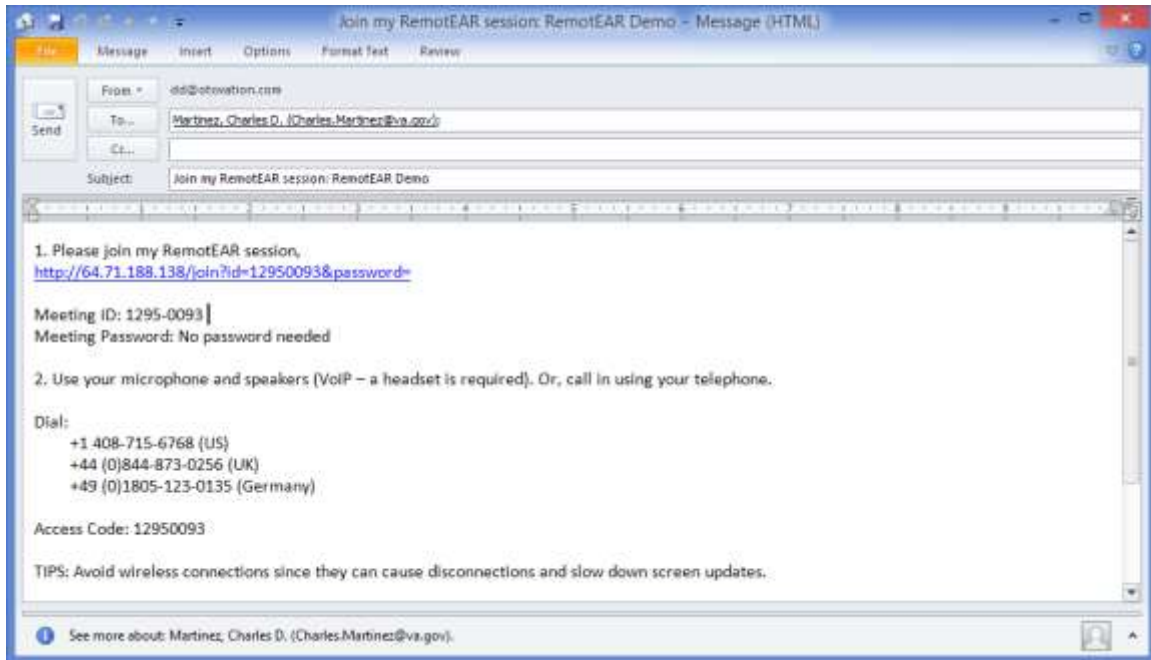
Remote printing is the ability to print directly from the host computer to a printer of the attendee's choice on the attendee's network. This is useful if the host is printing from an application that is not installed on the attendee's computer. To enable printing to an attendee's printer, click the menu item "Tools" then "Preferences", check "Install Remote Printer" and click Save. Then, open the file to print and select Print. Choose the RemotEAR Printer and click OK.



Choose RemotEAR Printer to send output to attendee's printer

4.26. Emails and Calendar Events Generated for Invites

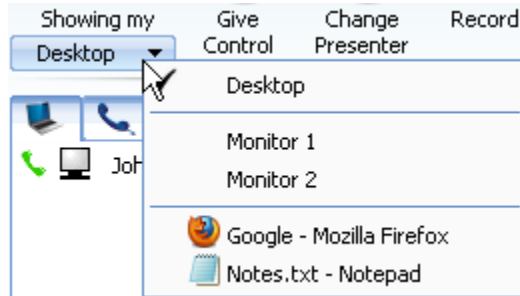
Calendar events for Outlook, Mac Mail, etc. are automatically generated when a RemotEAR user schedules a meeting. An email is automatically generated when a user chooses to invites attendees to an active meeting.



Outlook message with calendar information is automatically generated for a scheduled meeting

4.27. Multiple Monitors for Presenter

If a meeting presenter has multiple monitors, the presenter can choose to display a specific monitor or the entire desktop, which is composed of more than one monitor.



Multiple Monitor selection in RemotEAR

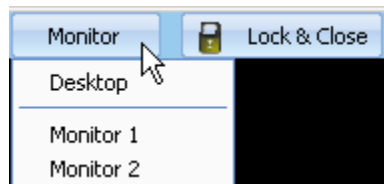
Below is the view that attendees would see for a presenter that has multiple monitors when the entire Desktop is displayed:



Multiple Monitor view if entire Desktop shown

4.28. Multiple Monitors for Supporter

A person that is providing Remote Support to a computer with multiple monitors is given the option in RemotEAR to show the entire Desktop or to show individual monitors as shown below:



Remote supporter can view entire Desktop or individual monitors

4.29. Multiple Webcam Video

During a meeting, up to 15 RemotEAR attendees can display the video from their webcams by clicking the "Start Webcam" button.



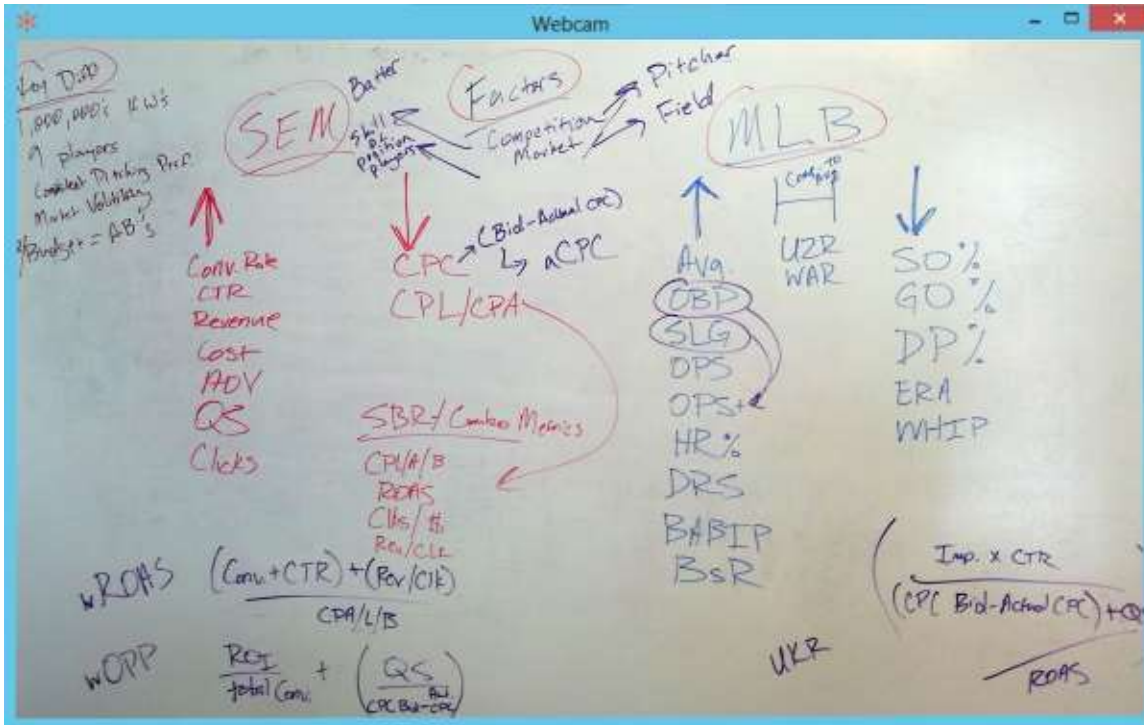
Multi-Party video conference with 15 attendees webcams

The presenter controls the location of where the video appears in the viewer window. The presenter can change the size of the of Webcam window by clicking the Maximize/Minimize button.

4.30. Large HD View Via Webcam

The presenter in a meeting can start a full-screen view of their webcam by clicking the "Tools" menu item then the "Start Large HD view via webcam" option. The resulting Webcam window is completely resizable and is a separate window from the multi-party Webcam window.

This large view of a webcam can be used to project a physical white board that the presenter is writing on. Or the webcam could project a large image of the presenter while hosting a webinar.



Large HD full-screen view of webcam

4.31. Polling

The host of a meeting can create a poll with questions and multiple choice answers for the attendees. Poll questions can be created ahead of time by clicking the [Poll](#) link in the user's list of scheduled meetings. Or the host can create a poll question during the meeting by clicking the "Tools" menu item then the "Poll" option.

Each poll question can have up to five pre-determined answers. The poll can limit the attendees to voting for just one response or allow the attendees to vote for multiple responses.

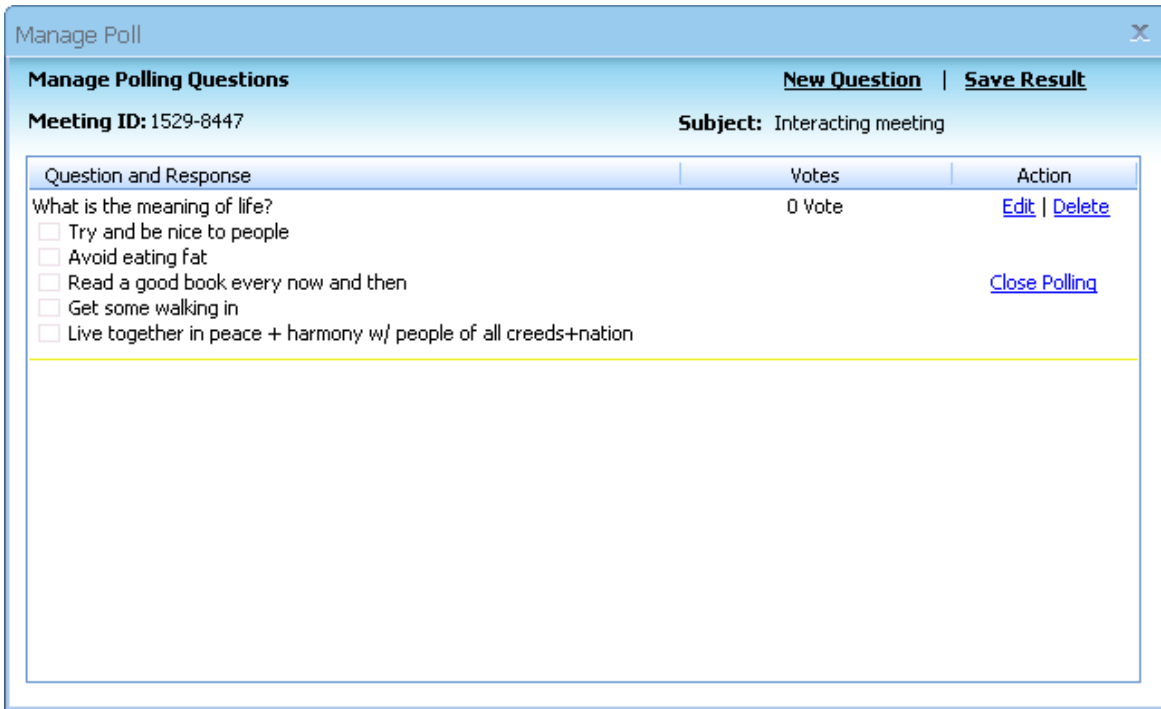
Interface for creating a new Poll

After the poll question is created, the host can begin polling the RemotEAR attendees for responses. The attendees will see a window similar to this:

Attendees voting window

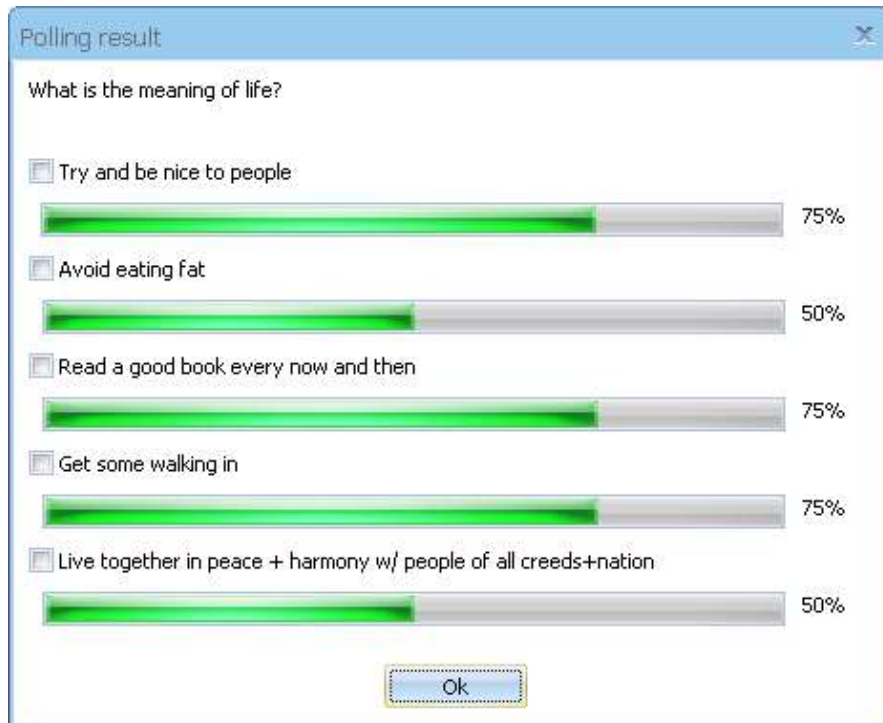
The poll stays open until the host decides to close polling. Once the poll is closed, the results are tabulated for each answer. The poll is blind: there is no way to determine how each attendee voted.

The host's "Manage Poll" window provides a [Close Polling](#) link. (A [Start Polling](#) link initially appears where [Close Polling](#) appears below).



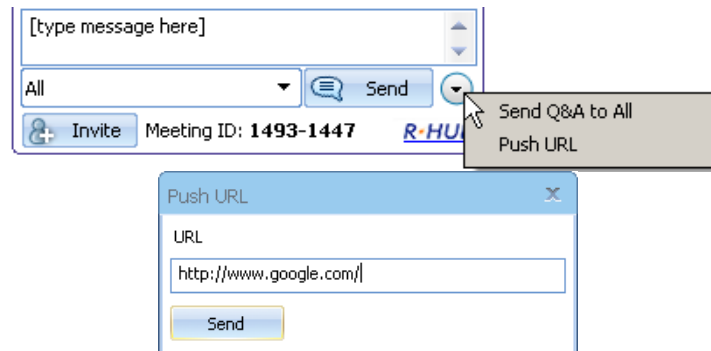
The host's "Manage Poll" Interface

After the host closes the polling, the host sees a [Share](#) link where the [Close Polling](#) link used to be. When the host clicks the [Share](#) link, the attendees see a window with the polling results. Finally, the host can click the [Share](#) link to close each attendee's "Polling result" window.



The attendee's "Polling result" window

4.32. Push URL to Attendees

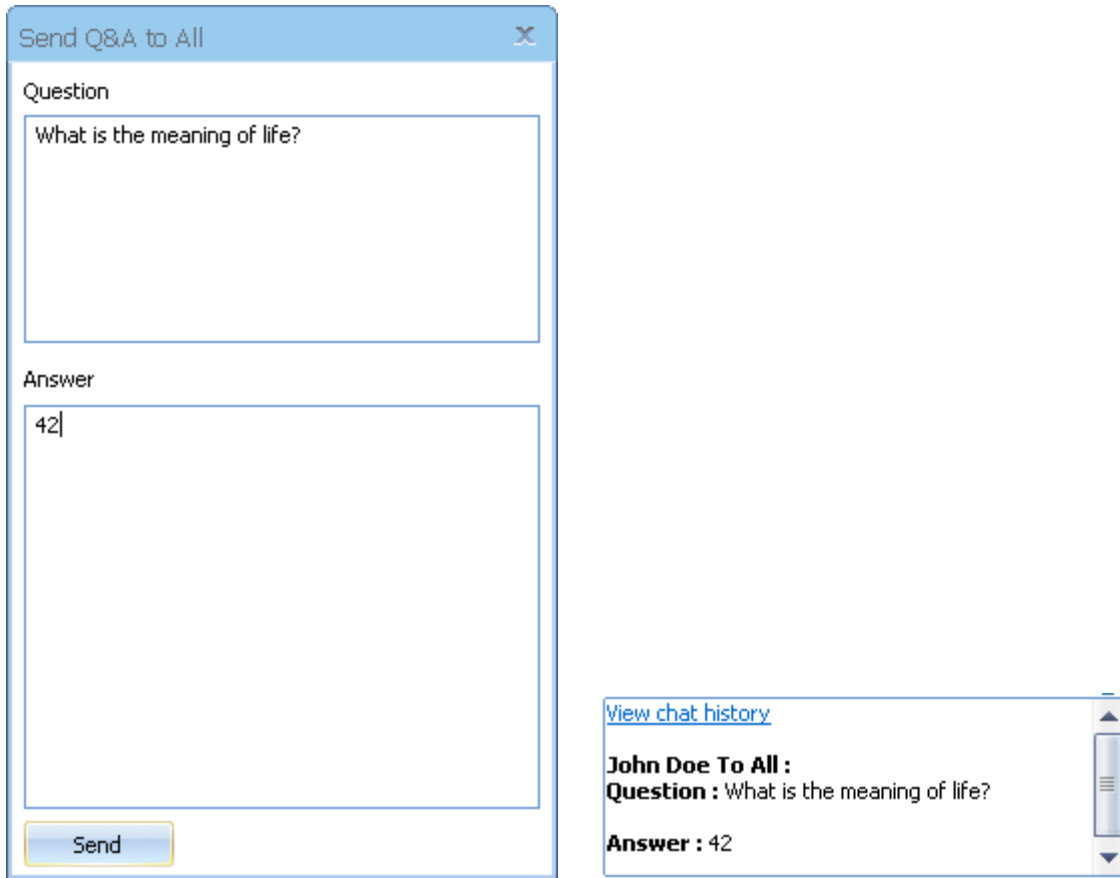


"Send Q&A to All" and "Push URL" options

The presenter can push an URL or web page that opens up in a browser on each of the attendee's computers providing that the attendees have joined interactively. The circular button on the bottom right of the control panel contains the "Push URL" feature.

4.33. Send Q&A to All Attendees

The presenter can send a question and answer to their attendees. The attendees see the question and answer in their chat window. The circular button on the bottom right of the control panel contains the "Send Q&A to All" feature.



"Send Q&A to All" and attendees view of Question and Answer in their chat window

4.34. Transfer Scheduled Meeting to a New Host

Before a meeting starts, the host of a scheduled meeting can transfer the meeting to another host. This is helpful if the original host will not be available to the host the meeting. Note that the RemotEAR system administrator can also transfer a meeting to a new host.

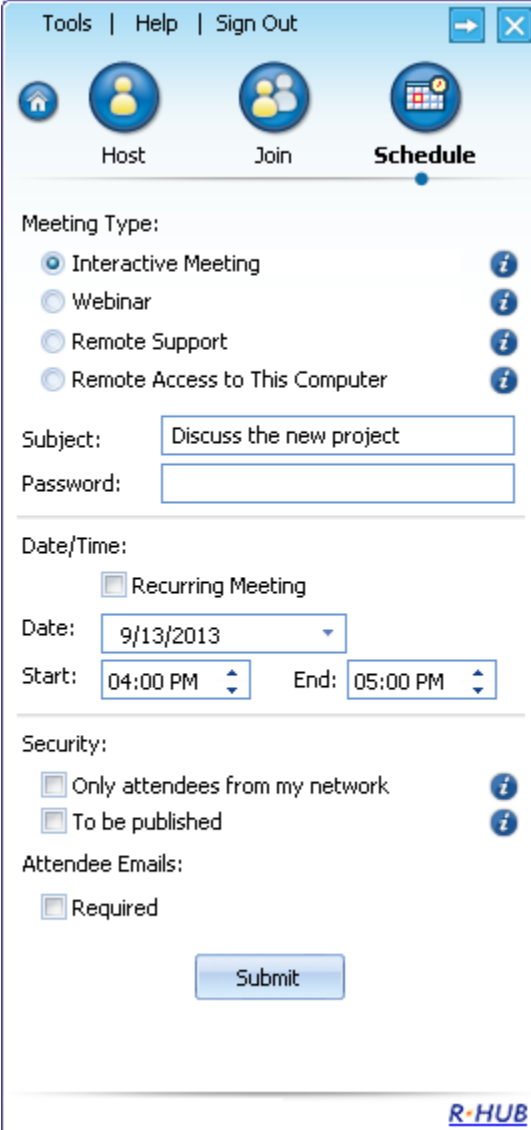
5. Scheduling Meetings

There might be instances when you have planned a meeting earlier and want to inform the invitees in advance. In such cases, you can schedule the meeting using the **Schedule Meeting** option.

9.1. Scheduling a Meeting

To schedule a meeting:

1. Log into **RemotEAR**.
2. Click the **Schedule** icon.



The screenshot shows the 'Schedule Meeting' window in the RemotEAR application. The window has a title bar with 'Tools | Help | Sign Out' and standard window controls. Below the title bar are four icons: Home, Host, Join, and Schedule. The 'Schedule' icon is selected. The main content area is divided into several sections:

- Meeting Type:** A list of radio buttons with information icons (i) to the right:
 - Interactive Meeting
 - Webinar
 - Remote Support
 - Remote Access to This Computer
- Subject:** A text input field containing 'Discuss the new project'.
- Password:** An empty text input field.
- Date/Time:**
 - Recurring Meeting
 - Date:** A dropdown menu showing '9/13/2013'.
 - Start:** A dropdown menu showing '04:00 PM'.
 - End:** A dropdown menu showing '05:00 PM'.
- Security:** Two checkboxes with information icons (i) to the right:
 - Only attendees from my network
 - To be published
- Attendee Emails:** A checkbox with the label 'Required'.

At the bottom center is a 'Submit' button. The R-HUB logo is in the bottom right corner.

Scheduling meetings

3. Select the **Meeting Type**.
4. Optionally, mention the **Subject** of the meeting.

5. Enter the **Password**, which is optional for all meeting types except **Remote Access to this Computer**.
6. Select the **Date**.
7. Select the **Start** and **End** time.
8. Select **Recurring Meeting** to schedule a recurring meeting. If this option is selected, the Date and Time options are disabled.
9. Click **Submit**.

When you login to RemotEAR next time, the scheduled meetings and the details are displayed.

9.2. Editing a Scheduled Meeting

To edit a scheduled meeting:

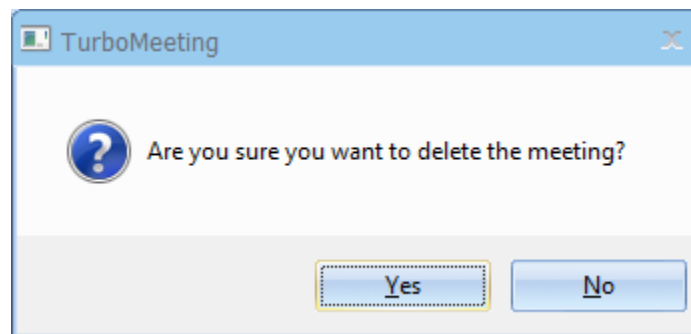
1. Click the **Edit** link of the respective meeting.
2. Make the necessary modifications.
3. Click **Submit**.

9.3. Starting a Schedule Meeting

To start a scheduled meeting, click the **Start** link for the respective meeting.

9.4. Deleting a Schedule Meeting

To delete a scheduled meeting, click the **Delete** trash can icon of the respective meeting. Click **Yes** to the dialog asking if you want to delete the meeting.

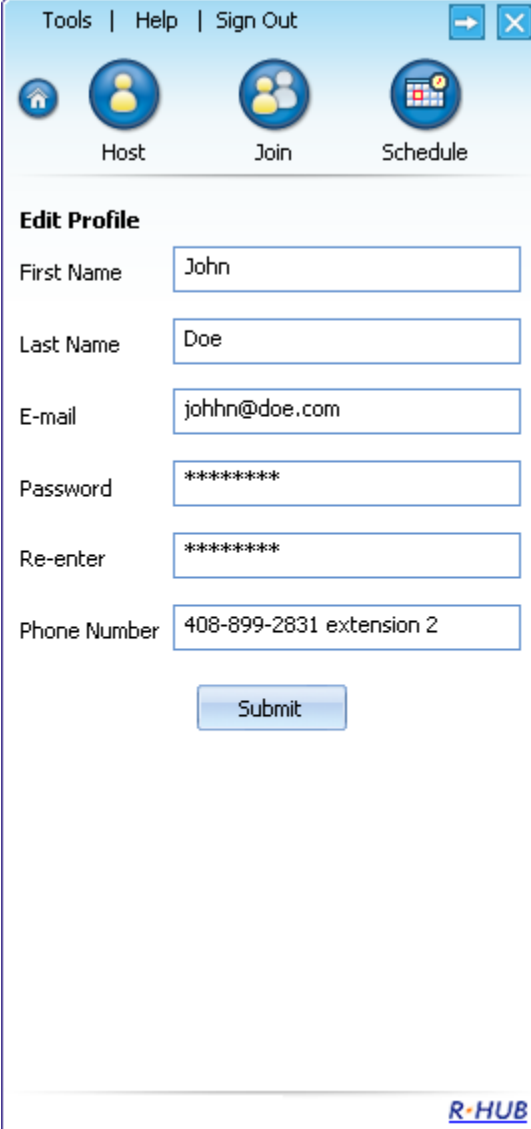


Dialog asking if you want to delete the scheduled meeting

6. Managing Profiles

Follow these steps to manage your profile:

1. Log into **RemotEAR**.
2. Click the menu item **Tools** then **Edit Profile**.



The screenshot shows a web browser window with a light blue header. The header contains the text "Tools | Help | Sign Out" and navigation icons for "Host", "Join", and "Schedule". Below the header is the "Edit Profile" form. The form contains the following fields:

- First Name: John
- Last Name: Doe
- E-mail: johhn@doe.com
- Password: *****
- Re-enter: *****
- Phone Number: 408-899-2831 extension 2

A "Submit" button is located below the phone number field. The R-HUB logo is visible in the bottom right corner of the window.

Managing profile

3. Edit your **First Name**, **Last Name**, and **E-Mail**.
 4. Provide a **Password** and Retype your password to confirm it.
 5. Specify your **Phone Number**.
 6. Click **Submit**.
- End of Document