

Bridgit™ Conferencing Software 3 Client FAQs



Applies to: Bridgit™ software

Issue

Client FAQs

Where can I get Bridgit conferencing software?

The easiest way to get the Bridgit software client is to respond to an e-mail conference invitation. Just click the link, and then click the **Open or Run** button in the browser's download dialog box. The Bridgit software client automatically downloads to your computer. After the download finishes, the Bridgit software client starts, connects to the server, and joins the conference.

You can also use your Web browser to download the client from <http://server.company.com> (where <http://server.company.com> is the Bridgit software server that hosts the conferences you want to join). There's no need to install the client: You can just download it to your desktop and then launch the complete application with a double-click.

How do I create a conference?

It's easy to create a conference with Bridgit software. There's no need to book time for a conference, or upload files. Just start the Bridgit software client, which automatically connects to the last Bridgit software server you used. Click the **Create** button, and then enter the meeting creation password, if necessary. The conference begins immediately after you enter a name and an optional password for your conference. Next, click **OK**. All you have to do then is invite people to join the conference.

How do I invite people to a conference?

To invite a participant to your conference, just click the participant list button, and then click **Send Invite**. The *Invite Participant* dialog opens and guides you through the process of sending an e-mail invitation to the participant. The Bridgit software client uses your default e-mail program to send the invitation.

How do I join a conference?

The easiest way to join a conference is to click on the link in an e-mail invitation. After you click the link, the Bridgit software client downloads (if you haven't downloaded it already), and the conference automatically opens.

You can also join a conference by starting the **Bridgit Software Client** and selecting a conference from the list after the client connects to the server. After you've selected a conference, click the **Join** button.

While I was connecting to the server, a message appeared indicating that a new version of the client was downloading. What does this mean?

The Bridgit software client can connect to a server only if the client software version matches the server. If the versions don't match, the correct client automatically downloads to your computer.

Using Bridgit Software

What's the difference between a conference's owner and its presenter?

The owner is the person who created the conference. The presenter is the person who is currently sharing a desktop.

Because different people can share their desktops during a conference, the conference's presenter may change from time to time. However, the conference owner remains the owner throughout the conference.

Owners and presenters of a conference can always draw on the desktop, talk within a conference, and share webcams, even when those features are disabled for other participants.

Only a conference's owner can modify the quality settings for Bridgit software's VoIP feature. Owners can also share their desktops without first obtaining permission from the current presenter. All other participants must request to take over sharing.

How can I control who can talk within a conference?

If you are the owner or presenter of a conference, you can select the **Others Must Request to Talk** option on the **Menu > Options > Conference Settings** tab. After you select this option, other participants can't talk without making a request (which you can approve or decline).

During a conference, you can close a participant's microphone by clicking the microphone button next to the person's name in the participant list. Because four people can speak at the same time within a Bridgit software conference, you might need to close a participant's microphone to give another participant an opportunity to speak.

As the presenter, how do I clear the notes made by other participants?

You can clear all the notes by clicking the mouse pointer button and then clicking anywhere on the shared desktop.

As the presenter, how do I clear other participants' screen pointers?

You can clear the screen pointers of other participants by double-clicking a floating arrow.

How do I save notes made on my shared desktop?

Any participant can save an image of the drawings and notes on a desktop by taking a standard screen capture: Press the **PRINT SCREEN** key to copy the screen capture to the clipboard, and then paste the capture into Microsoft® Paint or another image editing application.

If you're using SMART Board™ software, you can also capture the notes in a Notebook™ file by selecting **View > Screen Capture** Toolbar. If you're presenting the conference, you can also save notes in Microsoft® Word® or Excel® or any other Ink Aware applications.

Which webcams does Bridgit conferencing software support?

Bridgit software supports webcams that:

- work with the Video for Windows (VFW) driver
- support 24-bit color
- support image sizes of 176 × 144 or 160 × 120

How do I activate my webcam?

1. Click on the webcam menu button in the toolbar.
2. Click **Start My Webcam**, and the Bridgit software toolbar shows your webcam as it appears to the other participants.

How do I change the Bridgit software interface language?

1. In the Bridgit software toolbar, click **Menu**.
2. Click **Options** and select the **Language** tab.
3. Select the language you'd like to use.
4. Click **OK**. Bridgit software exits and then restarts using the language you've selected.

As the presenter, how can I improve the performance of a conference?

If you're presenting a conference, and you find that some participants are seeing events on your desktop several seconds after they happen, you can try a number of things to help speed up the updates.

- Use a solid-color desktop rather than a complex wallpaper.
- Disable animations or fade effects in list boxes, windows, menus, tool tips, and so on.
- Stop sharing your webcam.
- Reduce the screen resolution or share only a portion of the desktop.

NOTE: The procedure for reducing the desktop resolution varies between Windows versions. However, the option is always available in **Control Panel > Display > Settings**.

- Turn off the Share in full color option.

To turn off full-color sharing

1. From the Menu, select **About Bridgit**.
2. Click the **Technical Support** tab.
3. Click the **Troubleshooting** button.
The Troubleshooting dialog appears.
4. Clear the **Share in full color** option. If none of these options helps significantly, contact SMART Technologies Technical Support.

As a participant, how can I improve the performance of a conference?

If you're participating in a conference and you're seeing events on the presenter's desktop several seconds after they happen, you can try a number of things to help speed up the updates.

- Hide the webcam window.
- Stop sharing your webcam.
- Avoid using the **Fit to Window** option if you're using a less-powerful computer. If your desktop is at least as large as the presenter's, you can view the shared desktop full screen without using scroll bars. If none of these options helps significantly, contact SMART Technologies Technical Support.

How can I improve the performance of Bridgit software's VoIP feature?

In addition to taking steps to improve a conference's overall performance, you can, if you're the conference's owner, change the audio settings to conserve bandwidth rather than optimize sound quality.

To change the audio optimization settings

1. Select the **Menu > Options > Audio Settings** tab.
2. Under Audio Optimization Settings, select the **Optimize for Low Bandwidth** option.
3. Click **OK**.

NOTE: The conference's owner can change the audio settings at any time during the conference.

How can I see the entire shared desktop without using scroll bars?

After you've joined a conference, you can select the **Fit to Window** option on the **Menu > Options > Viewing Options** tab. When you select this option, Bridgit software reduces the image of the shared desktop to fit within the Bridgit software window, if necessary.

The **Fit to Window** option is selected by default. Turning it off may improve a conference's performance on a less powerful computer.

How can I keep the shared desktop from being covered by other applications?

After you've joined a conference, you can select the **Keep On Top** option from **Menu > Viewing Options**. Selecting this option prevents other programs and windows from appearing on top of the shared desktop.

Why aren't the drawing and writing tools available in my toolbar?

By default, participants can write on the shared desktop, erase notes, or use a screen pointer. However, the presenter or owner can disable all of these functions. If the tools aren't available, it's because the presenter or owner has disabled notes.

How can I change the color and width of the pen tool?

1. From the **Menu**, select **Tools > Customize Pen**.
The *Configure Tool Settings* dialog box opens.
2. Select a color. For an expanded palette of colors, click the **More** button.
3. Select a width from 1 to 32 pixels. The default is 3 pixels.
4. If you want to use the pen as a highlighter, select the **Transparent** option.
5. Click **OK**.

The pen button and the icon next to your name in the participants list changes to reflect your choice.

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