



User guide - Synchronous Interface

Version 6.5

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Synchronous application

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The interface sections

1. **Activity title**
2. **Menu** : Contains all of the available settings and options for the application. You will also find additional and advanced options.
3. **Active leader** : This box contains the information about the activity and the active leader. In addition, this area can optionally display the leader's picture or video (webcam).
4. **Personal options** : This box contains several personal options, depending on the rights attributed. These options can be used to express yourself during the synchronous activity. If you are the leader or presenter, you'll be attributed all of the default options and if you are a presenter you cannot have these rights removed.
5. **Participants** : This box contains the list of users currently connected to the activity with the possibility to manage their respective rights.
6. **Chat box** : This box allows you to send and receive messages to/from other participants connected to the activity.
7. **Presentation & interaction panel** : This panel contains all the necessary tools to present your content and interact with other users.
8. **Presentation area** : This area is reserved to display your documents, whiteboards and application sharing which are accessible from the presentation and interaction panel.
9. **Annotation tools** : All the annotation tools to be used with the currently displayed document.
10. **Multi-camera panel** : This panel contains the video image of each participant who has activated his/her personal webcam.
11. **Recording indicator** : You can start and stop recording with this option. Other relevant information such as the recording duration as well as the recording type is also displayed on request.
12. **Practical tools** : The zoom button will increase or decrease the size of the presentation area. The print button lets you print the current slide including all annotations. The notepad button is useful to take personal notes which can be saved on your own computer for further reference.

Tip

You can minimize the space used by the side panel by clicking on the arrow button at the extreme right of it to dock it. The presentation area should then be maximized to display the document. You may undock the side panel at anytime.

Audio mode selection

In order to help you set up the audio parameters, you will be prompted to indicate which audio mode you will use. Three options are available:

- **Speakers:** Select this option to hear audio on speakers or in hands-free mode on your laptop.
- **Headset:** Select this option to hear audio on a headset, earphones or ear buds.
- **Device already managing the echo cancellation:** Select this option to hear audio on a specialized peripheral device that allows you to manage the echo cancellation. This mode is often used in off-premises blended training and conference rooms. With this option, *Via* does not need to manage echo cancellation.



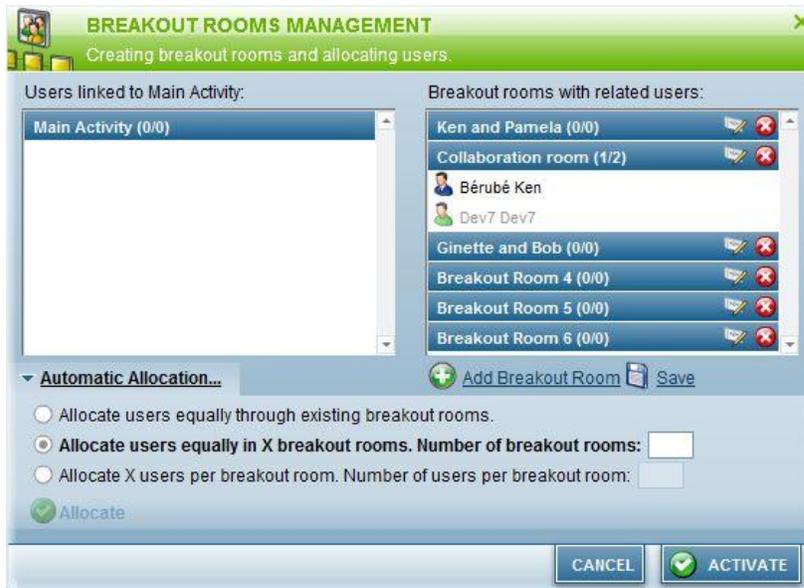
Important: If you select this option and listen to audio in hands-free mode without actually having a specialized peripheral device, an echo will be heard by other meeting participants.

The breakout rooms management

This functionality lets you divide your participants into small groups in the same Via activity.

Manual allocation

Participants can remain in the main activity in the left section or can be allocated to different workshops in the right section. To allocate a user to a workshop, simply drag & drop users from the left to the right section. Prior to manually allocating users, you must create at least one workshop. To do so, click on the “**Add breakout room**” button at the bottom of the window. Once users have been allocated, you may launch the breakout rooms mode right away by clicking on “**Activate**” or you may decide to save this setup for further use.



Automatic allocation

Three options are available to automatically allocate users :

- **Allocate users equally through existing breakout rooms** : To allocate users randomly into existing workshops.
- **Allocate users equally in X breakout rooms** : To allocate users equally and randomly into a pre-established number of workshops. All workshops will be created upon allocation.
- **Allocate X users per breakout room** : To allocate randomly a pre-established number of users per workshop. All workshops will be created upon allocation.

After selecting one of the automatic allocation mode, click on the “**Allocate**” button to make sure the allocation is processed prior to “**Activate**” the breakout rooms mode.

Breakout rooms menu

When the breakout rooms' mode is activated, a management menu appears on the top left corner of the active leader's screen.



- **Breakout Rooms** : To display the breakout rooms management window
- **Deactivate (X)** : To deactivate the breakout rooms mode
- **Pop-up** : To send a text message to all participants.
- **Intercom** : To make an audio announcement to all participants
- **Tabs** : Used by the active leader to navigate from one workshop to the other in a simple click. The number within brackets indicates the number of users connected to the workshop

In each workshop, every user is given leader's rights and one becomes active leader of his workshop. He can then change the displayed document or start sharing his screen.

The menu

* Please note that menu options with an asterisk can only be used by Presenters and active leaders.

Activity

Breakout Room Management*

This functionality lets you divide your participants into groups assigned to different workshops for teamwork and collaboration purposes. The leader or active leader can navigate from one workshop to the other inside the activity. Workshops are accessible through tabs.



Lock activity*

This option allows you to block access to phone and online participants once the activity has begun. You will not see a connection notification if someone tries to join the meeting.

User Authorization*

Here you can change the access mode to your activity. "Awaiting authorization" allows the presenter to individually authorize each participant. "While leader is absent" makes it impossible for a participant to connect as long as the presenter is not in the activity. This last option is particularly useful to control access to a permanent activity.

If the waiting room is set to be used "Awaiting authorization", you will also find the list of every user currently in the waiting room. For each, you can click either **Allow** or **Deny** and, optionally, show the user a message on the reason he was not allowed.



Phone conference info

Shows the steps and the information needed in order to successfully connect to the phone conference. This window will appear automatically if you enter an activity without being connected to the phone conference beforehand. This option is available only when the activity uses the phone conference mode.

Webcast infos*

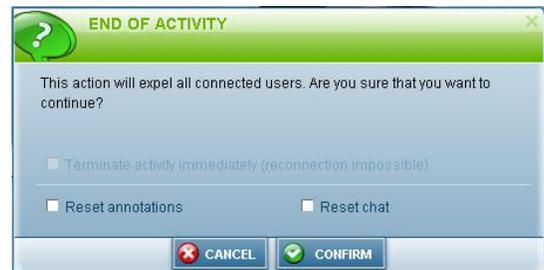
Shows a window containing the procedure to start a webcast. This option is only available for a seminar.

Chat rights*

Used to activate/deactivate the possibility for participants to send public messages (to all connected users) or private messages (directly among themselves).

End activity*

Used to terminate an activity, following confirmation, by disconnecting all users attending the activity. If Terminate activity immediately (reconnection impossible) is checked, the recording will be available right away and users won't be able to connect anymore. The remaining users will receive a message warning them that the activity just ended. This option also allows you to delete annotations and/or chat entries that occurred during the activity. These options are especially useful for permanent activities.



Audio - Video

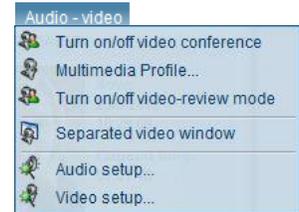
Turn on/off video conference*

The presenter or active leader can activate/deactivate the video conferencing mode. The interface will then change to compact mode to leave more space for multi-camera panels.

Multimedia profiles*

This feature lets you modify the size and the quality of your videos as well as the display type. The presenter can choose the multimedia profile settings such as the quality and the size of the videos (webcams) for all connected users of an activity.

- **Quality** : depends on the available qualities of the pre-established activity profile.
- **Size** : participant's videos may be resized according to available sizes of the activity profile.
- **Preview** : to preview your own video and see how it will be viewed by other users with different settings.
- **Camera layout** : The presenter or active leader can choose the layout of the cameras in the multi-camera panel. This will modify the display of all users as well. This function can also be found under the "Options" button of the multi-camera panel :
 - **Normal** : all cameras are displayed with the same dimensions;
 - **Presentation** : the active leader's camera is larger than the other cameras.



Turn on/off video-review mode*

When this option is activated, participants will be invited to activate their webcams. The active leader will then be the only user to receive video feeds from every participant. This mode is used for monitoring purposes.

Separated video window*

Allows you to move the multi-camera panel in a new window. Having the multi-camera panel in a new window allows you to enlarge font size while optimizing the visibility of video streams. This option is also useful for participants working with two screens; one screen can be used as a multi-camera panel and the other for displaying documents.



Audio setup wizard

Displays the audio setup window. This wizard offers a step by step guide for the configuration of your audio devices. Once the window is open, simply follow the instructions. These settings are saved in your preferences and will be used upon your next connection.

Video setup wizard

Displays the video setup window. This wizard offers a step by step guide for the configuration of your video devices. Once the window is open, simply follow the instructions. These settings are saved in your preferences and will be used upon your next connection.

Options

Raise hand alarm*

To activate/deactivate the audible alarm heard when a user raises his/her hand.

Sound notification upon new phone user connection*

When activated, a sound notification will be heard by everyone attending the activity when a new user connects to the phone conference. This option is only available when the activity uses the phone conference mode.

Optimize for Tablet PC*

This option provides a higher fluidity when using a graphic tablet or a *Tablet PC*.

Compact display

To maximize the display of the document area by minimizing the side panel as well as the presentation and interaction interface (as illustrated on the right).

Display effects

To activate/deactivate blending and animation effects used in the interface. These options can be deactivated to provide a better display performance. These settings are saved in your preferences and will be applied upon your next connection. These settings are initially determined according to the results of the Setup Wizard.



Help

User guide

Provides a direct link to this User's Guide in printable *Adobe PDF* format.

System information

Displays the system information window that contains all of the available technical information. This information could be very useful to obtain technical support.

Technical support

Displays the necessary information in order to contact the technical support department.

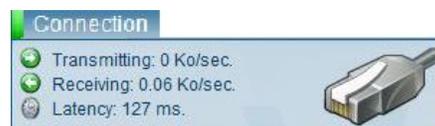
ViaScreenSharing plug-in*

This function allows you to install or update the *ViaScreenSharing* plug-in.



Connection

This icon indicates the status of your connection to the server. When it changes to red, it means that there is too much strain on your connection and this can result in the loss of information or delays in synchronization. By clicking on this menu, you can obtain detailed information on the status of your connection.



The active leader

This box contains the information regarding the active leader as well as the current activity.

On the left, you will find the image, picture or video of the active leader with his/her name at the bottom. Also on the right, you will find information about the activity, the current date and time as well as the time elapsed since the beginning of the activity. The active leader and the presenters will have a dropdown list from which they can select the active leader from all connected leaders.



Video window

To display the active leader's video in a separate, resizable window. The video can be taken out of the active leader box.

Interrupting video reception

It is possible to temporarily interrupt the video reception of the active leader in order to free up bandwidth.



Personal options

This box contains several personal options which can be used to express yourself and communicate during a synchronous activity.



Status

Used to modify your personal status (can be viewed by other users). Click on the small adjacent arrow to display the different choices offered to you. Then click on the desired status so that others may see it. To return to your original status, click on the main button. *This function is not available for participants in seminar mode.*



Camera

Used to activate or deactivate your webcam. Upon initial activation, you must authorize the application to use your camera. If you are the active leader and other users already have their cameras on, yours will be displayed in the multi-camera panel with the other users rather than in the "Active leader" box. *This function is not available for participants in seminar mode.*



Microphone

Used to activate or deactivate your microphone. Upon initial activation, you must authorize the application to use your microphone. Once activated, you can use the adjacent volume control to adjust the sound level of your microphone. In order to prevent an echo effect, you will not hear your own voice when your microphone is activated, your voice will be heard by other users only. *This function is not available for participants in seminar mode.*



Telephone

If you are in telephone mode, you will have a telephone button instead of a microphone. Once you press this button, the other users connected to the telephone conference will be able to hear you. To modify the rights of the other users, you can mark/unmark their respective telephone rights. *This function is not available for participants in seminar mode.*



Audio volume

Used to mute all of the application's sounds (including the voices of the other users). Also, by using the adjacent volume control, you can adjust the sound level of the application.



The participants' list

This box contains the list of users connected to the activity. If you are the leader or presenter, you can view the connection indicator for each user, their status (raised hand, agreement, etc.) as well as their respective rights. Also, if the activity is in telephone mode, a small handset icon will appear when the user is connected to the telephone conference.

In seminar mode, all the participants are grouped into a single item, therefore you will not be able to view their connection indicator, personal status, telephone connection indicator or individual rights. This functionality is intended to optimize presentations for large audiences.

User rights

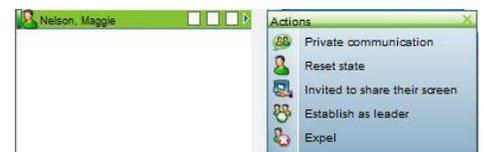
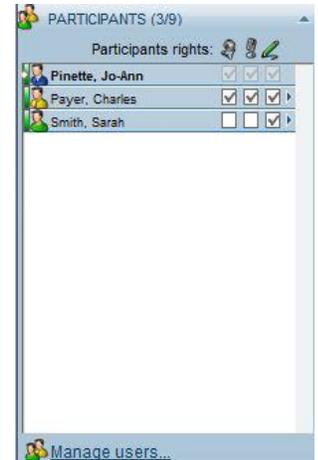
You can modify the rights of each participant, such as: use of the webcam, microphone/telephone and annotations. To attribute or remove a user's right, simply mark or unmark the appropriate box.

To attribute or remove a right for all users in a single operation, you can click on the appropriate icon at the top of the list.

For the webcam or microphone, you can see if a user has such a device and if it has been configured: if the box is yellow (with a question mark if he does not have the user right), the user does not possess the device or it has not yet been configured. You can still attribute the right to this user however the user must complete the Setup Wizard (audio and/or video).

When you click on the small triangle of a user, a menu is displayed and you can perform the following actions for the selected user(s) :

- **Private communication:** Opens a new window which allows you to communicate in private with only one participant. Private communication includes voice, video and chat one-on-one.
- **Reset status:** To reset a user's status to normal. This can be useful, for example, to reset the status of a participant who had a question that has been answered.
- **Invited to share their screen:** Lets you request a participant to share their own screen. When the participant accepts, its screen will automatically be shared (installation of the *ViaScreenSharing* plugin is required if not already installed).
- **Establish as leader/participant:** To change the role of a user during an activity. By changing the role of a participant to a leader, the latter will then have the same rights and privileges as a leader.
- **Expel:** To remove a user and providing an optional message visible only to this user. Your name will not be displayed to the expelled participant



Manage users

Opens the window that allows you to manage the participants of your activity. This is where you can add/remove participants or guests as well as modify their respective roles.

Users on tablets and smartphones

Mobile device users are entitled to take part in online activities. These users are identified with a mobile icon in the participants list:



All details can be found in our *ViaMobile* User Guide available at: <https://assistance.sviesolutions.com>.

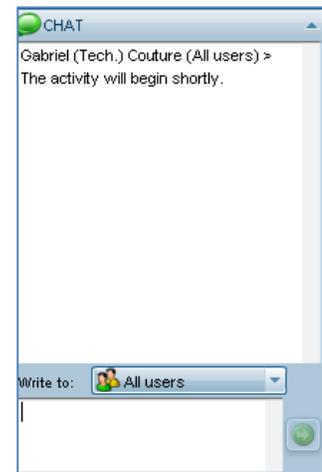


Chat box

This box contains the most recent messages received and sent. To send a message, first select the person to whom you wish to contact from the dropdown menu. Enter the message in the text area at the bottom and click on the "Send" button.

Tip

You can resize this box as desired. To do so, position your cursor just above the title of the box and a double arrow will appear. Click and hold down the mouse button to move the cursor towards the top or the bottom. Release the mouse button when reaching the right size.



The presentation and interaction panel

This panel contains several tabs that allow you to interact with other users. You can also use these tabs to resize a current document, print it or take notes.



Next page and previous page*

This allows for linear navigation through documents and through pages of the same document.

Pagination of the active document*

Indicates the current page number as well as the total number of pages in the currently displayed document. You can use this area to jump directly to the desired page. To do so, click inside this area, enter the page number you wish to display and press "Enter", or click outside the text area.

Notepad

Displays your personal notepad. The information that you enter in this window is private and kept in memory only and is not saved anywhere. If you wish to save the information, you must copy your text by clicking on the floppy icon and selecting "Copy to Clipboard" then pasting it in a word processing software such as *Microsoft Word* for example. You can also select the « Save as a text file » option to download your notes without the formatting



Print

Allows you to print the active document with all annotations. The printing will adapt automatically to the paper size chosen. If your computer has PDF printing capabilities, you can also print/export in PDF format for digital reuse.

Zoom

Allows you to resize the displayed document. Different percentages are available in the dropdown list. By selecting "Auto", the document is resized to the maximum size available in the presentation area. This option can be very useful since you would no longer have to use the scroll bar to view the entire document. However, when a document is enlarged, quality may be reduced for any image content as well as screen sharing as a result of the image being stretched.

The "Documents" tab

This tab allows you to preview all your documents and pages before broadcasting them to the participants. You may preview the document as a thumbnail when passing your mouse over a document or one of the pages of the document, the image will then become enlarged. The documents are displayed on the left side while the pages of the selected document are displayed on the right.



Manage documents

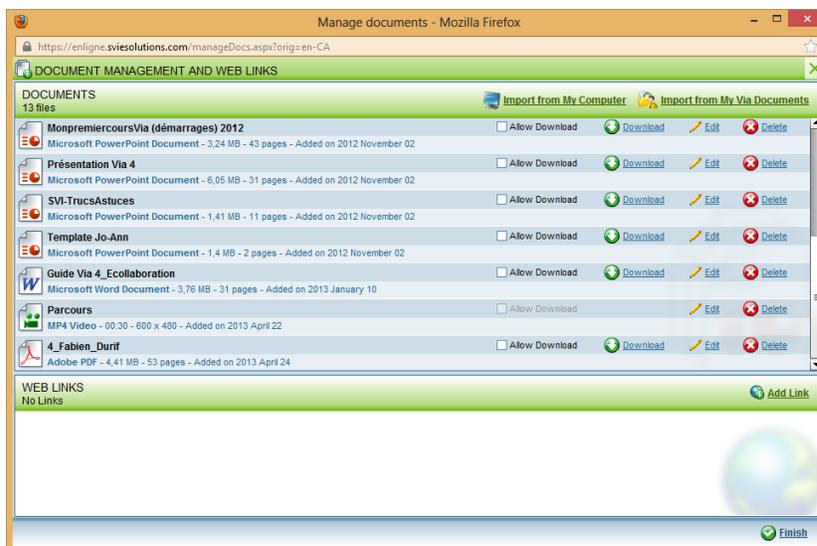
Displays the document management window. You can add or remove documents and make them available for download by all your participants. The order of the documents can also be changed by drag and drop. After adding, removing or changing a document, the list of documents for the activity will automatically be refreshed.

Refresh list

Allows you to refresh and update the list of documents as well as the Web links. This button is rarely used since the list is automatically refreshed when a document is added or modified.

Documents to download

Displays the window to download documents including all documents marked public. To download a document, click on the name of the document, select the save button and simply choose a location on your computer to save it.



The Whiteboards tab

The “Whiteboards” tab allows you to switch between the different whiteboards. There are 10 whiteboards available during a given activity. You can make annotations on any one of them and return later without losing the content. To return to a specific whiteboard, click on the corresponding whiteboard image of your choice. When using the print function, you can send the whiteboards to your printer or save them in PDF format.



Return to document

Allows you to return to the currently displayed document.

The Sharing tab

The “Sharing” tab allows you to completely share your desktop (screen) with the other users, including any running application, program or software for them to see. You can also use application sharing to give control of your screen to another user (see “Remote Control” below).



Installation of the sharing plug-in

In order to share your screen, you must first install the *ViaScreenSharing* plug-in, available only for computers running on Windows or MAC operating systems. If you have not already installed it, you can click on the download link to do so. Depending on your browser, you may have to click on the yellow bar that will appear at the top of the window to authorize the installation of the plug-in. Once the plug-in is installed, click on the “Finished” button.

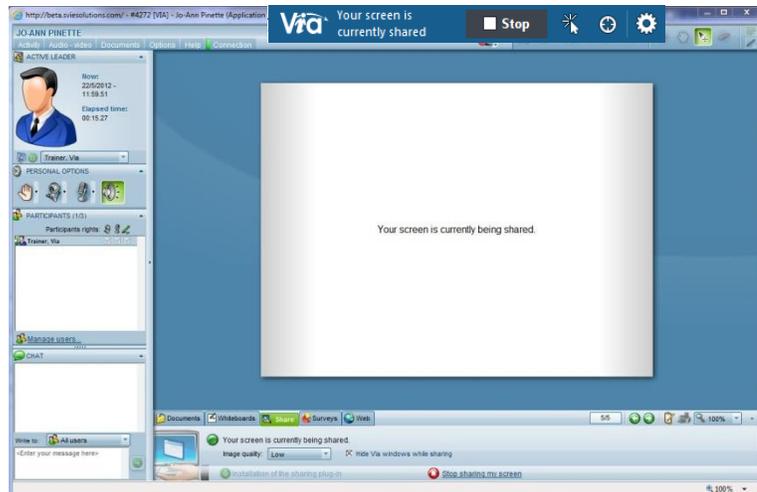
Share my screen

Click on the screen sharing link to start the screen sharing function. If the screen sharing plug-in is not installed or if an update is available, you will be prompted to install it.

Upon the initial activation, the connection to the server will be established and a top bar will appear on your desktop indicating that the screen sharing application has been started. From this time on, all participants in the activity will be able to view your screen.

Image quality

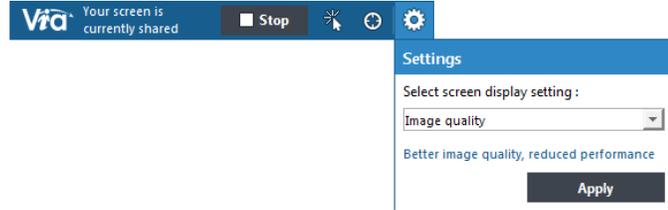
When the screen sharing feature is activated, you can reduce or increase the image quality by choosing Low or High in the dropdown list. Increasing or decreasing the quality of the image sent to other participants allows you to control bandwidth use proportionately.





Options

When the screen sharing feature is activated, you can reduce or increase the image quality by choosing the capture mode. **Image quality** provides enhanced quality but requires a better connection for you and your participants. It is used to show high quality images and various degrees of shading.



Performance offers a functional compromise between image quality and connection needs. It applies in the majority of uses.

These options correspond to the Image quality option for *ViaScreenSharing*

Remote control

From the list of participants on the top bar, select the user to whom you wish to give control of your screen and click on **Give control**. The latter will receive an invitation to take control which he/she can accept by clicking within the screen. The user can then control your applications by using his/her mouse and keyboard.

When you wish to take the control back, click on the **Take back** button in the options panel on the top bar or press the "Escape" key on your keyboard.

Shared use of the laser pointer

It's also possible to give control of the laser pointer to other participants in order to allow them to point out various elements on the shared screen. Simply select the name of the participant from the list in the top bar and click on **Give the laser pointer**. As soon as the participant clicks in the shared screen, the laser pointer will be visible by everyone. Left-click and hold to see the movements of the laser pointer.

When another participant has control of the laser pointer, the **Give the laser pointer** button is replaced by **Take back laser pointer**. Click on this button or use the Escape key to resume control of the laser pointer.

Stop sharing my screen

When the screen sharing function is active, the link "Share my Screen" is replaced by "Stop sharing my screen". Click on this link or click on the stop screen sharing button located in the top bar of the *ViaScreenSharing* plugin.

The Surveys tab

The "Survey" tab allows you to create a new survey, to launch an existing survey that was previously saved or to view the results of a previously launched survey.



Create a new survey

Select this option and the type of survey to be created from the choices offered: Yes or No, True or False, Confirmation and Multiple choice questions. Change the title of the survey if desired and click on the **"Create"** link. Depending on the type of survey chosen, you can customize it by entering a question and a choice of answers.

At that point, you will have the choice of immediately launching the survey by clicking on the **"Send to all"** link (see *"Consult the survey results"* below) or to save the survey by clicking on the **"Save"** link to launch it later on.

Launch an existing survey

Select this option and the survey to be launched from those previously saved and click on the **"Launch"** link.

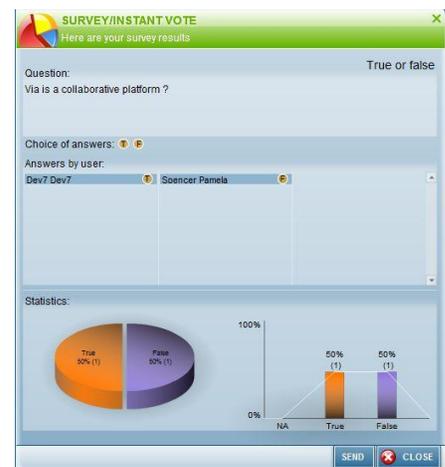
Depending on the type of survey saved, you can make corrections to the survey by changing the question and the choice of answers. At that point, you have the choice to immediately launch the survey by clicking on the **"Send to all"** link (see *"Consult the survey results"* below) or to save the survey by clicking on the **"Save"** link to launch it later on.

Consult the survey results

Select this option and the survey for which you wish to view the results and click on **"View"**.

The window displaying the results is divided into three sections: the question, the answers by user and the statistics. In the first section, in addition to the question, you will find the choice of answers that were available. By placing your cursor over one of the choices, a statement associated with the answer will appear. The section *"Answers by User"* indicates the answers given by each user. As for the *"Statistics"* section, it provides a graphic presentation of the results of the survey.

The leaders or presenters can, at any time, display these results for the other participants of the activity by clicking on the **"Send"** button. However, the participants will only see their own answer in the top section of the screen. In seminar mode, all participants are grouped into a single item and therefore, you cannot view the answers given by each user.



The Web tab

Allows you to enter an Internet address (URL) where you wish to direct all users. By clicking on the **"Preview"** link, you can preview the website to ensure that the link is correct. Click on the **"Send to all users"** link and the users will receive a window mentioning that you are sending them to this address. By clicking **"Ok"**, a new browser window will open at the specified address. The *Via* application will no longer be the active window.



The multi-camera panel

This panel contains the video images of each participant whose personal webcam has been activated. It appears automatically when users, other than the active leader, activate their webcam. You can resize this panel at anytime by using the inside portion of the bottom bar. You can also completely hide the panel by clicking on the top part of the bottom bar (button with the arrow icon)



Video options

Turn on/off video conference mode

Allows the presenter or the active leader to activate/deactivate the video conferencing mode. The interface then changes to compact mode thus completely hiding the active document as well as the interface panels which leaves all the space for displaying videos.



Normal/presentation layout

Allows the presenter or the active leader to choose the type of layout in the multi-camera panel. This function can also be found in the menu under "Multi-camera layout".

- **Normal** : all cameras are displayed in the same size;
- **Presentation** : the active leader's camera is larger than all other cameras.

Maximize/Restore

This function allows you to maximize the display of the panel to enlarge the video images to their maximum size. To restore the original size, click once again on the options button and click on "Restore".



Annotation tools

The annotation tools allow you make annotations to the currently displayed documents or whiteboards.



Pencil

A freehand drawing tool. The colour and thickness of the line can be modified.



Highlighter

A freehand highlighting tool . Use the adjacent arrow to display the different colours available.



Stamp

A tool that creates a stamp in the selected shape. Use the adjacent arrow to display the different shapes available. The colour can be modified as well.



Text

A tool that allows you to add blocks of text. Use the adjacent arrow to display the different sizes available. The colour can also be modified.



Shapes

Use the adjacent arrow to display the different shapes. The colour and size of the line can be modified.



Laser pointer*

Tool used to point in the presentation area. By keeping your mouse button down, the participants will see a red dot moving where you point. Release the mouse button to leave the red dot where it is.



Hand cursor

A tool used to move the currently displayed document when you are required to use the scroll bars. Used with enlarged documents.



Standard cursor

A tool to select annotations. This tool is used to move annotations and erase them individually. To move an annotation, click on it and hold down the mouse button, move it to the desired location and then release the mouse button. To erase an annotation, click on it to select it and press the "Delete" key on your keyboard.



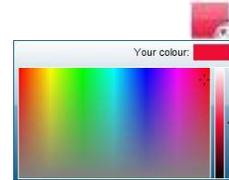
Eraser*

Allows you to erase an annotation on a displayed document. You can also choose to erase all annotations from the dropdown menu. This function is available only to the active leader and the presenter.



Options - colour

Allows you to select the colour of the text, fill and line depending on the tool selected.



Options – line thickness

Allows you to select the thickness of the line to draw.



Video and audio documents

In addition to image and *PowerPoint* documents, *Via* allows you to present video, audio or *FlashPaper* documents. These offer additional possibilities and controls which are presented below.

Video and audio

As an active leader, when presenting a video or audio document, you can control the audio/video player. The "**Play/Pause**" button allows you to start and stop playing the file for all connected users. The progress bar at the bottom also allows you to fast forward or rewind to a specific time for all users.

In addition, for the video documents, you can enter annotations on the image when the document is paused. They will be automatically erased when video resumes.



Recordings

You can playback, edit, export and download the recordings of your synchronous activities in different formats. Whether to cut out unwanted parts of your activities or to download and view a recording on your mobile device, *Via* offers you many next generation options. On the activity details page, you may find a list of your recordings once made available.

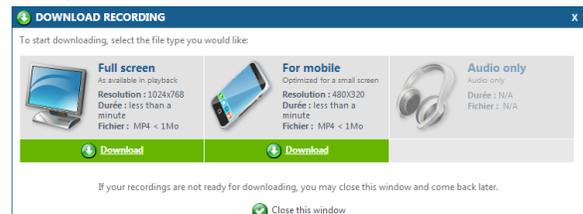


The screenshot shows a user interface for managing recordings. At the top, there is a filter bar with a search icon, the text "RECORDINGS (15/33)", and a date range "From November-29-11 To January-12-13" with an "Apply" button. Below the filter bar is a table with the following columns: Title, Creation date, Duration, Expiration, Public, Downloadable, Delete, Edit title, Duplicate, Download, and View/Export. The table contains three rows of recordings:

Title	Creation date	Duration	Expiration	Public	Downloadable	Delete	Edit title	Duplicate	Download	View/Export
Recording #20	November-29-11, 10:44 PM	0:00:12	N/A	<input type="checkbox"/>	<input type="checkbox"/>					
Recording #21	November-29-11, 10:44 PM	0:00:18	N/A	<input type="checkbox"/>	<input type="checkbox"/>					
Recording #22	November-29-11, 10:58 PM	0:00:07	N/A	<input type="checkbox"/>	<input type="checkbox"/>					

List of recordings

- **Title of the recording:** By default, your recordings are numbered as followed "Recording #1", "Recording #2", etc. However, you may rename the recordings by clicking on the "Edit" button.
- **Creation date:** The beginning date and time of this recording.
- **Duration:** The total time of a recording. This is the viewing length so if you edit the playing range of the recording, the length will also be adjusted.
- **Expiration*:** Allows you to select an expiration date from which every « participant » user will be unable to watch the recording.
- **Public*:** Allows registered participants to view the recording of your activity. As the host, you always have access to all recordings even if they are not made public.
- **Downloadable*:** Allows registered participants to download recording of your activity. Several downloadable formats are available (previously selected by *Via* coordinators).
- **Delete*:** Allows you to delete a recording. Please note that a deleted recording cannot be recovered.
- **Edit*:** Allows you to modify the title of the recording.
- **Duplicate*:** Allows you to create a copy of your recording. A new identical recording will be available. This option is used to produce more complex video editing.
- **Download**:** This option allows you to download the recordings to your work station or mobile device. The available formats may vary depending on the export. A window will showcase the available formats (mp4 or mp3).
- **Playback/exporting**:** You can playback the recording (if authorized) directly on the platform. The exporting option is only available to managers (collaborators, coordinators, administrators and financial managers). This allows you to edit and export the recordings in large format, in mobile format or only the audio track of the activity.



* This option is unavailable for the "participant" user.

** This option is only available when authorized by a *Via* collaborator or a coordinator (or any users having higher rights on the platform).

Playback, edit and export a recording

The playback and editing interfaces are very similar. To begin viewing, click on the link **"Start playing"** on the welcome screen of the recording. With proper rights, you can also click on the link **"Edit or export record"** in order to remove parts of the recording or to modify the bookmarks.



1. **Full screen mode** : The interface can be displayed in full screen. The compact display is also activated and the timeline with its controls are automatically hidden.
2. **The bookmarks** : The bookmarks are useful to avoid using a navigation cursor to move manually within the recording.

Bookmarks are created automatically when there is a change of document slide, whiteboard or a screen sharing. If you are in editing/exporting mode, you can also, delete, add or edit bookmarks to mark up most relevant parts.
3. **Play / Pause** : Start/pause the recording.
4. **Playing range** : The playing range is the playback area of a recording.

In editing mode, you can also move the milestones (green markers on the left and right of the timeline) to adjust the exact beginning and ending time of your recording. Move these milestones to modify the participants' viewable playing range. Clicking on the beginning or end time allows you to accurately modify the timing. You may then enter the time in the indicated format and press "Enter" on your keyboard.
5. **Length** : Indicates the total length of the current recording. In editing mode, the length is not limited to the established playing range.
6. **Navigation cursor** : Allows you to move forward or backward inside the playing range of the recording.
7. **Saving*** : Allows you to save the edited recording (playing range and bookmarks). The parts outside the playing range (grey parts) will no longer be viewable or exportable for the participants.
8. **Exporting*** : You can export the recording in three formats: large, mobile and audio. Only the active playing range will be exported. It is unnecessary to save a recording to export the active playing range.

Please note that the export can take several minutes to several hours depending on the length and selected formats of the recording. Another important element: only one export per format can be made at a time. Therefore, if you wish to make several different exports of the same recording in the same format, you must make them one at a time and download the files onto your computer to keep them or you may also use the duplicate feature. If the export format already exists or is in the process of exporting, you must confirm its replacement by the new export file.

Tip

You can select multiple formats simultaneously when exporting. You may close this window once the exporting process has been launched.

Phone Function Keys

Since the version 5.1 of *Via*, it is now possible to use phone commands in order to start recording a meeting using the phone, mute all participants, terminate properly a phone session and so forth. These function keys can be used even if you are not connected to the *Via* Web interface. Simply dial these function keys on the numeric keypad of your phone once you are connected to your activity.

List of all phone function keys available

* 1 #	Mute your own microphone
* 1 0 #	Unmute your own microphone
* 2 #	Mute all participants' microphone
* 2 0 #	Unmute all participants' microphone
* 3 #	Terminate phone meeting
* 4 #	Lock the meeting (No further participants allowed to join)
* 4 0 #	Unlock the meeting
* 5 #	Start recording
* 5 0 #	Stop recording
* 6 #	Activate sound notification upon new participant connection
* 6 0 #	Deactivate sound notification upon new participant connection

Via-Compatible Documents

Images

- JPG
- BMP
- PNG
- TIFF
- GIF
- PICT

Video

- FLV
- AVI
- MPG
- MPEG
- MOV
- WMV
- MP4

Audio

- MP3
- FLV
- OGG
- WMA
- WAV

Adobe PDF

- PDFs (non-secured only)

Office

- DOC
- DOCX
- XLS
- XLSX
- PPT
- PPTX
- PPS
- PPSX

OpenOffice

- ODT
- ODS
- ODP

Web

- HTML



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