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1 Start the virtual team room

The virtual team room can be started directly in the browser either in the Vitero Management System under the item ‘To the virtual team room’ or via a link in the e-mail invitation to a vitero meeting. Thus, you can make sure that the users always have the latest version of the vitero software.

Note: For a direct start via the browser, an initial installation of the so called vitero starter is needed. Please follow the instructions in your web browser which you receive after the vitero direct link is started, e.g. via an email invitation.

Alternatively, it is possible to download an executable file. Please find further details on how to start the virtual team room in the Vitero Management System help in the chapters ‘To the virtual team room’ and ‘Create appointment’.

2 Login
After the virtual team room has started, a login dialogue opens in which you can enter the necessary login details. Besides user name and password, a so-called session code can be used for login as well. It can be generated for bookable vitero rooms (licence model Corporate Room) during the booking dialogue in the Vitero Management System and is then valid for the respective appointment (see also Vitero Management System Help, chapter ‘Create appointment’). Person-related rooms (licence model Named Moderator) have a permanently valid (no fixed date or time) session code (see 6 ‘My Person-related room’).

2.1 Login without session code

Enter your login name and your password. If desired tick the box ‘Remember login data’. The login data will then be stored on your computer (128 bit AES encryption) and will not have to be entered again when you login the next time from the same computer. Finally, click the ‘Ok’ button to enter the virtual team room. You don’t have to fill in the field ‘Session code’. You can exit vitero by clicking the ‘Cancel’ button.

If a user logs in to vitero from a computer, while he is already logged in with the same account data on a different computer, the existing connection will be terminated automatically and the new connection can be established.

In case you forgot your password, click the respective link right below the password input field. The ‘Forgot your password?’ dialogue opens in your default browser. Enter your vitero user name and your registered e-mail address in order to reset your password. Next you will receive an e-mail with a link, which opens another dialogue in your browser to set up a new password for your vitero account.

If you have entered the wrong password three times, your user account will be blocked for 15 minutes. A corresponding note will be displayed.

Note: The server administrator can disable the option to reset passwords in the configuration of the Vitero Management System. In this case the ‘Forgot your password?’ link is not available in the login dialogue.
2.2 Login with session code

If available, the session code is automatically integrated in the login dialogue by the link in the e-mail invitation. If you downloaded the virtual team room or if you use the link in the Vitero Management System under ‘To the virtual team room’, please enter the session code manually in the respective input field.

When using only the session code for login a new window opens after clicking the ‘Ok’ button. Here you can choose the language and enter your first name and your surname. Entering your name is obligatory since it will be displayed on your name tag in the virtual team room.

Either you click the ‘Ok’ button to get into the virtual team room immediately or optionally, if you do not have a user account yet, tick the box ‘Create permanent user account’. If you choose to create a new account, enter the additionally required information for the user account in the respective input fields (user name, e-mail address, password and password confirmation). Press the ‘Ok’ button to create the user account and to get into the virtual team room.

Please note:

- When using a session code, entering your user name and password is not required but – if available – it is nevertheless optionally possible, among other things to show your business card entries and your photo in the virtual team room.

- Named moderator and team leader rights are as well available only when password and user name are entered. Users who login with session code only are assigned the role ‘Participant’ or optionally ‘Audience’ (in case vitero audience is licensed) in the virtual team room.

- Participants, who try to log into a person-related room with a session code, before the named moderator is present, will get a notification in the login dialogue, to kindly wait until the named moderator arrives. As soon as the named moderator arrives, all waiting participants are automatically joining the session.
3 Team room selection (only if session code is not used)

If no session code is entered during the login process to the virtual team room you get to the team room selection. At the very top, you can see your test room (see 5 Test Room) and if available also your person-related room (licence model Named Moderator, see 6 My Person-related room). Below you can see a list of all bookable rooms (licence model Corporate Room) of all teams of which you are a member and for which a virtual team room is open right now. In the end, you will find a list of bookable teams of which you are team leader, but for which no appointment is booked at the moment.

When a session code has been entered, the team room selection is skipped since it has been defined before by the session code.

Furthermore, you can skip the team selection by entering a “Group ID” of the desired team into the session code field.

Example: Group ID of the team “TestTeam_1” = 26551, corresponding entry into session code field “g26551”. Requirement: The team has been booked and the vitero user account that is used is assigned to the respective team.
Your test room as well as optionally your person-related room and those teams in which you are a team leader are always displayed in the team room selection, even if there is no booking for the respective team at the moment. As a team leader, this provides the possibility to enter the virtual team room of a bookable team prior to the actual session in order to do preparations. However, not all applications will be available to you and you can only use the team room on your own\(^1\).

As an administrator, you can see all bookable rooms of all vitero teams in the team room selection window, independent of whether you are a member of the team yourself or whether a session has been booked. You may enter the bookable virtual team rooms without a session having been booked. In this case, the same restrictions apply for administrators as for team leaders concerning the use of the room.

Person-related rooms are also only displayed for administrators if the ‘Named Moderator’ is present. They cannot be accessed by the administrator alone.

To enter a particular virtual team room, simply click on the room name. Once you have selected a room, the circle in front of the room name will be marked. Then click the ‘OK’ button to enter the virtual team room, or click the ‘Cancel’ button if you wish to leave the menu without entering the room.

### 4 Audio and video access protection

If your computer is equipped with a sound card or a webcam and access to these items has not been blocked by the administrator, the dialogue for audio and video access protection opens before the virtual team room of the respective team is displayed.

Here, you grant vitero permission to access your PC’s microphone (and your webcam if applicable). Thus, you can talk with other meeting participants in the virtual team room using the headset plugged in your computer (vitero VoIP). Click the ‘Allow’ button to activate the audio connection.

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\(^1\) If you are team leader in a person-related room, you cannot enter it on your own before the meeting. A person-related room is only displayed in the team room selection for the team leader when the named moderator (i.e. the ‘owner’ of the person-related room) is present.
When using VoIP, access to your microphone must be permitted in order to be able to enter the virtual team room.

Please note: You can use vitero VoIP only if your computer is equipped with an active microphone channel and access to it has not been blocked by the administrator. Please find details concerning blocking in the vitero system requirements in the area ‘Document download’ in the vitero help.

By licencing vitero essentials+, audio communication in the virtual team room can optionally be established via telephone. In this case, you do not need an active microphone channel or access to a microphone when entering the virtual team room (requirement: telephone dial in is booked for the session).

When licensing vitero essentials+, spectators can enter the room without a microphone (telephone dial in does not need to be activated for the session).

5 My Test Room

Use your test room to make yourself familiar with vitero and adjust your headset connected to your computer (earphone and microphone for audio communication via computer). There are three different ways to enter your test room:

• via the team room selection (see chapter 3),
• via the button ‘Enter your test room' in the area ‘To the virtual team room' in the Vitero Management System (see also: Vitero Management System Help)
• via the session code ‘test room’ which you can enter together with your user name and password directly in the login dialogue of the virtual team room. Thus, the team room selection is omitted.

Important: For adjustments made by you in your test room to be saved in your personal vitero account, the session code ‘testroom’ must be used in combination with user name and password.

As soon as you have entered your test room, simply follow the instructions on the slides that are displayed on the conference table to test the virtual team room on your computer.
When you are leaving your test room, a dialogue window will appear, allowing you to inform your team leader or administrator whether the virtual team room worked well on your computer (PC state). As a new user, please, use this function in advance to inform your team leader or administrator about your PC state before your first vitero meeting. This way you support the smooth running of vitero sessions and prevent delays due to technical difficulties since they can be recognized and solved before the meeting.

You can choose from the following options:

- **vitero is working without problems**: This informs your team leader and the administrator that the virtual team room has been tested successfully. By selecting this option, the filed ‘PC status’ of your user data in the Vitero Management System (VMS) will be set to ‘OK’. Both the team leader and the administrator can view the PC status in the VMS at any time.

- **Do not send information**: No information will be sent to the VMS and the content of the PC status field will not be updated.

- **There is a problem**: This will inform the team leader and the administrator that technical difficulties occurred and you might need support. The PC status field will be set to ‘Problem’. In addition, the administrator receives an e-mail with details concerning your PC’s hardware. Click the e-mail link in the dialogue window to add a more detailed description of your problem to the automatically generated e-mail.
**Note:** Your test room will always be displayed in the team room selection. There is no need to book it beforehand in the Vitero Management System. You can access the test room on your own only.

6 **My person-related room (licence model Named Moderator)**

The licence model Named Moderator allows assigning users the role of 'Named Moderator'. Each named moderator is permanently assigned a virtual team room. This person-related room is not booked via the VMS but open to other participants as long as the named moderator is present there. Participants, who try to log into a person-related room, before the named moderator is present, will get a notification in the login dialogue, to kindly wait until the named moderator arrives. As soon as the named moderator arrives, all waiting participants are automatically joining the session.

New users can, as in bookable rooms (licence model Corporate Room), either be assigned to the named moderator’s team in the VMS or enter the room with the session code.

On entering the person-related room, the Named Moderator can optionally assign a session password. Thus, the circle of participants can be limited since only users who know the current session password can enter the person-related virtual team room. The session password becomes invalid once the named moderator leaves the room.

When entering a person-related room as named moderator, a dialogue window opens where you can assign the session password. Choose the option ‘Yes, create the following session password:’ by clicking it with your left mouse key. Enter the desired password in the input box and confirm by clicking ‘Ok’.

The session password can be changed or activated later in the menu
'Options’ at any time during the session. As named moderator tick the box ‘Use session password’ in the tab ‘virtual team room’ and enter the desired password in the respective input box. The password is activated or confirmed by clicking ‘Ok’ at the lower left.

7 Basics about the use of vitero

7.1 General remarks

vitero (virtual team room) is a virtual conference room which enables efficient collaboration of spatially separated participants via the internet. Meetings, trainings, webinars, language courses and more can be realized without any difficulty – always comfortably supported by a selection of specialized tools for moderation and presentation.

The virtual team room is available for Windows PC, Apple Mac, as well as mobile devices \(^2\) (browser-based HTML5 version). The browser-based version for mobile access is also available for computers running Linux OS.

7.2 The vitero avatar

Each participant in a session is by default represented by an avatar in the virtual team room. By licencing vitero audience, it is possible to add ‘Spectators’ to the session. Spectators are session participants who are not

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\(^2\) The browser-based version of the vitero software is currently not yet offering the full functionality.
represented by an avatar, but by a cumulative value displayed in the
gesture bar (see 7.10 Features of the gesture bar).

An avatar is a form of representation that embodies the individual
participant in the virtual world. If you have uploaded a personal photo, it
will be shown in your avatar. If you have no photo, a symbolic face will be
shown instead. Your avatar also serves for communication with the other
participants in the virtual team room. You may trigger gestures or speech
bubbles which are then shown next to your avatar and are thus visible for
all participants.

Your avatar also comes with so-called automatic awareness elements.
These are displayed when you, for instance, open menus in the virtual
team room or when you choose another active program window which is
not visible for other vitero participants. Thus, misunderstandings in
communication can be avoided since other participants recognize if you are
concerned with something else and maybe cannot see the virtual team
room completely because it is entirely or partly covered by another
window. You can find a list of the elements in ‘7.13 Automatic awareness
elements’.

Audio communication is symbolized at the vitero avatar as well. By
default, vitero VoIP is available in the virtual team room. You can find
further details in ‘7.4 Audio communication with vitero VoIP’. If you
licensed vitero essentials+, audio communication in the virtual team
room is also optionally available by telephone. This is then displayed at the
vitero avatar as well (see ‘9.2 The phone avatar’).

7.3 The vitero group avatar

In contrast to the vitero avatar, which embodies single participants, the
vitero group avatar represents a group of persons who jointly participate
in a vitero meeting in front of a single computer.

There are various ways to activate it:
The group avatar is automatically shown when using the hands-free
devices ClearOne Chat 50 or ClearOne Chat 150.

Furthermore, you may activate the group avatar permanently on a certain
computer regardless of the account which is used for login. We recommend
to apply this method e.g. for using vitero in a conference room with
present teams and a permanently installed computer. Every present team
which logs in to vitero is then automatically represented by the group avatar.
As third option, the group avatar can be activated/deactivated manually by a text chat command.

7.3.1 Switch group avatar on and off during a session
The group avatar may be switched on and off during a session by entering ‘#groupavatar’ in the text chat and then clicking on ‘Send speech bubble’ or pressing the return key of your keyboard.
With this method, you need to enter the command anew for every session during which the group avatar is to be displayed.

7.3.2 Permanent activation/deactivation of the group avatar on a certain computer, independent of the logged in user
For this method, the settings for the group avatar are stored on a certain computer for all sessions and all users. This function is provided by the vitero_settings.ini file.
If the group avatar is to be activated constantly, the ini file has to look like this:

[global]
groupavatar=1
If the group avatar is to be deactivated constantly, the ini file has to look like this:

[global]
groupavatar=0
The created file must be saved in a certain directory path. This path depends on the operating system and the language version in use.

- Directory path for Windows:
  C:\Program Files (x86)\Common Files\vitero\
7.4 Audio communication with vitero VoIP

Audio communication in the virtual team room is by default carried out via vitero VoIP. This means that oral contributions are transmitted to the other participants via an active microphone channel and in this case via a connected headset (or a computer hands-free device). This is illustrated by a speaker symbol at the vitero avatar. The speaker symbol (ıld) appears only when your microphone is activated and you can talk to the other participants. As soon as you are speaking, this is additionally visualized with acoustic waves at the speaker (ıld). Please find a description of the different audio modes which are visualized by the speaker in the table below.

<table>
<thead>
<tr>
<th>Moderator and co-moderator seat: desk microphone</th>
</tr>
</thead>
<tbody>
<tr>
<td>The microphones of the persons sitting on the moderator’s or on the co-moderator’s seat (seats with red desk microphones and a line below the nameplate at the top of the conference table) are always activated by default. That is why the speaker symbol is always displayed at the vitero avatar as soon as a participant takes a seat on one of these chairs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participant seat: hand microphone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Persons sitting on participants’ seats can speak when a hand microphone is positioned in front of their avatar.</td>
</tr>
</tbody>
</table>
**Participant seat: all microphones activated**

In small groups (up to seven persons) team leaders or administrators are able to activate all microphones at once in the ‘Open options menu’ (register ‘virtual team room’, option ‘Open microphones of all participants present’. As long as the option is activated, a white microphone is displayed at each participant seat in addition to the red microphones at the moderator seats.

**Participant seat: call function**

Additionally, the participants can call attention to themselves acoustically even when the microphone is not positioned in front of the seat. By pressing the Ctrl key on the keyboard, the participant’s microphone channel is opened and the speaker symbol is displayed (similar to the push-to-talk button on a walkie-talkie). We recommend using the call function (also called ‘push-to-talk’) in small teams only (at most 7 participants) and to consequently use the virtual hand microphone in larger groups. The call function can be activated permanently for the whole session via the text chat shortcut #openMic (see 7.15 Text chat shortcuts). Due to potential background noises like sweeping or breathing, as a general rule we recommend not to use this function.
7.5 Screen layout

The screen of vitero is divided into two areas:

- the virtual team room, which makes up the biggest part of the screen, and
- the gesture bar, placed along the lower edge of the screen.

The virtual team room view shows the conference table and the avatars of the participants.

By means of the gesture bar, participants can utilize different vitero functions, such as avatar gestures or the help function (see 7.10 Features of the gesture bar). The input field for the text chat is located here as well.

7.6 virtual team room view

The virtual team room basically comprises two functional areas: on the one hand, the conference table which contains the content display area, and, in its upper section, several tools to be used by the moderators. On the other hand, the chairs around the table, which the participants, the moderator, and the co-moderator sit on.

The moderator’s place is the highlighted seat with the line beneath the nameplate and red desk microphone at the top centre of the table. The participant who is sitting on this seat is the moderator. If the assistant function is turned on, a second highlighted seat (line beneath the nameplate, red desk microphone) will be shown to the left of the moderator’s seat. The participant who is sitting on this seat has the same rights to operate the conference table’s features as the moderator (see 7.8 Role concept) and can support him as a co-moderator or minute taker. For the sake of clarity, this participant will henceforth be called co-moderator, even if he can take on other tasks.

In addition, team leaders and administrators can fade out single chairs in order to create a certain seating arrangement. This is helpful, for instance, in online conflict resolution (mediation) settings so the conflicting parties can take their seats at the opposing ends of the conference table while the mediator is seated at the top.
7.7 Navigation

When you enter vitero, your avatar will automatically be seated on one of the chairs at the conference table. You can change your seat by left-clicking on a vacant chair or by dragging your avatar to a vacant chair using your left mouse button. Your avatar will then sit down on the selected chair.

**Hint:** If you move your mouse pointer over vitero, it will change into a hand symbol as soon as it hovers over an interactive element (like a chair, for instance). So, you can easily identify which items can be clicked.

If you would like to minimise vitero, e.g. to start another application, click on the minimize button (⪝) in the top right-hand corner of the screen. vitero will now be displayed as the tab ‘vitero’ in the Windows taskbar. Click on the task to maximise vitero again.

**Important:** If you are running the application sharing mode (as a moderator or co-moderator) and now use the minimise function, your application windows will no longer be transferred to the other participants through application sharing. If you maximise vitero again, your desktop and/or the open application windows (depending on the safety settings you have selected for application sharing) will be visible again to the other participants.

If you want to leave vitero, click the close button (✗) in the top right-hand corner of the screen.

Aside ‘Minimise’ and ‘Close’, the ‘Refresh’ button (⪠) is available in the upper right corner. By clicking this button, the virtual team room is reloaded. This can put things right if, for instance, graphic errors occur or the audio connection to a user breaks off.

**Please note:** application sharing will close automatically when the virtual team room is reloaded by clicking the ‘Refresh’ button.
7.8 Role concept

Participants in vitero can assume three different roles: the role of moderator, co-moderator, or participant. Compared with the participants, the moderators have special rights:

Only the moderator and the co-moderator can operate the tools of the conference table which are inaccessible for the participants.

Note: When you enter vitero, the buttons for the application sharing feature (see below) are greyed out until vitero is completely loaded. The loading time depends on the speed of the internet connection and the number of slides to be loaded in vitero.

If the communication occurs via headset and microphone which are connected to the computer, the moderators’ contributions will always be transmitted (provided audio is turned on – see vitero audio instruction). This is indicated by the microphone in front of the moderator’s and co-moderator’s seat, respectively.

7.9 Conference table

The upper section of the vitero conference table shows a number of user elements which can be used by the moderator or the co-moderator of a vitero session. With the large function buttons, the microphone button or
the virtual-mouse button, moderators are able to select and activate various applications and tools.

The title bar is located directly under the row with the function buttons and allows moderators to select more tools. Which buttons will be displayed in the title bar depends on the function used by a team at that moment. If a certain tool is not available for a specific application, the button of this tool will not be displayed.

The following sections will offer you a detailed description of the applications and tools available in vitero.

7.9.1 Function buttons

Application Sharing ( ):

With application sharing, the moderator’s or co-moderator’s desktop or selected applications can be displayed on the conference table and thus made visible to all participants. The desktop or selected application being displayed will always be that of the person who started the application sharing mode (either the moderator or the co-moderator). Basically, the moderator or the co-moderator can show and share any application that is installed on their computer (e.g. Microsoft Word), as well as their desktop and collaboratively work there.

If you start application sharing as a moderator or co-moderator on a Windows PC, first the ‘Safety settings’ dialogue will be displayed. Here, you can select which of your applications the other participants will be allowed to see. The chosen safety level will be shown in the title bar after having started application sharing. The security levels are not available for Apple Mac computers so that all open applications and the desktop are always shown. When starting application sharing on a Windows PC you may select from three safety levels:

- **Level I**: The other participants will see all applications you opened (including all dialogues), as well as your desktop.

- **Level II**: Default setting of the application sharing mode. The other participants will see all applications you opened, but not your desktop. For security reasons, ‘Save’ dialogues using the integrated Windows memory function (e.g. ‘save’ dialogues in MS Office applications) will not be shown.
- **Level III:** The other participants will see only the applications you open after you have started application sharing. For security reasons, ‘Save’ dialogues using the integrated Windows memory function (e.g. ‘Save’ dialogues in MS Office applications) will not be shown in newly opened applications. All applications you opened before starting the application sharing mode as well as your desktop are not visible to the other participants.

**Hint:** If you are not sure whether you started a certain application before or after you started the application sharing mode, check if the screen symbol ( ) is displayed in front of your photo. If the symbol is displayed, this application is not visible to the other participants. If you want to show and share this application, just close it and start it again.

The size of the application which is transmitted via application sharing is automatically scaled to the size of the conference table. During the time the selected application is visible to the other participants, they will see your cursor and all actions you are performing in this application. You may also give another participant permission to control this application by handing the virtual mouse over to them ( ).

During the time the application sharing mode is active, you may take advantage of the following tools in the title bar: Card Collection, Snapshot, Full Screen (see next paragraph), and Close. A detailed description of each of these tools will be given in Section 7.9.3 Tools of the title bar.

With the silver screen button ( ) in application sharing mode, you may select between two different enlarged views.

When you left-click the screen button you can choose between starting the **presentation view** (gesture and title bar are available in full) and **full-screen view** (only a selection of functions from the gesture and title bar are available, however, there is more space available for the shared application in return). With a right-click on the screen button you reach full-screen view directly. In case the corresponding option is activated in the expert options, avatar interactions such as gestures or awareness
elements are shown in the enlarged views on the conference table for a couple of seconds.

**Hint for using full-screen view:** When you combine the full-screen view with Security Level I you can show your complete desktop (Windows taskbar included) or your Mac Dock.

The *vitero* gestures and functions available for full-screen view can be used via the button bar at the top left edge of the screen. The reduced title bar is shown on Apple Mac computers only if the virtual team room is the active window. To fade in the title bar, click the *vitero* icon in your Mac Dock.

Some technical notes concerning the application sharing mode:

- The best quality of the transferred image is achieved if the participant has the same graphics card resolution as the person who started the application sharing mode. If resolutions are different, the application will either be displayed smaller (if participant has higher resolution), i.e. it will not be displayed on the conference table’s entire area, or it will be scaled (if participant has lower resolution), i.e. it will be adapted to the respective resolution, leading to poorer quality of the image (e.g. ‘frayed’ or blurred letters) being transferred via application sharing.

- The application sharing server can be connected via different ports. The client computer first tries to connect to the server via the standard port 16501. If this fails, the client tries to connect via the so-called SSL port 443. If this fails as well, port 80 will be used via http tunnelling. Which port is actually being used can be seen temporarily in the bottom right corner on the participant’s name tag:

  o no point: preferred port 16501
  o green point: SSL port 443
  o yellow/orange point: port 80 with/without proxy server

**Hint:** By pressing the ‘Shift’ and ‘Print’ key at the same time, you can take a snapshot. This allows you, for example, to take a picture of opened dropdown menus of shared applications. When using the key combination, please be aware that after application sharing is closed, the application itself is still running in the foreground (awareness element: monitor in front of the avatar).
Favorites (Favorites):

Clicking on this button opens a menu which allows you to open certain applications and files directly and make them available to the other participants over application sharing. In the Options menu, you may add your own favorites. If you start an application by means of the Favorites button, the title bar contains the same tools as when starting application sharing directly (Card Collection, Snapshot, Full Screen, and Close; see also 7.9.3 Tools of the title bar). Similar to the application sharing mode, you may also choose between two different enlarged views when opening an application via the ‘Favorites’ button (see respective paragraph under ‘Application Sharing’).

The following favorites are standard in vitero:

- **Browse**: Opens your standard browser in the application sharing mode.

- **Brainstorming (Windows PC only)**: Opens a Word template in the application sharing mode, allowing the moderator to record ideas, contributions, or results of a meeting or other session in a central document. By passing on the virtual mouse to a participant, he/she can edit the document instead of the moderator. To use the Brainstorming feature, Word for Windows\(^3\) must be installed on the moderator’s computer (not necessarily on the participants’ computers).

- **Clustering (Windows PC only)**: Opens a Word template in the application sharing mode. After all participants have sent the contents of their personal blackboards to the moderator, the moderator can, for example, assign the contents of the card collection to the clusters. To use the Clustering feature, Word for Windows must be installed on the moderator’s computer (not necessarily on the participants’ computers). **Hint**: We recommend hiding the ruler and other tool bars not required, so that you can use the space optimally.

- **Sketch (Windows PC only)**: Opens the Microsoft Paint\(^4\) drawing program in the application sharing mode.

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\(^3\) Microsoft Word is a registered trademark of Microsoft Corporation.

\(^4\) Microsoft Paint is a registered trademark of Microsoft Corporation.
Media (Media)

Activates the media display where files are made available for display on the conference table. The files can be uploaded to the Vitero Management System (VMS) and are available to the respective teams in the virtual team room. The media display can open the following file formats: pptx, ppt, odp, pdf, jpg, mp4 (‘videoclips’, see 7.9.2 The vitero Video Player) and optionally mp3 (when vitero language lab has been licensed). The files need to be deposited in the corresponding team folder in the VMS in an ‘agenda’, ‘media’ or ‘welcome’ folder. When uploading the files in ppt, pptx, odp or pdf format in the VMS, they are automatically converted into jpg format in order to be shown on the media display. Files in jpg, mp4 or mp3 format (if vitero language lab has been licensed, see also chapter Fehler! Verweisquelle konnte nicht gefunden werden.) are not subject to conversion. In order to show files with formats not previously mentioned in the virtual team room, make use of the application sharing function.

Open Jpg-/Jpeg files via drag-and-drop in the virtual team room (Windows PC only):

Additionally to the session contents uploaded in advance to the Vitero Management System, as a moderator or team leader you can open jpg/jpeg files via drag-and-drop in the media display directly during the session. To do so, take place at the moderator or co-moderator seat and simply drag the jpg file from your Windows Explorer over to the virtual team room. A ‘+’ symbol next to your mouse cursor signifies that you can open the files in vitero. Release the mouse button to show the jpgs in the media display.

Please note:

- To ensure performance the size of each jpg file must not be larger than 300 kB.
- While the webcam or application sharing is opened on the conference table, you cannot add new jpg files to the media display. Close these features first to use drag-and-drop for adding new files.
- For Apple Mac the drag-and-drop feature is not yet available.
- Jpgs opened via drag-and-drop are added to snapshots and newly created slides. There is a maximum of 20 additional files which can
be displayed in the media display, irrespective of whether they were added as snapshot, newly created slide or via drag-and-drop.

**Hints to improve slideshow representation:** In rare cases, the automatic conversion of ppt or pptx files can lead to graphic errors. In order to avoid these, it is recommended to save PowerPoint presentations as pdf file prior to the upload.

For the best possible results in representing written texts, you can save your slides in PowerPoint directly as single jpg files. For the upload, it is recommended to create a zip-archive containing all the jpg pictures. The zip archive will be unzipped in the VMS automatically so it is not necessary to upload each jpg picture separately.

As an alternative, you can use application sharing to show your PowerPoint presentation. This way, slides are displayed in their original quality without any loss of sharpness. The only requirement is that application sharing is not scaled up (default setting). You can find the corresponding option in the menu ‘Options’ under ‘Expert Options’, ‘No application sharing enlargement’.

**Switch currently displayed presentation:**
If you click the Media button for the first time during a session, the alphabetically first file in the alphabetically first folder marked as 'media' will be displayed on the conference table. Further details on how to add a 'media' folder can be found in the VMS help, chapter ‘team folders’.

The arrow button (👇) in the title bar next to the file’s name allows you to open other files. If you click on it, a drop-down menu opens in which up to four sublevels with files and folders can be displayed. Folders can be identified via an arrow symbol (↑). The folder structure matches the structure of the corresponding team folder in the VMS. If more than four sublevels were created in a team folder, folders and files from the fifth sublevel on are not displayed in the virtual team room. If this is the case, you will receive a corresponding message in the VMS.

If you select another feature of the conference table (e.g. application sharing) without closing the media, you may return to the page last opened on the conference table by clicking on the Media button again. This button will be greyed out if there were no folders in the VMS provided for the virtual team room other than the agenda. During the time the slide presentation is open, all tools of the title bar are available for you to use.
For a detailed description of the tools, see Section 7.9.3 Tools of the title bar.

**Agenda (Agenda)**

Activates the media display and opens all files that have been provided for the virtual team room in the corresponding team folder in the Vitero Management System (that is the contents of the ‘agenda’, ‘welcome’ and ‘media’ folders). In doing so, the alphabetically first file of the folder marked as ‘agenda’ is shown on the conference table. The following formats may be used for the media display: ppt, pptx, odp and pdf (automatic conversion into jpg format), as well as jpg, mp4 (‘video clips’, see 7.9.2 The vitero Video Player) and mp3 (if vitero language lab is licensed). If a team’s Agenda folder is empty, the Agenda button is displayed grayed out. Similar to the ‘Media’ function, all tools of the title bar are available for you to use (see 7.9.3 Tools of the title bar).

**Hint:** Use the Agenda button to quickly switch between the currently open medium and the agenda of the session.

**Exam (Exam) (optional)**

With the ‘Exam’ button, you can distribute and collect examination materials. This function is available only if vitero examination has been licensed and if it has been activated in the ‘Expert options’ in the virtual team room (see 7.12.5 Expert options).

The ‘Exam’ button replaces the ‘Agenda’ button. By clicking the ‘Exam’ button, the moderator or co-moderator can distribute examination materials among their session participants. The file sharing process is realized in the same way as the function ‘Send document’ (see below).

Once you have dealt the materials and you click the button again, you can either collect the materials or deal them again. If you deal them again only those participants are taken into account who have not yet received them. If there are no new participants, this function will not be available.

When collecting the examination materials, all session participants who previously received materials now receive a notification requesting them to save their examination results. This is also visible via the corresponding
awareness element (⚠️️) at the avatars and the examinees receive an acoustic signal. It is absolutely necessary to save the examination results, otherwise the examinee’s filled-out document will not be sent to the examiner. It is also important that the examination materials in question are neither moved nor renamed prior to, or during saving.

The collection of the examination materials will not start unless the session participant has confirmed by clicking the ‘OK, documents saved’ button. The confirmation and thus the ‘handing in’ of the examination materials is also made visible by the corresponding awareness element (✔️️).

During the collection process, a progress bar is displayed to the examiner, so he can see when the examination materials have been fully transferred to his computer. As soon as the file transfer has been completed, the examiner receives a notification via which he can open the collected documents directly or alternatively open the containing folder.

**Important note:** The person who dealt the examination materials is the only person entitled to collect them again. In case the examiner is no longer present in the virtual team room at the end of an examination, however, the filled-out examination materials can be sent to the examiner via e-mail. To do so, a participant takes the co-moderator seat and starts the collection process by clicking the ‘Exam’ button. After saving the filled-out examination materials, this time an e-mail is created containing the filled-out exam. This e-mail then can be sent to the examiner. The examiner’s e-mail address will be automatically inserted if the examiner has stored it in the VMS.

**Several Exams during one vitero Session:**

By creating adjoining rooms (if vitero next room has been licensed), it is possible to have several exams at the same time during one vitero session. You can hold, for instance, different exams in the main room and in any adjoining room at the same time. It does not matter whether the different examination materials are dealt by the same person every time or by different individuals. The examiner can also change rooms while the exam is still going on.

For the examinees, however, it is important to stay in the same room (main room or adjoining room) from the moment they were given the examination materials to the point in time they are collected again by the
examiner, so the collection progress can work automatically. In case one of the examinees is temporarily disconnected from the internet and returns to the virtual team room via the automatic reconnect, this has different consequences for the already started examination:

After a temporary disconnect in the main room, the examinee can continue to edit his previously received examination materials and the examiner can collect them after the examinee has saved them.

After a temporary disconnect in an adjoining room, the examination materials have to be dealt again to the examinee in order for the automatic collect function to work properly. If this is the case, all entries made by the examinee have to be made again. Such a procedure is only recommended if the examination has not advanced too far. Alternatively, examinees who have been subject to connection problems can send their filled-out examination materials manually via e-mail to the examiner.

**Query button ( ):**

With the 'Query' button, you can start anonymous multiple-choice queries and, optionally, hidden card queries (anonymous or personalized). After clicking the 'Query' button, a dialogue window opens with the following options:

**Card Query:**

Opens a personal blackboard for each participant. This function is available only if you licensed **vitero essentials+**. The personal blackboard allows to participate in card queries, either anonymous or personalized. Basically, it
is a kind of text editor which allows participants to write down their contributions concerning a specific topic. Initially, this text is only visible to the individual participant. Whether the card query is defined as anonymous or personalized can be seen in the title of the personal blackboard. The symbol ( ) next to their avatar signifies that a participant’s personal blackboard is opened. The content of the blackboard can be sent to the moderator and added to the card collection by clicking the ‘Send’ button in the lower section of the blackboard. The personal blackboard will then close automatically. The moderator can open the card collection by means of the card collection button ( ) placed in the title bar of the vitero conference table. Here, the contributions of all participants are being collected (see 7.9.3 Tools of the title bar).

Unlike with the other vitero windows and menus, the moderator and the co-moderator may show the content of the card collection to the other participants via application sharing. If the card collection is opened without having started application sharing, its content will not be visible for the other participants. In this case, the card collection symbol ( ) will be displayed next to the moderator’s or the co-moderator’s avatar. Which other tools (besides card collection) can be selected from the title bar depends on what is displayed on the conference table at that moment (empty display, Media, Agenda, Webcam, or Application Sharing).

**Hint:** Moderators may also deal cards to individual participants by selecting ‘Deal Card’ in the avatar context menu of the respective participant. If such individual dealing of cards has been chosen, the content of the card collection will not be deleted automatically. Instead, all pieces of content from these cards will be added to the existing card collection.
Analysis of Gestures as Bar Chart:

Gestures that are being submitted during a session can spontaneously be analyzed and displayed as a bar chart in the room. All gestures are available for the analysis:

- **Agreement**
- **Understood**
- **Applause**
- **Disagreement**
- **Confusion**
- **Hand raising**

Abstentions are mentioned in the header of the chart.

This categorization enables the moderator (or co-moderator) to conduct up to six different gestures analyses at the same time.
You can either manually determine a title for the gesture analysis, or choose to let the speech bubble of the moderator (co-moderator, depending on who initiated the query) be automatically taken as basis for the title.

**Anonymous multiple-choice query with bar chart:**

Here, you can create, start, save, and export multiple-choice queries from the virtual team room. Exported queries can subsequently be uploaded to the Vitero Management System and thus e.g. be made available to other (co-)moderators or teams. Further information and a step-by-step manual for the query export can be found here: [Manual Export of MC-Queries](#)

Saved queries can be started or edited at any time. Each query started in the virtual team room is automatically evaluated and presented as a bar chart. The evaluation is conducted on the basis of the present session participants and includes the results as well as the number of query participants and abstentions. If the option to automatically save session files is activated (menu ‘Options’ under the tab ‘My PC’), all evaluations are saved as jpgs in the specified folder.
In order to create a new query, select the option ‘Create new query’ and click ‘OK’. In the following dialogue, you can add the query's question and up to ten answers. Two input fields for answers are displayed by default. By clicking the ‘+’ button, you can add further answers.

**Hint:** To shorten long answer texts in the evaluation bar chart, insert a ‘#’ right in front of the text part that is supposed to be hidden.

With ‘Number of selectable fields:’ you can choose how many answers each participant of the query can select. The following options are available:

- **exactly:** Each query participant needs to select exactly as many answers as you have chosen in the preferences.
- **up to:** Sets the maximum number of possible answers. However, the participants can choose to select fewer answers.
- **unlimited:** There is no set limit for answers. Participants can select as many answers as they like.

Additionally, you can choose to include the moderator and co-moderator in the query. Tick the checkbox of the corresponding option.

After you have made all the desired adjustments for the query, finish the creation of the query by clicking one of the buttons at the bottom. Following options are available:

- **Save:** Saves the query without starting it immediately. Saved queries are available for the query’s author as an additional option below ‘Create new query’ in the query dialogue and can be started or edited later at any time.
- **Save and start:** Saves the query and starts it immediately. Saved queries can be started again or edited later at any time.
- **Start:** Starts the query without saving it. The query is executed and evaluated once. After the query is done it cannot be started again or edited.
- **Cancel:** Cancels the query creation without saving or starting it.

When you start the query, a window opens for each participant with the question and the available answers (and optionally for the moderator and co-moderator). While the query is running, a corresponding status notification is shown to you. If you do not want to wait until all participants have sent their answers, you can prematurely close the query by clicking...
the button ‘Finish query’. As soon as all participants have made their choice, you as query author will be shown the results automatically. By clicking the button ‘Publish results’, you can immediately show the results on the conference table. If you decide to click ‘Close’, you can later show the results by opening the folder ‘Query results’ in the media display.

Send Document

Clicking on this button allows you to send a Web link (e.g. to get to an online questionnaire) or a file to all participants. Upon clicking on the button, a dialog window will open requesting you to specify whether you want to send a link or a file.

The link that was sent will be opened for each participant individually in their respective standard browser. Please note that only Web links can be sent. Local links (i.e. links relating to files located on your computer) cannot be sent. In the options menu of the virtual team room, you may create and delete links and you may specify certain parameters for links, such as user name or team name (see also 7.12.3 My Links). Specification of parameters is recommended for links you want to use repeatedly in a virtual team room. Links which you will use only one time can be entered in the Send Document dialog window under ‘Send link’. Please note that such links will not be saved for your next vitero session.

Hint for Apple Mac users: If Firefox is your standard browser, the browser cannot be opened automatically by vitero when the ‘Send link’ function is used. In this case, it is recommended to communicate the link via text chat as well so that it can be copied manually into the browser by the other participants. If a browser other than Firefox (e.g. Safari) is set as standard browser, the links are opened automatically in the browser.

If you have selected ‘Send file’ you may either enter the path leading to the file on your computer directly into the text field, or you may click on the ‘…’ button to search for the file in the directories of your computer.

Confirm your selection in the Send Document dialog by clicking on the OK button. If you want to close the dialog without having selected a link or file, simply click on the Cancel button.

If you have confirmed ‘Send file’, the system will inform you about the estimated time needed to upload the file. If you confirm by clicking on ‘Yes’, the file will be made available to the other participants, who will then
receive a message prompting them to start the download. You, as the moderator or co-moderator providing the file will see a progress bar indicating the status of the file upload.

To avoid unnecessary file uploads, an upload process will not start until at least one participant has started the download.

The Send Document feature has no own title bar. Similar to the function 'Deal Cards', the tools offered in the title bar depend on what is displayed on the conference table at that moment (empty display, Media, Agenda, Webcam, or Application Sharing).

**Webcam (optional):**

With the 'Webcam' button, as many as three live images can be displayed on the conference table: the live image of the moderator, the live image of the co-moderator, and the live image of the participant who has the virtual microphone ( ) lying next to his/her avatar. Clicking on ‘Webcam’ opens a dialog window requesting you to specify which live images are to be displayed on the conference table. The final settings specified in this dialog will be kept during the entire session.

In case a participant whose live image is to be displayed on the conference table has deactivated their webcam in the virtual team room, they will see a dialog window giving them the opportunity to activate the webcam. The webcam remains activated until it is deactivated again via the Avatar Context menu or the Options menu. If a participant’s live image is removed from the display area of the conference table, it is displayed in the participant’s avatar during the time they are sitting on a seat equipped with the microphone.

If only one live image is to be displayed on the conference table, you may take advantage of two more tools (besides the Close button) in the title bar. With the 'Zoom' button ( ), you may enlarge the live image. Two zoom levels are available: with a left-click on the ‘Zoom’ button, you can activate a medium-sized enlargement that does not occupy the entire media display and does not take up as much bandwidth. With a right-click, the zoom level covers the entire media display. More bandwidth is needed
for this zoom level. However, it is of advantage when detailed live images are desired, for instance, during product presentations.

Clicking on the Snapshot button (📸) allows you to generate a snapshot (freeze image) of the live image. During the time the snapshot is being displayed on the conference table, you can use the moderation tools (marker, arrows etc.) offered in the title bar in order to refer to certain spots and areas of the image. To return to the live image, just click on the Webcam button again.

**Note:** For technical reasons, the activated table live image is currently in the foreground. To work with other applications, while the live image is displayed on the table, we encourage you to minimize vitero.

### 7.9.2 The vitero Video Player

When choosing an mp4 file in the media display, the vitero Video Player is started automatically (if vitero essentials+ has been licenced). The player allows playing video clips in sync in the virtual team room, enabling e.g. simultaneous live commentary of videos.

The maximum size for the display of videos is limited to the size of the conference table (minus the control area). For the maximum size, a resolution of 720p is recommended (1280 x 720 pixels).

In order to listen to the audio track of a video clip, VoIP is required. That means even if the audio communication in the virtual team room is carried out by phone, the sound of the video is always processed by the PC soundcard and transmitted to the attached speaker/headset and not to the telephone.

**Optimizing video files for playback in the virtual team room**

Please, consider the following hints to optimize display quality and playback performance of video files in the virtual team room.

- **Overall bitrate**
  
  To avoid delays on video playback, we recommend working with videos with a maximum overall bitrate of 300 kBit.
  
  **Hint:** The overall bitrate could possibly be decreased by reducing the sampling rate of the audio track. For videos in which the majority of the audio is people talking, a value of 11 kHz should suffice since, in this case, the loss of quality by reducing the sampling rate is hardly noticeable.
**Audio and video codecs**

We recommend the following compression codecs for video clips: ‘mp3’ or ‘AAC Audio’ as audio codec, as well as ‘H264’ as video codec.

### Features of the vitero Video Player

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remember position:</strong></td>
<td>Places a jump mark at the current position of the video clip. With the ‘Jump’ button (see below), the mark can be accessed directly. <strong>Hint:</strong> Each session participant is allowed to set one mark in each video clip. On leaving vitero all marks of a participant are deleted.</td>
</tr>
<tr>
<td><strong>Jump (to a marked position):</strong></td>
<td>Triggers a jump to the marked position of the video clip (see ‘Remember position’). This button is only active after a jump mark is set.</td>
</tr>
<tr>
<td><strong>Rewind:</strong></td>
<td>The current video clip can be rewound by keeping the button pressed. Rewinding is also possible during the playback.</td>
</tr>
<tr>
<td><strong>Start playback/pause:</strong></td>
<td>Starts the playback of the video clip. While the video is played back, the ‘Pause’ button is displayed instead of the ‘Start playback’ button. It temporarily pauses the playback.</td>
</tr>
<tr>
<td><strong>Fast-Forward:</strong></td>
<td>The current video clip can be fast-forwarded by keeping the button pressed. Fast-forwarding is also possible during the playback.</td>
</tr>
<tr>
<td><strong>Stop:</strong></td>
<td>Stops the playback of the video clips.</td>
</tr>
</tbody>
</table>
7.9.3 Tools of the title bar

In the following sections, you will find a detailed description of the tools offered in the title bar. Which buttons will be displayed in the title bar depends on the function used by a team at that moment (see 7.9.1 Function buttons). The tools of the title bar can only be activated by the moderator or the co-moderator.

Change of files (for Media, Agenda, and Newly created slides)

If Media, the Agenda, or a snapshot is displayed on the conference table, you can open a drop-down menu with all files and folders marked for preload by clicking the arrow button ( wybra) located on the right next to the respective title. Click on the name of the file you want to have displayed on the conference table. Folders in the drop-down menu can be identified by a small black arrow ()[-]. If you move your cursor over a folder, you can view its contents and open it if desired.

Go back/Proceed (for Media, Agenda, and Newly created slides)

Clicking on the ‘Go back’/’Proceed’ buttons located in the centre of the title bar allows you to go back or to proceed in the ‘Agenda’, the ‘Media’, or in ‘Newly created slides’ that have been created during a session. The figures in the middle tell you at which page you are at that moment (left figure) and how many pages there are in total (right figure). The arrow buttons to the left and to the right of the figures allow you to go back to the preceding page and to proceed to the next page respectively. Alternatively, you can also use the ‘Page Up’ and ‘Page Down’ keys. In order to get to the first/the last page, click on the button on the far left/on the far right showing an arrow pointing at a line. These buttons switch their function after jumping to the first/the last page. If you click them again, you return to the previously displayed page. This change in functionality is also displayed by different symbols on the buttons ( [-], return from the first page, [-], return from the last page).
**Zoom (for Media, Agenda, Newly created slides, and Webcam)**

The Zoom allows you to enlarge an image displayed on the conference table. If you click on the button showing the magnifying glass, a menu will open showing four arrow buttons plus one enlarge button and one reduce button. By means of the arrow buttons, you can select the part of the image to be enlarged. If you click on the ‘+’ button, the selected area of the image will be zoomed in on. If you click on the ‘-’ button, the image will be zoomed out again.

If you have activated the Webcam feature, the zoom will only be available if just one live image is being displayed on the conference table. Clicking on the ‘Zoom’ button allows you to enlarge the displayed live image. In the Webcam mode, there are two zoom levels: Level 1 can be activated with a left-click on the ‘Zoom’ button and offers a medium-sized enlargement that does not occupy the entire media display and does not take up as much bandwidth. Level 2 can be activated with a right-click and covers the entire media display. More bandwidth is needed for this zoom level. However, it is of advantage when detailed live images are required, for instance, during product presentations. When you click the ‘Zoom’ button for the second time, the live image will be reduced to its original size.

**Moderation Tools (for Media, Agenda, and Newly created slides)**

There is a drop-down menu to the right of the Go Back/Proceed row of buttons from which you may select various moderation tools. The Moderator’s Arrow (see below) is activated by default. In order to select another tool, click the button showing an arrow (↑) next to the button showing the moderation tool currently selected. Upon doing so, a drop-down menu will open from which you may choose another tool by clicking on it.

To activate the selected tool, click on the button showing the selected tool. During the time the tool is active, the button is highlighted with a white border. To deactivate the tool, simply click on the button again.

With the exception of the Moderator’s Arrow, all moderation tools are linked to the slide to which
they were added. For example: On proceeding to the next slide of a presentation, moderation tools which were added to the previous slide are no reapplied to the current one. However, new moderation tools can be added to every slide. Hence, all elements remain on the slide to which they were added, until they are deleted or the media display is closed completely.

The following moderation tools are available:

- **Moderator’s Arrow:**
  If the Moderator’s Arrow is activated (default setting), a coloured arrow will appear as soon as the moderator or the co-moderator clicks on the display area of the conference table. The moderator’s/co-moderator’s seat will adopt the same colour as the arrow, so that participants can easily recognize with whom the arrow is associated. As long as no other moderation tool is activated, your arrow can either be moved freely in the room or deleted. Moving the arrow can be achieved by drag-and-drop or by clicking with the left mouse button on an arbitrary position in the virtual team room. In order to delete the arrow, simply left-click on the arrow itself. Colour and pointing direction of the arrow can be edited even if another moderation tool is active. To do so, right-click your arrow to open the arrow settings context menu.
  
  To select the arrow’s colour, click on the colour field of your choice in the upper section of the menu. To change the arrow’s pointing direction, move the cursor above the circle shown in the lower section of the menu. The light grey arrow displayed serves as a preview of the new pointing direction; it will follow your cursor as you move it above the circle. For final selection of a new pointing direction, click on the small circle representing the pointing direction you wish to choose. You may also change the arrow’s pointing direction by means of the arrow keys or by means of the numeric keys on your keyboard. To do so, place the cursor above your arrow as it is shown in the virtual team room while keeping the left mouse button pressed. Then, use the arrow keys or the numeric keys of your keyboard to turn the arrow.
Hint: The Moderator’s Arrow is available even if no function has been activated. You can move your arrow by drag-and-drop to point at any area or spot of the virtual team room, not just the display area of the conference table. This allows you to refer to certain vitero user elements and explain them to other participants.

- **Moderator’s Marker:** The Moderator’s Marker allows you to highlight certain areas on a page. If an area is highlighted with the Moderator’s Marker, its background colour turns yellow. To highlight an area of your choice, keep your left mouse button pressed while moving across the area you want to select. The start of the marker is always the top left corner. Markings can only be created, moved, or deleted by moderators or co-moderators. Unlike the Moderator’s Arrow (see above), it does not matter who created the marking for moving or deleting it. As long as no other Moderation tool is active and you sit on the moderator or co-moderator chair, you can move a highlighted area by drag-and-drop, or undo the highlighting simply by clicking on the highlighted area one time.

- **Moderator’s Frame:** The Moderator’s Frame offers a second option to highlight certain areas on a slide. The only difference to the Moderator’s Marker is that instead of a yellow background a blue frame is drawn around the selected area. Handling the Frame corresponds to handling the Marker.

- **Moderator’s Text Field:** This tool allows the moderator or co-moderator to insert text fields into a page. After you have activated the tool, simply click on the spot of the page where you want to insert a text field. Upon doing so, a text input window will open where you can enter your text and select the colour of your text field. While you are writing the text, other participants will only see a transparent shadow of the text field, e.g. they will not be able to watch your text being written. If you have finished your text, click on the OK button to activate the text field (the text will then be visible for all participants). If you want to abandon the process, simply click on Cancel. Added text fields are always linked to the current slide, e.g. on every slide of a presentation, text fields can be added without affecting text fields on other presentation slides. Moderator’s text fields are personalized, e.g. the name of the text field’s author is displayed in the corresponding title. If you want to edit or delete an existing text field at a later point in
time, right-click on it and select an option from the context menu. Similar to creating a new text field, the other participants will only see a transparent shadow of the text field while you are editing the text. If you have finished your text, click on the OK button to activate the modified text field. If you want to abandon the process of editing the text field, simply click on Cancel.

**Note:** As long as no other Moderation tool is active, as the moderator or co-moderator, you may move, delete, or change the colour of all text fields including those created by other participants. However, editing of existing text fields is only possible for text fields created by yourself.

**Hint:** Use the Moderator’s Text Field tool in combination with application sharing. Simply take a snapshot (see below) of a certain page or slide of a document opened in the application sharing mode and create text fields there.

- **Participant’s Arrow:** This tool provides every participant and each moderator with an arrow. Simply click on the display area of the conference table to have your arrow shown. To hide your arrow, simply click on it (see also Moderator’s Arrow). Each session attendee can only move or hide their own arrow. During the time a participant’s arrow is displayed, their seat has the same colour as the arrow so that all participants can see which arrow is associated with which person. Moreover, each arrow is equipped with a name tag so that it becomes clear who is associated with a certain arrow even in settings comprising a large number of participants. Unlike moderator arrows, participant arrows are linked to the current slide, e.g. on every slide of the presentation participant arrows can be added without affecting other slides or participant arrows added to those slides.

**Tip:** Participant’s arrows can centrally be removed via the “Delete elements” option.

- **Participant’s Point/Square/Triangle (moderation elements):** Moderation elements can be used to get anonymous feedback from participants. They are basically handled the same way Participants’ Arrows are handled. Depending on the type of element that is selected, each participant can place points, squares, or triangles on the conference table. The elements cannot be identified as associated with a specific participant Participants can move or delete their own elements. As long as the corresponding moderation tool is active, your
own elements start blinking when clicking on an element which was created by another participant. Moderation elements are linked to the slide currently displayed as well and they will remain so when you proceed to the next slide and add more elements there. Moderation elements can be used e.g. for anonymous voting and polling in trainings.

By hovering above the corresponding element in the menu with your mouse pointer, a submenu opens up where you can select the number of elements a participant can add (minimum 1 up to 6 elements maximum). The selected value is also indicated by a number in the menu symbol of the particular query.

In combination with the moderation tool `Analysis`, moderation elements of the same type in an area specified with the marker, frame or text field tool can be added up automatically. This allows a quick survey of the query results. Additionally, you can save your query results with the snapshot tool and send it to the adjoining rooms or main room (if vitero essentials+ is licensed).

Click on the Camera button (📸) in order to take a snapshot of the status quo of the query (see `Snapshot` tool below).

- **Participant’s Text Field:** Upon activation of this tool, all participants, as well as the moderators, may create text fields on the page currently displayed. As a moderator or co-moderator, you choose in the moderation tool menu whether text fields are supposed to be anonymous or personalized (name is displayed in the text field’s title bar). In order to do so, hover your mouse pointer over the menu option (`Participant’s text field`). A submenu opens up in which you can select the desired option. On creating the text field, participants can see in the text field title whether it is anonymous or personalized.

  Participants’ text fields are handled the same way moderators’ text fields are handled. As the moderator or co-moderator, you are able to move or delete participants’ text fields as well as change their colour. Participants can only move or delete and change the colour of text fields created by themselves. Editing of existing text fields is only possible with text fields created by oneself (this rule also applies to moderators and co-moderators).

  Added text fields are always linked to the current slide, e.g. on each slide of the presentation, new text fields can be added without affecting other slides and text fields added to those slides.
• **Analysis**: Automatically sums up the number of the same type of moderation elements (points/triangles/squares) which were placed inside a text field, marker, or frame. The sum of each element type is displayed in the lower right corner of the corresponding object which defines the analysis area. Elements which cannot be taken into account for the analysis are highlighted by blinking and can still be moved if necessary. Participants can only see their own elements blinking. All elements that cannot be taken into account for the analysis are deleted after the analysis is completed. Elements of the same type cannot be added afterwards. However, element types that have not yet been used, can be added and analysed (previous queries remain). Thus, a maximum of three queries can be conducted on a single slide. To repeat a query, choose the option ‘Delete analysis’, which is only available to you in the moderation tool menu after an analysis has been conducted. On applying this option, all moderation elements, as well as the results of the analysis, are deleted (frame, marker, and text fields remain).

**Hint**: After the analysis, all of the moderation elements that were placed on a text field are deleted.

• **Delete elements**: By selecting this tool, you may delete all elements (text fields, arrows, points etc.) applied on the slide currently displayed.

• **Delete slides ...**: By selecting this tool, you may delete all slides and jpg files created by means of the Snapshot feature, the tool to create new slides, or via drag-and-drop during the session. If you click on Delete Slides, a dialog window will open requesting you to specify whether you want to delete only the slide currently displayed or all slides created during the session. Confirm your selection by clicking on the ‘OK’ button. If you want to abandon the Delete Slides process, simply click on ‘Cancel’.

**Note**: The maximum number of slides and jpg files to be displayed in the virtual team room is 20. If you have already reached this number and want to add another file, you must delete one of the previously added files first. All snapshots created during a session will be saved as jpg files in the ,Snapshots’ subfolder of the current session’s directory. If you want to select a different folder for **vitero** session files to be saved, you may do so in the Options menu (see also
7.12 Options menu). The default folder for saving vitero session files is the ‘vitero files’ folder on your desktop.

**Card collection (always displayed)**

If you click on the card collection button, the card collection feature will be activated. The card collection contains all pieces of content created by participants in a card query. As the moderator or co-moderator, you may start a card query by clicking on the ‘Deal Cards’ button (see also 7.9.1 Function buttons). If anonymous card query was selected, only the content created by the participants will be displayed in the card collection. In this case, the card collection itself can only be opened after each participant has submitted their card. If personalized card query was selected, the name of each participant will be displayed together with the content they created.

Unlike with the other vitero windows and menus, the moderator and the co-moderator may show the content of the card collection to the other participants via application sharing. If you open the card collection without having started application sharing, its content will not be visible for the other participants. In this case, the card collection symbol ([]) will be displayed next to the moderator’s or the co-moderator’s avatar.

With the buttons in the upper section of the card collection menu, you may edit the card collection’s content. The following standard text editing functions are available: Save as ... ( ), Copy ( ), Cut ( ), Paste ( ), Undo ( ), and Redo ( ).

The card collection’s content will be deleted as soon as a new card query has been started by clicking on the Deal Cards button.

If you deal cards to individual participants, the content of these cards will be added to the existing card collection.

If you work with adjoining rooms (only if vitero essentials+ has been licensed) in a vitero session, each adjoining room has its own card collection. If you move from one room to another, content saved in the card collection in one room will not be transferred to the card collection of another room.

If you have started a card query without having activated the auto save function, you will be asked whether you want to save the card collection’s content before moving to another room. If you click on ‘Yes’, the card collection's content will be saved.
collection’s content will be saved in a txt file in the ‘Card Collection’ subfolder of the current session’s directory.

If you want to select a different folder for vitero session files to be saved, you may do so in the Options menu (see also 7.12 Options menu). The default folder for saving vitero session files is the ‘vitero files’ folder on your desktop.

**Create new slide (for Media, Agenda, and Newly created slides)**

![Create new slide icon]

Creates an empty slide in the media display. It may serve, for instance, as a basis for an open card query with the Participant’s Text Fields. Up to 20 empty slides, snapshots (see below), or jpg files added via drag-and-drop can be displayed during a session.

**Snapshot (always displayed)**

![Snapshot icon]

Creates a snapshot of what is currently shown on the conference table and automatically displays it as a slide. This feature allows you to ‘freeze’ the status quo of a presentation in a vitero session. A great example of using the feature is to edit a document in the application sharing mode first and then take a snapshot of it, e.g. to have participants apply their Participants’ Points or some other vitero tool on the edited document. The result of this could then again be captured by a snapshot for documentation purposes.

If you are using adjoining rooms in a session (vitero essentials+), up to ten snapshots can be taken in each (adjoining) room and transmitted to all rooms or just to the main room. This way, e.g., the results of group work in the adjoining rooms can be reviewed with the whole group in the main room.

The feature of snapshot transmission can by activated by administrators and team leaders in the options menu on the tab ‘virtual team room’ (see 7.12.4 virtual team room). As long as the feature is activated, a different version of the snapshot icon is displayed ( ).

**Note:** In total, up to 20 snapshots, newly created slides or jpg files added via drag-and-drop can be displayed in the Media Display. If you have already reached this number and want to create another (snapshot) slide or jpg file, you must delete a file first (do so by choosing ‘Delete Slides’ in the moderation tools drop-down menu). All snapshots created during a
session will be saved as jpg files in the ‘Snapshots’ subfolder of the current session’s directory.
If you want to select a different folder for vitero session files to be saved, you may do so in the Options menu (see also 7.12 Options menu). The default folder for saving vitero session files is the ‘vitero files’ folder on your desktop.

Enlarged Views (for Media, Agenda, Newly created slides, and Application Sharing)

By clicking on the silver screen button, you can activate the enlarged views for the display area of the conference table. By clicking on the button again, you can return to the standard view. In the enlarged view for Media and Agenda, by default, the display area is available including the title bar and the gesture bar (Presentation view). The participants’ avatars are not visible. When the option ‘Show avatar actions in full-screen view’ is activated in the 'Expert options', avatars will be shown for a couple of seconds each time a change of the status quo has taken place (e.g. a new participant enters the room, a participant raises their hand etc.). Thereby, participants can participate actively - also non-auditory – in the session.

If you use the enlarged views in combination with the application sharing mode, you may also choose the so-called Full-screen view. Either select this option from the dialogue after left-clicking the silver screen button, or right-click on the silver screen button with your mouse. The application used in the application sharing mode will then be displayed in full-screen mode. At the top left edge of your screen, a button bar is displayed that includes the most important functions from the title bar and the gesture bar. This view allows for more space for the application to be displayed. If Safety Level 1 has been selected, you may display the entire desktop including the Windows task bar or Mac Dock respectively. The button bar at the top is only shown on Apple Mac computers if the virtual team room is the active window. If the bar is not visible, click on the vitero symbol in the Mac Dock to show it. On Windows PCs, the bar is always visible.

Close (not displayed when display area is empty or when using enlarged views)
By clicking on this button, you may close any function currently activated on the conference table (e.g. media or application sharing). **Note:** If you close media, all user elements (text fields, points, marker etc.) created with the moderation tools will be deleted. Therefore, think about taking a snapshot of each page for which you have used such elements.

### 7.9.4 The microphone and the virtual mouse

**Microphone ( ):**
The microphone can be placed next to a participant’s seat by the moderators. This allows the participant to speak in **freehand mode**. The microphone can be passed on to participants in the following ways:

- **Move via Drag & Drop with the mouse:**
  Beside every participant’s seat there is a mount on which the microphone can be put down.

- **Move by pressing the left and right arrow keys on your keyboard:**
  The microphone will move from one participant’s seat to the next.

- **Left-clicking on a participant’s avatar:**
  If the moderator or the co-moderator left-click on a participant’s avatar, the microphone will be placed directly by his seat.

- **Move via the avatar context menu:**
  If the moderator or the co-moderator right-click on a participant’s avatar, the avatar context menu will open with the options ‘**Pass microphone**’, or ‘**Restore microphone**’ if the microphone has already been placed by a participant’s seat.

- **Pos 1 key:**
  Places the microphone automatically by the seat of the participant whose hand raising gesture is number one simply by pushing the **Pos 1 key**. When the microphone is by the respective participant’s seat, his hand raising gesture will be deleted and the other participants’ hand raising gestures will be renumbered. Pressing the Pos 1 key again will move the microphone to the participant whose turn it is next. When there are no more contributions, pressing Pos 1 again will restore the microphone to its original position in front of the moderator’s seat.
After an interaction, the virtual microphone can also easily be put back by clicking on the available placeholder - without using drag & drop.

Moderators and co-moderators may deactivate the hand microphone temporarily by holding down the right mouse button on the microphone. The microphone is then displayed translucently while being muted. Once the mouse button is released, the microphone channel is open and the microphone is displayed opaque again.

**Virtual mouse (optional):** If the moderator or the co-moderator start the application sharing mode, a mouse will appear on the conference table. By moving the mouse to a participant’s seat, this participant can be given *remote control rights in the application sharing mode*. The mouse can only be moved by the person who started the application sharing mode (i.e. either the moderator or the co-moderator). If the mouse is moved, the microphone will automatically move along with it. However, if the microphone itself is moved, the mouse will stay put.

As with the microphone, the mouse can be handed over to a participant in different ways:

- **Move via Drag & Drop with the mouse:**
  The mouse will automatically return on its placeholder if the participant who was granted permission to use it activates the Back soon feature.

- **Move by pressing the Shift + left arrow or Shift + right arrow keys on the keyboard:**
  The mouse will move from one participant’s seat to the next.

- **Move via the avatar context menu:**
  If the moderator or the co-moderator right-click on a participant’s avatar, the avatar context menu will open with the options ‘Pass mouse’ and ‘Restore mouse’ in case the mouse is already by the participant’s seat.

After an interaction, the virtual mouse can also easily be put back by clicking on the available placeholder - without using drag & drop.
Note: You can temporarily withdraw the remote control right from a participant by pressing the Esc key on the keyboard. This will immediately restore the mouse to its original position in front of the moderator’s seat and the participant will no longer be able to control the application.

7.10 Features of the gesture bar

At the bottom of the screen there are different buttons as well as the input field for the speech bubble. The buttons have the following functions:

- **Help ( )**: Opens the Help window.

- **Playback volume and microphone sensitivity ( )**: Opens the menu to adjust the volume of your own audio playback and microphone sensitivity (see 7.11 Avatar context menu).

- **Options ( )**: Opens the ‘Options’ menu. In this menu, you can specify various settings for the virtual team room as a whole (only if you are the moderator, co-moderator, team leader or administrator) or for your computer only (if you are an ordinary participant). You can find a detailed description of all options in 7.12 Options Menu.

Note Taking/Text Chat Log/Private Messages/Users ( ):

Opens a window only visible for the respective participant. The window accommodates single tabs, one for each feature.

The first tab, ‘Note Taking’, offers a text editor you may use to write down notes during a session. The buttons ( ) located in the window’s upper edge allow you to use the following standard text editing functions: Save as ..., Copy, Cut, Paste, Undo, and Redo.

Hint: If you want to mark a word, line, paragraph or the entire content of your note pad, you may do so by using the F8 key of your keyboard. To do so, place your cursor at the beginning of the word/line/paragraph you want to mark. If you then press the F8 key one time, the word at which you placed your cursor will be marked. If you press F8 two times, the line in which you placed the cursor will be marked. If you
press F8 three times, the whole paragraph in which you placed your cursor will be marked. And if you press F8 four times, the entire content of your note pad will be marked. To undo the marking step by step, keep the Shift key pressed while pressing the F8 key as often as necessary until you get the marking you want.

By clicking on the second tab, 'Text Chat Log’, you will be shown a record of the text chat containing all of the participants’ text chat contributions during a session.

**Important Note:** For reasons of data protection, the saving of the text chat log is prevented for session participants with the team role “participant”. Session participants with the role “administrator” or “team leader” are not affected by this setting and can therefore cave the log file.

The third tab, 'Private Messages’, is only available if the moderator or the co-moderator has set 'Allow private messages for …’ some or all participants in the Options menu. After clicking on this tab, you will be shown a record containing all private messages you sent or received during a session. Furthermore, you will be offered a text input window into which you may write a new private message. If you want to send a private message, first select the name of the user you want to write to from the drop-down menu to the right of ‘Send message to:’. Then write your text into the text input field below the user selection. Finally, click the 'Send message’ button.

The fourth tab, ‘Users’, is only available to administrators, named moderators, and team leaders. The tab contains a list of all attendees of the current session as well as their role in each group and the times of log-in and log-out.

In addition, you can click on the option 'missing participants' so that the current status of the group can be displayed. After selecting this option, the VMS opens and the note window is automatically closed. In this newly opened VMS-view, you can see which participants are already present and which ones are missing.
Note: If you have opened the window for Note Taking/Text Chat Log/Private Messages, this will be indicated by the ( söz ) symbol next to your avatar.

- **Delete gestures ( 삭제 )**: Deletes all gestures and speech bubbles of the avatars present in **vitero**. Only available for moderators. If arrows are shown on the conference table, you can delete all arrows by pressing the ‘Delete gestures’ button. Alternatively, press the ‘Del’ key on your keyboard to delete gestures, speech bubbles, and arrows.

- **Hand raising ( 손을 들기 )**: Signals a participant’s request to make an oral contribution. To facilitate moderation, all participants’ requests to speak will be numbered according to their occurrence.

  In combination with the licence **vitero essentials+**, participants who are only connected to a **vitero** session via telephone can activate the **Hand raising** gesture with their telephone keypad (#1 = activate / #0 = deactivate).

- **Applause ( 치켜看一下 )**: Signals applause, for example after a presentation, speech, or lecture of another participant.

- **Agreement ( 허락 )**: Signals agreement e.g. to what has been said by another participant.

- **Disagreement ( 반대표시 )**: Signals disagreement e.g. to what has been said by another participant.

- **Back soon ( 일시적으로 )**: A participant is supposed to activate this gesture if he cannot participate temporarily. For the other participants, this will be illustrated by a transparent avatar with a coffee cup symbol. The participant’s audio channel will be blocked as long as the avatar remains transparent. This will be shown by a corresponding symbol ( ) beside the avatar.
Notes:

- Group leaders or administrators who are in this state or have minimized *vitero* receive an audio signal when a participant enters the virtual room.
- The coffee pot is activated when the screen is locked.

- **Understood (💡):** If you wish to show the other participants that you have understood something, you can use this gesture. A bulb symbol will then be shown beside your avatar.

- **Confusion (❓):** You can use this gesture if there is anything unclear to you during the session. In this case, a question mark will be shown by your avatar. Doing so will indicate to the moderator and to the other participants that a certain point has to be dealt with in more detail.

- **Alternative photo (🖼):** This will show the photograph that you uploaded to the Vitero Management System as an alternative facial expression in your avatar. Click the button again to switch back to the default photo.

- **Show/Delete speech bubble (💬):** If you have written a text into the Speech Bubble text field, you can have this text displayed for all participants by clicking on the Speech Bubble button. Upon doing so, the speech bubble with your text will appear above your avatar. When there is no text in the Speech Bubble text field, the function of the button is changed into *Delete speech bubble*, e.g. if a speech bubble is shown above your avatar, pressing the button will delete it. Instead of clicking the button, you can also press the Return key on your keyboard to show or delete a speech bubble. If you want to copy the text of a speech bubble shown in the virtual team room, place your cursor above the speech bubble. The speech bubble will then turn into a text field allowing you to mark and copy the text.
  
  If the moderator has set 'Allow large speech bubbles' in the Options menu, the symbol on the Speech Bubble button changes to a speech bubble with three dots. If large speech bubbles are used, only the
beginning of the text followed by ‘...’ will be shown in the virtual team room. If you place your cursor above the text, the entire text will be displayed (which again you may mark and copy).

- **Session information:** The text display in the vitero gesture bar shows the session name or, if no session name is set, the name of the team as well as the current time. If adjoining rooms were set up (only on licencing vitero essentials+), the adjoining room you are currently in is displayed as well. By clicking on the session information, a window opens up with further details relating to the session, e.g. an access link. A copy function is available to quickly and easily send links to other participants.

- **Session code ( ), optional:** If a session code has been created when booking the vitero appointment, it is shown behind the room name. By transferring the session code, it is possible to invite participants ad hoc to a meeting, even if they do not have a vitero user account or are not assigned to the respective team. When clicking on the session code, a window with further session information opens up (see above). In order to copy the session code, simply left-click the corresponding ‘Copy’ button.

- **Number of spectators ( ), optional:** If the module vitero audience has been licensed, spectators can be added to a vitero session. They are not represented by single avatars but as a total number of spectators in the gesture bar. The role of ‘Audience’ can be assigned manually to specific persons in the Vitero Management System (VMS), or automatically as soon as all available participant seats in the virtual team room are taken (see Vitero Management System help, ‘Detailed team information’ and ‘Create Appointment’). The spectators only have a limited text chat as feedback channel. Feedback from spectators is shown exclusively in the text chat protocol of team leaders, named moderators, and administrators. If it is uncertain who can see the spectator feedback, the participant’s role can be checked in their business cards which can be opened via the Avatar context menu (see 7.11 Avatar context menu).

  **Hint:** Sharing/showing an application for spectators is only possible if this was specifically commissioned in the contract.
• **Telephone conference (📞), (optional):** This button will only be displayed if *vitero essentials*+ is licensed and dial-up via telephone has been booked for your session. If you click on the button, a dialogue with access data for the telephone dial-up opens. Please find detailed information in chapter 9 Phone dial-up.

  **Note:** You must use a **touch tone telephone** to use the dial-up via phone.

• **Megaphone on/off (📢):** This button will only be displayed if **audio communication via VoIP is activated** and at least one adjoining room has been created (see chapter 8 *vitero* adjoining rooms). Adjoining rooms are only available if *vitero essentials*+ has been licensed. They can be used to create sub-teams for tandem exercises, for instance, or for individual exercises with temporary trainer support. As the moderator or co-moderator in the main room, you can talk to the participants in the adjoining rooms by keeping the megaphone button pressed with the left mouse button.

  **Note:** Team leaders and administrators who are using VoIP may also activate the Megaphone feature. To do so, they do not have to take the moderator’s or co-moderator’s seat. The Megaphone is also available for team leaders and administrators in adjoining rooms.

### 7.11 Avatar context menu

The avatar context menu will open by clicking the button for playback volume and microphone sensitivity ( микрофон) in the gesture bar. Alternatively, you can right-click (Apple Mac: Ctrl + left mouse button) on an avatar. The entries in this menu depend on your role in the team (moderator, co-moderator, team leader, administrator, or participant) and the current application on the conference table. Furthermore, it does make a difference whether you have opened your own avatar’s context menu or that of another participant.

The following functions and settings of the context menu are available to all participants:

- **Audio wizard:** Starts the *vitero* audio wizard with which you can check and adjust your headphones’ and your microphone’s volume.
This menu item will only appear if you open your own avatar’s context menu.

- **Control for microphone volume:** Here, you can set the volume for your microphone. First of all, check the volume of your microphone using the volume gauge below the microphone slider. When you talk, the **gauge should be in the green area.** If it is in the **yellow area,** the volume is too low. In this case, move the **slider** for the microphone volume **to the right** to increase the volume. If the gauge is in the **red area,** you are too loud. To decrease the microphone’s volume, move the **slider to the left.** Conclusively, ask your fellow participants if they can hear you well. They should compare their microphone volume with the volume of the test sound (see ‘Play test sound’). At the optimal setting, you should be as loud as the test sound.

Moderators, team leaders, and administrators cannot only set their own microphone volume, but also that of the other participants. However, the gauge for the microphone volume will only be shown in your own context menu (for your own microphone).

- **Mute (Unmute) (for VoIP only):** By clicking this option, you can deactivate the audio communication via VoIP of your microphone. As long as the muting is in effect, a crossed-out flashing microphone symbol (🚫) is displayed at the top left of the screen. In case the hand microphone lies in front of your seat, or if you are sitting on the (co-)moderator chair, the virtual microphones are displayed as semi-transparent. That way, other participants can see that your microphone is currently deactivated. You can reactivate your microphone either by clicking the flashing symbol, or by pressing F4 on your keyboard, or by clicking ‘Unmute’ in the Avatar context menu.

**Hint for team leaders and administrators:** If you click ‘Unmute’ in the avatar context menu of a muted participant, the participants will receive a notification asking for permission to reactivate the microphone.

- **Control for headphones volume:** With this control, you can adjust the volume of your headphones (alternatively, you can adjust the headphone volume with volume control of your computer). If you click the menu point ‘Play test sound’ below the slider, a test sound will be
played with which you can test the volume setting. The setting for your headphone’s volume is best if you can hear the test sound in a volume that is agreeable to you.
The moderators can also set the volume for the participants’ headphones.

- **Play test sound:** Plays a sound that will help you set the volume for your headphones. This menu option will only appear, if you open your own avatar’s context menu.
  **Hint:** You can also play the test sound by pushing the keys ‘Ctrl+t’.

- **Send message:** Opens a window for sending private messages (see also: **7.10 Features of the gesture bar**).
  The participant’s name via whose context menu you opened the message window is pre-set. The menu item ‘Send message’ is only visible if the team leader or the administrator has activated the function in the settings menu. There, you may also adjust whether the function is made available for all participants or only for moderator, co-moderator, team leader, and administrator.

- **Change name plate (optional):** Here, you can change the data of your name plate. Amongst other things, this can be helpful to show that several persons attend a vitero meeting using only one PC. Furthermore, it is possible to inscribe additional information on the name plate which is then shown like a tooltip when moving the cursor over the name plate. You may, for instance, inscribe the company’s name or its headquarters. This information is then easily available for the other participants. The menu item only appears when you open your own avatar’s context menu. If desired, the administrator can deactivate the option to change the name plate in the server configuration so that no team on the server can use this function.
  **Hint for name representation:**
  Very long names are represented in name plate as follows:
  - Only the first letter of the first name followed by a dot is displayed in the name plate (e.g. ‘John Anderson-Cunningham’ becomes ‘J. Anderson-Cunningham’).
  - If, in spite of the abbreviated first name, the name is still too long, the last name is also abbreviated with a dot (e.g. ‘J. Anderson-Cunningh.’)
• **Activate/Deactivate webcam:** Only displayed if you have a webcam connected to your computer. If you have activated your webcam (and if the use of a webcam has been approved by the team leader), your live image will be displayed as soon as you are sitting on the moderator’s or co-moderator’s seat, or as soon as the hand microphone is lying next to your participant seat. You can deactivate the webcam by clicking on the menu item again (as long as the webcam is activated, the menu item says ‘Deactivate webcam’).

• **Take photo:** Takes a picture of your current webcam stream and shows it in your avatar. This option is only available if your live image is visible in your avatar. Alternatively, you can take the photo via the shortcut Ctrl+P. You can also save the taken image permanently in your profile in the VMS. This way, it will always be displayed as your avatar when you enter the virtual team room. In order to do so, simply approve the corresponding notification on taking the picture. If another image is already saved in your VMS profile, it is replaced by the newly taken webcam image. In case you do not save the image, it is only temporarily available for the current session. It will be deleted after you have left the virtual team room or take another picture with your webcam.

• **Delete gestures:** Deletes all gestures shown on your avatar. If you are the moderator or co-moderator, you may delete the gestures of individual participant’s avatars via their respective Avatar Context menu.

• **Business Card:** Opens a virtual business card with a participant’s contact data and your own, respectively. The business card can contain the following information: name, first name, role (according to the Vitero Management System), e-mail, phone number, mobile phone number, company, address. With the copy button, you can copy the content of the business card to your computer’s clipboard and then paste it to any text document. When you click the close button, the business card will be closed again. You can change the content of your business card via the Vitero Management System (see vitero User Manual Management System).

  **Note:** During an ongoing session, you can upload an avatar photo via your business card. You can choose whether you would like to save the photo permanently or only temporarily for the current session.
- **Session files:** Opens the folder that contains files or examination materials (if *vitero examination* has been licensed) that have been dealt in the course of a session. This entry is displayed only after you have received a file or examination material.

- **Close:** Closes the avatar context menu.

The following functions and settings are only available for **moderators or co-moderators** (upon opening the Context menu of other participants):

- **Pass microphone:** To place the hand microphone by the seat of the selected participant (see 7.9.4 The microphone and the virtual mouse).

- **Restore microphone:** To put the hand microphone back to its initial place by the moderator’s seat. This menu option will only be displayed as long as the microphone is lying by the selected participant’s seat.

- **Pass mouse:** To place the mouse by the seat of the selected participant. This menu option will only be displayed if application sharing has been started (see 7.9.1 Function buttons).

- **Restore mouse:** To put the mouse back to its initial place by the moderator’s seat. This menu option will only be displayed as long as the mouse is lying by the selected participant’s seat.

- **Deal card:** To open the personal blackboard for the selected participant (see 7.9.1 Function buttons).

- **Send document:** To open the dialog window for sending a document (see also 7.9.1 Function buttons). The document (a link or file will only be sent to the participant whose Context menu you entered to open the ‘Send document’ dialog.

The following function is available for **moderators or co-moderators**, as well as for **team leaders and administrators** only (upon opening the Context menu of other participants):

- **Swap places:** To swap seats of your own avatar and another selected avatar.

The following function is only available for the **team leader and the administrator** (upon opening the Context menu of other participants):
• **Remove user:** Removes user from the team’s virtual team room. Users who are assigned to the respective team in the VMS and are logged in with their own user account can additionally be blocked from anew admission to the virtual team room. They are then excluded from the virtual team room until they are given access rights again in the team settings of the VMS.

**Note:** If a session code is available for the meeting in the virtual team room, it does not become invalid by the exclusion and can therefore still be used by the removed participants. In case your meeting is strictly confidential, we recommend **not booking** the session code function for bookable rooms (licence model Corporate Room) so that only persons with a valid user account for the respective group can enter the virtual team room. With person-related rooms (licence model Named Moderator), the circle of users permitted to enter can be restricted with a session password (see also 6 My Person-related room).

The following function is only available for the **administrator** (upon opening the Context menu of other participants):

• **Computer data:** This function enables the administrator to obtain technical information about a participant’s computer. The participant gets informed about the moderator’s request via a pop-up and may agree or deny the publishing of his data. If he agrees, the information is shown on the administrator’s notepad.

### 7.12 Options menu

The options menu can be opened via the button showing tools ( ) located in the **vitero** gesture bar. In this menu, you may specify various settings for the virtual team room as a whole, or only for your own computer. The menu accommodates five tabs, which are divided into two groups. The first three tabs (My PC, My Favorites, My Links) refer to personal settings affecting only your PC. That is why these settings are always saved there (i.e. on the client).

The remaining two tabs (virtual team room, Expert options) refer to settings affecting the virtual team room as a whole, e.g. regarding the room’s layout or functions (number of seats, number of adjoining rooms...
etc.). These settings, which are always saved on the vitero servers for each room, apply to all participants, and therefore they can only be manipulated by the team leader or the administrator. They affect the illustration and the functions of the virtual team room (e.g. the number of chairs, adjustment of adjoining rooms) and are centrally stored on the vitero servers.

The options menu can now be transmitted via application sharing. Thus, it is possible to check a vitero participant’s settings (e.g. for technical support) and, if need be, assist him with the change of the settings.

The following sections will provide a detailed description of the settings and options you may access over the five tabs.

### 7.12.1 My PC

Settings under the My PC tab can be made by any participant. All settings made here will only affect your own PC.

The My PC tab contains the following options:
• **vitero session files will be saved in folder:** Once you have selected a folder for vitero files to be saved, a specific subfolder will be created in which all session files are saved for each vitero session you take part in. The name of each subfolder is made up of the team name, the date of the session, and the time you logged on to the session (e.g. vitero Demo 2008_04_09 10_15 am).

The following sections will inform you about all types of vitero session files to be saved in the respective subfolder, as well as their name structures and, if applicable, more subordinate folders the files are saved in.

The following types of vitero session files **will always be saved**:

- **Snapshots:** all snapshots created during a session (file name structure: <team name> <date> <time>, snapshot.jpg, subfolder: snapshots).
- **Screenshots:** all screenshots you created using the Print Screen key on your keyboard. Upon each screenshot command, two images will be created: one image of the room as a whole (file name structure: <team name> <date> <time>, <login name>, room.jpg; subfolder: Screenshots/Romm), and one image only capturing the display area of the conference table (file name structure: <team name> <date> <time>, <login name>, screen.jpg; subfolder: Screenshots/screen).

The following types of vitero session files **will be saved at option,** i.e. if you have ticked the box before ‘Save text chat, notes, and card collection automatically’ (see above). If you have not ticked this box, you will be asked whether you want to save the files every time you are about to close vitero, or (for card collection only) every time you are about to move to an adjoining room.

- **Personal notes:** All notes you took using the vitero note pad (file name structure: vitero_notestaker <date> <time>.txt).
- **Private messages:** The log file containing all private messages you received, provided ‘Allow private messages for …’ some or all participants has been set in the Options
The following types of **vitero** session files **will only be saved if you are using vitero session recorder** for recording sessions (see also **11 vitero session recorder**):

- **Video recordings**: video/audio recordings in avi format (file name structure: `<team name> <date>, <time>(<moderator’s name>)(<presentation name>)(<slide no.>).avi; subfolder: Recordings).  
  **Note**: the text chat log file will **always be saved** on the recording computer during the time a recording is taking place. In vitero capture.exe, the 'Save text chat, notes, and card collection automatically’ option is deactivated.

- **Audio recordings**: you may save only the audio track of a video recording (file name structure: `<team name> <date>, <time>.mp3, subfolder: recordings/audio).

  - **Save content of text chat, notes, and card collection automatically**: If you tick this option, any content from your note pad, your card collection, and from private messages you exchanged, as well as the text chat log will be saved automatically. Session files will always be saved in txt format in the current session’s directory. The folder for **vitero** session files to be saved can be specified under the My PC tab (see above).

- **Microphone**: If you can select from several microphones (e.g. when using a webcam with build-in microphone and a headset microphone), you can specify here which one you want to use in **vitero** while the session is already running. There is an additional ‘default’ option in the drop-down menu. If this option is activated, the currently selected default Windows device is used by **vitero** on login. In this case, specific microphone adjustments
are not saved in **vitero**. Below the option ‘default’, the names of all available devices are listed. If one of those names selected, it is saved as preference.

If you click on the Volume button next to the drop-down menu for microphone selection, your Avatar Context menu will open where you can adjust your headphones’ volume and microphone sensitivity (see also 7.11 Avatar Context menu).

- **Hear yourself**: With the sound cards recommended by **vitero**, it is possible to hear oneself in the virtual team room by activating the microphone playback channel if your own audio channel is open (i.e. there is a virtual microphone in front of the seat). This provides further orientation whether one can be heard at the moment or not.

- **Echo suppression**: If you are using loudspeakers instead of a headset, you can tick this box to reduce the echo effect that may occur for the other participants.

- **Increase microphone sensitivity**: If you are using a table microphone or a hands-free set instead of your headset’s microphone, you can tick this box to increase microphone sensitivity. This is necessary, for example, if several persons want to participate in a **vitero** session from a single computer. By increasing the microphone’s sensitivity, persons sitting at some distance from the microphone can also be heard by the other participants of the session.

  **Note**: If you are using a hands-free set recommended by **vitero**, you do not have to do this adjustment manually. During the time the hands-free set recommended is connected and selected under ’Microphone’, the box before ‘Increase microphone sensitivity’ is ticked automatically and the option is displayed in grey colour (i.e. it is not available for manual activation/deactivation).

- **My avatar picture**: An avatar picture can be uploaded to **vitero** directly from a computer.

- **Activate own webcam**: If you tick this box, you can activate your own webcam (the same way you can do from your Avatar Context menu). Please note that your live image will only be transmitted if the moderator, the co-moderator, the team leader, or the administrator has approved of the use of webcams for the session. Your live image will be displayed during the time you are sitting on the moderator’s/co-moderator’s seat or during the time you have the hand microphone
lying by your participant’s seat.
You can choose the webcam to use in *vitero* via the drop-down menu ‘Webcam’ in case several webcams are attached to your computer. By clicking the button ‘Preview’, a preview window is displayed which shows the section of your webcam that is to be shown instead of your avatar picture. Thus, you can position your webcam right. After having activated the preview, the button’s function changes to ‘Take picture’. If you click on the ‘Take Photo’ button, you can generate a photo from the live image to be used for your avatar representation.

This image is displayed in the virtual team room immediately after taking it. You can also save the taken image permanently in your profile in the VMS. This way, it will always be displayed as your avatar when you enter the virtual team room. In order to do so, simply approve the corresponding notification on taking the picture. If another image is already saved in your VMS profile, it is replaced by the newly taken webcam image.

In case you do not save the image, it is only temporarily available for the current session. It will be deleted after you have left the virtual team room or take another picture with your webcam. On closing the menu ‘Options’, the webcam preview is automatically deactivated.

**Note:** If *vitero* is connected to an external Learning Management System (LMS), e.g. ILIAS or Moodle, via the web service API, the profile images provided by the LMS will be used for your avatar. A permanent change of the profile image is only possible by directly changing it in the corresponding LMS.
7.12.2 My Favorites

Under the My Favorites tab, you may specify and delete favorites for application sharing.

Applications and files you specify here will be displayed in the Favorites menu so that you can start them directly via the application sharing mode. You may specify a new favorite even if you are not the moderator or co-moderator. However, to open the Favorites menu and start application sharing, you need to sit on the moderator’s or co-moderator’s seat.

Create new favorite:

To specify a new favorite, enter the name of this favorite in the 'Name' text field. Then enter the path to the designated file or application you want to open with application sharing in the ‘Application’ text field. Alternatively, you may click on the button to the right of the text field to search in the folder structure of your computer. Finally, click on the ‘Create new favorite’ button to add the selected favorite to the list.
**Hint for Apple Mac users:** Only files can be chosen as favorites on Apple Mac computers. It is not possible to start an application without opening a file in it.

**Delete favorites:**

All favorites are shown in the lower part of the tab ‘My Favorites’. To delete favorites you created yourself, tick the box before the respective name and click the ‘Delete’ button. Favorites that come with the default setting of vitero cannot be deleted (they will be displayed greyed out). Delete one or more self-made favorites by ticking the box in front of them and then clicking the ‘Delete’ button.

### 7.12.3 My Links

Under the My Links tab, you may specify links which you can later select and send to the other participants using the Send Document button.

You may specify a new link even if you are not the moderator or co-moderator. This link will then be saved and displayed in the lower section.
of the My Links frame. However, to send the link to other participants of
the session, you need to sit on the moderator’s or co-moderator’s seat.

**Create new link:**

To specify a new link, enter the name of this link in the ‘Name’ text field.
Then enter the URL in the ‘URL’ text field. Finally, click on the Create new
link button to add the selected link to the list.

**Note for experts:** If a link requires additional parameters, such as a
user’s name or a team name, for example if you want to draw up and
evaluate online questionnaires, it is possible to read out certain parameters
from vitero and add them to this link.

The following parameters are available:

- `%loginname%`: Adds the user name of the respective participant
  from vitero.
- `%firstname%`: Adds the first name of the respective participant.
- `%lastname%`: Adds the last name of the respective participant.
- `%mail%`: Adds the e-mail address of the respective participant.
- `%teamname%`: Adds the team name.
- `%roomname%`: Specifies whether a user is in the main room or in an
  adjoining room (including the number of the adjoining room).
- `%media%`: Adds the name of the presentation file currently displayed
  in the media display. If application sharing or webcam are currently
  active, this will be added too. (format: application sharing (<first
  name><last name>), webcam (<first name><last name>)).
- `%date%`: Adds the current date (format: YYYY_MM_DD).
- `%time%`: Adds the current time (format: HH_MM).

**Delete links:**

All links are shown in the lower part of the tab ‘My Links’. To delete links,
tick the box in front of the respective name and click the ‘Delete’ button.
7.12.4 virtual team room

Settings under the ‘virtual team room’ tab can only be changed by the administrator or the team leader. All settings specified here do not only affect your own computer, but the general appearance and functions of the virtual team room, i.e. they apply to the other participants, too. The ‘virtual team room’ tab contains the following options:

- **Number of chairs**: Via the drop-down menu, you can specify the maximum number of available chairs for a session apart from the moderator’s seat. The co-moderator’s seat will be among the number of chairs selected (provided the co-moderator’s seat option is active). The same applies to chairs that have been temporarily faded-out by right-click through team leaders or administrators.

- **Name tag**: You can specify here what is to be displayed on the participants’ nameplates. You may choose from three options: first name and last name, only first name, or only last name.
• **Layout:** In this drop-down menu, you can specify the background design of the virtual team room.

• **Co-moderator’s chair:** If you tick the box before co-moderator’s seat (default setting), the session you are going to hold will comprise a seat for a co-moderator. The co-moderator too has access to all functions of the conference table and can change the *vitero* team room settings.

• **Adjoining rooms (optional):** This option can only be activated if *vitero essentials+* has been licensed. If you tick the box before ‘Adjoining rooms’, you may use additional rooms during the session apart from the main room. Such rooms allow individual participants or a number of participants to withdraw temporarily from the session (see also 8 *vitero Adjoining rooms*). You can specify the number and names of the adjoining rooms via drop-down menus. With the option ‘Transfer snapshots’, you can choose whether snapshots should only be displayed in the room in which they were made (option: ‘deactivated’), or transferred to ‘all rooms’, or to the ‘main room only’. The transfer of snapshots to other rooms is also indicated by the snapshot symbol in the title bar (📸). A maximum of 10 snapshots per room can be transferred to other rooms. For further details on ‘snapshots’ see (7.9.3 Tools of the title bar). Via the drop-down menu ‘Display presentation automatically’, you can specify whether a certain presentation which has been uploaded to your team folder in the VMS for the virtual team room is to be displayed automatically in all adjoining rooms.

• **Allow avatar webcams to be integrated into the session (optional):** Tick this box to allow the use of avatar webcams in a session in general. Individual participants may then activate their webcams via their avatar context menus. If a participant has activated their webcam, a live image of that participant will be displayed instead of a photo. This live image will be shown as soon as they have taken the moderator’s or the co-moderator’s seat, or as long as they have the hand microphone lying by their seat. If a participant has activated their webcam, this will be indicated by a little camera symbol next to their nameplate.

• **Open microphones of all participants present:** This option is only available for small groups (up to 7 participants). It allows you to open all microphone channels centrally and simultaneously and is also
available in adjoining rooms. As long as these microphones are activated, white table microphones are displayed in front of the participants’ seats in the virtual team room.

- **Use session password (optional):** This option is only shown if the licence model Named Moderator is used and you are in the person-related virtual team room. As named moderator, you can assign a temporary session password. Thus, users can only enter your room if they know the currently valid session password in addition to the *vitero* login or session code (see also 6 My Person-related room).

### 7.12.5 Expert options

Settings under the ‘Expert options’ tab can only be changed by the team leader or the administrator. All settings specified here do not only affect your own computer but the general appearance and functions of the virtual team room, i.e. they apply to the other participants, too. We recommend changing the settings under this tab only if you are an experienced *vitero* user.
The ‘Expert options’ tab contains the following options:

- **Reduce audio transmission frequency to 5 kHz from 11 kHz:** If you want to adapt audio transmission to low internet connection bandwidth, you can select this option. As the sound quality will then be reduced, you should select this option only if there are participants who use an analogue modem, or if the transmission speed is very low due to some other reason. Usually, you can recognise a slow Internet connection if user actions happen with delay or if interruptions occur in the audio transmission during a vitero session. If this is the case, it will be indicated by the symbol next to the avatar of the respective participant.

- **No application sharing enlargement:** This option is activated by default. It ensures that the application sharing picture will not be scaled up if the person showing application sharing has a lower resolution than the viewers. This can improve text presentation. If you deactivate this option and if other participants are using a higher resolution than you are, the application you open in the application sharing mode will be enlarged on those participants’ screens in such a way that the whole size of the conference table will be used for displaying the image, which may result in blurry images, mainly in case of text documents. While ‘No application sharing enlargement’ is activated, the application is displayed in original size without scaling, i.e. in identical resolution. This also means that a side effect occurs, i.e. the application does not cover the whole display area of the table on the viewer’s computer, but only part of it.

- **Allow large speech bubbles to be used:** If you tick this option, participants may write larger amounts of text into the Speech Bubble text field. If large speech bubbles are used, only the beginning of the text followed by ‘...’ will be shown in the virtual team room. If you place your cursor above the text, the entire text will be displayed (which you then may mark and copy, e.g. to paste it in the Brainstorming template). Note: If you work with ‘normal’ speech bubbles, the amount of text to be displayed in a speech bubble is limited by the length of the Speech Bubble text input field. This limitation is supposed to have a positive effect on vitero sessions, as it forces participants to keep their written contributions relatively short by which clarity and effectiveness of communication in vitero is supposed to increase.
• **Fade in avatar actions in enlarged views:** While this box is ticked (default mode), the avatar of participants is shown in the enlarged views when an interaction (e.g. gestures, speech bubbles) has been triggered. When the avatar actions are faded out, session participants can neither trigger gestures (apart from the coffee cup), nor create speech bubbles in the enlarged views.

• **Aspect ratio:** Via this drop-down menu, you can determine the aspect ratio (4:3 or 16:9) according to which the virtual team room is displayed to all participants present. This setting can only be adjusted by team leaders and administrators and is binding for all session participants. In order to make your choice easier, the menu displays which aspect ratio is ideal for how many participants.

  **Hint:** At the beginning of each session, the aspect ratio is adjusted according to the screen resolution of the participant who enters the virtual team room first. As soon as a participant enters the room with a different aspect ratio, a one-time notification is displayed automatically to team leaders and administrators offering to switch to another aspect ratio.

• **Private messages to be made available for:** Private messages are text messages written by one participant to another participant, i.e. all other participants do not have access to such messages. With the drop-down menu of this option, you may specify whether private messages may be exchanged during a vitero session, and, if permitted, who may do so. You may select from three options:

  o **Nobody:** no participant may send private messages.

  o **(Co) moderators, team leaders and administrators:** only participants having one or more of these roles may exchange private messages among each other, i.e. they cannot send private messages to ordinary participants.

  o **All participants:** all participants may exchange private messages without any restrictions.

• **Activate examination mode (optional):** This option is only available if vitero examination has been licensed. When you tick the box, the ‘Agenda’ button is replaced by the ‘Exam’ button. The (co-) moderator is then able to distribute and collect examination materials (see also 7.9.1 Function buttons).
### 7.13 Automatic awareness elements

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Screen Symbol" /></td>
<td><strong>Different application in foreground:</strong> The screen symbol will be shown by your avatar if the window of another application is on top of vitero. This will show the other participants that you cannot see part or all of vitero while you are busy with a different application.</td>
</tr>
<tr>
<td><img src="image" alt="Note Pad Symbol" /></td>
<td><strong>Note taking feature active:</strong> If the note taking function is active, the symbol of a grey note pad will appear beside your avatar.</td>
</tr>
<tr>
<td><img src="image" alt="Blackboard Symbol" /></td>
<td><strong>Personal blackboard feature active:</strong> This symbol will be shown beside your avatar if you have opened the personal blackboard for a card query (Deal Cards function).</td>
</tr>
<tr>
<td><img src="image" alt="Avatar Context Menu" /></td>
<td><strong>Avatar context menu open:</strong> This symbol will be shown next to your avatar as long as your avatar’s context menu is open.</td>
</tr>
<tr>
<td><img src="image" alt="Business Card Symbol" /></td>
<td><strong>Business card open:</strong> The business card symbol will be shown when you are viewing a participant’s or your own business card.</td>
</tr>
<tr>
<td><img src="image" alt="Tools Symbol" /></td>
<td><strong>Options menu open:</strong> The tools symbol will be shown when the Options menu has been opened.</td>
</tr>
<tr>
<td><img src="image" alt="Selection Menu Window" /></td>
<td><strong>Selection menu window:</strong> This symbol will be shown when you have opened a selection menu window of vitero.</td>
</tr>
</tbody>
</table>
**Card collection window open:**
This symbol will be shown if you, being the moderator or co-moderator, have opened the card collection window. If you have opened application sharing, the card collection window will be transmitted to the other participants and therefore the icon will not be displayed.

**Audio delay (only with vitero VoIP):**
This symbol will be shown if a participant has the problem that their actions happen with considerable delay or massive interruptions occur in the audio transmission. Audio delay may occur when Internet connections are defective or very slow.

A slow internet connection usually results in delays in the operation of vitero or pauses in the audio transmission. A loudspeaker with a flash is displayed on the affected participant’s avatar. If audio delays occur frequently, we recommend using the telephone alternatively as an ad-hoc solution.

Precondition is that vitero essentials+ is licensed. As this can only be a temporary solution, further measures should be taken to increase audio quality (see Annex B - vitero audio delay minimization).

**Mute symbol:**
This symbol is displayed at a participant’s avatar when the audio transmission (VoIP or telephone) is interrupted. This may be the case when a participant activates the ‘Coffee Cup’ Symbol ('I will be back soon’) in the vitero gesture bar. Thereby, his audio connection is completely disconnected (microphone and playback). In addition to the mute symbol, a translucent coffee cup is shown at his avatar to clarify that the participant cannot participate at the session temporarily.

With vitero VoIP, the mute symbol is displayed...
when a participant has completely turned down his playback or microphone sound level via the avatar context menu in the virtual team room. Thus, the search for the source of errors of the supposed ‘audio problem’ becomes unnecessary. Additionally, the other participants are informed immediately why the corresponding participant cannot take part in the conversation temporarily and misunderstandings can be prevented.

**Group avatar:**
The group avatar illustrates that several persons participate in a vitero session in front of one single computer. For details concerning the activation, please see chapter 7.3 The vitero group avatar.

<table>
<thead>
<tr>
<th>7.14 Keyboard shortcuts</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For all participants:</strong></td>
</tr>
<tr>
<td><strong>Ctrl</strong></td>
</tr>
<tr>
<td><strong>Ctrl + t</strong></td>
</tr>
<tr>
<td><strong>F8</strong></td>
</tr>
<tr>
<td><strong>F12 or ‘Pause’ button</strong> (Windows PC only)</td>
</tr>
<tr>
<td><strong>Print (Windows PC)</strong></td>
</tr>
<tr>
<td><strong>cmd + s (Apple Mac)</strong></td>
</tr>
<tr>
<td><strong>in the Options menu (see 7.12.1 My PC). The default folder for saving <strong>vitero</strong> session files is the 'vitero files’ folder on your desktop.</strong></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td><strong>F1</strong></td>
</tr>
<tr>
<td><strong>Call up help.</strong></td>
</tr>
<tr>
<td><strong>Ctrl + v (Windows PC)</strong></td>
</tr>
<tr>
<td><strong>cmd + v (Apple Mac)</strong></td>
</tr>
<tr>
<td><strong>Paste text from your computer’s clipboard into the text chat line.</strong></td>
</tr>
<tr>
<td><strong>Ctrl + p</strong></td>
</tr>
<tr>
<td><strong>Take a picture with your webcam. This function is only available when a live picture is displayed in your avatar. A picture of your current webcam stream is then taken and will be displayed in your avatar. You can also save the taken image permanently in your profile in the VMS. This way, it will always be displayed as your avatar when you enter the virtual team room. In order to do so, simply approve the corresponding notification on taking the picture. If another image is already saved in your VMS profile, it is replaced by the newly taken webcam image. In case you do not save the image, it is only temporarily available for the current session. It will be deleted after you have left the virtual team room or take another picture with your webcam.</strong></td>
</tr>
<tr>
<td><strong>F4 (VoIP only)</strong></td>
</tr>
<tr>
<td><strong>If you use VoIP for your audio communication, you can mute your microphone by pressing ‘F4’. As long as the microphone is muted, a blinking crossed-out microphone is displayed in the top left corner of the display ( <img src="image" alt="crossed-out microphone" />) . If the hand microphone is placed at your seat or you are sitting on the (co-)moderator chair, the virtual microphones are displayed with a lower opacity. This way, the other participants can see that your microphone is currently deactivated. You can unmute your microphone by clicking the blinking symbol, by pressing the ‘F4’ key or, alternatively, by clicking the option again in the avatar context menu.</strong></td>
</tr>
</tbody>
</table>
**Hint for team leaders and administrators:**
If you click ‘Unmute’ in the context menu of a muted participant, the participant will be asked whether the microphone should be activated or not.

<table>
<thead>
<tr>
<th><strong>Alt + F4</strong></th>
<th>Close vitero.</th>
</tr>
</thead>
</table>

**For moderator and co-moderator only:**

<table>
<thead>
<tr>
<th><strong>Arrow keys</strong></th>
<th>Pass on microphone. The passing on of the microphone with the arrow keys is deactivated while application sharing is in use.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pos1</strong></td>
<td>Place the microphone by the seat of the participant who raised their hand first in order for them to make an oral contribution. Pushing Pos 1 again passes the microphone on to the participant who is next to do so. If there are no more requests to speak, pressing Pos 1 again puts the microphone back to its original position in front of the moderator’s seat.</td>
</tr>
<tr>
<td><strong>Screen up</strong></td>
<td>Page back in the agenda or media.</td>
</tr>
<tr>
<td><strong>Screen down</strong></td>
<td>Page forward in the agenda or media.</td>
</tr>
<tr>
<td><strong>Del</strong></td>
<td>Delete all avatar gestures.</td>
</tr>
</tbody>
</table>

**Starter of application sharing only** (either Moderator or Co-Moderator)

| **Esc** | The virtual mouse will immediately be restored to its initial position in front of the moderator’s seat. This will prevent the application from being remote controlled by the participant. |
### Text chat shortcuts

Enter the commands below in your text chat edit line and trigger the corresponding function with the return button on your keyboard or by clicking the speech bubble button.

<table>
<thead>
<tr>
<th>All session participants:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>#openMic</strong></td>
</tr>
<tr>
<td><strong>#closeMic</strong></td>
</tr>
<tr>
<td><strong>#switchscreen</strong></td>
</tr>
</tbody>
</table>

For team leaders and administrators only:

<p>| <strong>#openMicAll</strong> | Activates the microphones of all participants (VoIP and telephone (optional)) permanently for the particular session. This shortcut is only available |</p>
<table>
<thead>
<tr>
<th>Shortcut</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#closeMicAll</td>
<td>Ends the activation of all microphones (VoIP and telephone (optional)). This shortcut can be used by team leaders and administrators in conjunction with #openMicAll (see above).</td>
</tr>
<tr>
<td>#resetChairs</td>
<td>Team leaders or administrators may fade out empty chairs in the virtual team room by right-clicking the chair and selecting ‘Fade out chair’ from the context menu. All chairs that have been faded out in this way can be brought back with the shortcut ‘#resetChairs’.</td>
</tr>
<tr>
<td>#fingerclick</td>
<td>With this shortcut, team leaders and administrators can activate an auditory signal for the ‘Raise hand’ gesture. This way, a participant’s request to speak is not only visualized, but also emphasized acoustically. The auditory signal is only activated for the participant who typed in the shortcut, not for the entire team. To switch it off just type in the short cut again.</td>
</tr>
</tbody>
</table>

Only group leaders, administrators, and assistants:

<table>
<thead>
<tr>
<th>Shortcut</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>#webcast</td>
<td>With this shortcut, group leaders, administrators, and assistants can deactivate the automatic insertion of awareness elements.</td>
</tr>
</tbody>
</table>
8 vitero adjoining rooms (optional)

If you have licensed vitero essentials+, you can create adjoining rooms in addition to the main room while a session is in progress, to which individual participants or complete groups can withdraw. The adjoining rooms provide the same features as the main room.

8.1 Create adjoining rooms

Only the team leader or the administrator can create adjoining rooms. To open the Options menu for creating adjoining rooms, click on the button with the tool symbol in the vitero gesture bar.

Under the ‘virtual team room’ tab, tick the box before ‘Adjoining Rooms’ and select the number and specify the names of the adjoining rooms using the drop-down menus (see also 7.12.4 virtual team room).

8.2 Switching between main room and adjoining rooms

Once the adjoining rooms have been created, the room selection button will be displayed in the top right-hand area of the screen ( ). Click on the button to open the room selection menu. The menu will show all adjoining rooms that are available as well as the main room for your team. Beside the room’s name, you can also see how many and which team members are currently present in the rooms. To change the room, click the name of the room into which you would like to go, or click the point in front of the name and confirm your selection by clicking the OK button at the bottom of the menu window. Now, the window will close and the new room will be loaded.
8.3 Special features of the main room

8.3.1 Talking to all participants (Megaphone)
Once the adjoining rooms have been created, the Megaphone feature is available to the moderator and the co-moderator in the main room. With this feature, every participant sitting on the moderator’s or co-moderator’s seat in the main room may address all team members via VoIP audio chat, regardless of them being in the main room as well or in one of the adjoining rooms. The Megaphone feature is currently not yet available for audio communication via telephone. Participants of the telephone conference can hear what is said via the Megaphone, however, they cannot activate it themselves.

In order to switch on the Megaphone, click on the button with the megaphone symbol ( ) in the vitero gesture bar at the bottom right. Press the left mouse button above the button and keep it pressed while you are speaking.

The loudspeaker symbol by your photo will be replaced by a megaphone symbol ( ) as long as the feature is active. In the adjoining rooms, your avatar will be shown on the display area of the conference table. In addition, the switching on of the megaphone feature will be announced in all rooms by the sound of a gong.

Note: Also, team leaders and administrators using VoIP may activate the Megaphone. To do so, they do not need to sit down on the moderator’s or co-moderator's seat. Moreover, they may use the feature in any adjoining room.

8.3.2 Fetching participants back to the main room
The moderator, the co-moderator, the team leader, or the administrator can fetch the participants back from the adjoining rooms to the main room by altering the number of adjoining rooms in the Options menu.

Setting the number of adjoining rooms to 0 will automatically fetch all participants back to the main room. If the number is reduced but not set to 0, the rooms with the highest numbers will be closed first.

Example: Initially, 4 adjoining rooms have been created. Later the number of adjoining rooms is reduced to 2. Now Rooms 3 and 4 (or C and D, or III
and IV) will be closed and the participants from these rooms will automatically be brought back to the main room.

9 Telephone dial-up (optional)

If vitero essentials+ is licensed, audio communication in the virtual team room can be carried out by telephone. Either all session participants use the telephone for audio communication, or only individual participants dial in by telephone while the remaining participants use VoIP.

With person-related rooms (licence model Named Moderator), it is already determined by the licence whether phone dial-up is available or not, i.e. dial-up via telephone to a person-related room is either always or never possible.

With bookable vitero rooms (licence model Corporate Room), it is possible to choose whether dial-up via telephone is permitted for the respective booking (see also Vitero Management System Help).

Note: A touch tone telephone is required for telephone dial-up. Please consult the manual of your phone to learn whether it is one and how touch-tone dialing can be enabled.

Audio playback of video clips is not available via telephone, but only via VoIP. That means, even if the audio communication in the virtual team room is carried out by phone, the sound of the video is always processed by the PC soundcard and transmitted to the attached speaker/headset.

9.1 The dial-up assistant

If dial-in via phone is available for your vitero session, you can find all necessary information for initialisation in the dial-up assistant.

The assistant can also be shown at any time with the telephone button ( ) in the lower right of the vitero gesture bar. With bookable rooms (licence model Corporate Room), it is possible to define in the booking settings that the dial-up assistant opens directly when entering the virtual team room. This option is not available for person-related rooms (licence model Named Moderator).
The assistant contains various dialogues for the several dial-up possibilities (Dial In and/or Dial Out). The several views of the dial-up assistant are being displayed next to the avatar as awareness elements (see section 0 Awareness elements of the dial-up assistant) and can be seen by all persons in the virtual team room. Thus, users who require support can be aided even better.

9.1.1 Choose dial-up method

In case different possibilities are available for dial-up, you can first choose how you want to establish the telephone connection in the dial-up assistant. This is either possible via Dial In (you call), or optionally via Dial Out (you are called). With Dial Out, no costs arise for telephone conference users. In order to keep costs low with Dial In, country-specific regional numbers are available for over 20 countries (optional). Click the button below the desired option to get detailed information on the respective dial-up method.

To exit the assistant, click the close button on the lower right.
As long as the dialogue with the dial-up methods is open, a white dialogue symbol (📞 📞) is displayed (see Awareness elements of the dial-up assistant).

9.1.2 Set up telephone connection

After you decided for a dial-up option (if required), follow the ‘step-by-step’ instructions of the dial-up assistant to set up the telephone connection. The instructions differ depending on the chosen dial-up mode, either Dial In (blue dialogue window), or Dial Out (yellow dialogue window, optional).

A blue dialogue symbol for Dial In (📞 📞), or a yellow one for Dial Out (📞 📞) is displayed next to your avatar once the dial-up assistant is open (see Awareness elements of the dial-up assistant).

When the telephone connection is set up, or you do not need the dial-up assistant any more, close it by clicking the ‘Close’ button on the lower
right. Use the ‘Back’ button to return to the different dial-up options (if several are provided).

9.1.3 Disconnection

Hang up to cut the connection. Alternatively, click the telephone button ( ) on the lower right in the virtual team room and choose the ‘Hang up’ button in the dial-up assistant.

When the dialogue for disconnection is open, a white dialogue symbol ( ) is displayed next to your avatar (see 0 Awareness elements of the vitero dial-up assistant).

Note: If your computer has an active microphone channel and access has not been restricted by the administrator, vitero VoIP is automatically activated after the telephone connection has been terminated. Otherwise, only text chat is available for communication.
Awareness elements of the vitero dial-up assistant

When a user has opened the dial-up assistant, different awareness elements are displayed next to their avatar. Thus, participants needing help with telephone dial-up can be assisted even better.

The following awareness elements are used:

<table>
<thead>
<tr>
<th>Awareness Element</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Opened dial-up assistant:</strong></td>
<td>This element is displayed for the choice of the dial-up method and the dialogue for disconnection as long as no phone connection has been established. As soon as the connection has been established, it will be replaced by the following awareness element:</td>
</tr>
<tr>
<td><strong>Dial-up assistant for Dial In:</strong></td>
<td>This element is displayed when the instructions for Dial In are open as long as no phone connection has been established. As soon as the connection has been established it will be replaced by the following awareness element:</td>
</tr>
<tr>
<td><strong>Dial-up assistant for Dial Out:</strong></td>
<td>This element is displayed when the instructions for Dial Out (optional) are open as long as no phone connection has been established. As soon as the connection has been established, it will be replaced by the following awareness element:</td>
</tr>
</tbody>
</table>
9.2 The phone avatar

If you communicate via telephone, this is shown next to your avatar. Additionally, a small telephone symbol is displayed next to the name plate of your avatar to show at any time which participants take part in the telephone conference.

**Note:** The phone avatar will also be displayed if the telephone dial-in is used via vitero App.

The telephone audio channels can be activated like vitero VoIP with the virtual microphones and the Ctrl key. A telephone handset is displayed at your avatar when the microphone is activated. Speaking is indicated by sound waves next to the telephone receiver.

**Note:** If the audio communication via telephone is reconnected, the new dial-up of VoIP and telephone can last up to 20 seconds. This is also indicated by blinking audio symbols (telephone and receiver) next to the avatar. A new dial-up occurs either on changing the room or on reconnecting anew via telephone.

In case a participant's internet connection is disrupted, his picture or grey silhouette will be replaced by a big telephone symbol. Thus, it is easily noticeable that a participant can keep track of the session auditorily but not visually any more.
9.3 Patch in participants via telephone

Group leaders, administrators, and organizers have the possibility to patch in participants via telephone in virtual sessions in *vitero*. For this, the option ‘Allow to patch in participants by telephone’ which is available when booking a session can be activated if *vitero essentials+* is licensed (please find further details in our *Vitero Management System Help*).

If this option is intended to be used in a *vitero* session, participating group leaders, administrators, and organizers receive the following entry in the dial in assistant:

![vitero phone dial-up](image)

After this option is chosen, the telephone number of the participant, as well as their first and last name, can be added. By clicking on ‘Call’, the added telephone number is dialed automatically by the system. The participant only needs to answer the phone. It is not necessary to log in via computer or mobile device to participate auditorily in a *vitero* session.
**Note:** As soon as this option is started, this can be seen in the avatar of the operator as an awareness element (green). Additionally, the coffee cup is displayed during the connection process and the conversation so that during this time other participants can no longer hear the group leader, for example, and vice versa.

As soon as there is a telephone connection, the initiator of the call can decide whether to return to the session with the called party as telephone participant, or terminate the call and return alone.
If the session is entered together with the telephone participant, the patched in participant is displayed as an avatar with a nameplate and can switch to adjoining rooms (controlled by the chair person or trainer via the corresponding context menu).

Additionally, the telephone participant can activate the **Hand raising** gesture via telephone keypad (#1 = activate / #0 = deactivate).
10  vitero webcam recorder (optional)

The vitero webcam recorder allows to record and playback live webcam streams of the virtual team room including the audio channel. The recordings are saved on the server as flv files and can be analysed and discussed instantly during the session. In order to record the audio channel of a participant in the virtual team room, the participant is required to use VoIP for audio communication.

10.1  Display recorder

To display the webcam recorder on the conference table, open the folder in the media display you defined as 'recording' folder (see Vitero Management System help, 'Team Folders'). Click the 'Media' button and if necessary the arrow button ( ) next to the media title. Now, in the drop-down menu, choose the respective 'recording' folder. This automatically opens the recorder on the conference table. If recordings are already present, they are displayed as further 'slides' in the 'recording' folder and can be opened with the browsing buttons ( ) in the title bar. Recordings are stored under the name of the recording author in alphabetical order.

10.2  Recorder functions

<table>
<thead>
<tr>
<th>![Icon]</th>
<th><strong>Remember position:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Places a jump mark at the current position of the webcam stream. With the 'Jump' button (see below), the mark can be accessed directly. <strong>Hint:</strong> On leaving vitero, all marks of a participant are deleted.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>![Icon]</th>
<th><strong>Jump (to a marked position):</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Triggers a jump to the marked position of the webcam stream (see 'Remember position'). This button is only active after a jump mark is set.</td>
<td></td>
</tr>
</tbody>
</table>
### Rewind:
Recorded webcam streams can be rewound by keeping the buttons pressed. Rewinding is also possible during the playback.

### Start playback/pause:
Starts the playback of the recorded webcam stream. While the webcam stream is played back, the 'Pause' button is displayed instead of the 'Start playback' button. It temporarily pauses the playback.

### Fast-Forward:
Recorded webcam streams can be fast-forwarded by keeping the button pressed. Fast-forwarding is also possible during the playback.

### Stop:
Stops the recording or playback of webcam streams.

### Record:
Starts a new recording. Only the moderator or co-moderator can initiate a new recording. The person starting the recording is also the person who is recorded. Afterwards, the recording is automatically displayed on the conference table.

### Lock/unlock recording:
Locks or unlocks the selected recording (button change). A locked recording can only be opened and played back by the recording author. An unlocked recording can be opened and played back by all participants who are currently present.
11 vitero session recorder (optional)

11.1 General remarks

With the module vitero session recorder, you may record your vitero sessions with your computer. The recordings are saved compressed in mp4 format (with standard H264).

11.2 Setup/ Start Recording

With the integration of the recording function into the vitero client, the vitero session recorder is fast and easily set up.

Before the recording function is available for your session, you need to activate the option “Allow recording” during the creation of a session appointment.

Note: If the vitero session recorder has been booked in connection with the licence model Named Moderator, the recording function is – after the initial setup – available in each session in the person-related room. Afterwards, team leaders, administrators, and organizers can easily record sessions in the virtual team room. For this purpose, users who are authorized to create recordings only need to start vitero and log in to the respective session with their vitero login details. After entering the virtual team room, they are directly informed about the necessary setup of the vitero session recorder.

Setup Information:

- Local administration rights are required for the initial setup.
- The recording computer needs to be connected to the virtual team room auditorily via sound card (vitero VoIP), not via telephone.
- In order to successfully save a recording, at least 500 MB of free memory are recommended.
Tip: It is recommended to create a test recording after the initial setup.

11.2.1 Create recordings
As soon as vitero has been started and the recording controls are displayed in the virtual team room, a recording can be started.

After you have entered the virtual team room, a recording button and a stop button appear in the upper right corner of the vitero window. With those buttons, you can control beginning and end of the recording at any time.

The recording can be started with a click on the recording button by a team leader or administrator (customer administrator or organizer).

The recording continues until the person who initiated the recording clicks on the stop button or leaves the room. In order to start a new recording, just click on the recording button again.

Moreover, the vitero session recorder allows for both the switch of the recording frame to adjoining rooms, as well as parallel recordings in main room and adjoining rooms by several team leaders or administrators (customer administrators or organizers). Only a parallel recording in one room by several authorized persons is impossible.

A frame running around the virtual team room will inform you about the current recording status. A red frame means that a recording is in progress. If the frame is white, there is no recording at the moment.

Important Notes:

- Please note that all windows in the area of the red recording frame, as well as all sounds of the recording computer (including windows and sounds of other applications) will be captured. Therefore, we recommend that saved recordings are checked before being made available to others.
• The recording of a session will automatically be stopped and saved locally if the user minimizes the window of the ongoing vitero session or activates the Back soon function.

11.2.2 Save recordings
As soon as you click on the Stop button of the recording controls, the recording will automatically be saved in the storage location for your vitero files.

If you want to select a different folder for vitero session files to be saved, you may do so in the Options menu (see 7.12.1 My PC). By default, the folder ‘vitero files’ on your desktop is set as storage location.

Once you have selected a folder for vitero files to be saved, for each vitero session you take part in, a specific subfolder will be created in which all session files are saved. The name of each subfolder is made up by the team name, the date of the session, and the time you logged on to the session (e.g. vitero Demo 2008_04_09 10_15 am).

Recordings will be saved in the ’Recordings’ subfolder.

The labelling of recordings of a vitero session will be created automatically by vitero session recorder and contains the following information:

- name of the team of which a session was recorded,
- starting point of the recording (date and time).

Example: vitero demo 2007_02_01, 11_40_22 am

Hint: Only characters a-z, 0-9, as well as underscore, hyphen, comma, and exclamation mark are allowed in the file name. If other special characters occur in the team name (e.g. it contains a mutated vowel), they will automatically be removed from the file name.

Tip: A compact summary of the requirements and possibilities of the vitero session recorder can be found here: Brief Instruction vitero session recorder
12 Access for Mobile Devices (optional)

If vitero essentials+ has been licensed, it is also possible to join a vitero session with mobile devices (smart phones and tablet PCs). You can attend a session via a graphic user interface which has been optimized for small screens. The mobile access is available as browser-based HTML5 version. As such, it can also be used with other devices running with Windows, Mac OS X, and Linux as operating system.

If a participant attends a session via the access for mobile devices, a special awareness element is displayed at the participant’s avatar in the virtual team room.

When you make appointments for bookable rooms (licence model Corporate Room), the option for access for mobile devices must be activated (see also Vitero Management System Help). In person-related rooms (licence model Named Moderator), the access for mobile devices is activated by default.
12.1 Join a vitero session

To join a vitero session, simply open the Direct Session Link in the e-mail invitation or open the link from the VMS in your mobile device’s browser. Enter your vitero username and password for login. In case nobody else is present in the virtual team room, you will receive a notification that tells you that the session has not started yet. Use the ‘Refresh’ button to check the current status of the session.

If other participants have already joined the virtual team room, you will be placed in the virtual team room automatically. With the browser-based version, the dial-up assistant opens up automatically, since audio communication via VoIP is not yet available for mobile access. Follow the assistant’s instructions in order to establish the telephone conference to the virtual team room. After successful dial-up, the dial-up assistant is closed automatically. You can reopen it via the phone button (☎️) in the title bar of the participants list (see below) at any time.

Please note: For the access with mobile devices, a vitero user account is absolutely necessary, even if a session code is available.

12.2 Display of a session

The graphic user interface for mobile devices is structured as follows: On the left-hand side, there is a list of all attending participants. On the right-hand side, the currently opened slide in the media display or the shared application is displayed.

Remote control and sharing of applications via mobile access is not yet available. Gestures and virtual microphones appear in the list of participants next to the personal photo (alternatively, a grey silhouette) and the participant’s name. If the session is recorded (module vitero session recorder) or spectators are present (module vitero audience), this is also visualized in list of participants (see 12.2.2 camera and spectator symbol).

At the moment, features of the mobile version are limited: an avatar list with participant portraits (no live streams), gestures and microphones, as well as application sharing and the presentation of slides via the vitero media display (of jpg, ppt, pptx, odp and pdf files uploaded to the VMS in advance) are available. Furthermore, the parallel audio communication via
telephone is possible. In addition to the transmission of the slide display, a participant can also see and follow the used moderation tools, such as the moderator’s arrows or a completed card query. A mobile participant can currently only participate in the hidden card query. The other interaction options, such as the point query or text chat, are not yet available. Mobile access is also only possible for the main room. Adjoining rooms can currently not be accessed on mobile devices.

12.2.1 Microphone symbols
Both of the following microphone symbols indicate that your microphone is activated and that other participants are able to hear your verbal contributions. The types of microphones can be distinguished as follows:

- **Moderator’s microphone (])**: Session participants who have this symbol displayed next to their photo are sitting on the moderator’s or co-moderator’s chair. Therefore, their microphones are constantly activated and they are able to operate the conference table of the virtual team room’s standard version. They can, for instance, open a presentation file. Currently, participants attending with mobile devices are not able to do so.

- **Hand microphone (]**): This symbol indicates that the hand microphone has been placed in front of a session participant, so he has the right to speak. The moderator or co-moderator may pass on the hand microphone in the virtual team room. Participants attending with mobile devices are not able to do so.

- **Table microphone, all microphones activated (]**): The white microphone symbol is displayed if all microphones for participants are activated. This feature is only available for small groups with up to 7 persons. It can be activated by team leaders or administrators in the virtual team room options (tab ‘virtual team room’, option ‘Open microphones for all participants present’).

**Note:** When you attend a vitero session with a mobile device, other participants can hear you just as long as one of the microphone symbols is displayed next to your photo.
12.2.2 Camera and spectator symbols (optional)

If a session is recorded (module vitero session recorder) or spectators are present (module vitero audience), it is indicated by a symbol in the list of participants:

- **Camera**: If a vitero session recorder client is logged into a session, a camera symbol is displayed in the avatar of the user account that is recording the session. The symbol also indicates the status of the recording:

  - Recording is stopped
  - Recording in progress
  - Recording is paused

- **Number of spectators**: The spectator symbol in the top of the list of participants, indicates that spectators are present in the session (module vitero audience). Next to the symbol, the number of all present spectators is displayed as they are not represented by single avatars (just as in the virtual team room).

12.2.3 Activate gestures

For mobile devices, a selection of avatar gestures is available for the virtual team room. Activate a gesture by clicking the ‘Gestures...’ button in the list’s title bar. A new window opens from which you can select the requested gesture by clicking it. Afterwards, close the window again. The activated gesture is then displayed in the list on the left-hand side next to your photo and will also be shown at your avatar in the virtual team room.
12.2.4 Leave the session

If you want to leave the session, disconnect the phone connection by pressing the ‘End call’ button on your phone if necessary. (Alternatively, you can also use the same-named button in the dial-up assistant). Then click the ‘Leave session’ button ( ), to close the session.
### 13 Troubleshooting

#### 13.1 Problems and Solutions

<table>
<thead>
<tr>
<th>Problem:</th>
<th>Solution:</th>
</tr>
</thead>
<tbody>
<tr>
<td>The vitero software is running very slowly and/or the audio quality is bad.</td>
<td>Make sure the computer you are using meets the necessary system requirements. In exceptional cases, set the screen resolution at 1024 x 768. This will improve the performance. However, the display quality will clearly be worse than at higher resolutions. Make sure you have installed the latest drivers for your graphics card. Please approach the manufacturer of your graphics card or notebook.</td>
</tr>
<tr>
<td>vitero is not displayed correctly, there are graphics errors (colours are not rendered correctly, etc.)</td>
<td>Make sure you have installed the latest drivers for your graphics card. Please approach the manufacturer of your graphics card or notebook.</td>
</tr>
<tr>
<td>Windows PC: While vitero is open, the Windows start menu does not open immediately when the Start button in the task bar is clicked.</td>
<td>Click the ‘Start’ button again or use the key combination Ctrl + Esc, or Alt + Tab to open the start menu.</td>
</tr>
<tr>
<td>If application sharing or a Favorites application is started, the moderator or co-moderator encounters the error dialogue: 'Application sharing could not be started with the following participants &lt;ParticipantName&gt;.'</td>
<td>The moderator or co-moderator can choose in this dialogue, whether they would like to use application sharing anyway (Continue button), or close application sharing (Close button). <strong>Important:</strong> If a participant cannot establish a connection to the application sharing server, <strong>vitero</strong> will automatically keep on trying to establish the connection during the session. If a participant’s connection is broken while the application sharing is running, the person who started the application sharing mode (moderator or co-moderator) will see an alert message until the connection has been re-established successfully. The alert message can be moved, but not closed.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>There are problems with the <strong>vitero</strong> VoIP audio connection (e.g. echo effect, noise, no sound, etc.)</td>
<td>Check the documents ‘B - <strong>vitero</strong> audio delay minimization’ and ‘B - <strong>vitero</strong> echo suppression’ for further information and troubleshooting. You may also start the <strong>vitero</strong> Audio Wizard in your avatar’s context menu and follow the instructions to check your headset’s volume settings.</td>
</tr>
<tr>
<td>Apple Mac only: The Dock overlays the virtual team room and partly covers the <strong>vitero</strong> gesture bar.</td>
<td>Open the system preferences with the Mac Dock and click the Dock symbol in the area ‘Personal’. Choose either another position for the Dock (under ‘Position on screen’) or tick the box in front of ‘Automatically hide and show the Dock’.</td>
</tr>
</tbody>
</table>
13.2 System setup for Apple Mac

In order to automatically fit the size of an application window shared with application sharing to the size of the conference table, access for the app ‘vitero assistance’ must be enabled. Follow the instructions:

- Click the symbol ‘system preferences’ in the Mac dock.
- In the system preferences, click ‘Security’.
- Select the tab ‘Privacy’ and click ‘Accessibility’ in the left column.
- Finally, in the right column, check the box in front of the app ‘vitero assistance’.

**Note**: vitero has to be active in order to change these settings. After the change has been made, vitero needs to be restarted.

13.3 Further technical information

All attachments with complementary technical information can be found in the document download area of the online help.

The following attachments are available for download.

- Annex vitero System requirements
- Annex B – vitero audio delay minimization
- Annex B – vitero echo suppression
- Annex vitero - directory access
- Annex vitero OS X: differences
- Annex current vitero update

14 Info

vitero help: version 8.1

vitero is a product of vitero GmbH.

Please find further information about libraries and software, used for the development of vitero, in the ‘info’ section of the online help.