

Mikogo User Guide

Linux Version





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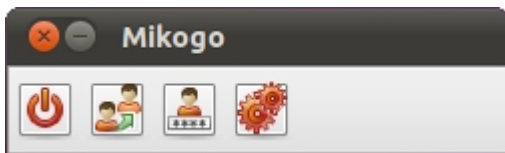


Registration

Mikogo is an easy-to-use software application that provides a fast solution for sharing your computer screen with others live over the Web. Participants do not have to register in order to join your Mikogo session.

You can organize Mikogo sessions **without a registered account**. However, note that with the non-registered version the features **Scheduler**, **MyAccount** and **Profile Manager** are not available. Therefore, organizers can choose to either start sessions with an account or without. Participants never have to register an account in order to join a Mikogo session.

Without User Account



Start Session



Join Session



Account Information



Settings

To register please go to www.mikogo.com, click on Register (at the top of the website) and complete the registration form. Entering user details **is only required** if you wish to start a session with extended features and to login to the MyAccount section.

With User Account



Start Session



Join Session



Scheduler



Profile Manager



Account Information



Settings

Downloading & Running the Application

The Linux application can be downloaded from:

<http://www.mikogo.com/downloads/beta/mikogo.tar.gz>

Once you have saved the **mikogo.tar.gz** Linux file to your computer, right-click the downloaded file and extract it. The Mikogo application will then appear. Double-click on the application icon to start Mikogo. The application will launch, a Mikogo M icon will appear in the Taskbar, and the Mikogo Panel will appear.



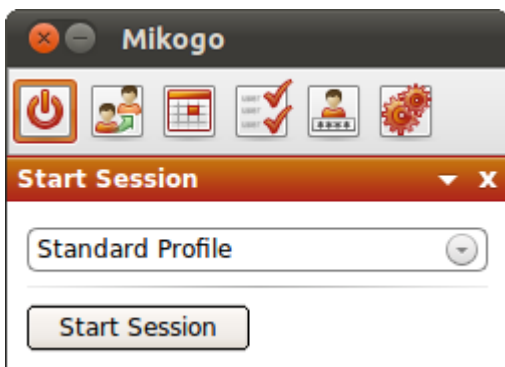


Start a Session

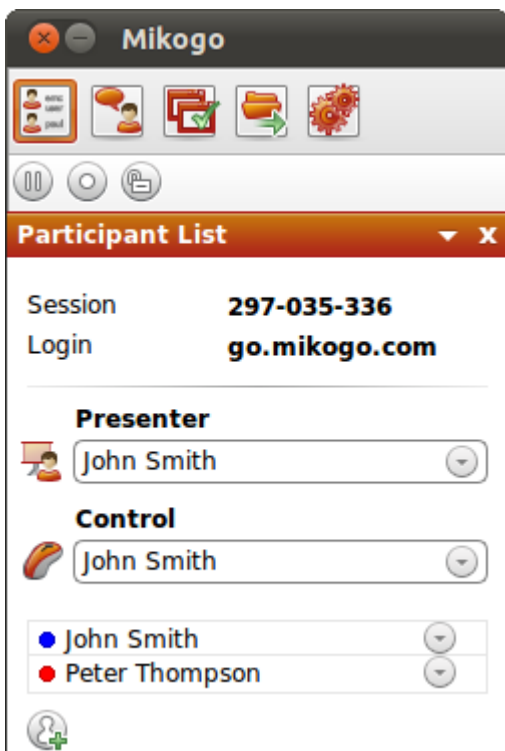
Follow the steps above to open the Mikogo application on your computer.



Please click on the start button  and select **Start Session**.



Once the session has started, the **Participant List** will open – this is where you will get the **Session ID**, the **Login Link** for participants, as well as the **Session Password** (if you set a Session Password).






In the Participant List you can see how many participants have joined your session. There are also **multiple features** that you can access from the Participant List – further details about these features on pages 7-9 below.

For security reasons the session ends automatically if no participants join within 15 minutes after you start a session.

Join a Session

To join a session from a Linux computer, participants are advised to download the Mikogo Linux application from <http://www.mikogo.com/downloads/beta/mikogo.tar.gz> and follow the instructions under “Downloading & Running the Application” (on page 4 above).

When they have opened the Mikogo Panel, they can click on the Join button , enter **their name** and the **session ID** from the session organizer, and click on **Join Session**.



If the participant wishes to join the session **without downloading the Mikogo software**, they can join a session using **the HTML Viewer** – an even easier way to join a presentation via a website, <http://go.mikogo.com>.

No download is required to join a session via the HTML Viewer. ActiveX, Java, and Flash are not required. Another benefit is that the new HTML viewer works seamlessly with PC, Mac and Linux computers because it allows you to join a session from a web browser, including a web browser on a mobile device or mobile phone. More info on page 23.

Ask your participants to go to <http://go.mikogo.com> and enter the **session ID** as well as **their name** and click on **Join Session**.

If you password-protected your session, your participants will also be asked to provide a **Session Password**. After they have entered the required details, your participants will join your Mikogo session. Alternatively, you can invite your participants by **Email** or you can **copy and send the session link** via instant message.

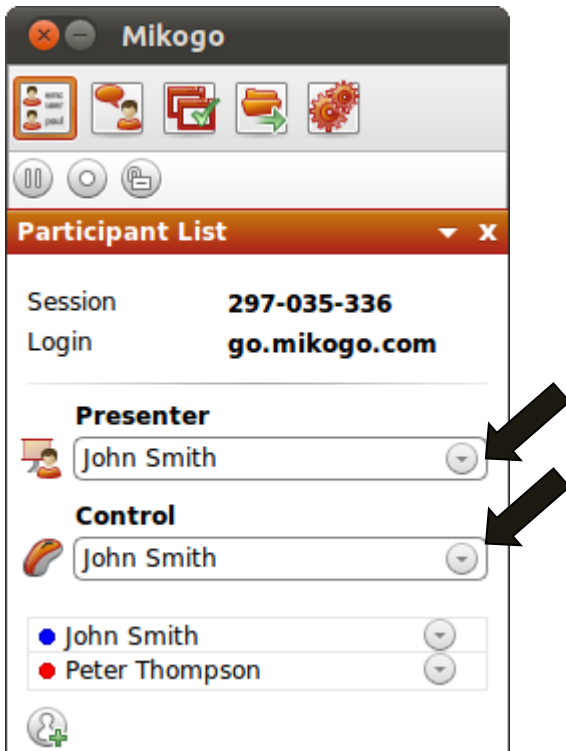



Features

During a session the following window is displayed on your screen as long as you do not minimize it.



Participant List




By clicking the button  the participant list drawer will open below containing the session details. Here you can see who the presenter is and who has remote control – which can be changed via the drop-down menus (note the black arrows above).

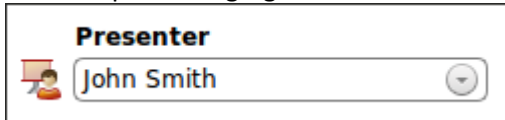
You can also **change your status** and **identifying color** by clicking on the drop-down list buttons next to the participants names.



Switch Presenter

By opening the drop-down list at the two black arrows () you can change the presenter or hand over remote control.

To the right of the current presenter's name, there is an arrow for a drop-down menu. By clicking on this arrow, you will see a list of the current participants and can then choose who you want to hand over the presenting rights to.



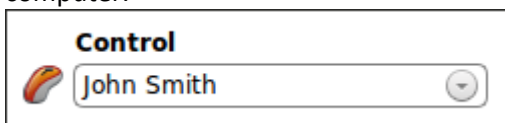
The participant who you choose is now asked if they are willing to show their screen - only when this has been accepted by the participant will you and the other participants be able to see their screen.

The organizer of the session can re-claim the presenting rights at any given time or make someone else the presenter. Mikogo will also show your current role by changing the color of the M icon in the taskbar on your screen: red means that you are the presenter and green means that you are watching the screen of someone else.

Remote Control

During a session you can hand over **remote keyboard and mouse control** of your own computer or you can request **remote control** of the computer of a participant. To take remote control of a participant's computer, that participant would need to be the presenter and would need to give explicit consent that they allow you to control their computer – this is for security reasons. As the organizer of a session you can then gain control by selecting your own name.

To give **remote control** over your own computer to a participant please click on the drop-down arrow under the title of "Control" then select the participant who should take control of your computer.

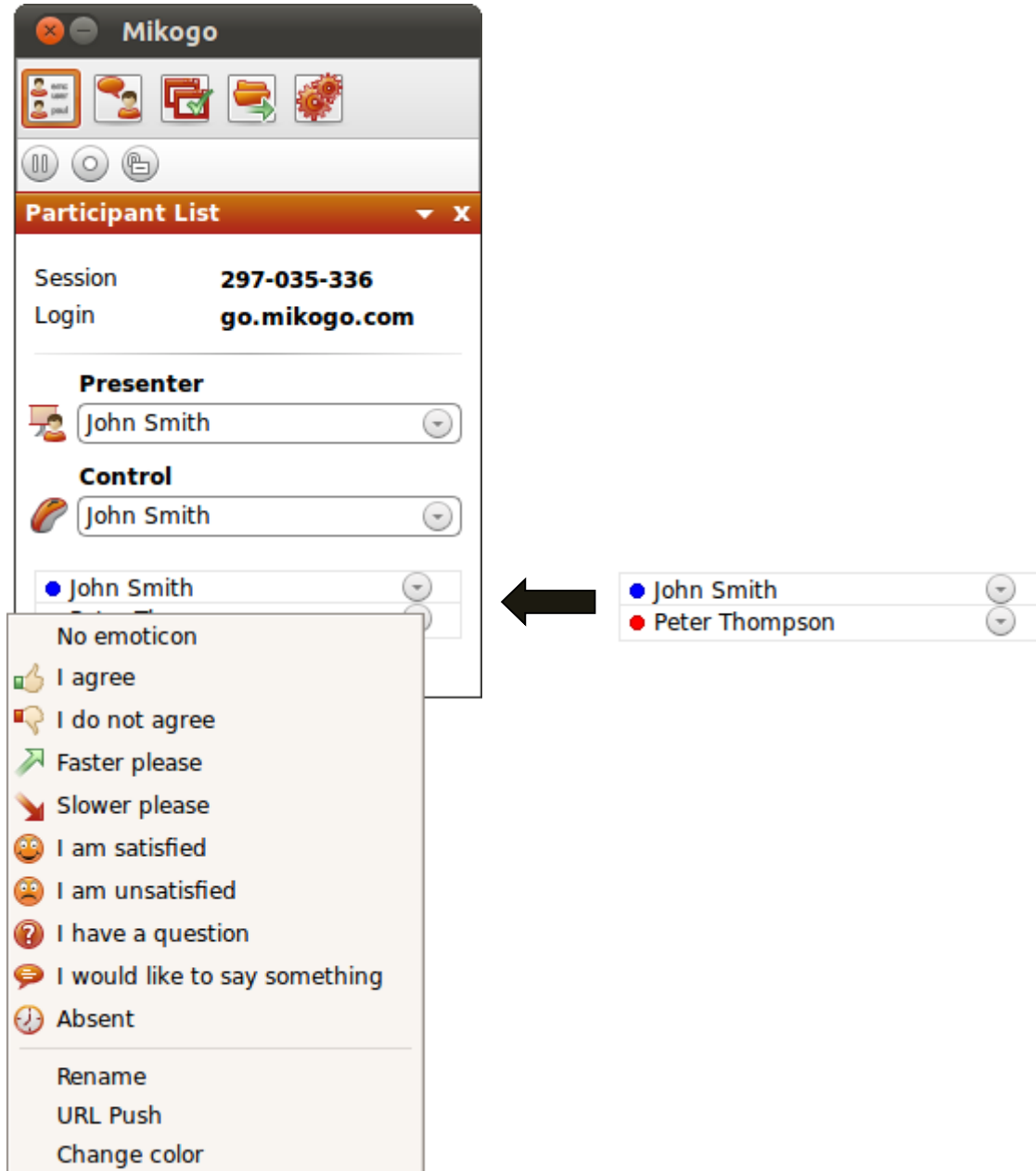



This participant then has the rights to control your computer with their own mouse and keyboard.

Please don't use your own mouse and keyboard while a participant has remote control of your computer as you share the rights with them. To deactivate someone from remote controlling your computer, click on the drop-down list and select your own name or use the shortcut key: Ctrl + F12



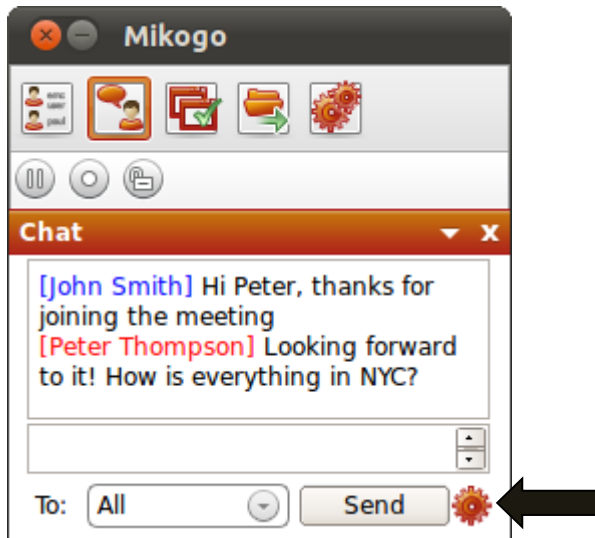
In the Participant List, the **presenter** has a **drop-down** list associated with their name. By opening this drop-down list, the presenter can select different identifying **colors**, **emoticons** (for a change of status), they can **rename** themselves as well as the participants, **send a URL** to the participants, or **disconnect** them from a session.



You can invite more participants via the  icon. You can either copy the **Session Information**, or only copy the **Session ID** and send an **invitation via Email**.



Chat



You can send all or selected participants messages through the Mikogo **Chat**. The name of the participant appears in the selected identifying color of this participant

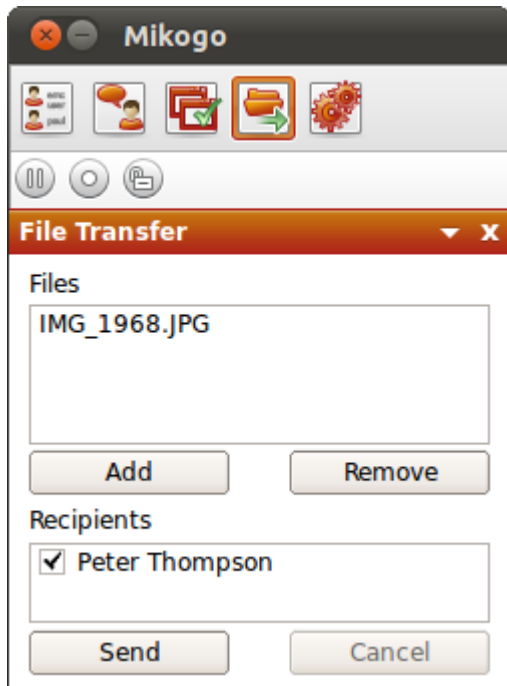
Via the **Settings** button (black arrow) it is possible to disable the **group chat** so the participants cannot chat with each other but only with the organizer of the session.


Back Monitor



The **Back Monitor** shows you a preview window of exactly what your participants can see from your screen. This way you can be sure that the participants are seeing what you would like them to see.

File Transfer

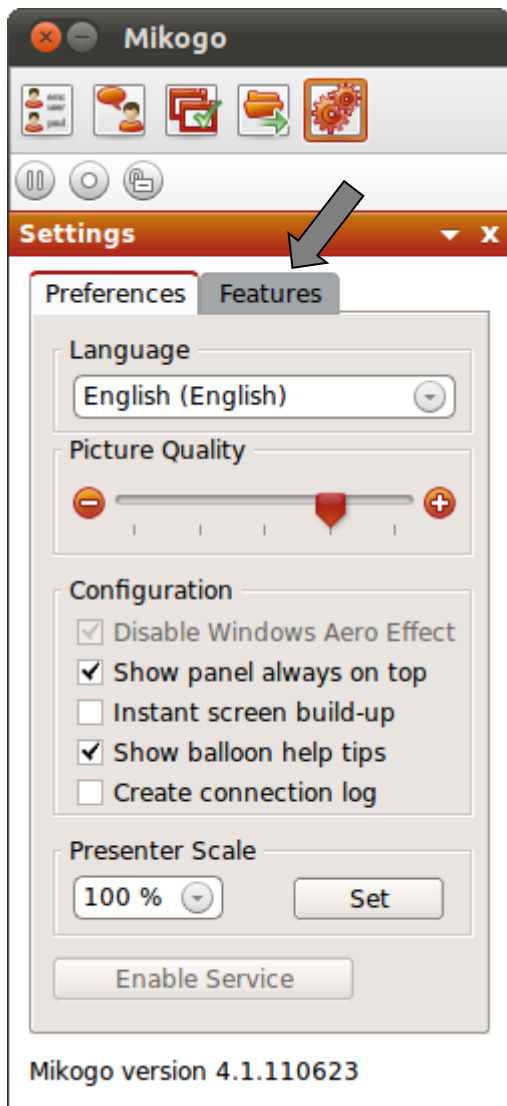


You can transfer **Files** to your participants during a session. Click on the  icon. The **File Transfer drawer** will open underneath.

Upon clicking **Add**, a new window will open where you can select the file(s) you want to transfer to your participants. You can either send the file(s) to **all** or **selected participants**. Just remove the **tick** from the box in front of the participant's name and he/she won't receive the file(s).

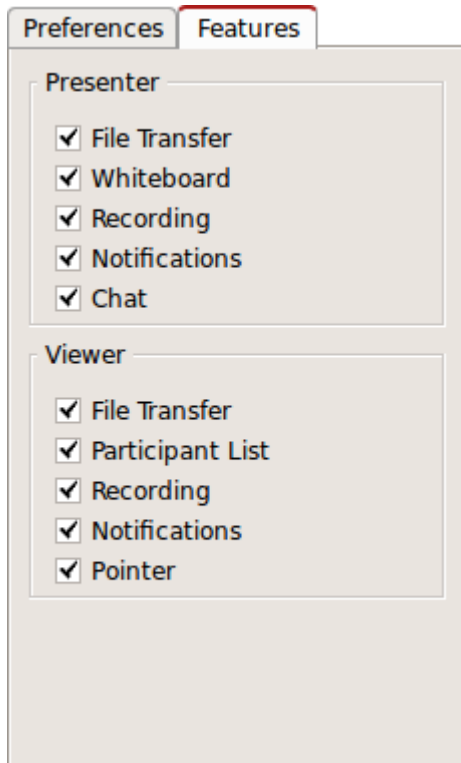
After you have sent the file, all recipients obtain the notification that they shall receive a file. Every participant can then decide where the file should be saved or if the file transfer should be refused.

Settings



During a session you can set the following **Settings**, such as: **Language**, **Picture Quality** and **Presenter Scale**. You can decide if you want to activate the **Instant screen build-up** (shows changes first and is optimized for remote support, not recommended for presentations), **show** the **balloon help tips** to the left of the user panel or if a **connection log** should be saved (only for support purposes).


In the **Feature** tab (grey arrow) you can decide who is able to use which features (also see Profile Manager on page 18):




Pause Transmission




Via the **Pause Transmission** feature (black arrow) you can pause the transmission of your screen in order to browse through confidential files or applications. During this time, your participants are unable to see any changes that take place on your screen. To continue the transmission, click on the

 icon and the live screen sharing will resume.

Recording

You can record and save your entire **Mikogo** session. To **start recording**, click on the  icon and select a location for your saved recording. From this point onwards, the session will be recorded. A

red dot in the recording symbol  shows that the **recording** has started. During the **recording** you can always end and save it.





The recordings are saved in the Mikogo audit compliant proprietary **BS4 format**. By default the location of a saved recording is the same location as where you started the Mikogo Linux application from. In many cases this would be /home/[your username]/Desktop/Mikogo 4.1

You can playback any recorded session using the **Mikogo Session Player** for Linux available free of charge from the Mikogo website: <http://www.mikogo.com/downloads/beta/sessionplayer>

Lock a Session

You can **lock a session**, to prevent others from joining your session. As a result, even an unauthorized user who came to know the session ID will not be able to join your session. In order to

lock a session, click on the  icon. The icon will change to a closed lock  to indicate that the session is now locked. In the same manner, you can also unlock the session by just clicking on the icon again.

End a session

To **end** a session, please click on the **red button** in the top-left corner (black arrow).





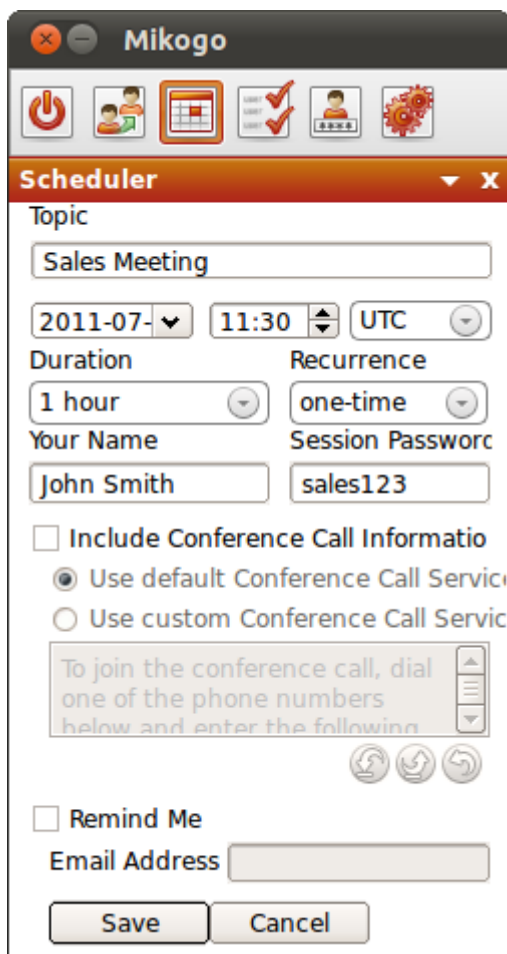
Your participants will receive a notification that the **session has ended**. You can also disconnect **individual participants** (see participant list). When you disconnect individual participants, the session will remain active and only the connection to the selected participants is disconnected. Please consider that those participants can always reconnect with your session, as the session ID is still valid.

To prevent disconnected participants from reconnecting, please **lock your session** (grey arrow) before disconnecting the participants.

Scheduler

With the **Scheduler** you have the possibility to plan your **Mikogo sessions** in advance. Please note that you need to register for a Mikogo account to access the Scheduler – further details on Page 21 under “Account Information”.

The **Scheduler** can be accessed when there is **no session active** via the  icon. To schedule a new session, click on the **Plus** in the bottom-left corner , which will open the **session scheduler window**. Through this window you can enter all details for the arranged meeting. **Topic, Date, Start and Duration of the session need to be entered as well as Your Name.**

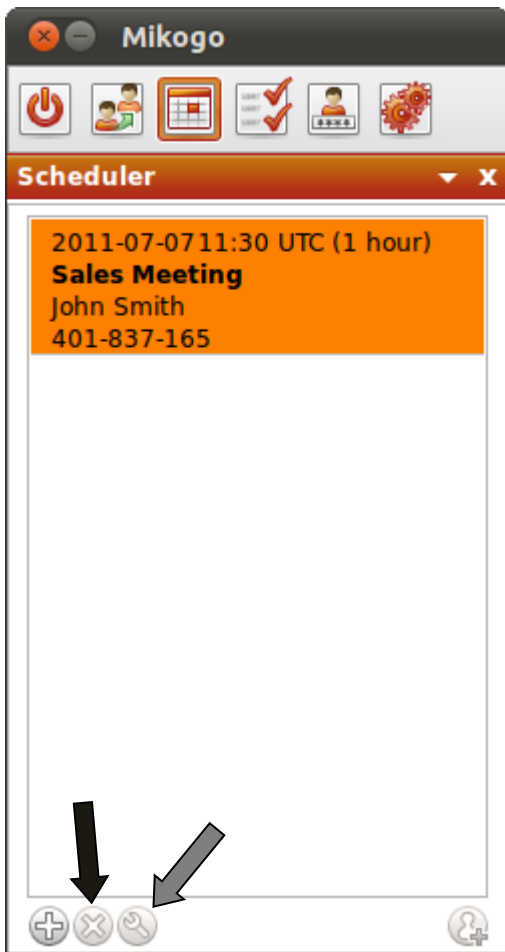



The screenshot shows the Mikogo Scheduler window. The title bar reads "Mikogo". Below the title bar is a toolbar with icons for power, users, calendar, checkmarks, a person, and a gear. The main window has a header "Scheduler" with a dropdown arrow and a close button. The form contains the following fields and options:

- Topic: Text input field containing "Sales Meeting".
- Date: Dropdown menu showing "2011-07-".
- Time: Spinners showing "11:30".
- Timezone: Dropdown menu showing "UTC".
- Duration: Dropdown menu showing "1 hour".
- Recurrence: Dropdown menu showing "one-time".
- Your Name: Text input field containing "John Smith".
- Session Password: Text input field containing "sales123".
- Include Conference Call Information: checkbox.
- Use default Conference Call Service: radio button.
- Use custom Conference Call Service: radio button.
- Text area for custom service: "To join the conference call, dial one of the phone numbers below and enter the following".
- Remind Me: checkbox.
- Email Address: Text input field.
- Buttons: "Save" and "Cancel".

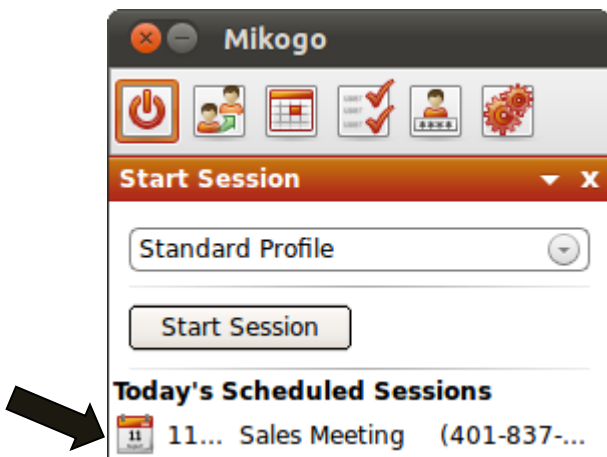
As an option you can enter a **Session Password** for your session, **Conference Call Information** can be typed in when you select the custom option, and it is possible to send yourself and the participants a **Reminder** via Email. The reminder is sent one day (24h) before the start of the scheduled session.

As soon as your session has been saved it will appear in the overview of the **Scheduler**. To access further features, such as editing or deleting your saved session, please click on the respective session (just to highlight it - do not double-click) and then click on the grey buttons at the bottom of the Scheduler.



Now you can **delete the session** (black arrow), **edit the session** (grey arrow), **copy the invitation**, or **send an email invitation** ().

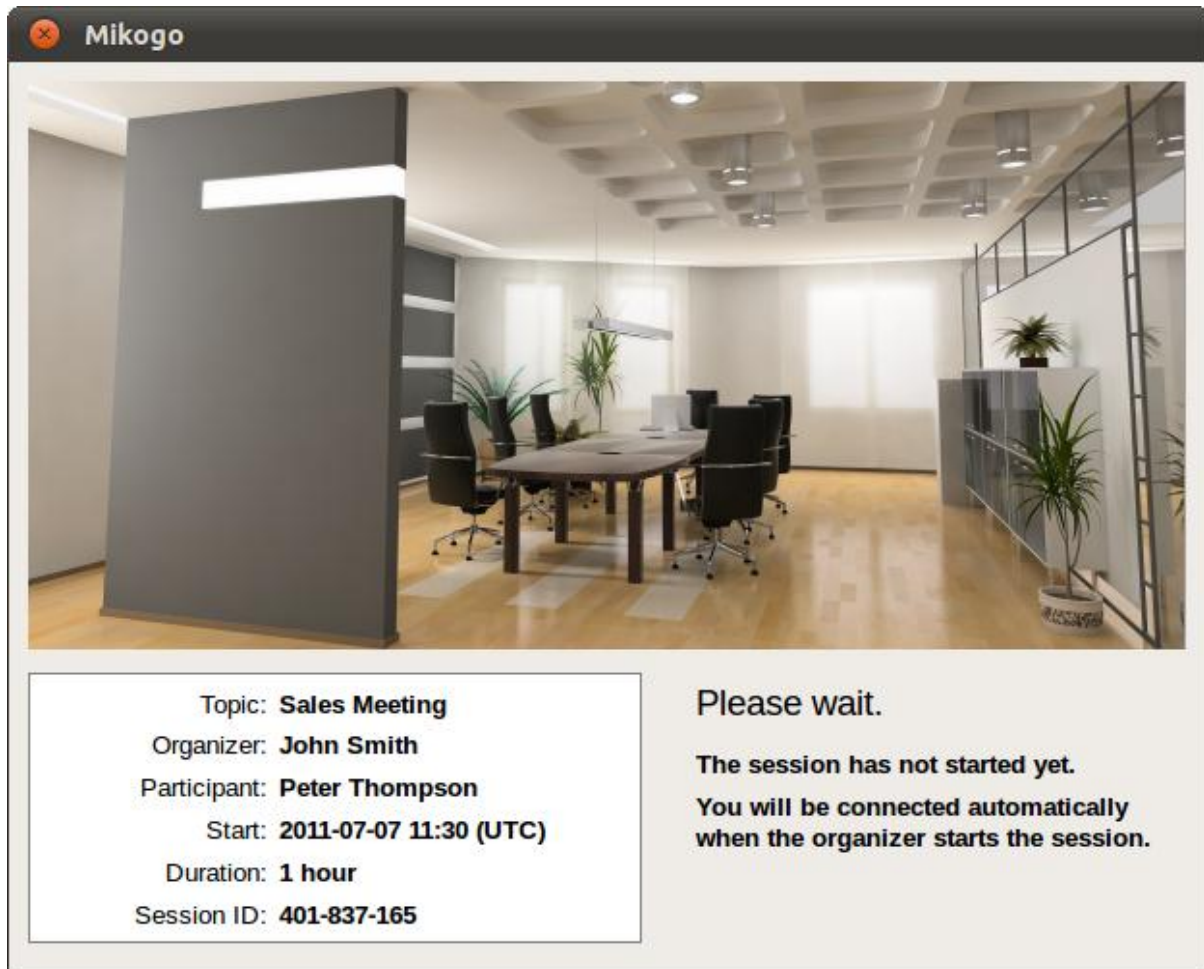
To start a **scheduled session**, go to **start session**  and double-click on the session that you wish to start.





Instantly your **scheduled session** with the pre-defined session ID starts. You can edit your **scheduled session** at any time and hence keep the reserved session ID.

If your participants log on to the scheduled session before it has started, they will see a **waiting room** with the most important details of the session.


A screenshot of a web browser window titled "Mikogo". The main content area shows a photograph of a modern conference room with a long table, chairs, and large windows. Below the image is a white box containing session details: Topic: Sales Meeting, Organizer: John Smith, Participant: Peter Thompson, Start: 2011-07-07 11:30 (UTC), Duration: 1 hour, and Session ID: 401-837-165. To the right of this box, the text reads: "Please wait. The session has not started yet. You will be connected automatically when the organizer starts the session."/>

Topic: Sales Meeting
Organizer: John Smith
Participant: Peter Thompson
Start: 2011-07-07 11:30 (UTC)
Duration: 1 hour
Session ID: 401-837-165

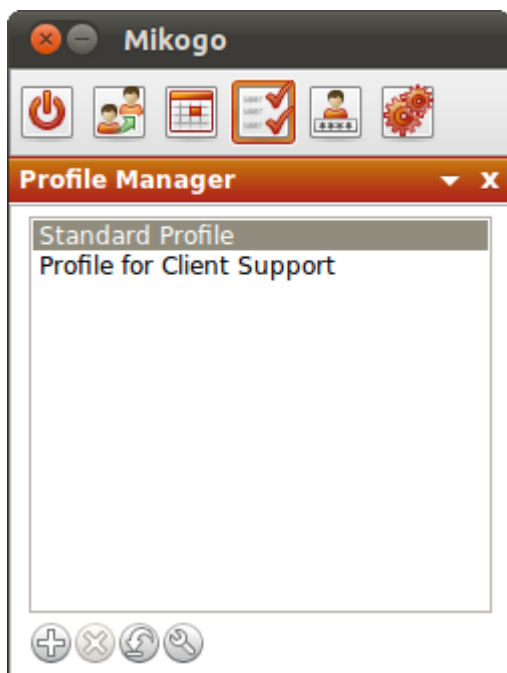
Please wait.
The session has not started yet.
You will be connected automatically
when the organizer starts the session.

Your participants will be forwarded **automatically** in to your session and will see your screen as soon as you start the session.

Profile Manager

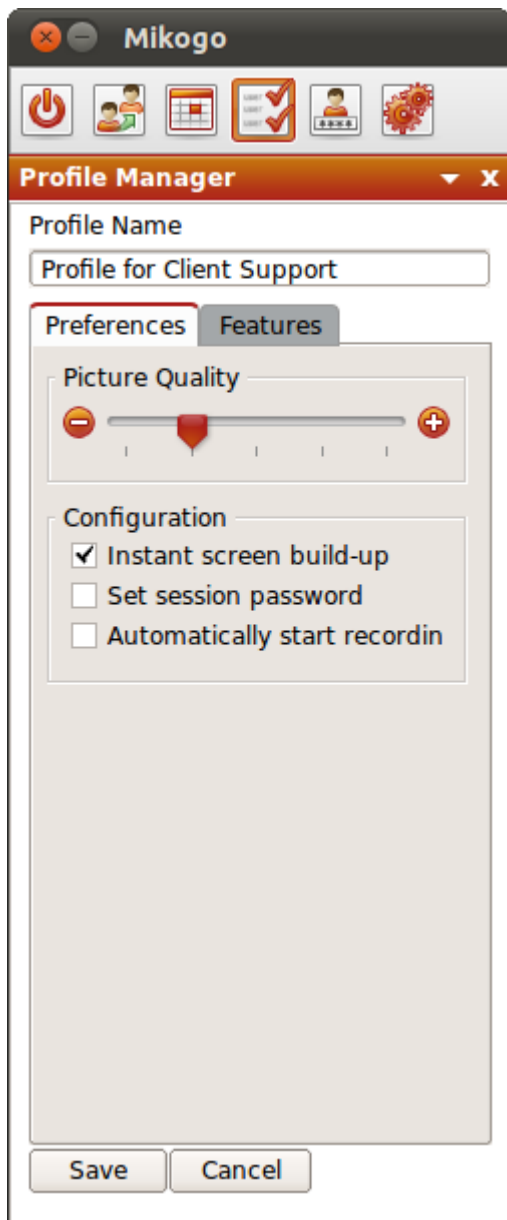
You can access the **Profile Manager** via the  icon when there are no active sessions running at the time. Then you can create and save a variety of **Profile Settings** to always have your favorite and suitable **Profiles** available.

Please note that you need to register for a Mikogo account to access the Profile Manager – further details on Page 21 under “Account Information”.



To create a new **Profile**, just click the **Plus** in the bottom-left corner. By clicking the **X** you can delete a profile, with the **Arrow** you can set it as the default profile, and with the **Tool button** you can edit your saved **Profiles**.

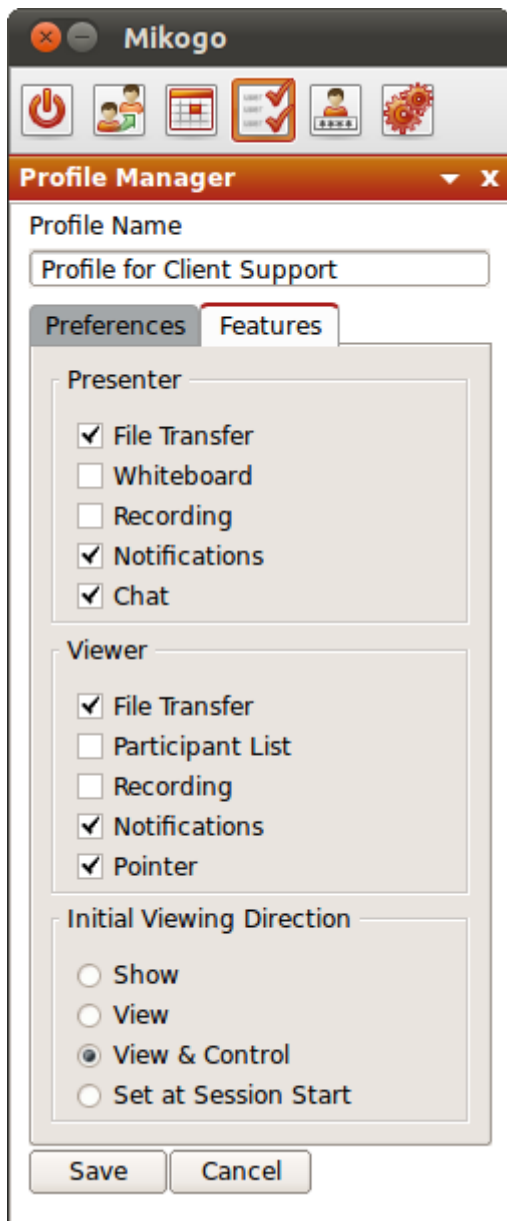
If you click on the **Plus** you will have the following options:



By setting the **Picture Quality** you can influence the transmission speed. If you select the maximum quality, the image will be transmitted in true color and if you select the minimum quality, the image will be transmitted in grey-scale however the speed of the desktop sharing increases.

The **Instant Screen Build-up** shows image changes on the participants' screens as soon as they are transmitted. As a result, the image within a participant's screen changes immediately after the first changes are transmitted. Due to the effect of screen piecing together (screen changes will appear moving from top to bottom), we recommend that you only enable it for support sessions (as you can move faster) or when showing a presentation with many pictures.

You can define if a **session password** is always needed or if the **recording** should start automatically. With this feature you can ensure that all your sessions are recorded automatically.



On the **Feature** tab you can set which features the **Presenter** and the **Viewer** are able to use during a session.

Furthermore you can either enable or disable the **Participant List**. If you disable **Participant List**, the participants will be unable to see who else has joined the session.

The **Viewer Pointer** enables your participants to click within their viewer window and hence place an arrow with their name on the presenter's screen for several seconds. As a result you can interact with your participants and any questions your participants may have can be answered more easily, since they can point directly on your screen even without being granted remote control.

The standard **Initial Viewing Direction** is set to Show, meaning that the participants see your screen. The **Profile Manager** allows you to set the **Initial Viewing Direction** for each Profile, e.g. **View & Control** another's screen if you only use Mikogo for **support** or **show** your screen if you only do **presentations or trainings**. If you use Mikogo for different use cases you can create more **Profiles** which are suitable for each case.



After you have selected your options, please click on **Save** to complete your **Profile**.

Account Information

A screenshot of a software window titled "Mikogo". The window has a dark grey title bar with standard window controls (close, minimize, maximize). Below the title bar is a toolbar with several icons: a power button, a person icon, a calendar icon, a checkmark icon, a person icon with a lock, and a gear icon. The main content area has a red header bar with the text "Account Information" and a close button (X). The form contains three sections: "Username" with a text input field containing "john.smith@example.com" and a blue link "Don't have an account yet?"; "Password" with a text input field containing "*****" and a blue link "Forgot your password?"; and "Your Name" with a text input field containing "John Smith". Below these fields is a checked checkbox labeled "Save username and password" and an "OK" button.

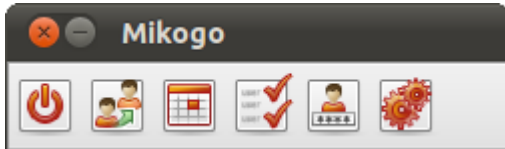
Here you can save your **Username** and **Password**, so you don't have to login with every start of the program. Registering a Mikogo account and saving your details under Account Information also enables you to use the Scheduler and Profile Manager features.


If you forget your **Password**, you can retrieve it by clicking on the link **Forgot your password?**

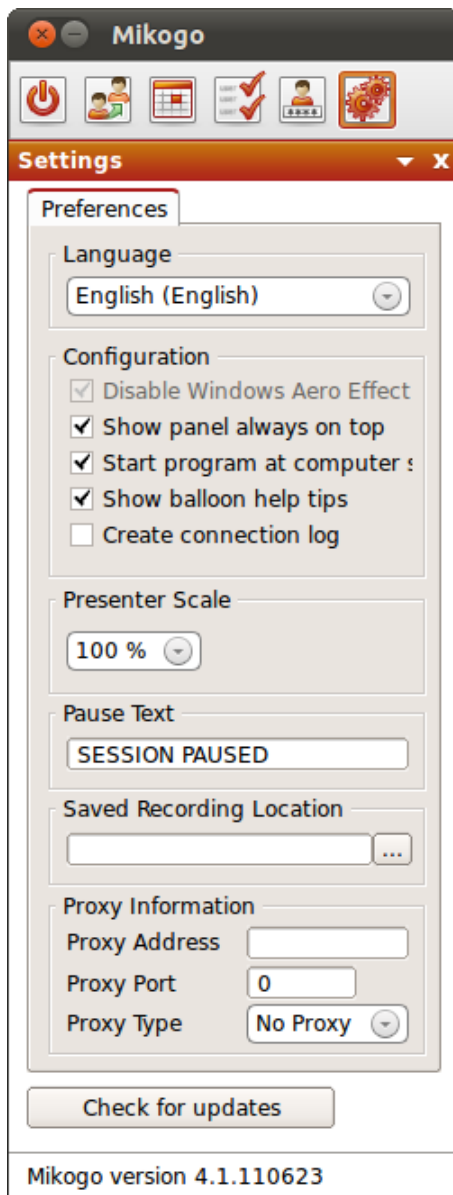


Settings

Mikogo offers a variety of additional **settings** which you can easily enable or disable. Some **settings** will be effective for the entire session and can only be changed prior to **starting a session**, while others can also be changed **during a session**.



Please click on the  icon before you start a session. The following section will appear:





Besides setting the **Language** of the software and the **Presenter Scale** of your screen during the session, you can also enter a **Pause Text**. It will appear on the participants' screens when you pause the session. It is possible to enter no text at all, this way your participants will not realize that the transmission of your screen has been paused.

Via **Saved Recording Location** you can set the folder where your recorded sessions will be stored. By default the location of a saved recording is the same location as where you started the Mikogo Linux application from. In many cases this would be /home/[your username]/Desktop/Mikogo 4.1 However this can be changed at any time.

If required, you can manually enter your **Proxy Information**.

Clicking the button **Check for updates** will inform you when a new version of **Mikogo** is available for download.

HTML Viewer

As an alternative to the **downloading the software**, your participants can join your session using the **Mikogo HTML Viewer**. With the **HTML Viewer** there is no need for the participants to download any software since they view your screen simply from within a web browser. The **HTML Viewer** works for participants joining from **Windows, Mac and Linux computers**. Please note that the **HTML Viewer** was developed especially for **online presentations**. As a result, the feature set available with the **HTML Viewer** was optimized for this special use case and does not provide all the features available via the default login. For example, participants who joined your session using the **HTML Viewer** can neither become presenter nor gain remote control.

Automatic Reconnect

Some participants are connected **wirelessly** to the Internet, for example, **via WLAN or UMTS**. Wireless connections are not always stable, and can at times result in temporary **disconnections** from the Internet. With the new **automatic re-connect function**, a participant will **automatically be reconnected** to the Mikogo session after a temporary interruption in the Internet connection. If a participant briefly loses Internet connection, Mikogo will attempt to reconnect to the session. If the participant's Internet connection has recovered within 3 minutes, Mikogo will automatically reconnect to the session. Therefore re-entering the session ID is not necessary for the participant to reconnect.

MyAccount

To manage your account, go to www.mikogo.com, click on **MyAccount** and log in with your **Username** and **Password**. Under Passwords in the menu, you can change your Password. Furthermore you can access detailed statistics of your sessions and change your **Account Information, Billing and Payment Information**



Under “**Feature Settings**” you can upload a **welcome screen image, your logo** or an individual image for your **waiting room**. If you forget your password(s), you can retrieve it by visiting www.mikogo.com and clicking on **Reset Password** which is located in the top-right corner of the homepage. Enter your username and click on the **Reset Password**. Then check your Emails and follow the instructions.