mikogo USER GUIDE

MAC VERSION

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Registration

Mikogo is a free, easy-to-use screen sharing application that provides a fast solution for sharing your Mac computer screen with others live over the Web for web conferencing or remote support.

As an organizer looking to host Mikogo sessions, please create your free Mikogo account at https://www.mikogo.com/register/

Creating an account is only required if you wish **to start Mikogo sessions as an organizer** and if you want to log in to the MyAccount section. Participants never have to register an account in order to join a Mikogo session.

Mikogo Panel – for Session Organizers

 Start Session

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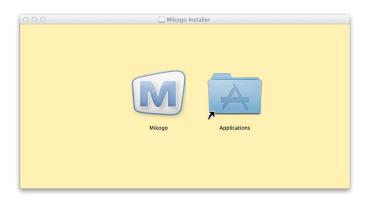
 Account Information

 Settings

Download & Installation

To install the software, please go to https://www.mikogo.com/download/#mac and click on the **Download** button under the heading, "**Mac Download**".

Save the **mikogo.dmg file**. Mount the downloaded file and a window will appear on your screen, similar to the image below.

Drag the Mikogo program into the Applications folder or to another location of your choice.

Enter Your Account Details

After downloading the software and following the instructions above, start Mikogo by double clicking on the program file. At this point, the Mikogo user interface opens on your screen. You will then need to enter your Mikogo account details.

Click on the [button icon] button to open the Account Information drawer. Enter your Mikogo account details that you registered when you created your free account. Please note that your registered email address is your username. If you forget your password, please follow the "Forgot your password?" link in the software to reset your password.
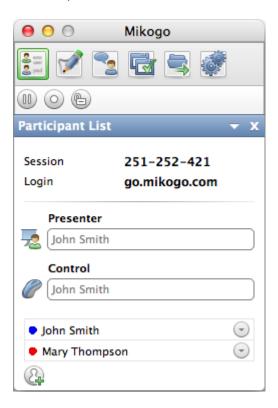
Start a Session

After you've entered your account details, you're ready to start a session.

Click on the start symbol and then the button **Start Session**.

Once the session has started, the **Participant List** is opened – this is where you will get the **Session ID**, the **Login Link** for your 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. For security reasons, the session will end automatically if no participants are connected within 30 minutes after you start a session.

End a Session

To **end** a session, please click on the X 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, you can **lock your session** (grey arrow), before disconnecting the participants.

Join a Session

To invite your participants to join your Mikogo session, ask them to visit http://go.mikogo.com.

They will be presented with two options:

1. **Download Mikogo** – by downloading the Mikogo "**Connection Program**", the participant will join your Mikogo session with all features enabled such as VoIP, switch presenter, remote keyboard mouse control, and more.

2. **HTML Viewer** - if your participant does not need the full feature set, they can join via our browser-based option, the HTML Viewer. This is **100% browser-based** and involves no downloads or plugins for the participants. This is ideal when you just want to share screens and present something from your screen to your participants.

For further information about the **HTML Viewer** please take a look at the section titled "HTML Viewer" on the next page.

Your participants will be required to 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 have joined your Mikogo session. Alternatively, you can invite your participants by **Email** or you can **copy and send the session link** via instant message. In this case, your participants only have to click on the link to join your session. There is no need to enter a **session ID** or **password** manually.

HTML Viewer

As an alternative to the **connection program**, 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. For a detailed description of the features of the HTML Viewer please refer to the **"Mikogo HTML Viewer (PDF)"** in the Resources section on the Mikogo website: https://www.mikogo.com/resources/

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. Please note that in most cases, your username is your **registered email address**. 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 your **logo** or an individual image for your **waiting room**. If you forget your password, you can retrieve it by visiting www.mikogo.com, click on MyAccount, which is located in the top-right corner of the homepage, and then on "**Forgot your password?**" Enter your username and click on the **Reset Password** button. Then check your email and follow the instructions.

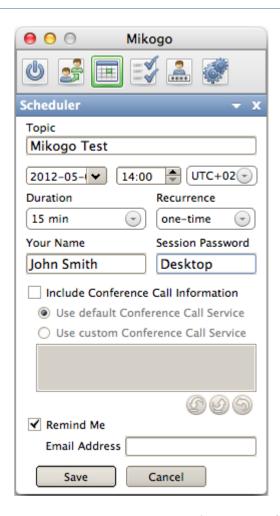# Features in an inactive session

Scheduler

With the **Scheduler** you have the possibility to plan your **Mikogo sessions** in advance.

The **Scheduler** can be accessed via the icon before you start a session. 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**.
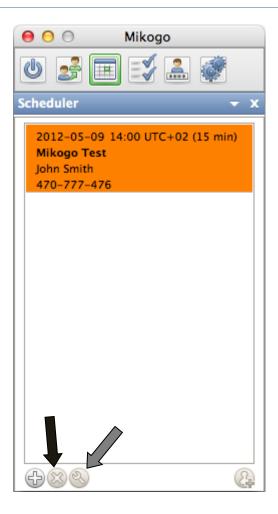
As an option you can enter a **Session Password** for your session, **Conference Call Information** can be typed in when you select the custom option, and it is possible to send yourself and the participants a **Reminder** via Email. The reminder is sent one day (24h) before the start of the scheduled 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 once on the respective session (to highlight it in blue - 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), or click on the button to **copy the invitation** or send it as **an Email directly via Outlook**.

To **start a scheduled session**, go to **start session** and **double-click** the session that you wish to start at the bottom of the panel**. Do not click the Start Session button.**
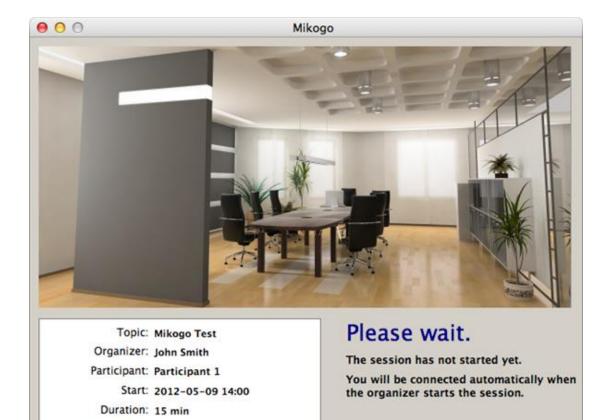

Instantly your **scheduled session** with the pre-defined session ID starts. You can edit your **scheduled session** at any time and hence keep the reserved session ID.

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.

Your participants will be forwarded **automatically** into your session and will see your screen as soon as you start the session (please remember to use your **Application Selection** before you start a session).

Profile Manager

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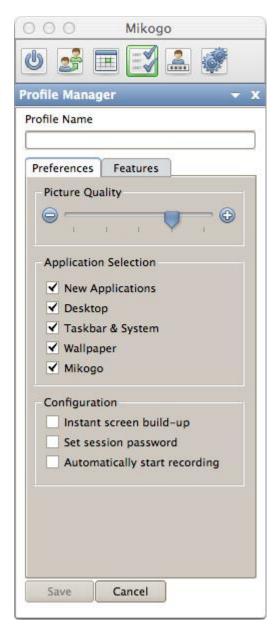

To create a new **Profile**, just click the **Plus** in the bottom-left corner. By clicking the **X** you can delete a profile, with the **Arrow** you can set it as the default profile, and with the **Tool button** you can edit your saved **Profiles**.

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

Via 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.

By enabling **New Applications** before a started session, all newly opened applications during a session will be shown to your participants.

Furthermore you can choose if you want to show your **Desktop or Mikogo-Panel**. By disabling **Wallpaper** you can reduce the transmission volume and achieve an even better performance.

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 the **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

Here you can save your **Username** and **Password**, so you don't have to login with every start of the program.

If you are the organizer and you want to host a Mikogo session, **you need to create a free account** and enter your account details (as shown below) before you start a session.

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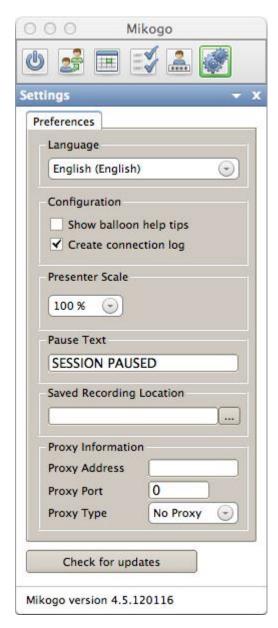

Settings

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 turn up 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 standard saving location is:
Macintosh HD > Users > [your username] > Applications > Mikogo > Contents > MacOS

However, this can be changed at any time.

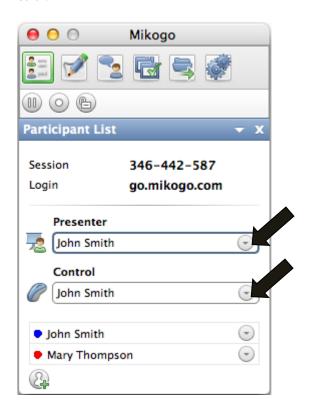If required, you can manually enter your **Proxy Information**.

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

Features during a running session

During a running session, the Mikogo Panel will be in the foreground, as long as you don't minimize it.

Participant List

By clicking the button the **participant list** and the session details are pulled up. Here you can see who is **presenter**, who has **remote control** and you can change your status and identifying color.

Switch Presenter

By opening the **drop-down list,** 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 other participants be able to see their screen.

Via the **Application Selection** feature, the participant has the possibility to decide which applications on their screen will be shared or hidden.

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 menu bar 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 take over **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 Mac 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 + ESC.

If you are supporting a customer and you have remote control over the participant's computer, you can send the following shortcuts to the remote computer: **Cmd+K; Cmd+Tab; Cmd+N**. This prevents your computer from executing these shortcuts locally. You will find buttons for these shortcut keys under "Remote Keyboard Combinations".
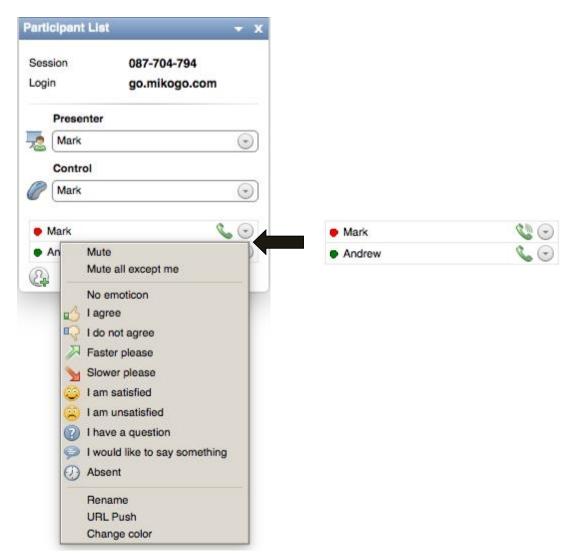
In the Participant List, the **presenter** has a **drop-down list** associated with their name. By opening this drop-down list, the presenter can:

- **mute** oneself or all participants, if a VoIP conference is taking place
- select different identifying **colors** or **emoticons** (for a change of status)
- **rename** themselves as well as the participants
- send a web link via **URL Push** to the participants
- manually **disconnect** select participants from a session

You can invite more participants via the ![icon] icon. You can either copy the Session Information, or only copy the Session ID and send an invitation via email.

Whiteboard

The **Whiteboard** enables you to highlight certain areas on your own screen to e.g. create sketches to point out certain facts in your presentation.

The **Marker** enables you to draw freely, circle, **add** different shapes or use the **"laser-pointer"**. With a two-finger tap on your Macbook trackpad you can return to your regular mouse cursor and work as usual to open new documents without needing to close the Whiteboard. On a desktop computer with an external mouse, you can right-click the mouse to return to your regular cursor.

Via the **Eraser** you can either **delete** all or only parts of your sketches.

Multi-User Whiteboard: Via the button, this new multi-user whiteboard feature means that you can allow all or one participant to use the whiteboard together with you. The result is that one or multiple participants can contribute and draw on your screen, even without giving them complete remote control of your computer.

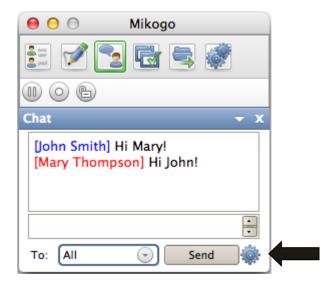Further you have the option to set **text fields** on your screen or on your whiteboard drawings.

If you want to save your drawings as a screenshot, please click on and select the folder that you wish the drawing to be saved in.

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 can't 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.
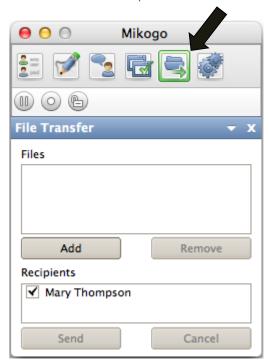
File Transfer

You can transfer **Files** to your participants during a session. Click on the icon (black arrow). 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 they won't receive the file(s).
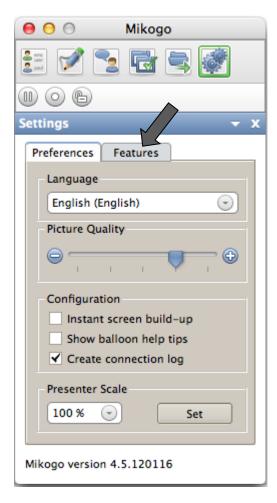
After you have sent the file, all recipients obtain the notification that they shall receive a file. Every participant can then decide where the file should be saved or if the file transfer should be refused.

Settings

During a session you can change the following **Settings**: **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 pane 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 in this document):

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 **MIK format**. By default the location of saved recording is Macintosh HD > Users > [your username] > Applications > Mikogo > Contents > MacOS
You can playback any recorded session using the **Mikogo Session Player** available free of charge from the from the **Mikogo Resources** page: https://www.mikogo.com/resources/.

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.

Voice Conference

Start a VoIP Conference

To start a voice conference using the Mikogo VoIP feature, open the software, click on the start symbol and then on the Start Session button.

Please click on the icon showing the headset to open the Voice Conferencing drawer. Select the option "**Microphone and Speakers (VoIP)**". Then click on the Start Voice Conference button to add VoIP capabilities to your online meeting.
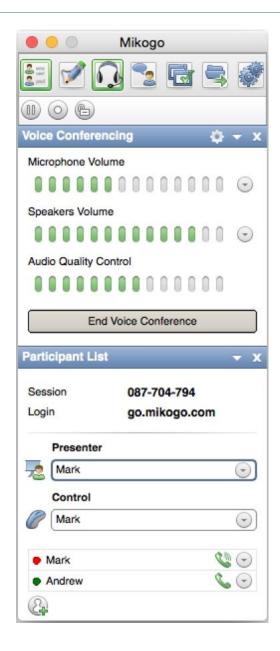
Once you've started a voice conference, you will see a green headset symbol next to your name in the participant's list. Your participants can now join the Mikogo session and can see your screen and hear you.

Join a Voice Conference

Ask your participants to go to http://go.mikogo.com, enter the **session ID** as well as **their name,** and click on **Join Session**. In order to join a voice conference, the selected connection method must be **"Connection Program"**, which involves downloading Mikogo. Alternatively, participants can join the desktop sharing session using the HTML Viewer, but they won't be able to join the voice conference.

Upon joining your desktop sharing session, your participant will be presented with a "**Mikogo Voice Conference**" window. By clicking on the drop-down buttons, your participants will be able to select which computer microphone and speakers they wish to use.

By clicking the button "Join", your participants will be connected to your voice conference and you will be able to speak to each other through the Mikogo software.

After having successfully joined your voice conference, the participant's panel will look like this:

As you can see, the organizer and all participants who are connected to the voice conference will get a green handset symbol 📞 next to their names in the participant list. This indicates that they are in the voice conference and can speak to and be heard by others in the voice conference.
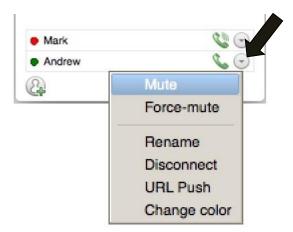
Voice Conference Symbols and Settings

When the organizer or a participant says something into the microphone, the phone symbol next to their name will change into a green speaking handset symbol 📞

Participants are able to mute and unmute their microphones by opening the drop-down menu next to their name in the participant list and selecting "Mute".
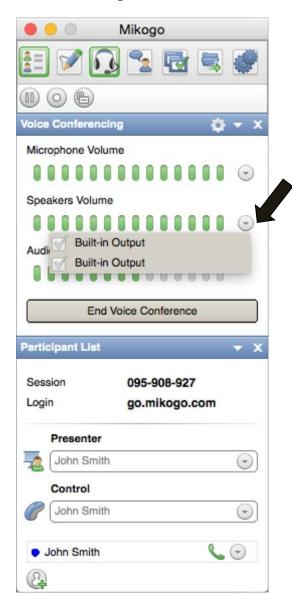

When muted the participant's handset will then appear red. The mute function can also be activated by right-clicking on the headset symbol.

If a participant has different microphone or speaker options connected to their computer, they can switch between the different microphones/speakers by opening the drop-down menus within the Voice Conferencing drawer.
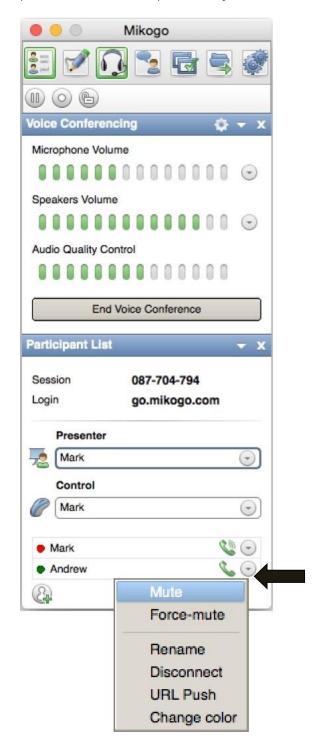
Special Rights for the Presenter

The presenter is able to mute and unmute participants by selecting the appropriate option (Mute/Unmute) from the drop-down menu next to the participant's name. If necessary the presenter is also able to permanently mute (Force-Mute) participants during the voice conference.

Mute:

Force-Mute:

Furthermore the presenter controls the voice conference for everyone. When the presenter clicks on "End Voice Conference" the voice part of your online meeting will instantly end for everyone – but the screen sharing session will remain active.

Phone Conference

Start a Phone Conference

To hold your conference call, follow these simple instructions:

Relay the following information to your fellow conference call participants:
  i.   The time of the call
  ii. The dial-in number

iii.   The Mikogo session ID

Making the call: At the agreed start-time call the dial-in number. You will be asked for your session ID and your name. To dial in as the organizer of the phone conference **enter your session ID followed by *** (not # as requested). This will give you access to the following in-conference organizer controls.

In-conference controls

During a phone conference the following control keys are available:

* 2 = Count Participants	Allows the host to see how many participants are on the call.
* 5 = Switch Listening mode	There are 3 different listening modes for the audience – the default mode is open conversation, where everyone can speak. Press *5 once to mute the audience. The audience can un-mute themselves individually by pressing *6. Press *5 again to put the audience into mute mode without the capability of un-muting themselves. Press *5 a third time to return to open conversation mode.
* 6 = Caller Controlled Muting	Press *6 to mute your line. Press *6 again to un-mute the line.
* 7 = Lock Conference	Press *7 to secure the conference and block all other callers attempting to enter the conference. Press *7 again to re-open the conference to all callers.
* 8 = Tone Control	The default setting is Entry and Exit tones on. Press *8 once to set entry and exit tones off. Press *8 again to set entry tone off, exit tone on. Press *8 a third time to set entry tone on, exit tone off. Press *8 a fourth time to put the conference back in default mode with both entry and exit tones on.

International dial-in numbers

Your international participants can dial into your conference via local numbers in their home countries. Simply locate your caller's country below then send them the corresponding number (along with the 9 digit Mikogo session ID) to invite your international participants to your next conference call.

Country	Dial-in Number	Country	Dial-in Number
Argentina	+54-351-5697180	Malaysia	+60-11-1146-0000
Australia	+61-(0)-3-8672-0110	Mexico	+52-899-274-8955
Austria	+43 (0)-1-265-05-70	Netherlands	+31-(0)-20-322-3040
Belgium	+32-4-244-10-80	Norway	+47-21-93-06-54
China	+86-(0)-510-8223-0710	Poland	+48-42-203-75-30
Croatia	+385-1-8000-070	Portugal	+351-21005-1181
Czech Republic	+420-225-989-113	Romania	+40-317-807-300
Finland	+358-9-74790020	Slovakia	+421-2-33325555
France	+33 (0)-1-8014-0610	Slovenia	+386-1-8280230
GCC/Arabian Peninsula	+973-1656-8360	Spain	+34-931-98-23-66
Germany	+49-(0)69-120-065-0762	South Africa	+27-87-825-0120
Hungary	+36-1-987-6780	Sweden	+46-8-124-107-44
Ireland	+353-1-4370310	Switzerland	+41-(0)-44-595-9060
Israel	+972-76-599-0050	Taiwan	+886-(0)-985-646-931
Italy	+39-045-4750695	Turkey	+90-212-988-1730
Japan	+81-3-5050-5090	United Kingdom	+44-(0)-330-6060-525
Korea	+82-(0)-70-7917-6575	USA	+1-209-647-1300
Luxembourg	+352-2030-1091		

Ending a conference call

When you have finished your conference call, simply hang up. When the last person hangs up, the conference call ends.

This is a free guide!

You are permitted to use all content, including text and screenshots, from this Mikogo User Guide. You are welcome to copy the User Guide and any of its contents and distribute to meeting participants and clients. The User Guide may be used as business training material.

You are not permitted to sell the User Guide.

If you have any questions regarding the use of this User Guide, please feel free to contact us at info@mikogo.com.

www.mikogo.com