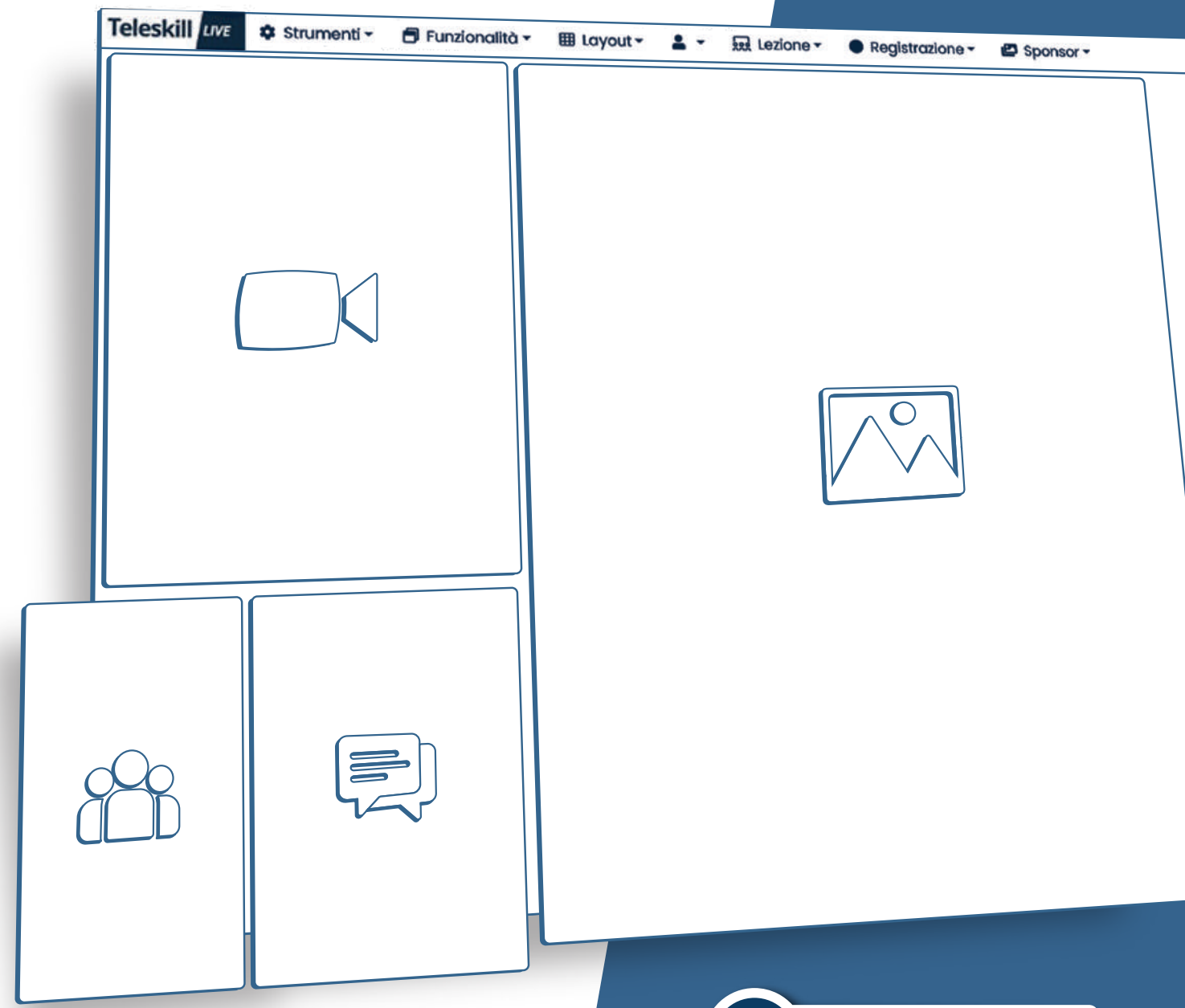
Teleskill LIVE

# QUICK USER GUIDE

## Conference manager




TELESKILL LIVE
is certified
**OWASP**
TOP 10

Your data and content
are safe from
intrusions and vulnerabilities.

# Introduction

**The Teleskill Live® service is designed to offer synchronous interactive audiovisual communication via the Internet between remote users and is delivered online in SaaS (Service as a Software) mode.**

Communication takes place directly through the use of a microphone and optionally a webcam connected to the PC.

In particular, Teleskill Live® allows authorised users to communicate via audio/video with listeners, showing slides, images, videos, documents and their screen in real-time. Listeners can express their status, request to speak in audio/video for questions or comments, respond to the proposed questionnaires, and use the file and screen sharing function.
The Conference Manager has access to the application's management features, with the ability to enable/disable various features for each user within the system (audio presence/video conference, file viewer, screen sharing management, etc).

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# Accessing the service

## Specific technological features and minimum system requirements

Teleskill Live® can be accessed directly from a dedicated online site, from a portal or from an e-Learning platform that it has been integrated into. The main features and the minimum hardware and software requirements for using the service are detailed below:

**Required bandwidth:**
Minimum 500 kbps audio/video upload/download for each user using audio/video (the minimum bandwidth requirement increases proportionally to the number of people using audio/video)

**Screensharing**
Minimum 800 kbps upload/download (1.5 mbps recommended)

**Windows**

- 2.0GHz CPU with dual-core processor (Recommended: Quad-core i5 or higher processor )
- 4GB of RAM (Recommended: 8GB or higher)
- Microsoft® Windows 7/8.x/10® Chrome v50 or higher. Firefox 49.x or higher Edge 79.x or higher

**Mac OS**

- Mac computer with Intel processor (Recommended: Dual core 2.0GHz or higher)
- 4GB of RAM (Recommended: 8GB or higher)
- Mac OS X v10.8 or higher Chrome v50 or higher, Safari 12.1 or higher, Firefox 49.x or higher

**Smartphone/Tablet**
Chrome or Safari updated to the latest version.

For proper use you are recommended to always keep the browsers updated to the latest version available and we recommend using chrome.

**Ports**
If there is a proxy, it is advisable to contact your system administrator to open the firewall/proxy.

**WEB SERVER:** https traffic on port 443.

**SIGNALLING SERVER:** https traffic on port 443 (recently changed from port 80).

**MEDIA SERVER:** Allow UDP and RTP Traffic: 1024-65535.
This will ensure the best performance, as it provides a direct connection path to our multimedia servers

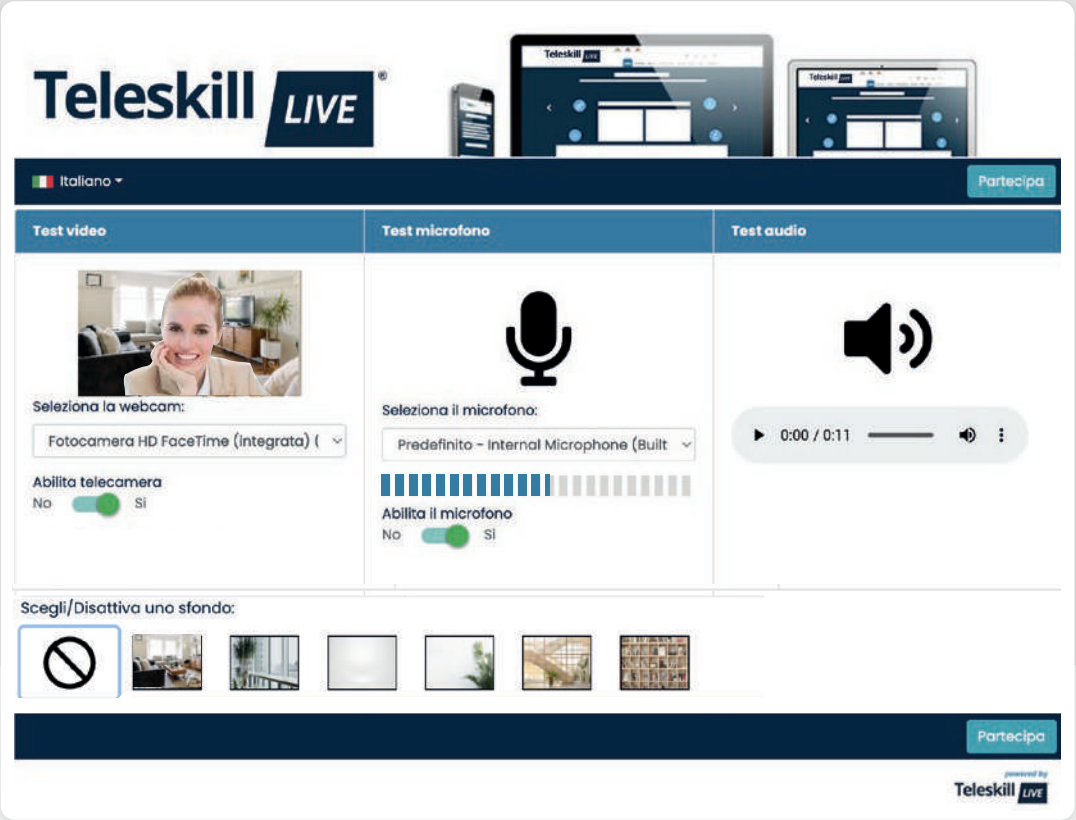
For more information you can consult the following guide
https://www.teleskill.it/requisitiminimiTeleskilllivenew.pdf

# Wizard

When the application is started, a page is available through which the user can check the correct functioning of their webcam and microphone, and decide whether to access with the microphone and webcam enabled/disabled.
Once inside the room, each user can change these settings at any time, but when it is first published via audio/video, it will appear with the settings entered in the wizard.

You are reminded that, regardless of the settings, once logged into the room, the user will not be automatically visible in audio/video, but can be published by the conference manager and/or, if enabled, publish themself autonomously through a specific button in the shape of a webcam on the top bar of the page.

**The conference manager will always be able to manage the audio and video of all connected users.**




**Video test:** you can test the webcam, select one from the drop-down menu or enable/disable the webcam when it first appears in audio/video.

Once the webcam is enabled, browsing from Chrome or Edge, you will be able to enable a wallpaper.

**Microphone test:** allows you to test the function of the microphone, select one from the drop-down menu or enable/disable the microphone when it appears for the first time in audio/video.

**Audio test:** allows you to listen to a sound to make sure that the speakers are working correctly.

# Teleskill Live

## Computer interface

Teleskill live consists of a series of windows, each of which is dedicated to a specific function of the application (audio-video, viewer, chat, participants, screen sharing, file, questionnaire etc).

Each application window is managed independently by the Conference Manager who determines its size, position and visibility for the entire audience.

**Teleskill Live® consists of the following windows:**

### AUDIO-VIDEO
Displays all the audio/video streams for users who have image and audio enabled.

### CHAT
Contains the online chat service that can be used to send public or private messages to users participating in the live session.

### PARTICIPANTS
Displays the list of all users present in the live session.

### NOTIFICATION
Allows you to create a window to leave a written message to users connected live.

### FILES
Window dedicated to uploads/ downloads for files that the Conference Manager and enabled participants make available to all connected users.

### QUESTIONNAIRE
Window allowing the Conference Manager to create questionnaires to verify users' learning or satisfaction/ preferences.

### BOARD
The conference manager will be able to show what he draws or writes freehand on a white board live.

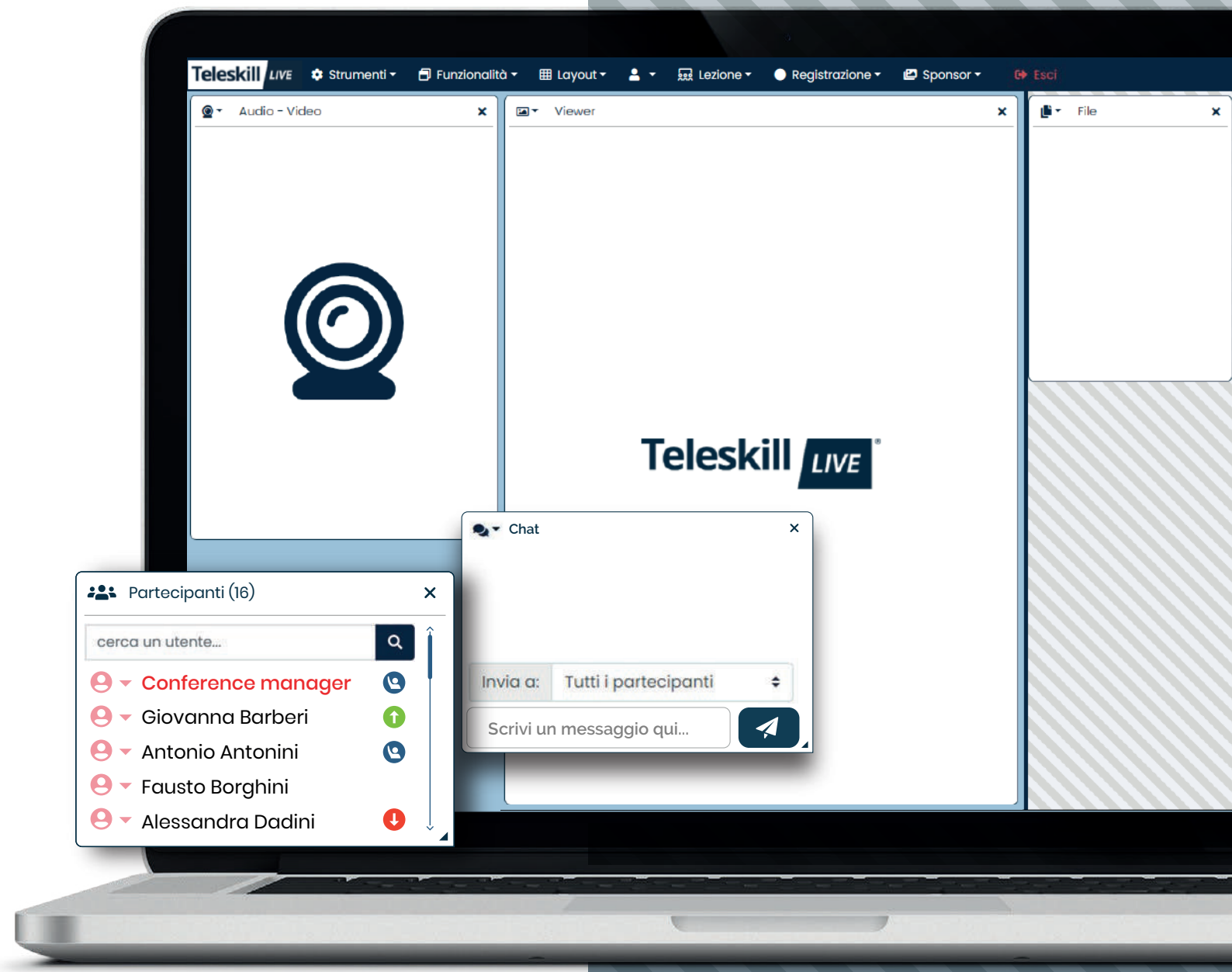
### SCREEN SHARING
Window dedicated to sharing desktop content or a specific application with remote users.

### QUESTIONS
Window available for remote users and dedicated to questions to be asked privately to the speaker of the videoconference session, which can be viewed by the Conference Manager and by authorised users.

### VIEWER
Window dedicated to viewing power point presentations, videos, documents or images preloaded in the system for all remote users.

The dotted column across the right side of the screen is the conference manager's private desktop where they can place windows that are not to be seen by attendees.

In the case illustrated below, the “File” window has been hidden from the participants to allow the Conference Manager to upload the files and only later show them to the participants.

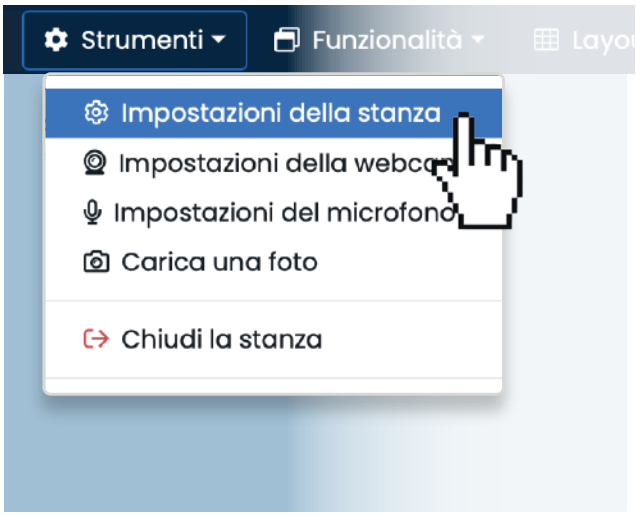


## Interface for mobile devices

When you connect from a mobile device, a blue bar at the bottom allows you to select the individual windows open in the room, so that you can focus on a single window among those open or view them all together with a complete overview.

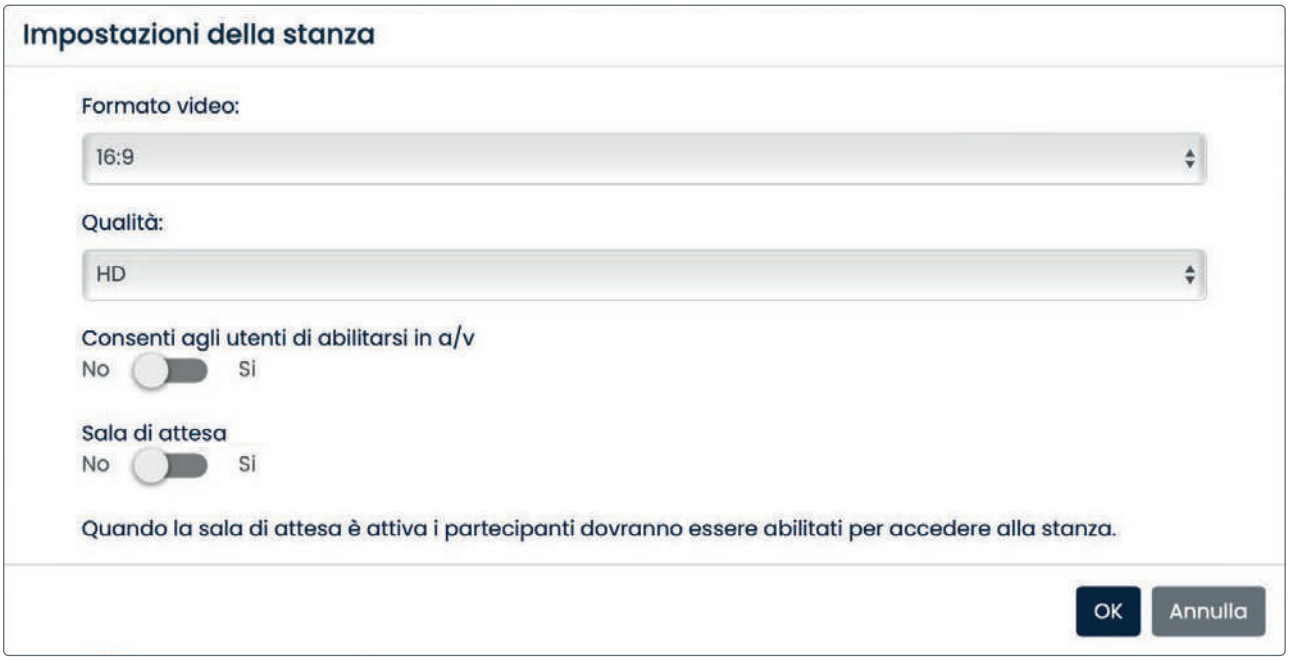
# Conference Manager Tools

## Room settings




From the tools, room settings Menu, the Conference Manager can:

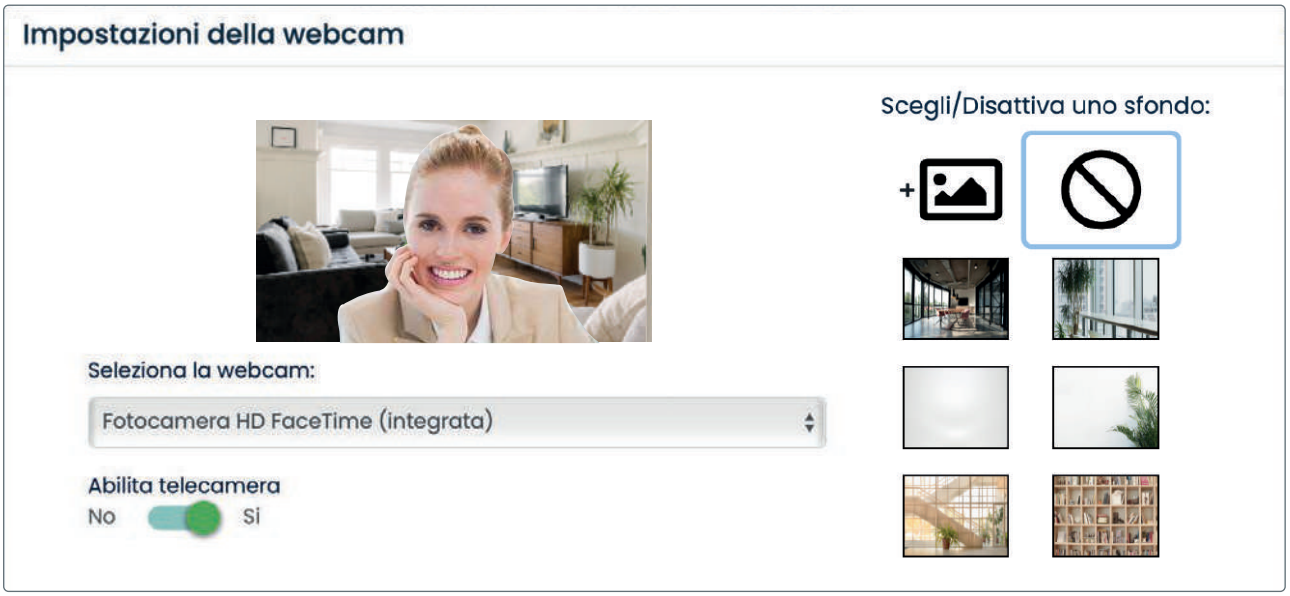
- Choose between 4:3 or 16:9 video format
- Choose the quality of the audio-video
- Select the option “Allow users to enable themselves for a/v” to enable users to connect via audio/video or not.




To make the “video format” and “quality” settings effective, users connected via audio/video must be disabled and re-enabled.

## Webcam setting

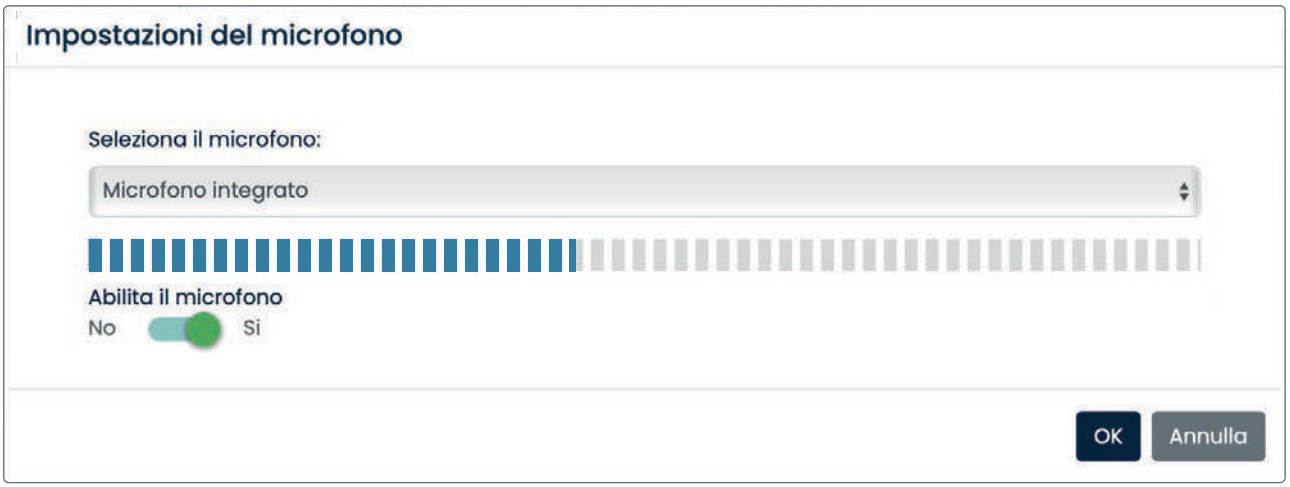
From the tools menu, select “Webcam settings” to choose an alternative webcam from the drop-down menu or to enable your own webcam.



In the section **“Choose/Disable”** a wallpaper, you will be able to change the wallpaper set to your webcam, disable it or upload an image from your computer by clicking on the first icon. Participants will be able to upload only the wallpapers provided by the system or uploaded by the conference manager. You can set a wallpaper via Chrome/Edge from any PC/MAC.

## Microphone settings

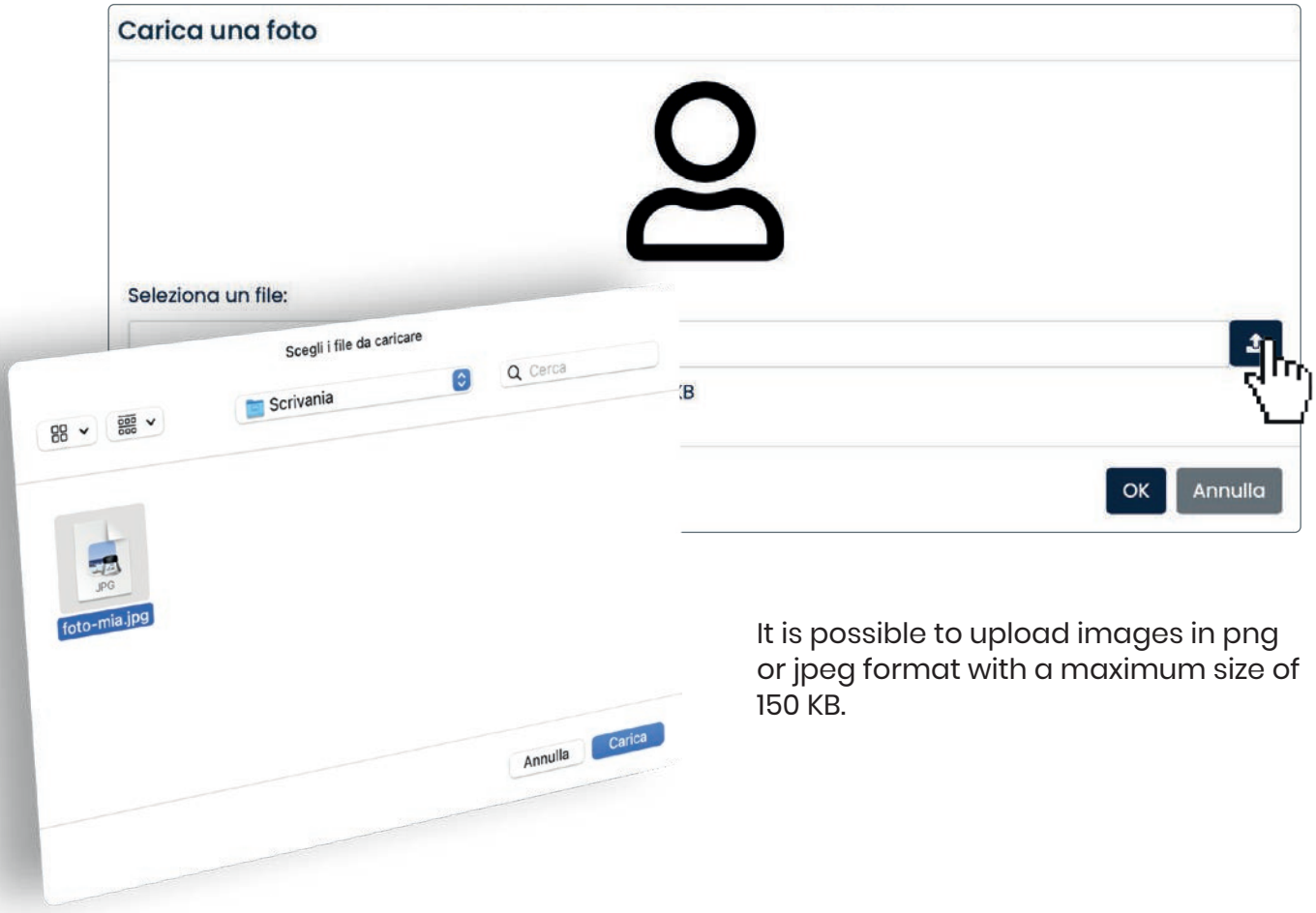
From the microphone settings, you can select an alternative microphone from the drop-down menu or enable your own microphone.



## Upload a photo

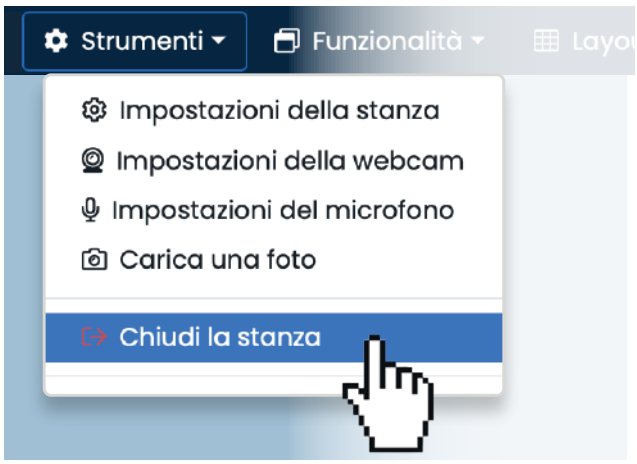
Using the "Upload a photo" tool, you can upload an image file instead of your video.

Click on the “Upload” button, choose the photograph you want to upload, and click on “Ok” to save.




It is possible to upload images in png or jpeg format with a maximum size of 150 KB.

## Close room

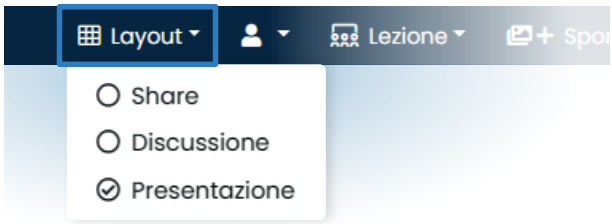



To close the room and disconnect all participants click on **Tools** → **Close the Room.**

# Features for the Conference Manager

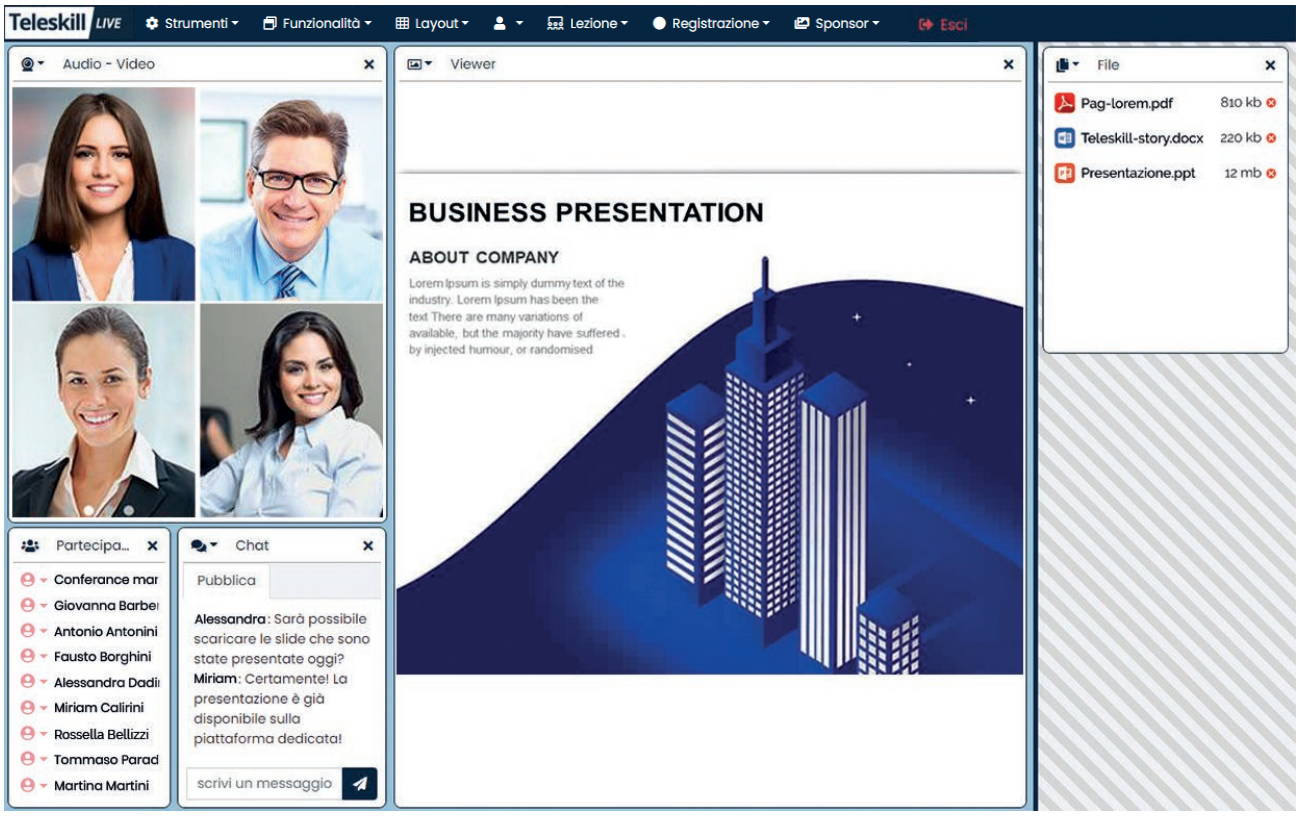
## Modifying the layout

As previously mentioned, the structure of the Teleskill Live® application can be fully customised by the Conference Manager, who can set the size, visibility and position of each window.




The video conferencing tool has three different types of predefined layouts (**Presentation, Discussion** and **Share**) which can be enabled directly from the "Layout" menu on the toolbar.

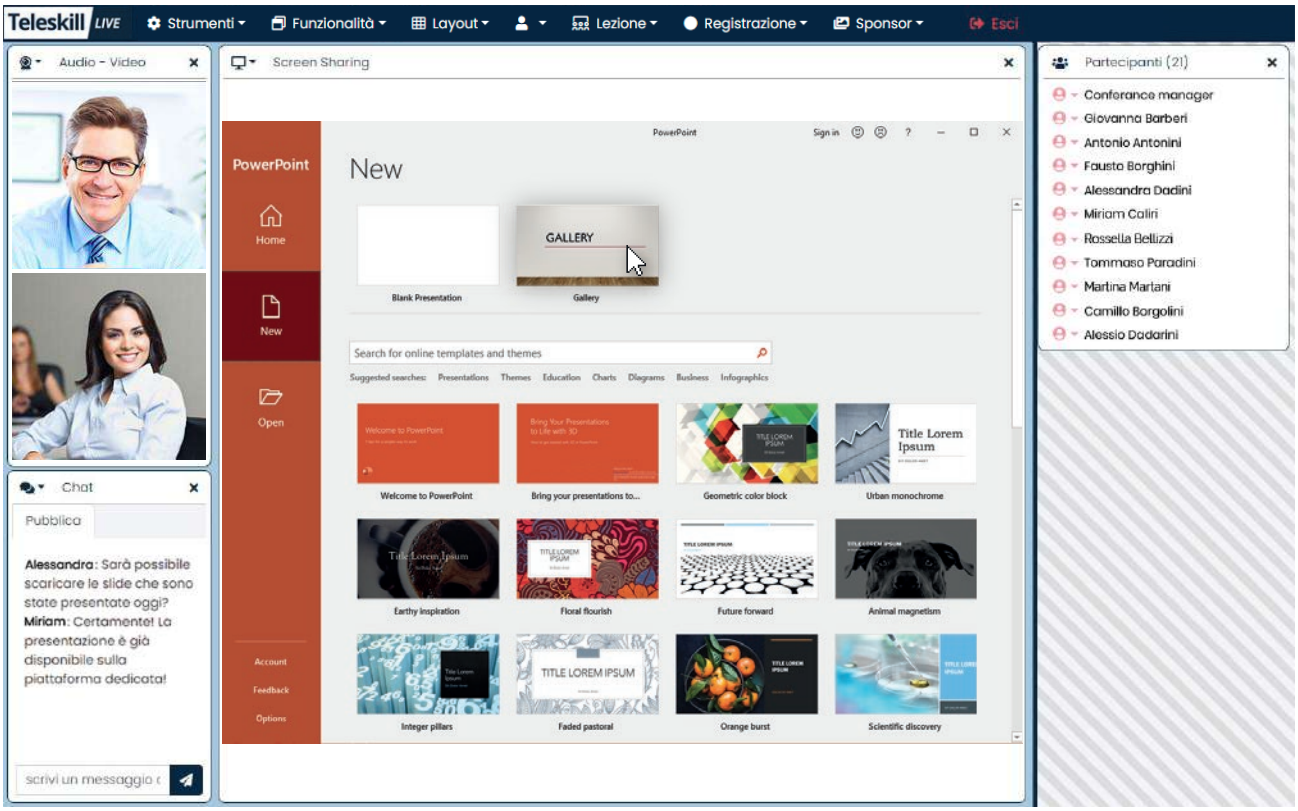
**PRESENTATION LAYOUT**
The layout with which the system starts up by default is mainly used for the presentation to remote users of slides in power point, Microsoft Office and Adobe Acrobat documents or images, preloaded in the "file" window and managed directly by the Conference Manager or one of the authorised participants.




In this configuration, the application consists of the following windows visible to all participants: Audio-Video, Participants, Files, Viewer and chat, while, by default, the Files window will be visible and opened only to the conference manager.

## SHARE LAYOUT

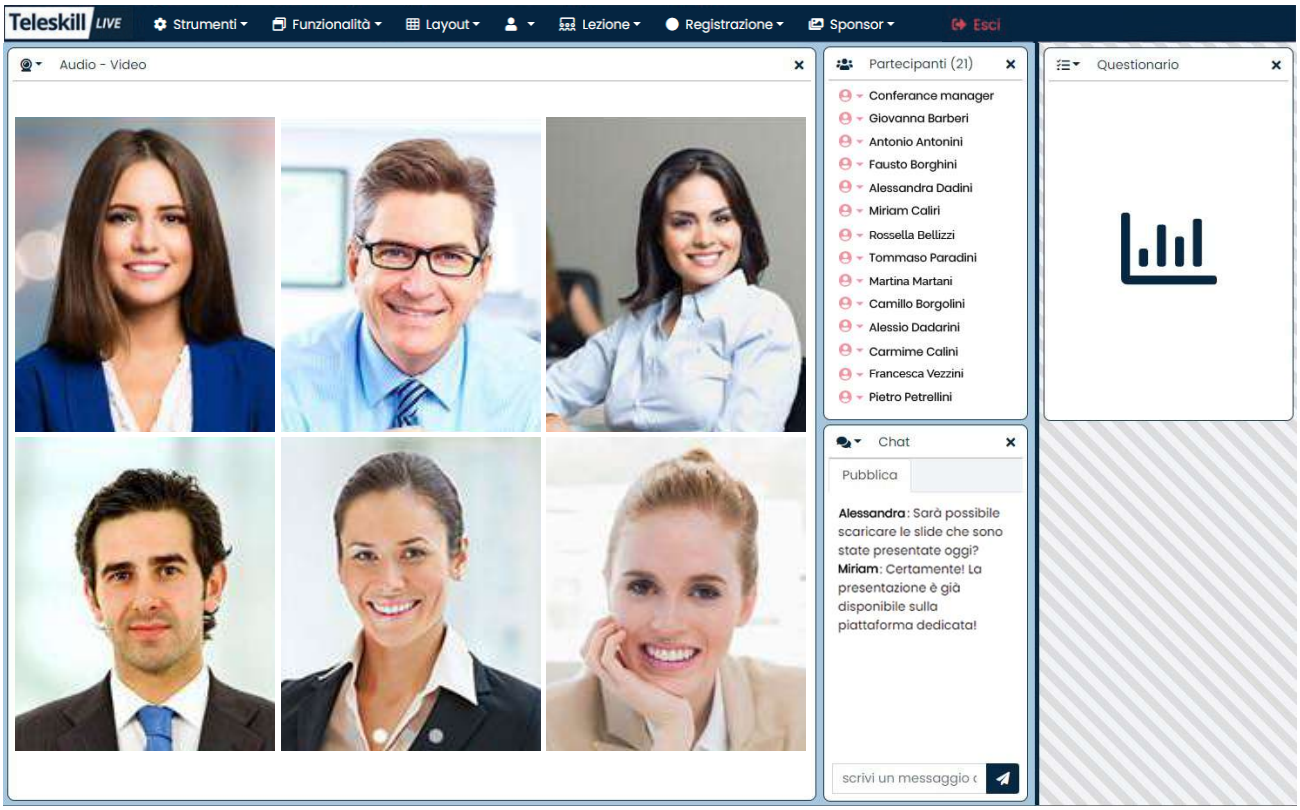
The Share layout is created for videoconferences where it is necessary to share the Conference Manager's desktop or a single application or that of one of the enabled participants with remote users.



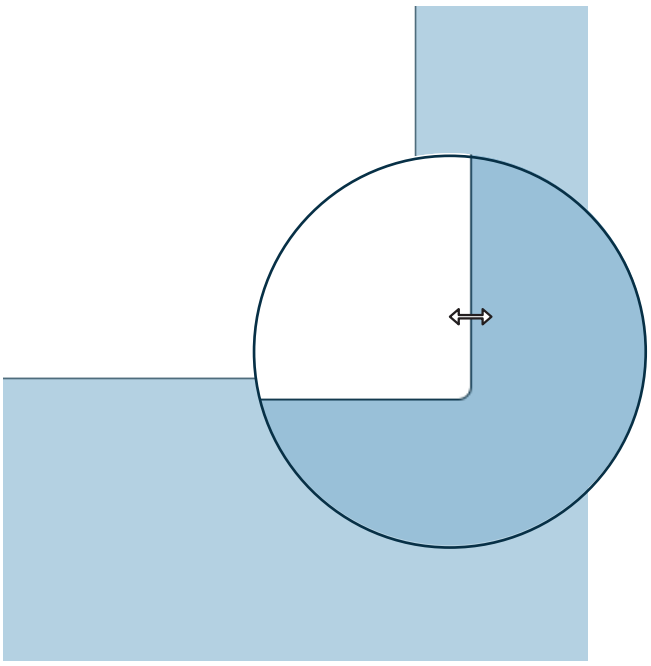

In this configuration, the application consists of the following windows visible to all participants: Audio-Video, Screen Sharing and Chat, while, by default, the Participants window will be visible and opened only to the conference manager.

## DISCUSSION LAYOUT

This is more suitable for points of the videoconference where users communicate directly (question and answer sessions, discussions between experts, etc.). The audio/video of the speakers is given greater importance and the remote participants take part using the chat or via audio/video.




In this configuration, the application consists of the following windows visible to all participants: Audio-Video, Participants and Chat.

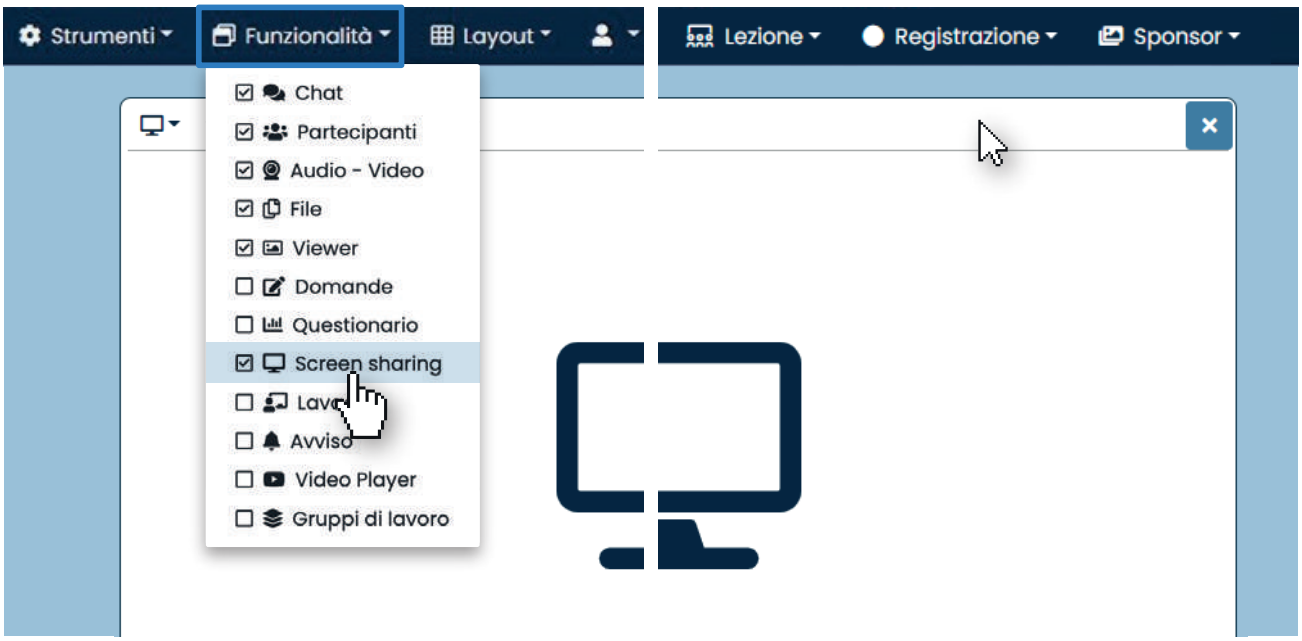


In addition to the predefined layouts, the Conference Manager can customise the appearance of Teleskill Live® by resizing, moving, enabling/disabling each individual window as desired and according to the communication needs of the event.

To resize the windows, move the mouse to any side or corner of the window that you want to extend or reduce.

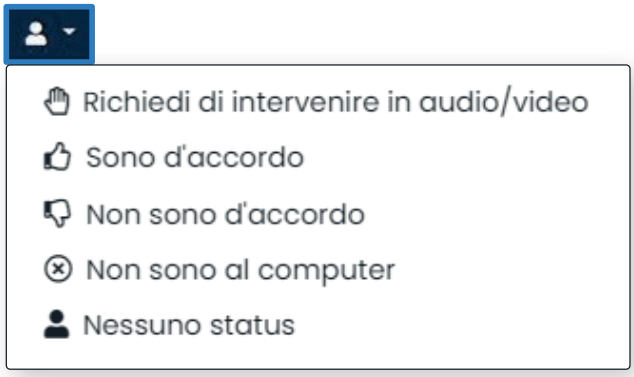
To move a window, position the mouse at the top of it. To close it, just click on the X-shaped icon available at the top right.

A window can also be closed or reopened by selecting or deselecting it from the "Features" menu.




## Menu bar

The Teleskill Live® application has a menu bar containing the following items:



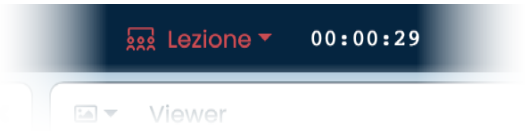

**Features**: manage (enable/disable) the individual windows that make up Teleskill Live®

**Layout**: choose one of the available layouts depending on your communication needs.

**Status**, where a status can be selected from those available in the system (request to participate with audio/video, accept, reject, etc.)

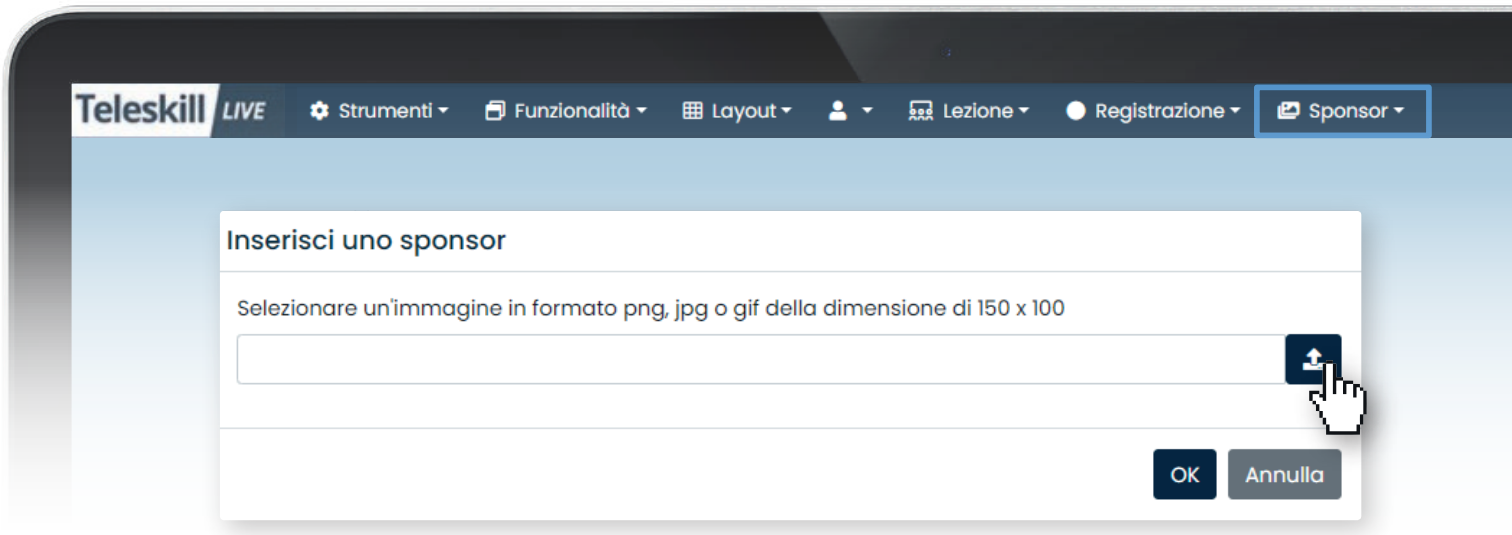
**"Start lesson"** button: set/limit the time period in which to precisely track the presence of users in the virtual classroom. Usage data are tracked and available in the integrated LMS and CMS platforms.

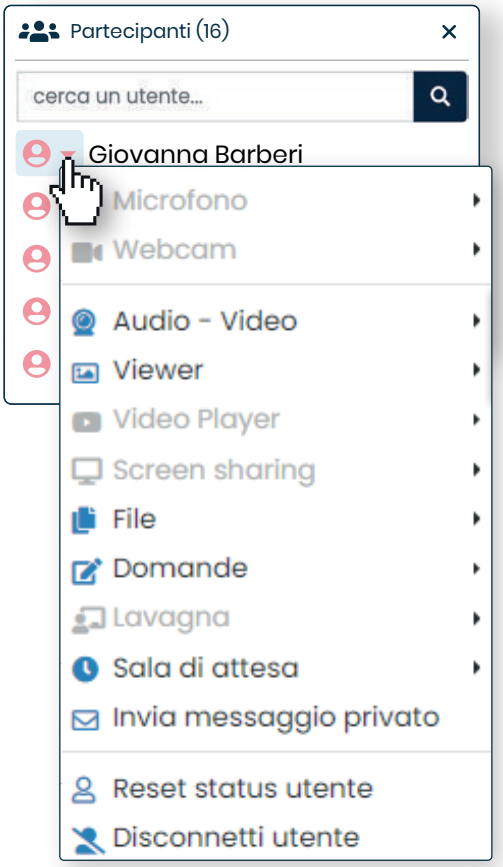
Furthermore, by clicking on the “Start the lesson” button, a timer will appear to indicate its duration.




The **“insert a sponsor”** function allows you to upload a logo/brand that will be visible on the menu bar during the webinar.

By selecting the upload icon, you can upload the image file in png or jpg format with a size of 150x100 px.




## Managing participants in a live meeting

The remote user management functions are available in the "participants" window and can be accessed by clicking the user icon next to participant's name.

The system will open a panel with which the Conference Manager can enable/disable users connected to the various functions open on the screen (such as: audio/video, viewer, files or screen sharing, etc.).

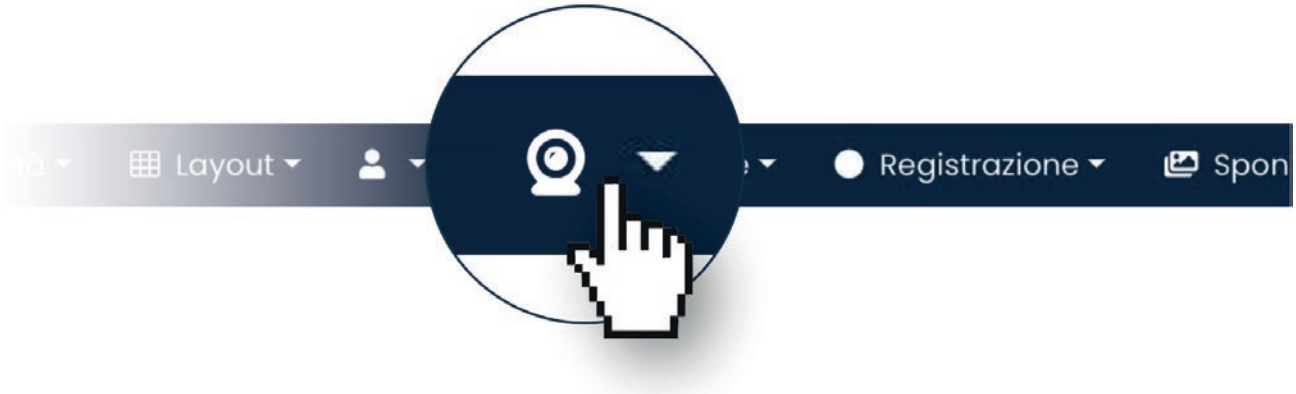
It can also remove the status of or disconnect a specific participant or all connected users from the videoconference.

In the upper part of the "Participants" window, the "Search" box allows you to search for a user in the list of participants and by clicking on the menu at the top of the window you can view the list of only the participants who have raised their hands, in order of raising.

By clicking on the menu at the top of all windows, you can view the list of participants enabled for that specific window.

### ALLOW USERS TO ENABLE A/V

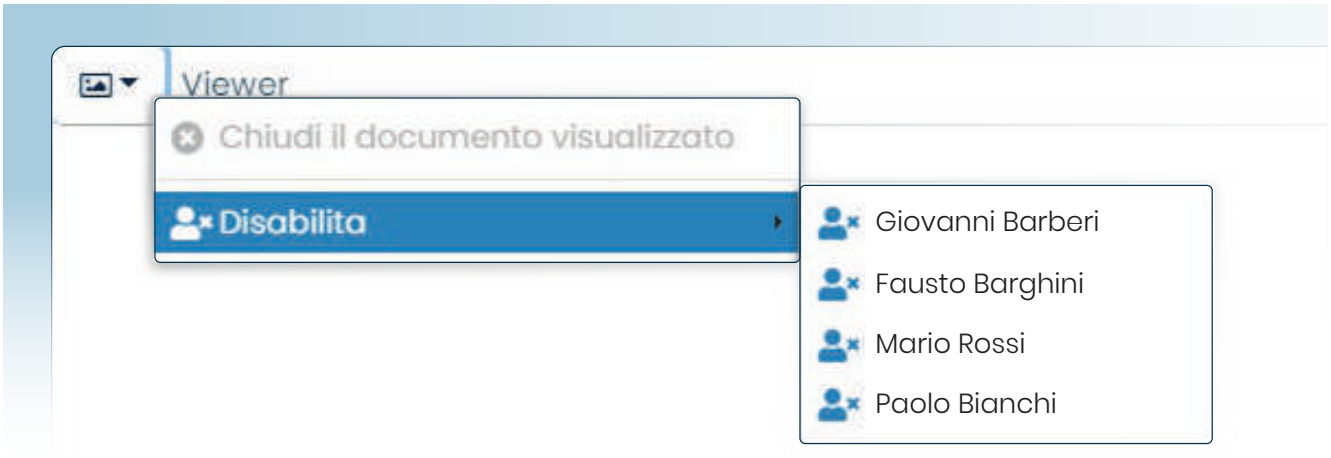
In the event that the conference manager has decided to allow users to enable themselves for audio/video, the user will be autonomous and can participate by clicking on the webcam-shaped icon that will appear in the upper part of the window, next to the "status" icon (put icon image).

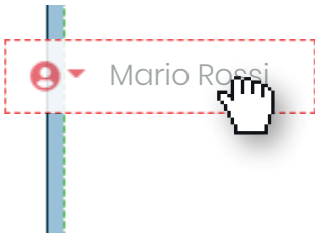



In Breakout rooms this option will be active by default.

### ENABLE/DISABLE A USER TO MANAGE THE "VIEWER" WINDOW

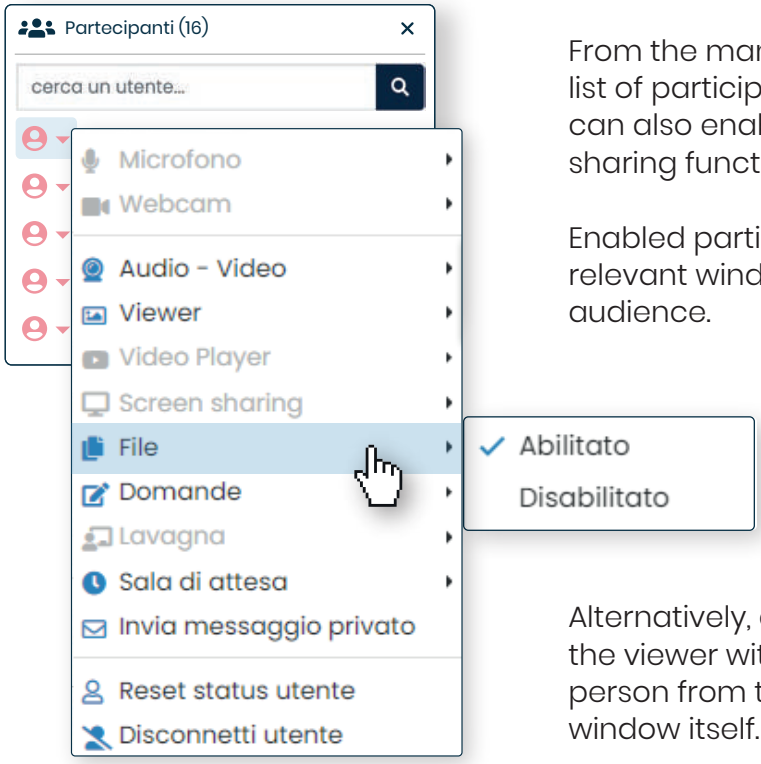
The Conference Manager can enable one of the users connected on-line to manage documents, images or videos shown in the “Viewer” window. To enable/disable a user to manage those documents, simply select the user icon next to the name in the list of participants and enable/disable it using the function available under "Viewer".






Alternatively, a user can be enabled to manage the viewer with "drag & drop", dragging the person from the list of participants into the window itself.

## ENABLE/DISABLE A USER FOR FILE SHARING



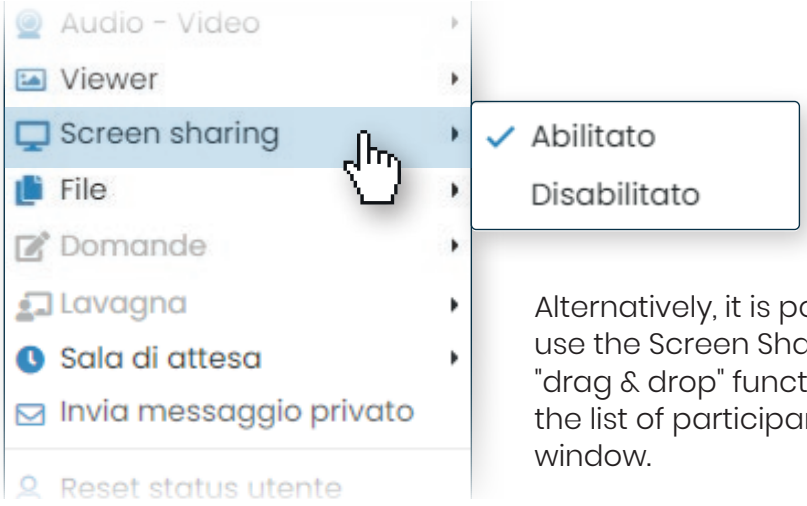

From the management menu available in the list of participants, the Conference Manager can also enable or disable a user for the file sharing function.

Enabled participants can upload files in the relevant window to be shared with the remote audience.

Alternatively, a user can be enabled to manage the viewer with "drag & drop", dragging the person from the list of participants into the window itself.

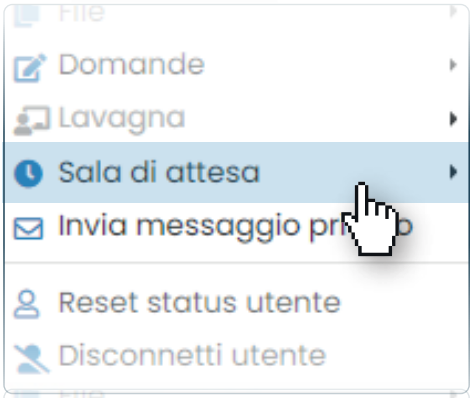
## ENABLE/DISABLE A USER FOR SCREEN SHARING

A user can be enabled/disabled for screen sharing from the management menu accessible from the list of participants. To configure this feature, select the icon beside the username from the list of participants and then enable or disable the person for screen sharing.



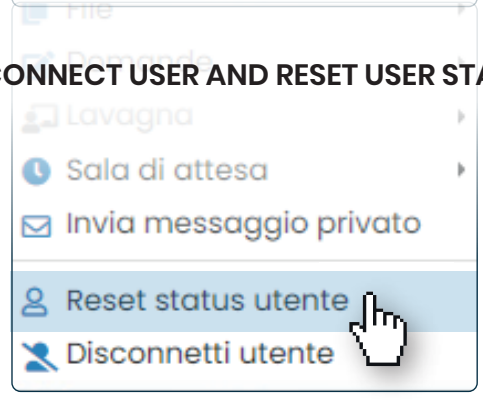

Alternatively, it is possible to enable a user to use the Screen Sharing function using the "drag & drop" function, by dragging them from the list of participants into the "Screen Sharing" window.

## SUSPEND/REACTIVATE A USER FROM THE WAITING ROOM




From the management menu accessible from the participant list, one or more users can be moved to a waiting room, temporarily suspending them from the videoconference. To manage this feature, select a username from the list of participants, then suspend or reactivate the person for video conferencing.

## DISCONNECT USER AND RESET USER STATUS

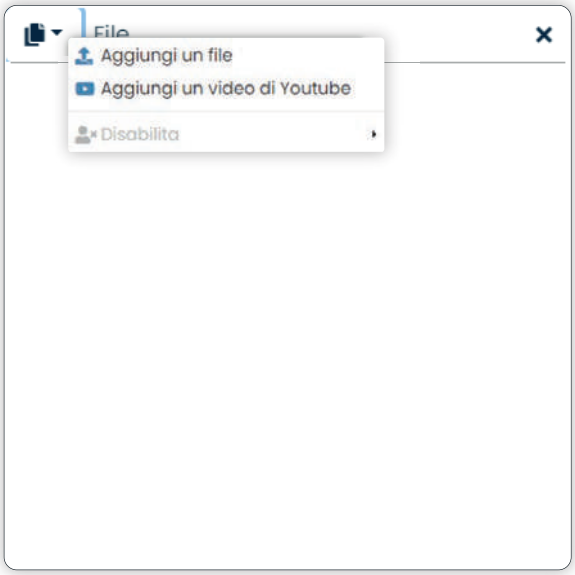



From the management menu accessible from the participant list, it is possible to disconnect a user from the live conference. To manage this function, click on the user's name from the list of participants, then click on "Disconnect User".

Again, from the participant management menu, you can remove the status set by a user or disconnect them from the videoconference.

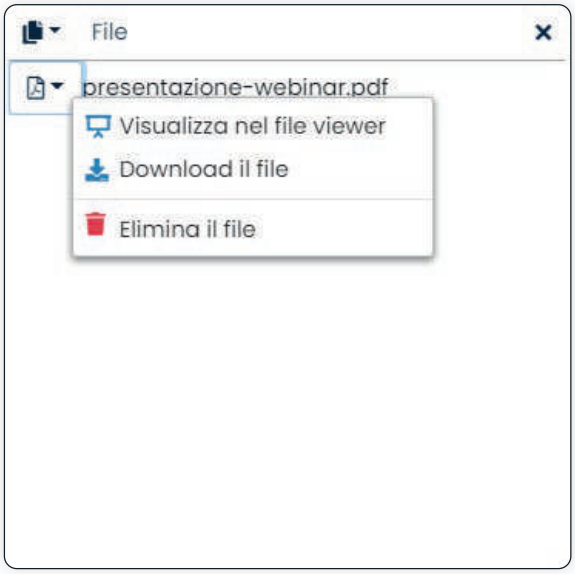
# "Files" window

The file sharing function allows the Conference Manager and authorised users to preload any type of resource within the application to be made available for viewing or downloading to remote users. .




The icon in the upper left corner of the "File" window opens a Menu that allows you to disable an individual user from uploading files or to preload a document by clicking on the "Add a file" button.

In the window that opens, use the browse button to search for the file to upload in the application, then select "Allow file download" if you intend to make the file downloadable to all connected users and select the "Ok" button. Once the file has been uploaded and converted, click the "Ok" button.

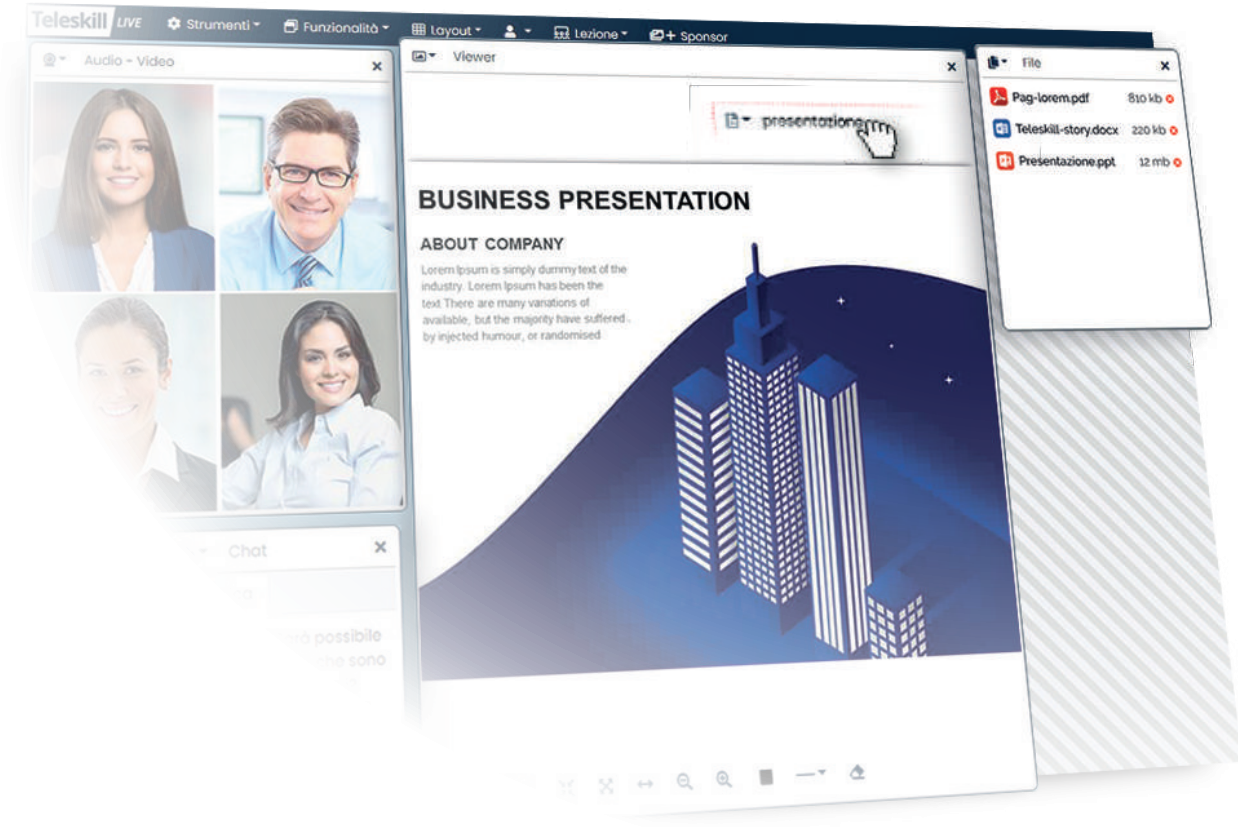



For each of these files an icon is shown that opens a menu through which you can:

- Delete the preloaded file
- Download the file (if the "Allow file download" function was previously enabled)
- View the file in the "Viewer" window

## "Viewer" window

The files preloaded into the system available in the "Files" window can be shown to the remote audience using the menu just described or by dragging them (drag & drop) into the "Viewer" window. Users enabled to use the Viewer can only drag resources into that area that they have preloaded themselves.



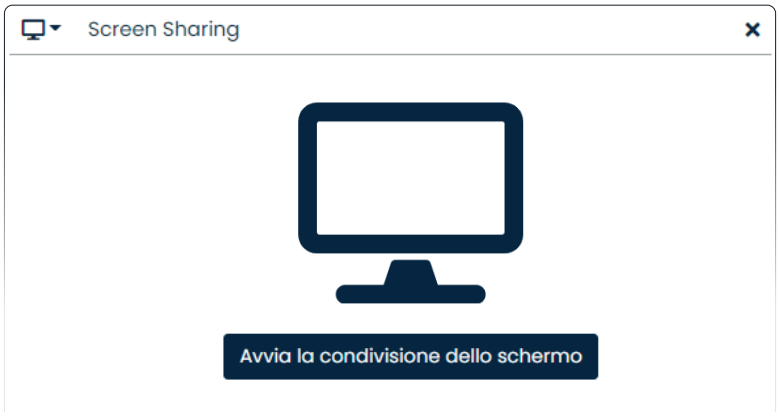
Once the resource has been dragged into the "Viewer" window, it can be managed using the controls and command bar available at the bottom of the window.
This includes:

- **Forward and back buttons** to move between the pages of the document or between slides, or to choose a specific slide/page of the loaded document
- **The keys to adapt the document** to the maximum resolution or to the height or width of the window
- **Zoom** slider to increase or decrease the size
- **The colour icon** allows you to change the colour of the drawing tools.
- By clicking on select a working tool ( ) it is possible to write, draw freehand over the displayed files, insert shapes and text boxes. Furthermore, by allowing the file to be downloaded during the upload phase, you can also save the image with the notes entered both by the conference manager and by the participants using the appropriate key ( ).
- **The "eraser"** symbol allows you to delete all the changes made with the felt-tip pen or with the highlighter pen.

Resource management can be the responsibility of the Conference Manager or delegated by the latter to one or more remote participants, using the "Viewer" function available in the participant management menu.

## Screen Sharing

This feature allows enabled users to begin screen sharing, displaying the content of the entire screen or of a single application to be selected from the open ones with the users connected to the videoconference session.

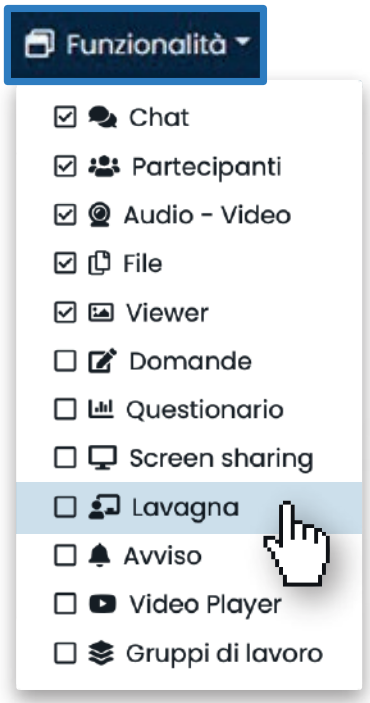



By dragging your name, or that of a user, into the "Screen Sharing" window, a button will appear in the centre of the screen allowing you to **"Start screen sharing".**

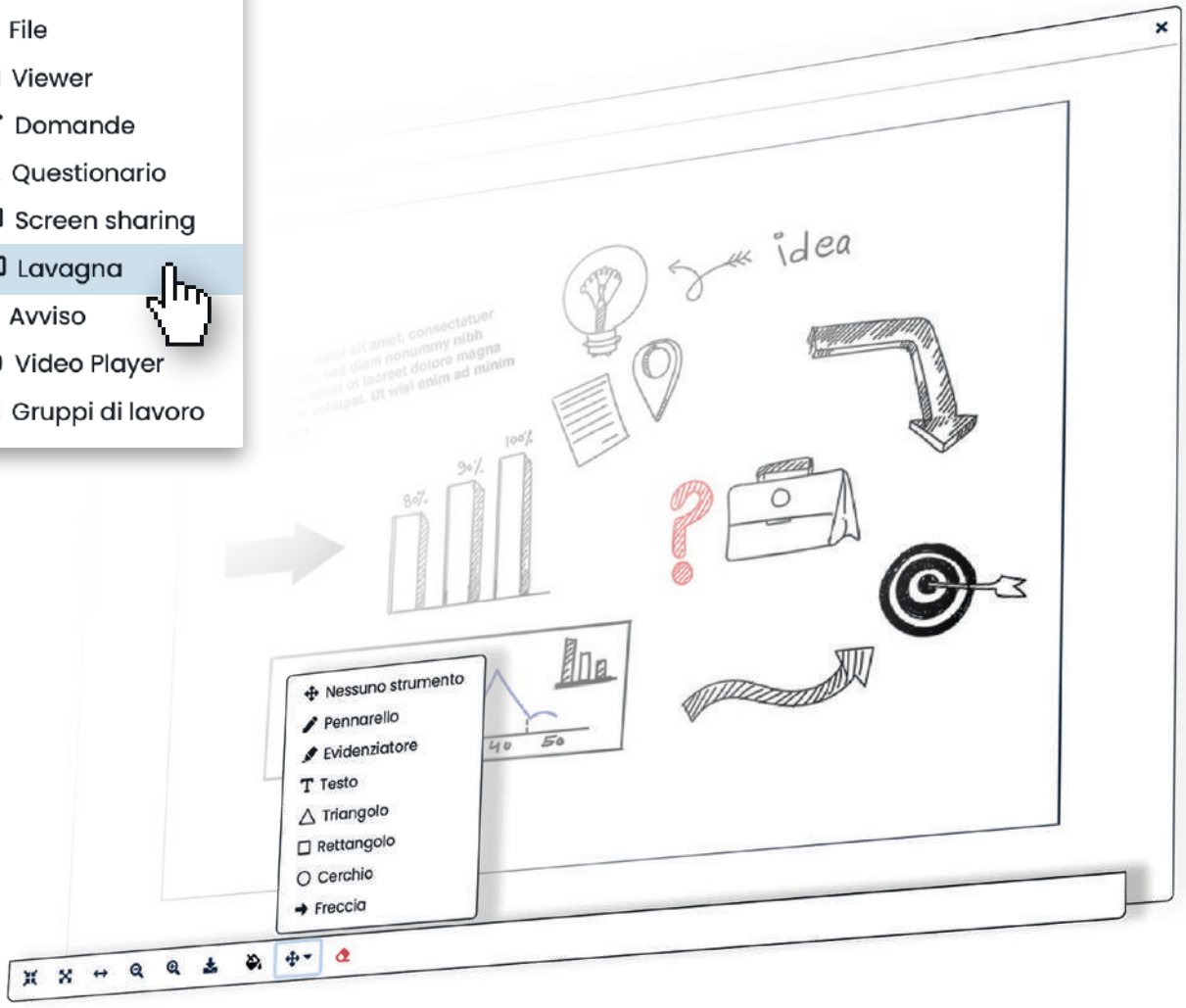
By clicking on it, the audience will be able to view everything that happens on the Conference Manager's monitor.

Screen sharing can be stopped by clicking on **"stop sharing"**. In addition, to close the window you can click on the X button at the top right.

# "Whiteboard" Window



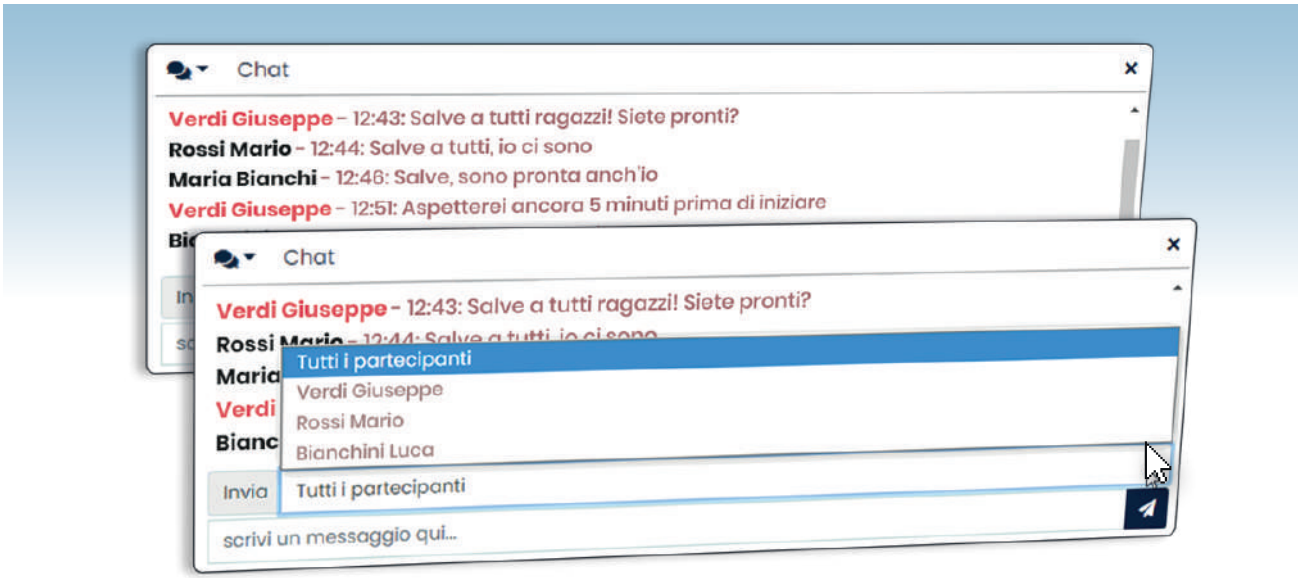

The "Whiteboard" window opens a drawing board where the Conference Manager and enabled users can write, draw freehand, insert shapes or text boxes using the drawing tools provided.




Using the download icon ( ), enabled users will be able to download the drawing boards in the “png” image format.

## "Chat" Window

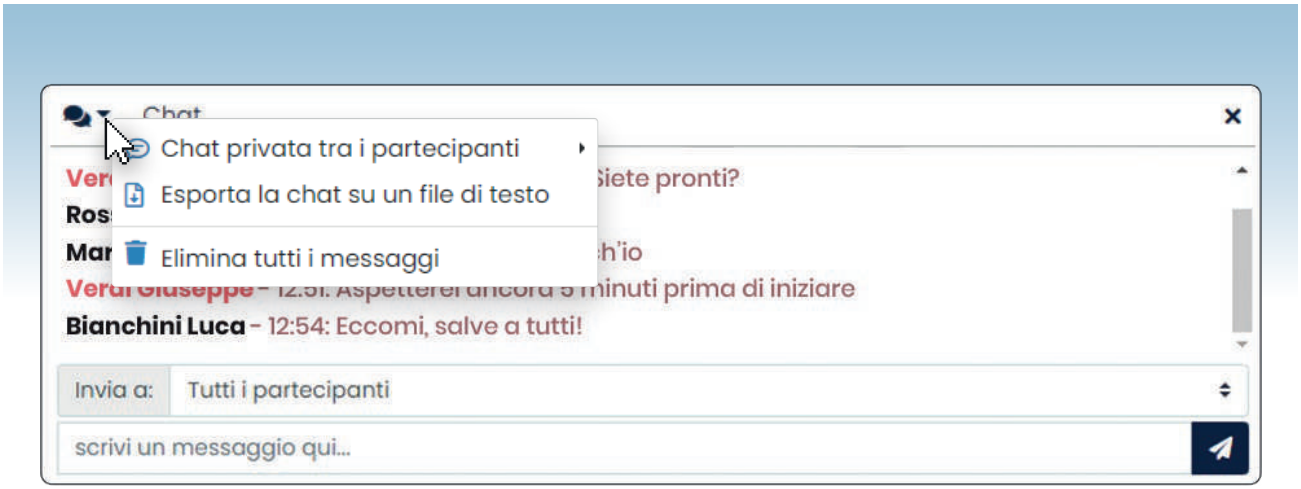
The chat window is available to all connected users and allows public or private messages to be sent during the video conference session.
**Messages written on the chat by the Conference Managers will appear in red.**




To send a **public message**, type the text in the textbox and send the message.

To write **private messages**, simply select the user to whom to write the private message from the drop-down menu, or, when accessing as Conference Manager, select the name of the user who will automatically appear "selected" in the drop-down menu.

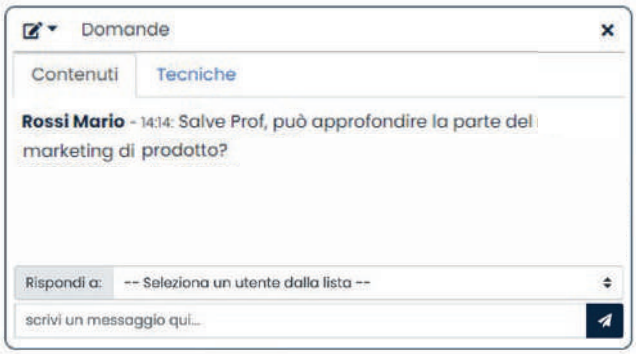
Participants are enabled to post private messages by default. The conference manager can disable this via the appropriate menu **"Private chat between participants" > "Disabled"**



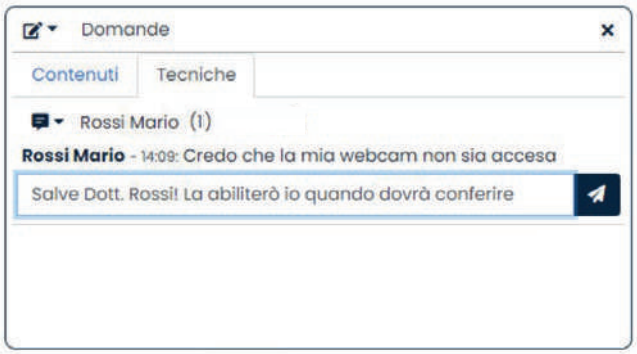

Using the menu, which appears by clicking on the "Chat" icon, the Conference Manager can manage the window by enabling or disabling private chat between users, exporting the chat content to a text file or deleting all messages.

## Questions

The "Questions" window is used to send questions on content and request technical assistance by participants to the Conference Manager or to one or more users that have permission to manage the window. Questions sent using this function will only be viewed by enabled users and the Conference Manager. This window has two tabs:




**Content:** to allow the teacher/conference manager to collect questions about the content and respond only to users who have written.

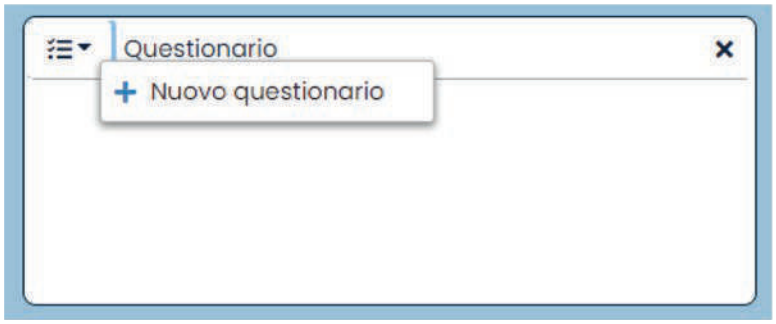



**Technical:** created to set apart questions addressed to technical support.
The conference manager/helpdesk can respond to the participant privately.

For the technical tab, each time the participant submits a new question the thread will be highlighted in bold.

To save the conversations on the conference manager side, click on the appropriate drop-down menu "**Export questions to a text file**" and to delete the thread click on the appropriate item "**Delete the thread**".

## Questionnaire

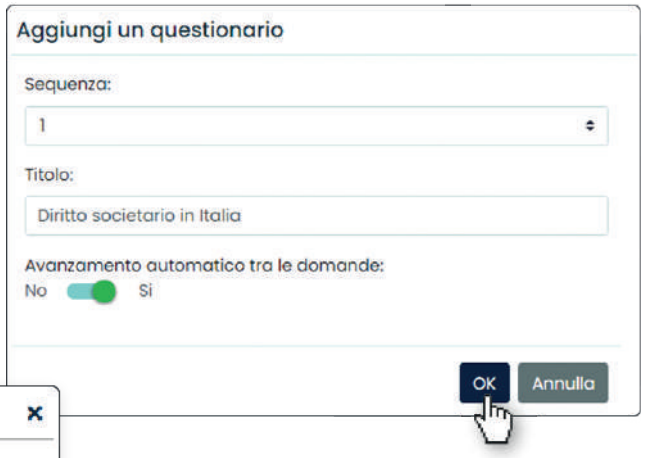


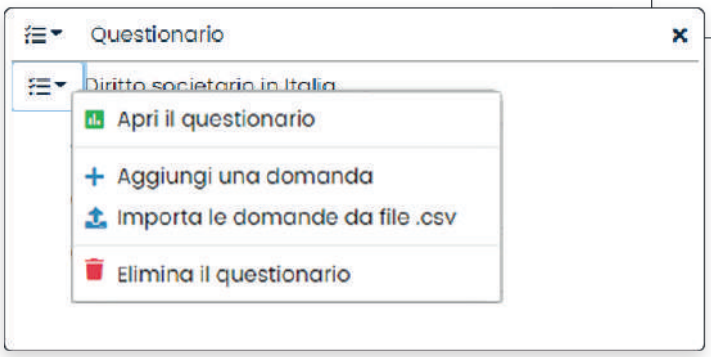

The "Questionnaire" function allows the Conference Manager to create and submit to the remote user one or more multiple choice questionnaires to guage participants' satisfaction or to administer tests.

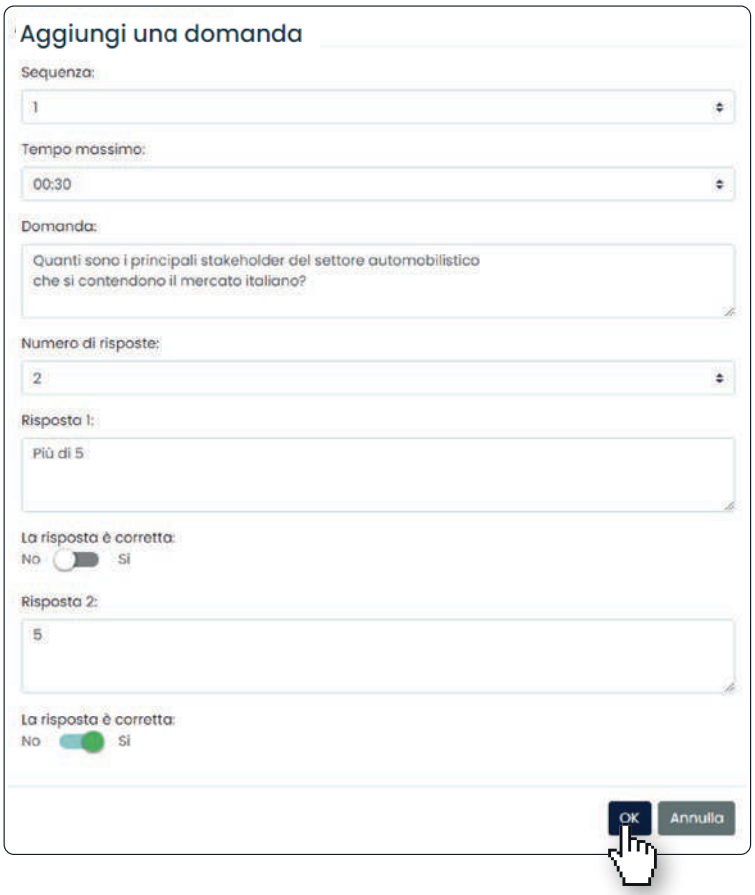
From the "Questionnaire" window, the Conference Manager can create a new questionnaire by selecting the "New Questionnaire" item.

The system provides a netmask in which to indicate the sequence, the title and the option to set the automatic advancement of the individual questions that make up the questionnaire at a predetermined time, by setting automatic advancement between questions to YES.

Upon entering the individual questions that make up the questionnaire, you can decide the sequential position of the question, the maximum time participants have to answer each question and its text, the number of answers and the correct answer (or answers).




Once the title has been entered, you can:

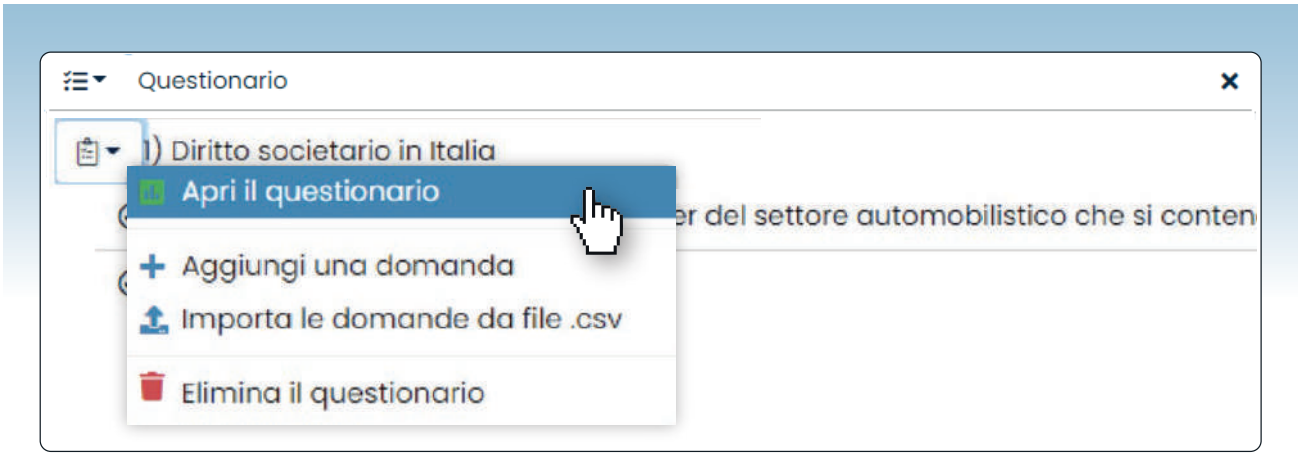
- Enter the questionnaire questions using the **"Add a question"** button
- **Import the questions from a *.csv file**
- **Delete the questionnaire.**

By selecting the "**Add via .csv**" button, the questionnaire will be imported, including the questions, the maximum time participants have to answer (if any) and the correct answer.

By selecting "**Add a question**", the system provides a netmask in which to enter the text of the question, any maximum time to be set for answering and the text to be entered for the answers with an indication of the correct choice, if any.

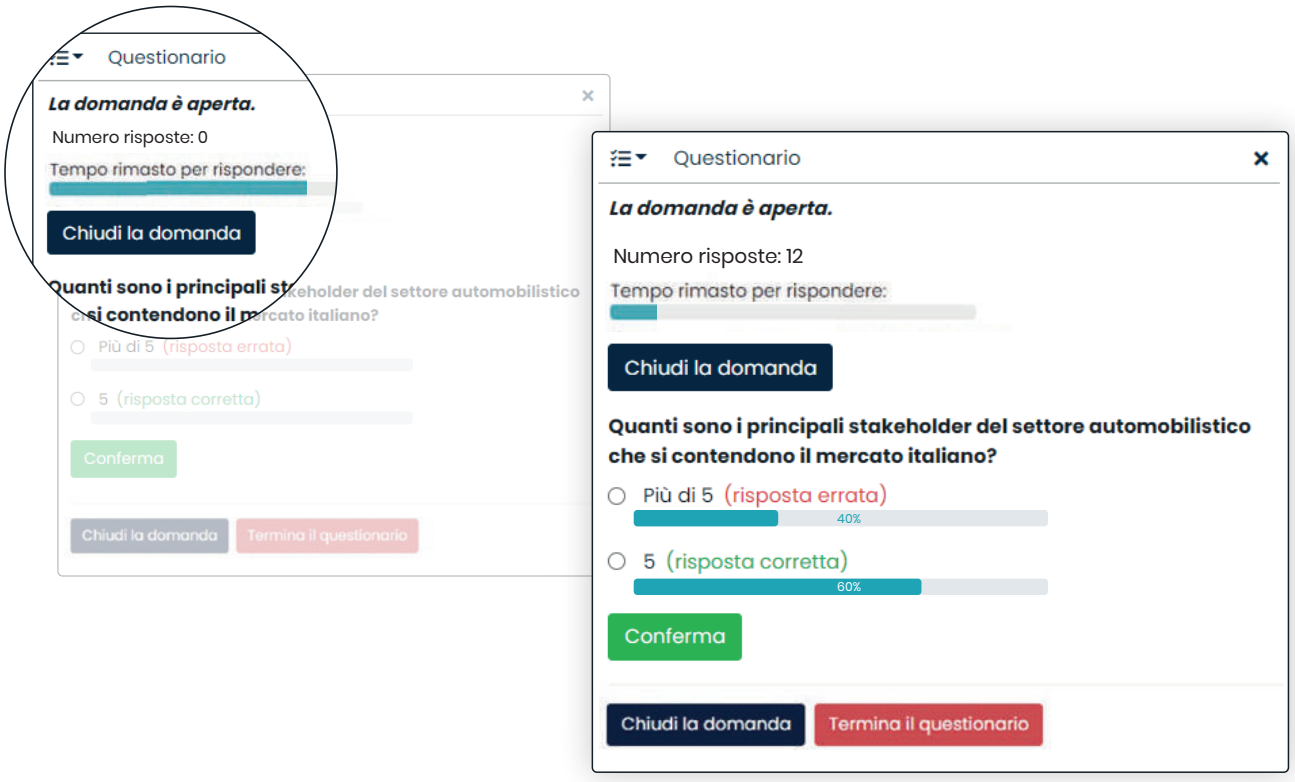
Once question has been inserted, click the OK button. If the questionnaire has several questions, the next ones can be inserted by clicking the "**Add a question**" button and repeating the steps above.

When all the questions have been entered, they can be assigned to remote users by selecting "**Open the questionnaire**" from the menu.

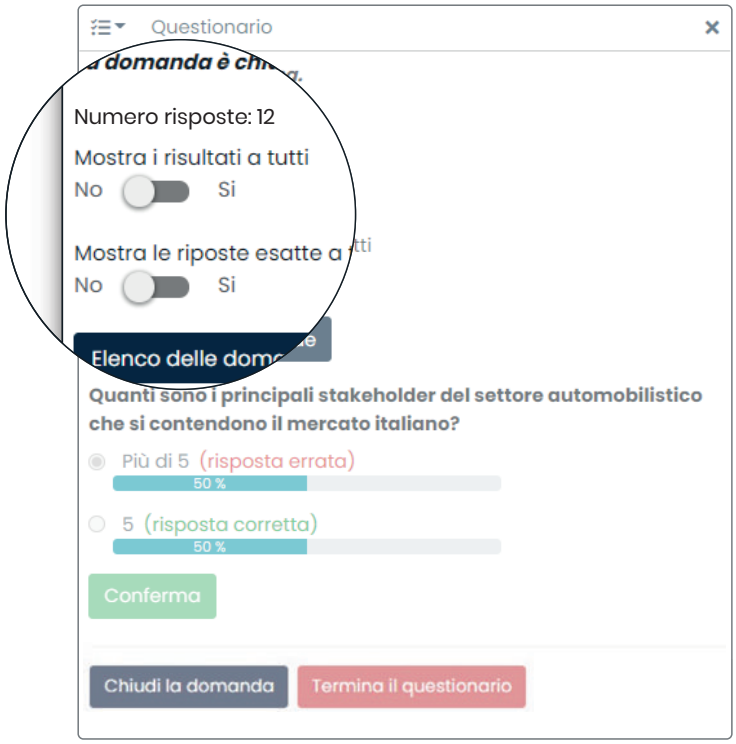



If you have chosen to set the automatic advance between the questions to "**YES**", these will automatically advance on the screen according to the set time.

The participant will see a progress bar for each question which effectively ends the possibility of answering, automatically opening the next question which changes for all users at the same time based on the set time limit.



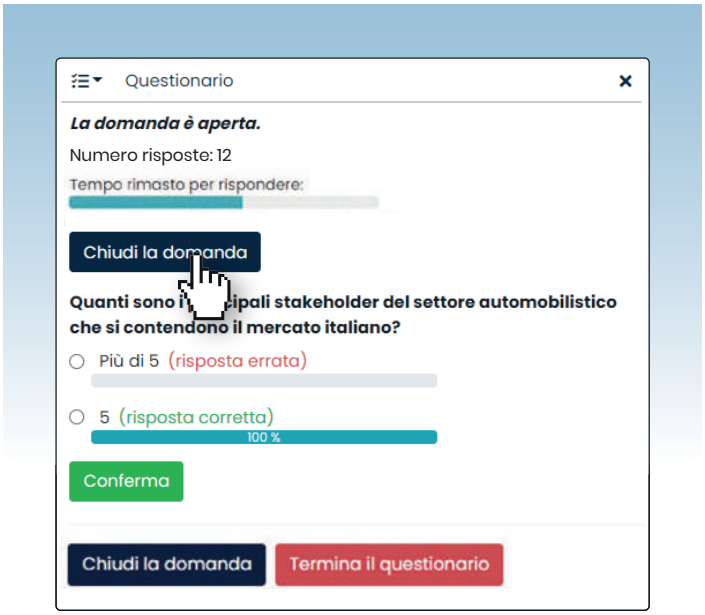

When the question is opened, all the participants can answer by selecting the answer and clicking the "**Confirm**" button. When all the answers are collected from the participants, the Conference Manager can see a graphical distribution of the answers given by the participants in real time.




To display the answers/preferences given by each user to the participants in real time, simply select the item **"Show results to all"** and the list of responses given by each individual participant is shown in real time.

The Conference Manager can, at any time, decide to show the correct answer to the whole connected audience, by selecting **"Show correct answers to all"**.

The results that are shown to remote users are the summary data relating to the percentage distribution of the answers given (as shown in the figure).




The question can be closed and the ability for remote users to respond can be removed at any time, keeping the questionnaire and the its results visible if required.

When a question is closed, the Conference Manager can decide to show the correct answer to all connected users to discuss the answers live.

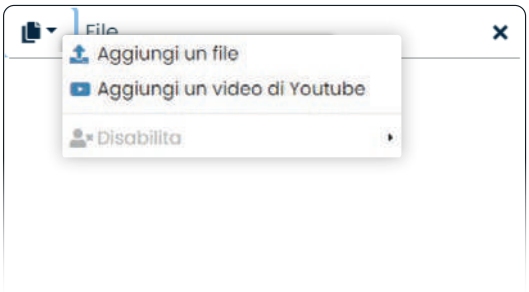
To close the questionnaire and return to the list of questions, select "Finish the questionnaire".

All the data for the questionnaire, as well as the users who access the service, is tracked and made available at the end of the event for consultation. The tracking data for the questions, such as the access logs for the live event, is available online by going to a special dedicated link provided by Teleskill on request. This can be downloaded in Excel format and also used for certified training so that users can be awarded training credits. The questionnaire data summary, including the answers provided by users, are tracked in the integrated LMS or CMS platforms.

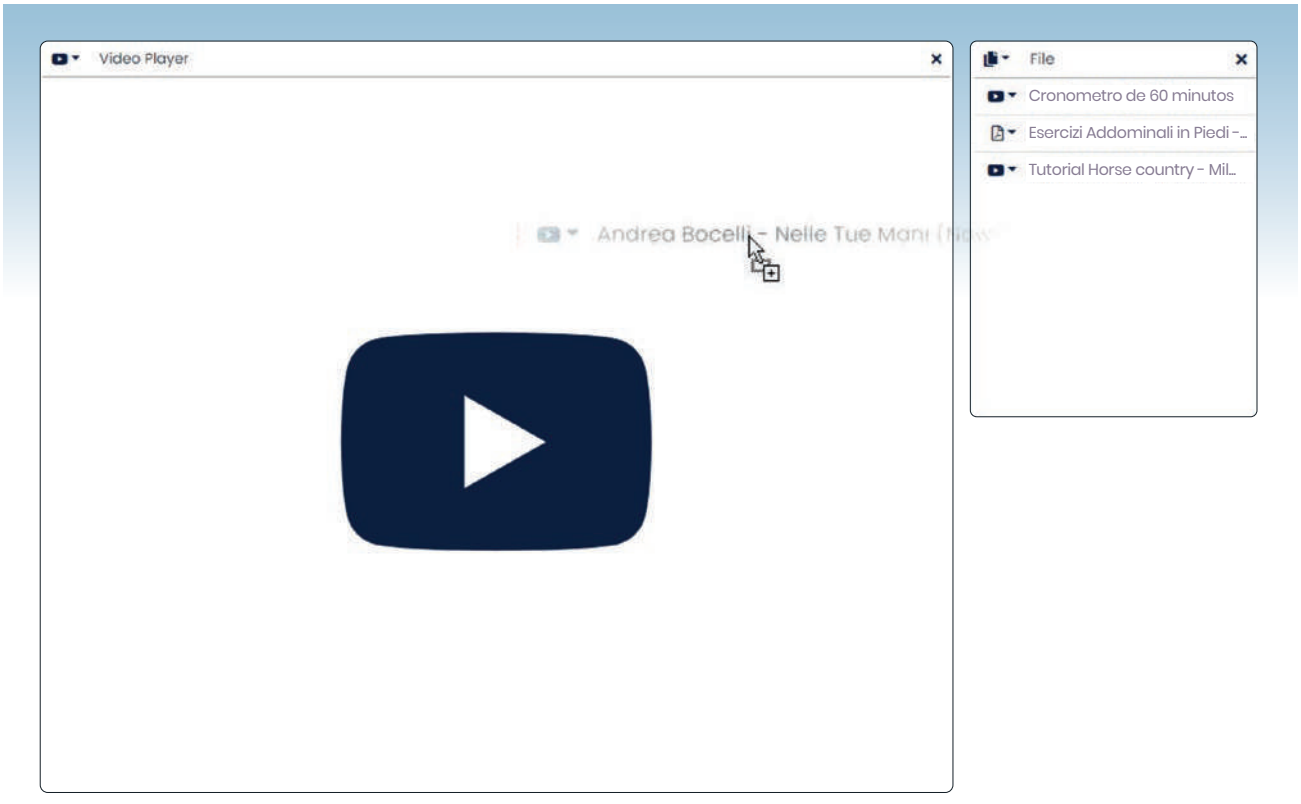
# YouTube video viewing

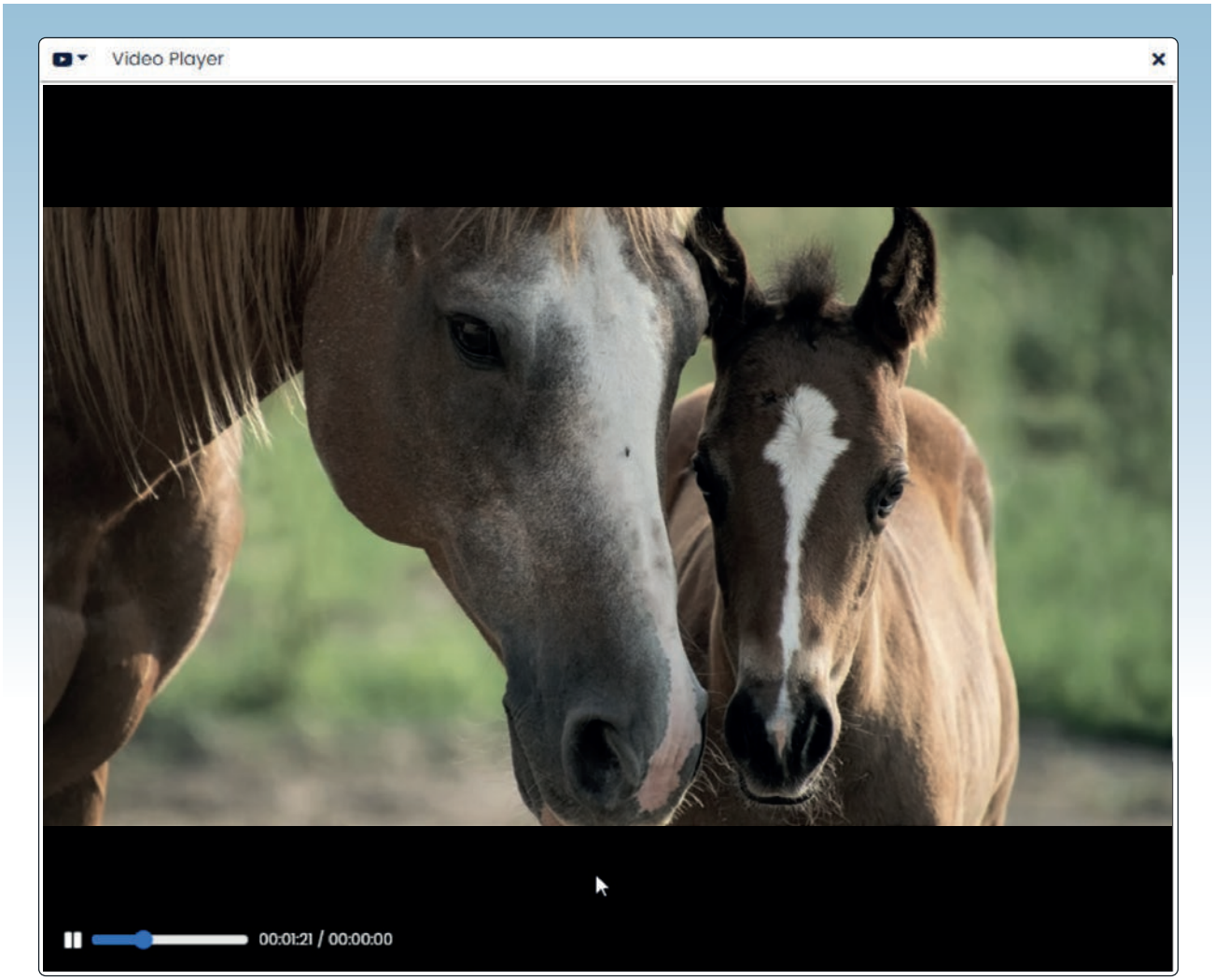
To view a video published on youtube you must first publish the URL using the File sharing - **Add a YouTube video window.**

After inserting the link in the netmask opened by the system, click on “Ok”.



To view it, open the "Video Player" window and drag the link in the list of materials uploaded to the file sharing.

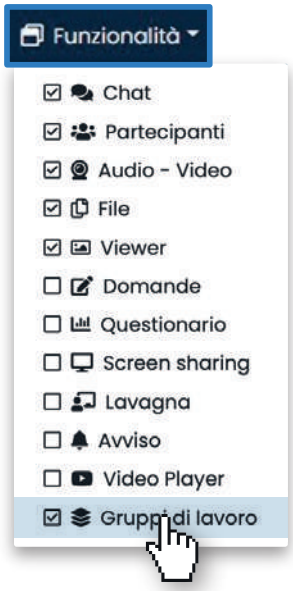





The Conference Manager will be able to pause the video, and go back and forward.

# Work groups (Breakout rooms)

From the menu **"Feature" > "Work Groups"**, the Conference Manager can divide the virtual class into different user groups by choosing the number of work groups and assigning the participants to each group.



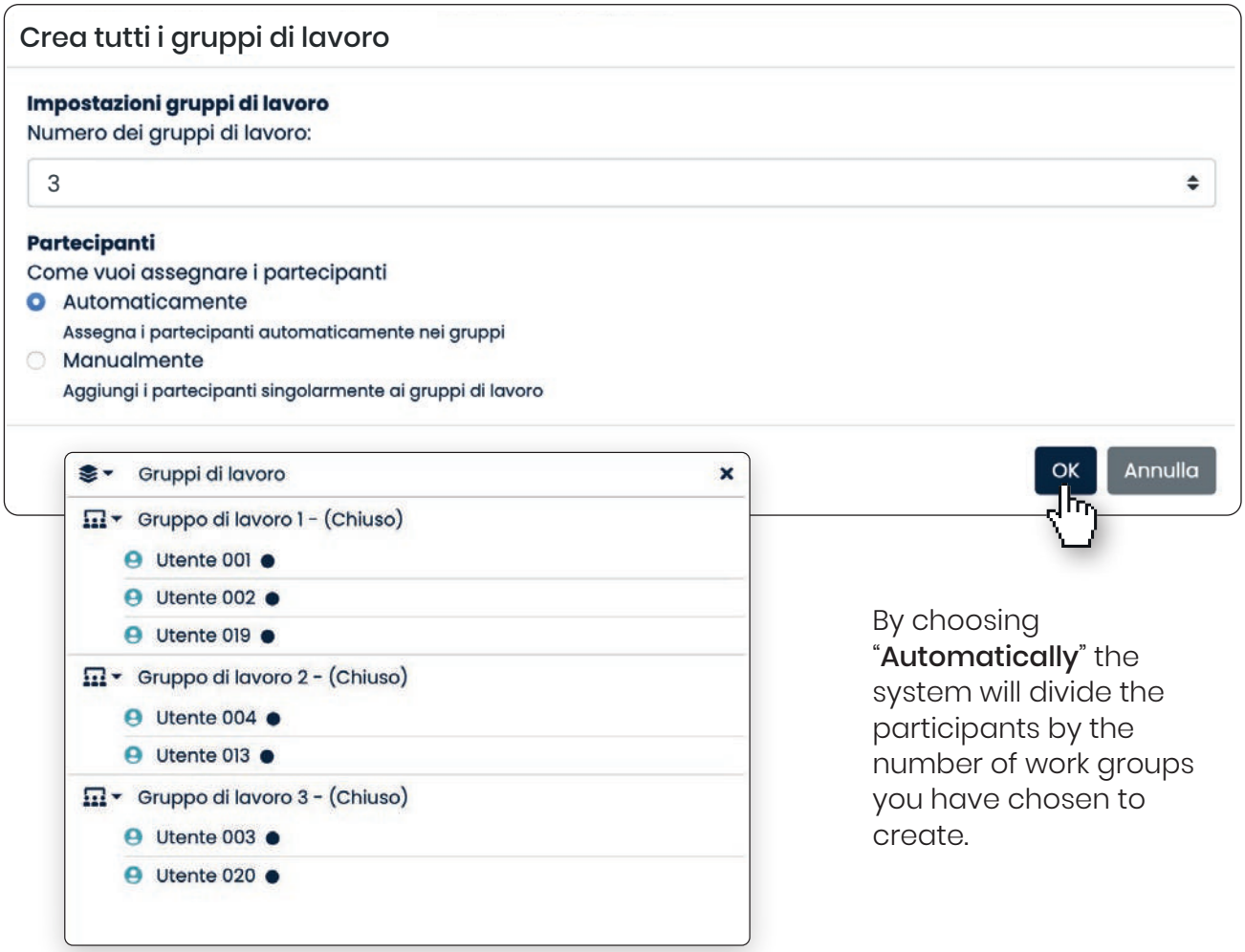

By clicking on Work Groups, a window dedicated to this feature will open.

Through the main menu in the “Work Groups” window, the Conference Manager can manage all the available features.

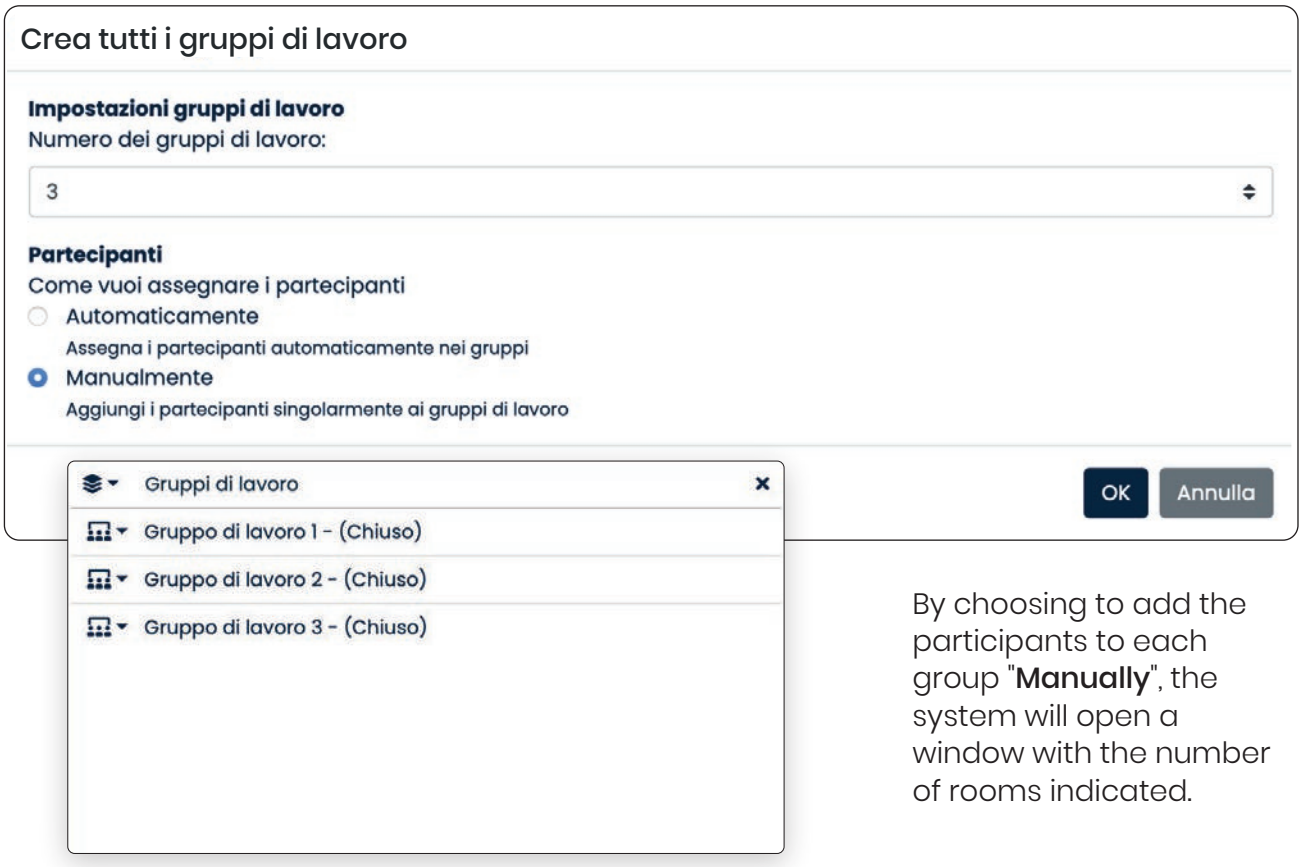
### CREATE ALL WORK GROUPS

The feature allows you to create multiple groups of work groups in just a few clicks, choosing whether to automatically divide the participants or add them manually.

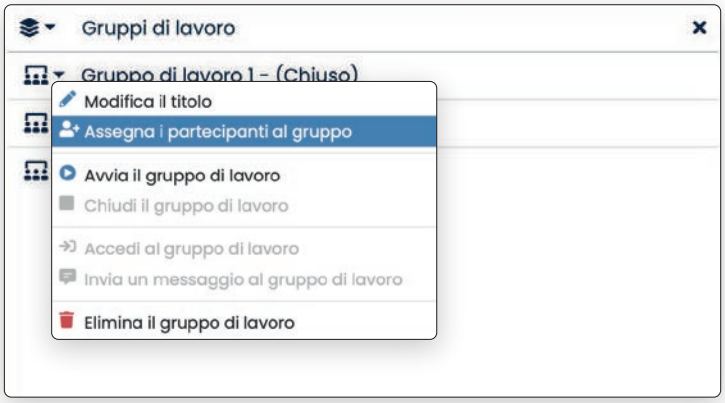
From the drop-down menu, choose the number of work groups you want to create.




By choosing "**Automatically**" the system will divide the participants by the number of work groups you have chosen to create.

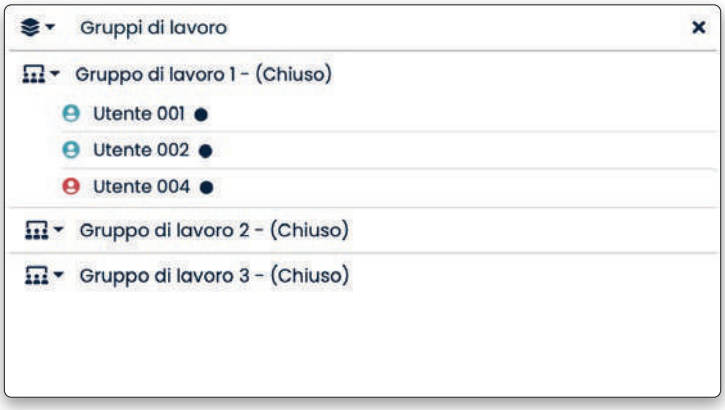



By choosing to add the participants to each group "**Manually**", the system will open a window with the number of rooms indicated.




From the menu of each group, the Conference Manager has various features available, including "Assign participants to the group" to select the users who will be part of the selected group.

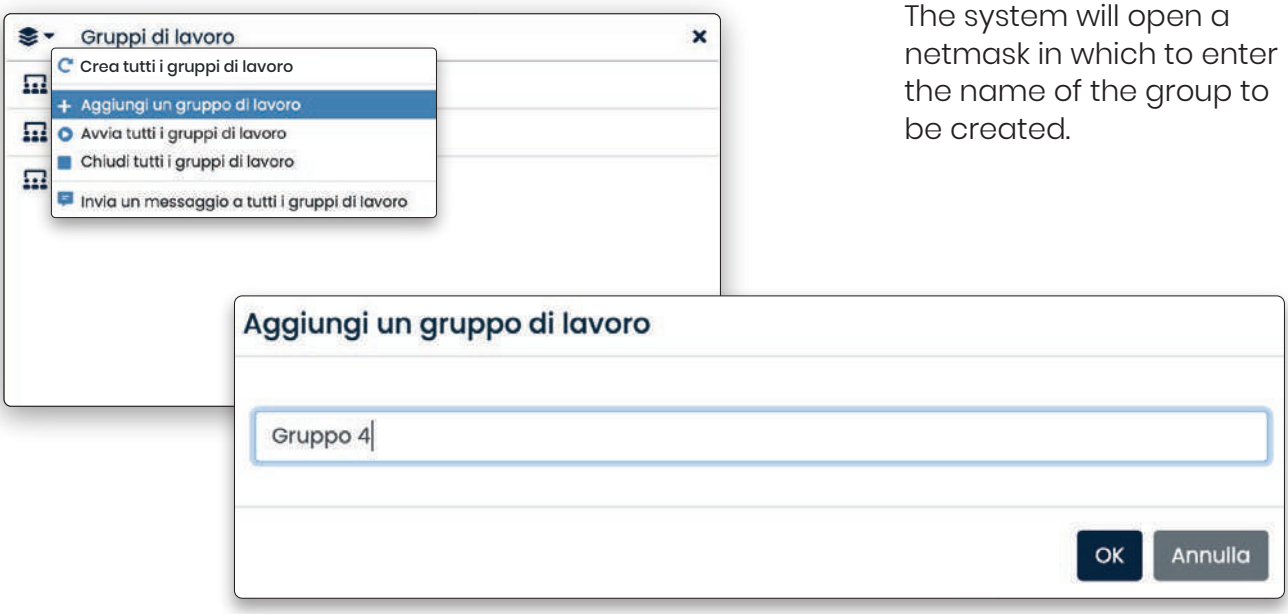
In the window opened by the system, the Conference manager will be able to choose the users who will be part of that group, also indicating which of these will take on the role of Conference Manager of the selected group.




By clicking on "**Ok**", the system will insert the selected users to the chosen work group, differentiating the Conference manager from the Participants with a red icon.

## ADD A WORK GROUP

From the main menu, the Conference Manager can add a single work group.

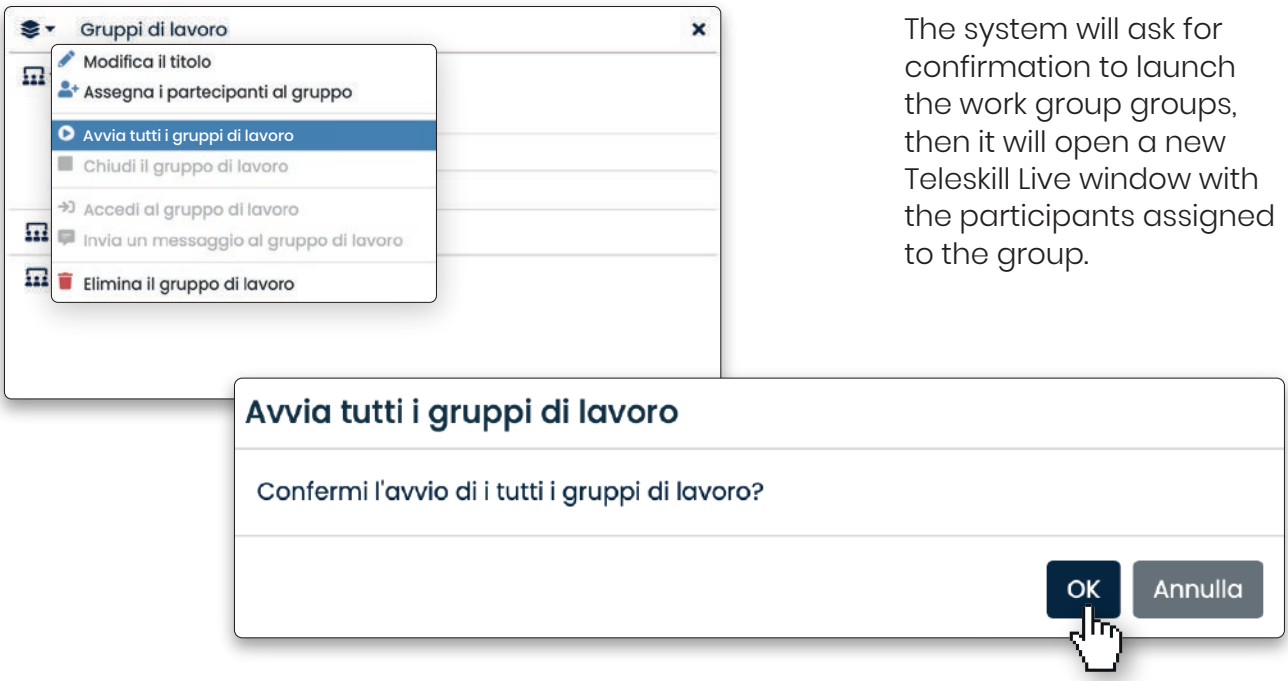



The system will open a netmask in which to enter the name of the group to be created.

Later you will be able to select the participants to add to the group as in the previous step.

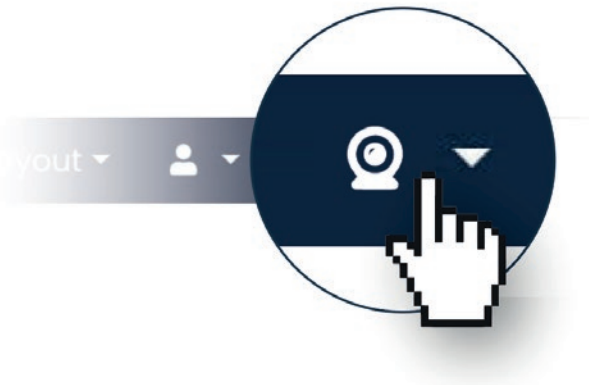
## LAUNCH A WORK GROUP

When ready to start, the Conference Manager can click on "**Launch all work groups**" or a specific group.




The system will ask for confirmation to launch the work group groups, then it will open a new Teleskill Live window with the participants assigned to the group.

Please note that the **Allow users to enable themselves for a/v** function will be enabled by default for work groups, so users can independently enable themselves for audio/video by clicking on the button depicting a webcam that will appear next to the "status" button.



## MONITOR PARTICIPANTS IN WORK GROUPS

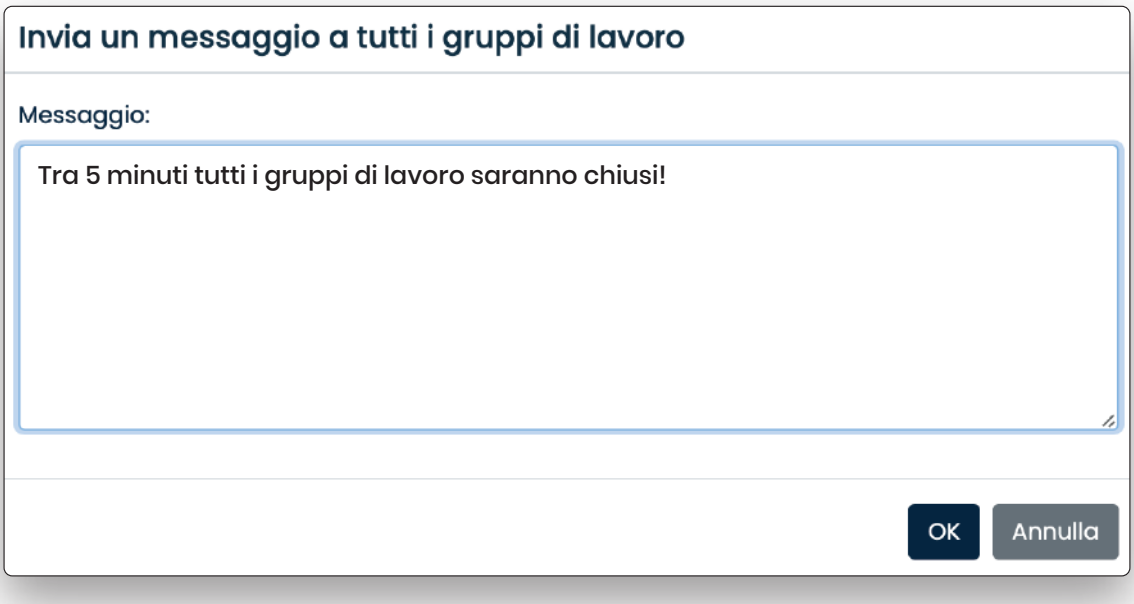
From the work groups features menu, you can monitor the users connected to the individual workgroups marked with a green dot.

The conference manager and the teacher will be able to enter all the working groups in turn.

## SEND A MESSAGE TO WORK GROUPS

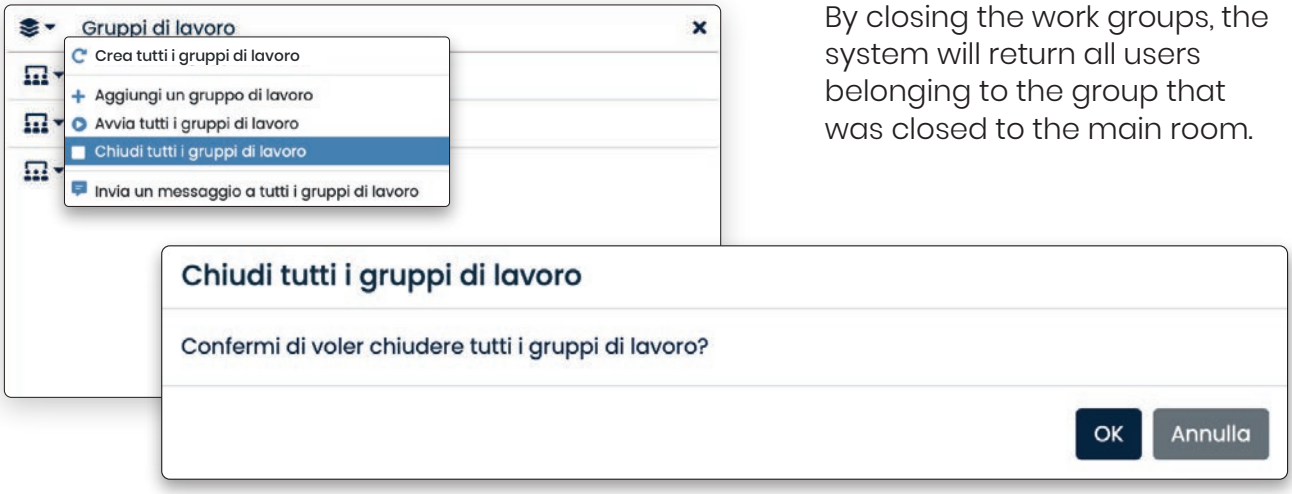
From the Group (all groups or one individual group) management menu, the Conference Manager can send a message to all groups at the same time or to a single selected group.

By clicking on "**send a message to all work groups**" the system will open a netmask in which you can type the message that will appear to all users.




## CLOSE ALL WORK GROUPS

From the multiple work Group management menu or the similar management menu for each individual Group, the Conference Manager can close all the rooms simultaneously or close one group at a time.




By closing the work groups, the system will return all users belonging to the group that was closed to the main room.

# Waiting room

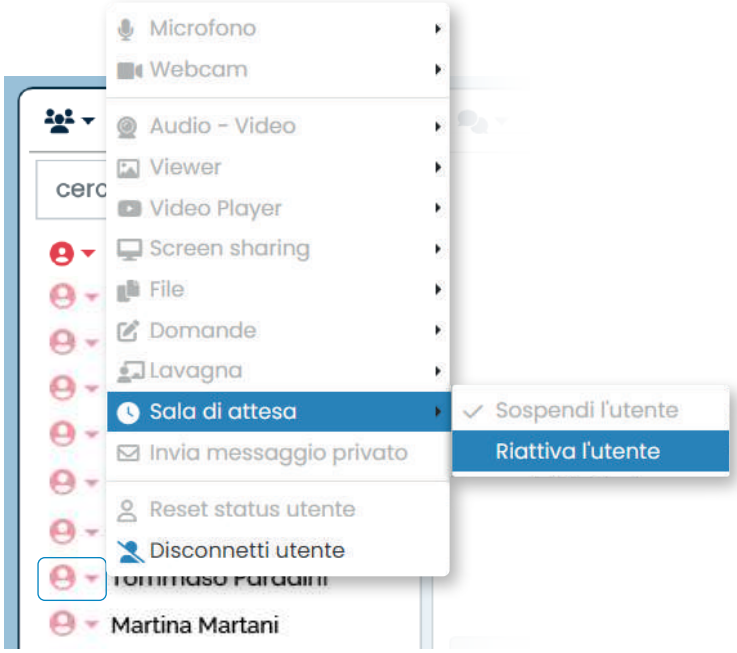
The Conference Manager will be able to parametrically set the possibility of predicting a waiting room for participants, in particular, when the waiting room is active i participants must be enabled by the conference to access the room.

To enable the waiting room click on **Room settings -> Waiting room -> YES.**

Once the waiting room is set up users must be enabled from conference to access the room. To enable all users click on **"Activate all users in the waiting room" in the participant list.**

To enable a single user to enter the waiting room click on the name with the button right from the appropriate menu a curtain:

**"Waiting room -> Reactivate the user".**



## Live presence check

By clicking on the "**Start the lesson**" button you can enable the presence check pop-ups.

For this function it is possible to parametrically set the number of checks, the time in which they must appear and whether they should be random or not.