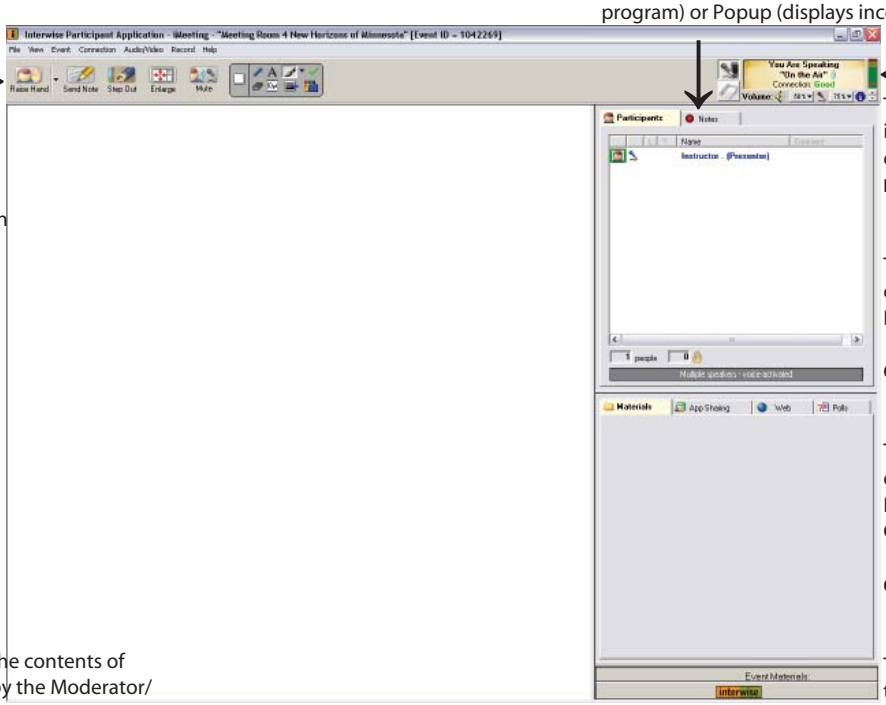
Remote Learning User Guide

Interwise

The Interwise Participant application enables Participants and Moderators to connect by means of their personal computers to live, interactive events. This guide introduces the main features of the Participant application.

Notes Tab
The Notes tab is displayed to both Moderators and Participants during any Event. You can choose from one of three styles to send and receive your notes: Chat (similar to that used in Instant Messenger programs), Inbox (displays incoming notes in a similar way to the inbox in an email program) or Popup (displays incoming notes in popup windows).

Toolbar
Provides quick access to a number of features, including: emoticons, requesting permission to speak, sending notes to the Event Moderator or other attendees, enlarging the Participant window, muting/activating your microphone, and indicating to others that you have temporarily 'stepped out' of the Event.



Status Panel
The Status Panel displays various indicators that indicate to you the status of the Event/application.

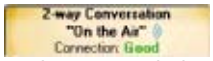
Disconnected.

The Connection status is None. When connecting to an Event, a 'Connecting to Event' message is flashed.

Connected to the Event.

The status message displayed is dynamic, according to the status of the Event. The Connection status can be: Good, Fair or Poor.

Connected and currently speaking.



This mode is activated when you start talking, or after pressing CTRL or clicking. If someone is speaking, their name is displayed in the middle line.

Whiteboard
Enables you to view the contents of any material loaded by the Moderator/ Presenter during an Event, including Web sites, PowerPoint slides and video files. While working offline, you can also view recorded Events on the Whiteboard.

Using Notes
Click . In the displayed dialog box, select the relevant Participant or Moderator from the 'Send to' dropdown list, type the note and click Send. You can also use the Notes tab to send notes.

Enlarging the Window
Click to enlarge the window to fill your computer screen. You can also select to include/not include the toolbar in the enlarged view. To return the window to its default mode, click .

Stepping Out
Click to show others that you have stepped away from your computer. Your icon appears grayed out in the Participant List/pane. To indicate your re-availability, click the button again.

Emoticons
Click the arrow next to the Raise Hand icon (displayed by default) and select from any of the following:

- Raise Hand
- Laugh
- Unhappy
- Agree
- Disagree
- Understand
- Confused
- Go Faster
- Go Slower
- Applaud
- Can't hear

Speaking
Participants click when granted permission by your Moderator/ Presenter. When you have the floor a new set of tools appear on the toolbar. When finished speaking, click again.

GoToMyPC User Guide

Access Your Host PC

To remotely access your host PC:

1. In your Web browser, type: **https://www.gotomypc.com**
2. Enter your given email address and account password and click **Log In**.
3. This will load your My Computers page.
4. To the right of the nickname of the PC to which you want to connect, click the **Connect button**.
5. If prompted, click **Run** to download the GoToMyPC
6. When prompted, enter the host PC's Access Code and click **OK**.
7. The host PC image will appear in the Viewer window.

You are now connected to your host PC and are ready to start accessing all your files, applications and email as if you were sitting at your PC!

Remotely Unlock Your Host PC

If you locked your host PC after previous use, you will need to remotely unlock it when you connect. Your operating system determines the unlock method.
To unlock 2000, XP Professional or Vista use the Lock Workstation function:

1. Remotely connect to your host PC.
2. From the Viewer menu, choose **Tools**, then **Send Ctrl-Alt-Del**; or you can click the **Send Ctrl-Alt-Del** button in the upper right-hand corner of the Viewer window. This launches the Unlock Computer window on the host PC.

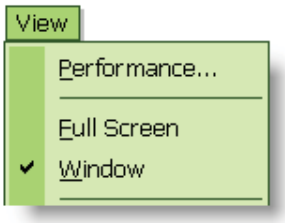
3. Log in to the Classroom PC as you normally would using your given network ID and Password.

GoToMyPC Personal Viewer

Resize Your Viewer Window

You can choose to have the Viewer appear as a window on your desktop or as a full-screen image:

1. In Window mode: The Viewer will appear as a window on your desktop just like any other application. You will always be able to see the Viewer menu and the Windows controls in the upper-right corner of your screen as well as be able to resize the Viewer window just like any other application window.
2. In full-screen mode: The Viewer will expand to full-screen and the menu will auto-hide at the top of the screen. A tab the same color as your Viewer window will be displayed at the top of the screen; this tab will enable you to access the Viewer menu when needed.



To Start Full Screen Mode

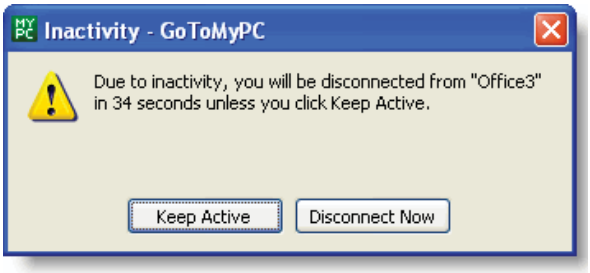
1. From the Viewer window menu, select **View**, then **Full Screen**. This will expand the Viewer window to full screen.

To End Full Screen Mode

1. Move your mouse over the Viewer window tab at the top of the screen. The Viewer menu will display.
2. Select **View**, then **Window**. This will cancel the selection of full screen mode and return you to a resizable Viewer window.

Reconnect

GoToMyPC warns you if a session is about to be disconnected due to inactivity. If prompted, simply click **Keep Active** to keep the session active; otherwise, click the **Disconnect Now** button to end the session. If your session is timed-out, you are given an option to begin a new session by clicking **Reconnect** from the Inactivity window. If you used the Shortcut feature to begin the session, you are quickly directed to the Enter Access Code window.



End Your GoToMyPC Personal Connection

There are three ways to end your GoToMyPC Personal connection. To end your GoToMyPC Personal connection

- From the Viewer menu, choose **File**, then **Disconnect**.
  -OR-
- In the upper-right corner of the Viewer window, click the ✕ button.
  -OR-
- Right-click the MY PC system tray icon and select End Session.

Setting Preferences

GoToMyPC Personal has several options that can be configured to suit your personal needs.

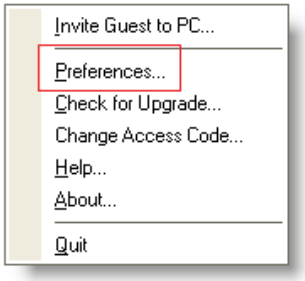
To Set Preferences

1. **Right-click** the icon in the system tray of your host PC and select **Preferences**.

-OR -

Access Preferences from the Viewer Tools menu.

1. Select the appropriate tab for the set of preferences you want to customize.
2. Select your preferences.
3. Click **OK**.



Note: Your Preferences options may be affected by the type of operating system you are running and the type of rights your user account allows. Grayed-out options are not available for selection with your operating system or for the rights assigned to your computer profile.

Viewer Preferences

The Viewer preferences option enables you to configure settings for the Viewer window.

Screen Size

1. Start host PC desktop in: Choose to start the host PC desktop in either full-screen mode or in Window (Viewer) mode.
2. Show host PC screen: Choose to view the host desktop image in actual size (may require scrolling in the Viewer) or scale-to-fit.

Performance Preferences

The Performance preferences option enables you to adjust the speed, color quality and display settings to get the performance that best suits your needs.

Color Quality

- True Color: Select True Color for better appearance.
- 256 Colors: Select 256 Colors for better speed.

Performance

- Better Speed: Move the slider to the left to disable settings that affect performance. The disabled settings will be displayed in the bottom pane.
- Better Appearance: Move the slider to the right to enable settings that affect appearance.

Performance History

- Click the **Performance History** link to review current and historical session performance and improvement tips.

Optimize GoToMyPC Performance

The speed of the session will depend on various factors, including type of OS, browser and Internet connection for both computers. Even if you have fast connections, Internet traffic on your ISP can affect your session.

System resources and programs using Internet bandwidth can also affect the exchange of information between the host PC and client computer. If your system meets the minimum recommended requirements but you are still experiencing a lag in performance, following are several items you can adjust to improve performance.

To Improve The Performance Of GoToMyPC

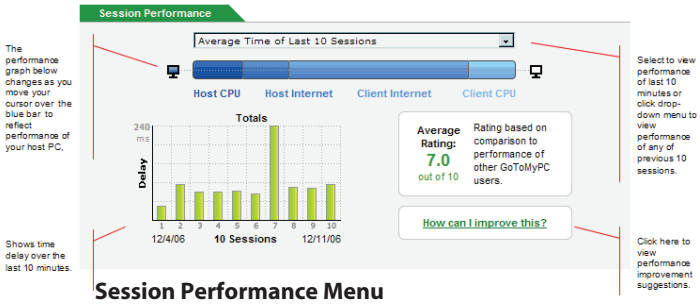
GoToMyPC works by detecting differences in the screen and redrawing it to show updates. If you are using a high-display resolution, you can try reducing it to a lesser value, such as the standard 800 x 600. If you are using a desktop or wallpaper with high-resolution picture or graphics, try changing to a plain background during your remote sessions.

Free up bandwidth by closing any programs that take up bandwidth, such as AOL Instant Messenger, Yahoo Pager, chat programs or online “radio” stations.

Lack of system resources can also slow down the exchange of data. Close programs that are not being used. Some older operating systems may not release memory and resources even when programs are shut down, so you may want to reboot the host machine before setting it up for a remote connection.

Your ISP may have a lower upload rate. Many ISPs enable you to download at a faster rate than you can upload. If your host PC is connected to the Internet by an ISP — cable or DSL — you may need to check with your service provider to have your upload rate increased.

You can also view your session performance for more information.



Session Performance Menu

Virtual PC Student Guide

Here are a few important notes to ensure you have the best possible experience while working with your virtual computer(s):

- Please review this document before using VPC.
- Ask your instructor if you need any assistance.
- Please do not alter any Virtual PC console or machine settings as this can adversely affect the virtual environment. Do this only if the instructor requests.
- When shutting-down the computer, please choose the correct option as identified in your lab, exercise or instructor. Choosing the incorrect shutdown option may affect future labs.
- Use of any additional applications on the 'Host' computer will have a negative impact on any active virtual machines(s). Please limit any use of host computer applications while completing any labs or exercises in the virtual machine(s).
- Performance: Working with an active virtual machine in full-screen is much better then working with one in a window.

Quick Reference

- **HOST OS**: Operating system on which the Virtual PC application is installed.
- **GUEST OS**: A 'virtual' machine which is running within the Virtual PC application.

Starting A Virtual PC

1. Double-click on the Virtual PC Shortcut to open the Virtual PC Console. See Figure 1.

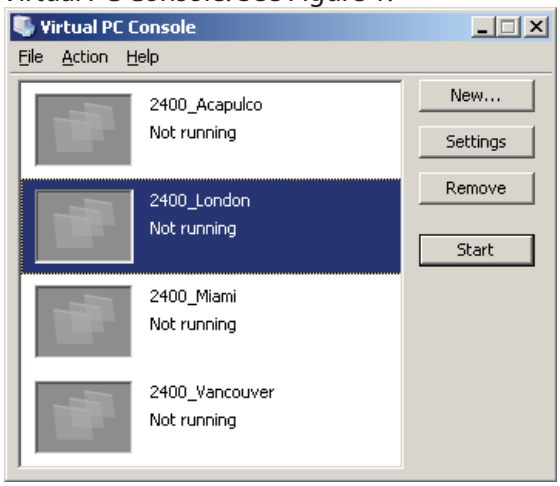


Figure 1

2. Select the virtual 'guest' operating system (OS) that you would like to start and then click the **Start** button. *IMPORTANT: If you have to open more then one virtual computer, it is recommended to start them one at a time.*

Using the Keyboard and Mouse in the Virtual PC

Virtual PC OS running in a Window (not full screen):
When you need to start working in one of the virtual computers you have open, you need to click on the virtual computer window before the mouse and keyboard will be 'captured' for use in the window. Once a window is selected, the keyboard and mouse will be operational within the virtual machine.

Using the keyboard

In general, the keyboard works the same for a virtual machine as it does for a physical computer. Additional keyboard functionality is required for Virtual PC to provide navigation among virtual machines and the host operating system. Virtual PC provides much of the required keyboard functionality through the use of a host key and key combination. *By default the host key is the right-ALT key.*

You use the host key in two ways:

- If a virtual machine has captured the pointer, you can press the host key to return control of the mouse to the host computer.
- When Virtual PC is running, you can use the host key in combination with other keys for specific functions. Figure 2 describes the keyboard combinations and the functionality that each provides.

Key Combination	Description
ALT + L	Restores Virtual PC Console from a minimized state. Moves Virtual PC Console to the foreground.
ALT + ENTER	Toggles virtual machine between full-screen mode and window mode.
ALT + DELETE	Sends CTRL+ALT+DELETE to the virtual machine operating system. Logon screen.
ALT + F4	Closes the virtual machine.
ALT + C	Copies the selected items.
ALT + V	Pastes a copied item.
ALT + A	Selects all.
ALT + E	Opens virtual machine settings.
ALT + DOWN ARROW	Minimizes the virtual machine.
ALT + LEFT ARROW	Switches to previous virtual machine when running multiple virtual machines, unless you are using full-screen mode.
ALT + RIGHT ARROW	Switches to next virtual machine when running multiple virtual machines, unless you are using full-screen mode.

Figure 2