Wimba Pronto

Version 3.1

User Guide

Wimba Pronto 3.1 User Guide

Welcome to Wimba Pronto

Wimba Pronto is an academic-centric instant collaboration solution designed to promote learning through group work and academic and administrative help. One of the main differences between Wimba Pronto and other collaboration solutions is that Wimba Pronto synchronizes with your institution's enrollment records. This means that students and teachers are automatically connected with other Wimba Pronto users enrolled in the same courses. The full version of Wimba Pronto also includes advanced features such as video chat, application sharing, and a robust whiteboard, which allow everyone at your institution to collaborate and communicate quickly and easily.

This guide will take you through all of the features of Wimba Pronto.

If you don't already have Wimba Pronto, follow the instructions <u>here</u> to get it right now.

Top Wimba Pronto Features

These are some of the most helpful features of Wimba Pronto (included in Wimba Pronto Basic):

Text Chat for communicating quickly and efficiently with your classmates

Audio Calling for simple, hands-free voice chat

Group Chat for collaborating with your friends, partners, or classmates

In addition, the full version of Wimba Pronto has the following powerful features:

Video Calling for face-to-face contact and more natural communication within either one-on-one conversations or group collaborations

Application Sharing for real-time display of any document or application on your computer

Whiteboard for interaction with integrated learning objects and background templates to harness the power of visual instruction

Office Hours to create a focused setting where classmates and contacts can queue up for individual attention

Help Desks for virtual assistance from the administrative services at your institution

What's New in Wimba Pronto?

 If you've used Wimba Pronto in the past, but are curious about what's new, the list below includes the most recent changes so that you can get up and running quickly with all of the latest features.

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- **If your computer supports your camera, so does Wimba Pronto.** Support for any video device that your computer supports.
- **Proxy Support** so you can use Wimba Pronto through a proxy network.
- **Invitations** to make activating a Wimba Pronto account easier and faster than ever.

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- **Whiteboard** for advanced, next-generation collaboration
- **Queued Chat** is now called **Office Hours**

See Also:

About Invitations

About Whiteboard

About Office Hours

Getting Started

Wimba Pronto System Requirements

The minimum system requirements for Wimba Pronto are as follows:

- Windows XP+ or Mac OS 10.4+

- 128 MB RAM (256 MB recommended)

- An Internet connection at 56 kbps or higher

- Sound Card (for Audio Calling)

- Speakers and Microphone for Audio Calling (USB headset with integrated microphone recommended)

Creating a New Wimba Pronto Account

Use one of these three methods to create a Wimba Pronto account.

1. **Through a Course Management System**: Navigate to a Wimba Pronto link in your institution's Course Management System (CMS) (for complete instructions, refer to Locating a Wimba Pronto Link in Your CMS)

2. **By Invitation**: Follow the instructions and click the link in an email invitation from Wimba, your institution, or another Wimba Pronto user (such as an instructor or classmate).

3. **With a Registration Code**: Go to the Wimba Pronto Registration page here and enter a unique registration code from your institution along with your last name (surname) as it appears in your institution's systems.

Each of these methods will open the Wimba Pronto registration form. Follow the steps below to fill out the form.

Create a Wimba Pronto account

Your Pronto ID will be used for log in and will display to other users. All fields are required.

Create your Pronto ID:	achristopher *suggest more...*
Email:	achristopher@example.com
Confirm Email:	achristopher@example.com
Choose a Password:	●●●●●●●●●●●● Note: Passwords are case sensitive and must be at least 6 characters
Confirm Password:	●●●●●●●●●●●●
Security Question:	What was your first pet's name? ▼
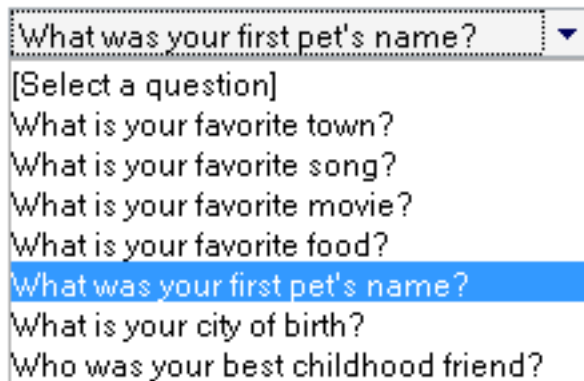
Important! The answer to your security question will be required if you forget your password.

Answer:	Fiver

☑ I've read and agree to the Wimba Pronto Terms and Conditions and Privacy Policy

Submit

To Create a Wimba Pronto Account

1. **Create your Pronto ID**: In Wimba Pronto, you are identified by your full name, as it appears in your institution's systems. Your Pronto ID is used for logging in, managing your account, and allowing users who are not in your classes to contact you. This ID is unique and does not need to match your institution's systems. If you are associated with two or more institutions that use Wimba Pronto, you can use the same Pronto ID for both (refer to Linking Accounts for instructions).

2. **Email**: Each Pronto ID must be associated with a unique email address. If you cannot or do not wish to link your accounts from two different institutions, you will need to use a different email address for each account.

3. **Password**: Enter a password that is memorable but difficult to guess.

4. **Security Question**: Choose a security question from the list. In the event that you cannot remember your password, this question will be used for password recovery.

5. Once you have created your Pronto ID, you can install Wimba Pronto on your computer. For complete details refer to Downloading and Installing Wimba Pronto .

Locating a Wimba Pronto Link in Your CMS

Wimba Pronto synchronizes with course enrollments at your institution, so you can access the Wimba Pronto registration page via a Pronto link in your CMS.

To Locate a Wimba Pronto Link in Your CMS

1. Log in to your Course Management System.

2. Navigate to any Wimba Pronto link. This step varies slightly between CMS systems.

    - If you are using Blackboard Enterprise or Learn, the Pronto link may be located in the Communication Area, the Tools Area, or on the My Institution page.
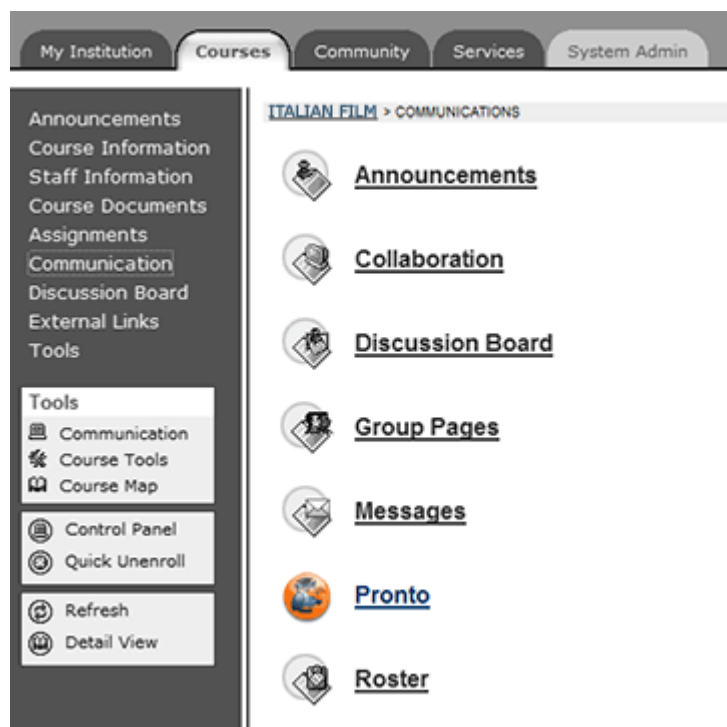
- If you are using Blackboard Vista/Campus Edition, the Pronto link may be located in the External Courses area of the My Blackboard (or My WebCT) page, or within a Section.
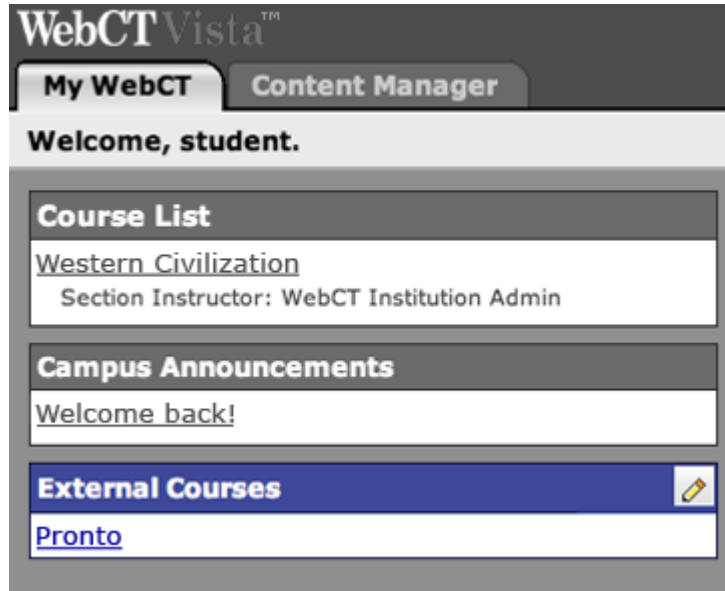
- If you are using Moodle, the Wimba Pronto link can either be an activity within a course, or an image within a Block.
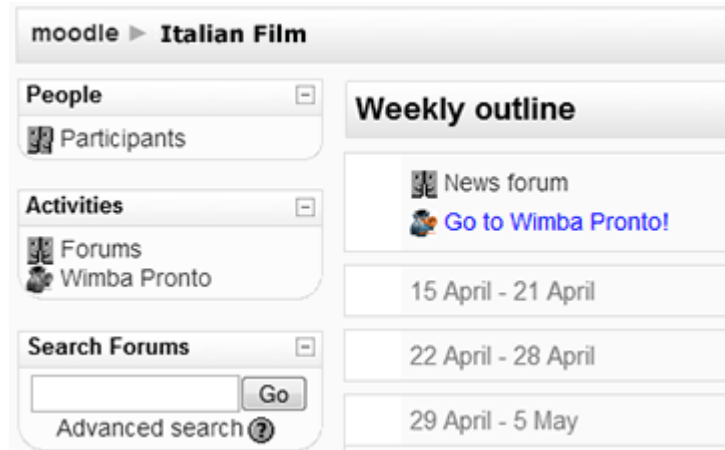
3. The Wimba Pronto registration form opens. If you have already created a Pronto ID account, the Wimba Pronto Settings page appears.

For more information on registering for Wimba Pronto, refer to Creating a New Wimba Pronto Account and follow the instructions there.

Linking Accounts

If you change institutions and want to continue using your existing Wimba Pronto account, you can link it to your new institution. As long as you are still active on your previous institution's server, you can also access a list of your classmates for both institutions simultaneously.

To Link an Existing Wimba Pronto Account to a New Institution

1. Use any of the three methods detailed in <u>Creating a New Wimba Pronto Account</u>.

2. Click any Wimba Pronto link. The Wimba Pronto registration page appears.

3. Click the **I already have a Wimba Pronto account** link. The Link Your Wimba Pronto Account page opens.

4. Log in using your existing Wimba Pronto account information. Your new account is linked to your Wimba Pronto account and the Wimba Pronto Settings page opens.

> **Note:**
> If your institution is Walled In, you will not be able to link your accounts unless you are an administrator or instructor. Students at Walled In institutions can communicate only within a single institution. As an alternative, you can create a second Pronto ID with a different email address at your second institution.

Downloading and Installing Wimba Pronto

You can download and install the Wimba Pronto client after creating your Wimba Pronto account. You can perform this step either immediately after activating your account, or at a later time.

To Download and Install Wimba Pronto for Windows

1. Log in to the Wimba Pronto Settings page using your Pronto ID and password.
   - If you just created your account, you may already be logged in to the Wimba Pronto Settings page.
   - If you did not just create your account, or you need to download and install Wimba Pronto again, go to http://pronto.wimba.com and sign in using your Pronto ID and password.
2. Click the **Download Wimba Pronto** for Windows graphic. The Wimba Pronto installer downloads to your hard drive.
3. Double-click the **ProntoSetup** icon on your desktop. The Pronto Setup launches.
4. Select a default language for the Wimba Pronto client.
5. Click **OK**.
6. Click **Next >**.
7. Review the license agreement and click **I Agree**.
8. Select whether you wish to install Desktop and QuickLaunch Shortcuts.
9. Click **Next >**.
10. Select where you wish to install Wimba Pronto.
11. Click **Install**. Wimba Pronto installs and a confirmation screen opens.
12. Select whether you wish to run the program right away.
13. Click **Finish**.

Note:

Regardless of which language you select during installation, Wimba Pronto is installed in both English and Spanish. You can change your language setting at any time from the Preferences window.

To Download and Install Wimba Pronto for Mac

1. Log in to the Wimba Pronto Settings page using your Pronto ID and password.
   - If you just created your account, you may already be logged in to the Wimba Pronto Settings page.
   - If you did not just create your account, or you need to download and install Wimba Pronto again, go to http://pronto.wimba.com and sign in using your Pronto ID and password.
2. Click the **Download Wimba Pronto** for Mac OS X graphic. The Wimba Pronto installer is downloaded to your hard drive and the Pronto End User License Agreement opens.
3. Review the license agreement and click **Agree**. The Pronto disk image opens.
4. Drag the **Pronto** icon to your Applications folder.

Tip:

You can install Wimba Pronto on as many computers as you wish, making it easy to keep in touch with friends and classmates, even if you are not at your primary computer.

See Also:

Language Settings

Creating a New Wimba Pronto Account

Accessing the Wimba Pronto Settings Page

Logging In

You log in to the Wimba Pronto client using the Pronto ID and password that you chose when creating your account. Whenever you launch Wimba Pronto, the login window appears.

To Log in to Wimba Pronto
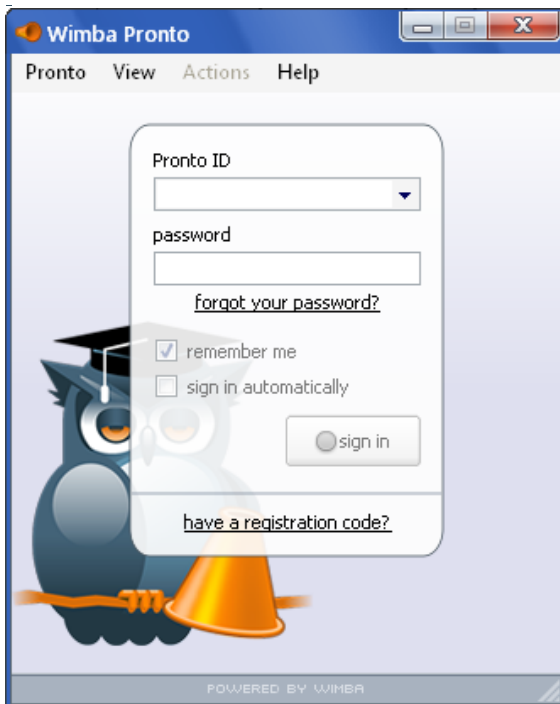
1. Enter your Pronto ID.

2. Enter your password.

3. Click the **sign in** button.

Tips:
a) You can set Wimba Pronto to remember your Pronto ID and password by checking the **remember me box**. If you do this, anyone with access to your computer can access your Wimba Pronto account.
b) You can also set Wimba Pronto to automatically sign you in when you launch the program by checking the **sign in automatically** box. This setting can be changed in the Preferences window.

See Also:
Creating a New Wimba Pronto Account

Interface Overview

About the Wimba Pronto Interface

Wimba Pronto is based around the Wimba Pronto window, from which you manage communication with other users and access the program's more advanced features. The five main elements of the Wimba Pronto window are: the Contacts tab, the Classmates tab, the School tab, the Status Bar, and the Menu Bar.
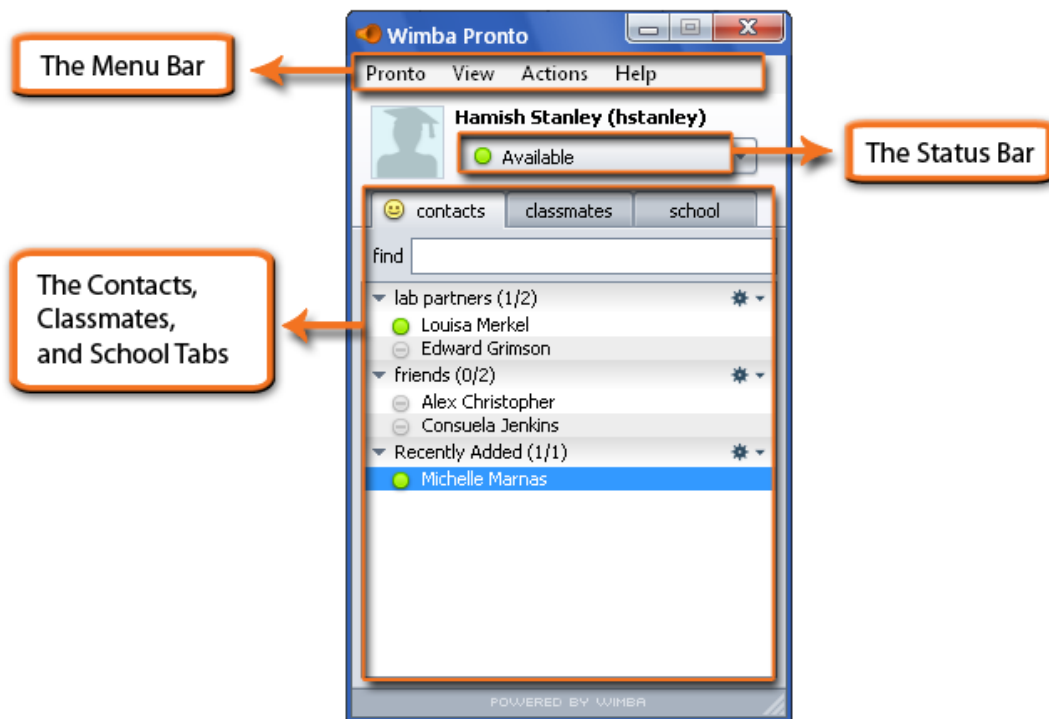
> **Note:**
> On Mac OS X, the Menu Bar is located at the top of the screen, rather than within the Wimba Pronto window.

> **See Also:**
> Adding a New Contact to Your Contacts Tab
> Changing Your Status

The Contacts Tab
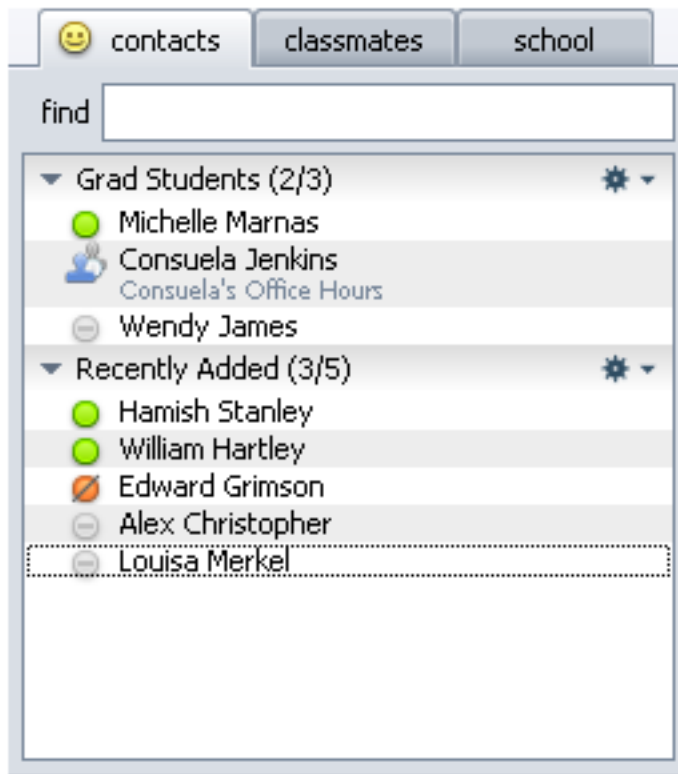
The Contacts tab is where you keep track of your friends, study groups, and anyone else that you contact often. This tab is initially empty, but you can add any Wimba Pronto user, as long as you know his or her Pronto ID; the user does not need to be in one of your classes, or even at your institution. The **Find** field allows you to search for a specific user in the list. You can also add groups to keep your contacts organized.

The Classmates Tab
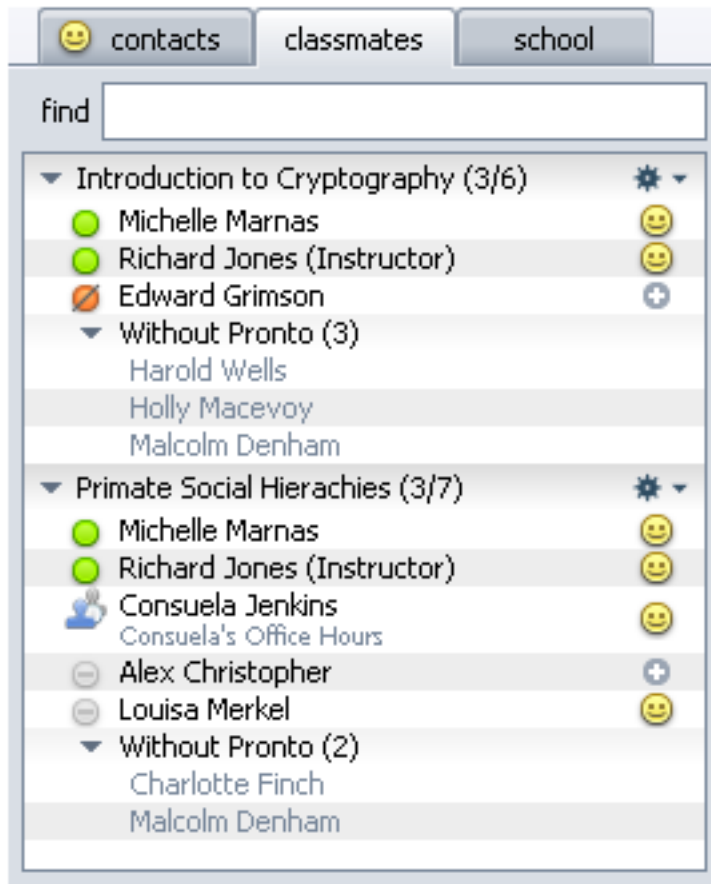
The Classmates tab lists all of the Wimba Pronto users who are in your classes. If the instructor of a course has a Wimba Pronto account, the label **(Instructor)** appears next to his or her name. You do not need to add users to your Classmates tab; it is automatically populated based on course enrollments within your institution's system. You also cannot manually add or delete classmates. The **Find** field allows you to search for users in the list.

Tip:
Classmates appear only while you are enrolled in a class. However, users remain in your Contacts tab indefinitely, so make sure you add classmates with whom you want to keep in touch as contacts before the semester ends.

The School Tab
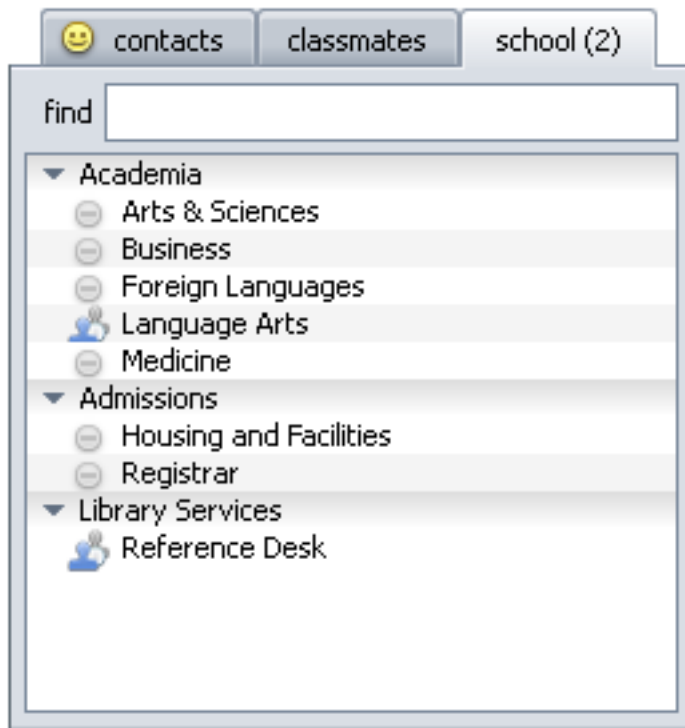
The School tab lists the Help Desks that your institution has set up. These may include campus offices, library services, academic counseling, or any other resource that your institution wants to make easily available. A number appears in the tab label when Help Desks are available. Open Help Desks display the Office Hours icon next to their name, while closed Help Desks display the offline icon . Help Desks can only be added, deleted, or modified by your institution's Wimba Pronto Administrator. The **Find** field allows you to search the list for a specific Help Desk.

> **Note:**
> The School tab only appears if your institution has set up at least one Help Desk.

The Status Bar
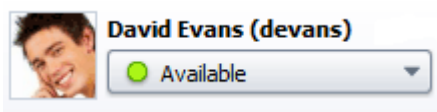
The Status Bar shows your current availability. Since other Wimba Pronto users see this status, you can use it to tell other people what you are doing and if it is a good time to contact you. Status messages are fully customizable and can be saved for future use.

The Menu Bar
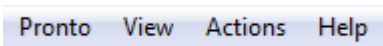
The Menu Bar provides access to nearly every feature in Wimba Pronto. While many of the commands can be accessed from other places in the program, the Menu Bar provides quick, convenient access to commonly used features. The Menu Bar is also where you can access the Preferences window, modify display options, and exit the program.

Managing Your Accounts and Contacts

About Wimba Pronto Accounts and Contacts

One of the unique features of Wimba Pronto is that it automatically populates your Classmates tab, allowing you to communicate with other Wimba Pronto users in your classes without having to know their Pronto IDs. You can quickly see how many people from each of your classes use Wimba Pronto, and who is currently online. You can still keep a personalized list of users by using the Contacts tab, which allows you to add Wimba Pronto users, regardless of whether or not they are in your classes.

Adding a New Contact to Your Contacts Tab

The Contacts tab is where you keep track of your friends, classmates, instructors, and anyone else that you want to be able to easily contact. You can add any Wimba Pronto user to your contacts, even if they are not in one of your classes or enrolled at your institution.

To add a classmate to your Contacts tab, click the plus icon ⊕ next to the user's name in the Classmates tab. The smiley icon 😊 indicates that the user has been added to your Contacts tab.
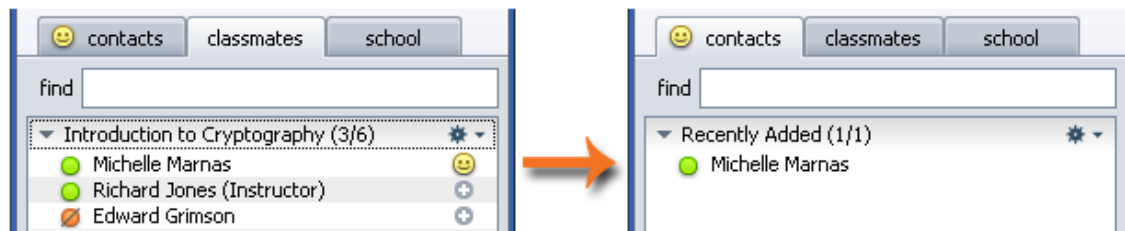
To Add a User to Your Contacts Tab by Pronto ID

1. Click the **Actions** menu.
2. Select **Add Contact...** The Add Contact window opens.
3. Type the Pronto ID of the user you wish to add.
4. Select the group within your Contacts tab to which you wish to add the person.
5. Click **Add**. The user is added to your Contacts tab.

> **Note:**
> You can use the Pronto ID method to add any Wimba Pronto user to your Contacts tab, even if they are in your Classmates tab. However, clicking the plus icon is the faster way to add classmates.

> **Tip:**
> If a user who is not in your Contacts or Classmates tab contacts you, a notification appears above the message giving you the option to add the user to your Contacts tab or to block the user.

> **See Also:**
> Adding a New Group to Your Contacts Tab
> Adding a Contact To a Group
> Removing a User From Your Contacts Tab or From a Group

Adding a New Group to Your Contacts Tab

You can organize users in your Contacts tab by groups. For example, you could create a group for your study partners, or for your friends from high school. When you start Wimba Pronto for the first time, the Contacts tab is empty. When you add a new contact, unless you specify otherwise in the Add Contact window, the user is automatically added to a default group called **Recently Added**. You can create as many groups as you wish to keep your contacts organized.

To Create a New Group

1. Click the **Actions** menu.
2. Select **Add Group**... The Add Group window opens.
3. Type the name of the group you wish to create.
4. Click **Add**. The group is created and added to your Contacts tab.

> **See Also:**
> Adding a New Contact to Your Contacts Tab
> Adding a Contact To a Group

Adding a Contact to a Group

Once you have created groups in your Contacts tab, the next step is to add contacts to these groups. There are a couple of different ways to add a contact to a group, depending on whether or not you have already added the user to your Contacts tab.

To add a user that is already in your Contacts tab to a group, simply drag and drop his or her name to the name of the group.
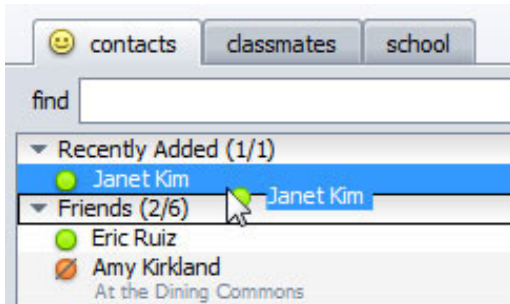
To Add a User Not Already in Your Contacts Tab to a Group

1. Click the **Actions** menu.
2. Select **Add Contact**. The Add Contact window opens.
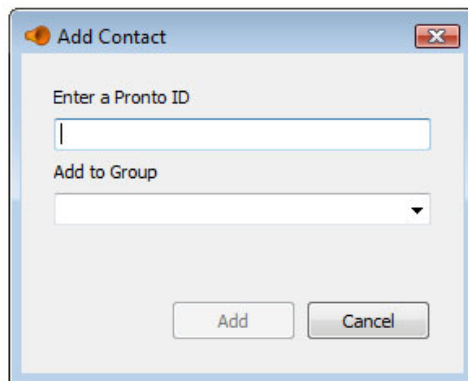
3. Type the Pronto ID of the person you wish to add.
4. Select the group to which you wish to add the person.
5. Click **Add**. The user is added to the selected group within your Contacts tab.

> **See Also:**
> Adding a New Contact to Your Contacts Tab
> Adding a New Group to Your Contacts Tab
> Removing a User From Your Contacts Tab or From a Group

Removing a User from Your Contacts Tab or a Group

The process for removing a user from your Contacts tab is the same as removing a user from a group; if you remove a user from a group, he or she is also removed from the Contacts tab (unless the person is in more than one group). There two different ways to accomplish this.

To Remove a Contact Using the Contacts Tab

1. Click the **Contacts** tab, if it is not already selected.
2. Right-click (Ctrl-click on Mac) the name of the contact that you wish to remove.
3. Select **Remove <User Name>**. The Remove <User Name> window opens.
4. Click **OK**. The user is removed from both the Contacts tab and the group.

To Remove a Contact Using the Actions Menu

1. Click the **Contacts** tab, if it is not already selected.
2. Click the name of the contact that you wish to remove.
3. Click the **Actions** Menu.
4. Select **Remove <User Name>**. The Remove <User Name> window opens.
5. Click **OK**. The user is removed from both the Contacts tab and the group.

Note:

If you remove a contact that is in one of your courses, he or she will still be listed in your Classmates tab. Since the Classmates tab is automatically populated from your institution's enrollments, you cannot manually add or remove classmates.

See Also:

Adding a New Contact to Your Contacts Tab
Adding a Contact To a Group

Changing Your Status

The Status Bar displays your current availability. Other Wimba Pronto users see this status, so you can use it to tell other people what you are doing, and if it is a good time to contact you. You can change your status to one of the default options, or create a new custom status.

The default status options are:

- **Available**
  The Available status lets other users know that you are free and that it's a good time to contact you.

- **Away**
  The Away status lets other users know that you are busy and that it may not be a good time to contact you. You may wish to create a custom away status to let other people know what you're doing or when you'll be back.

- **Office Hours**
  The Office Hours status is unique because selecting accesses a Wimba Pronto feature, instead of just displaying a status message. When you set your status to Office Hours, a new Office Hours session is started with you as the host.

- **Invisible**
  The Invisible status is a way of hiding yourself from other users while still remaining online. When you set your status to invisible, you appear to others users as if you were offline, but you can still communicate with other users normally. If your status is set to Invisible and another user tries to send you message, you *will* receive the message.

- **Offline**
  The Offline status is the same as logging out of your Wimba Pronto Account; when you are offline, you cannot contact other users and other users cannot contact you. If you are offline, and another user tries to send you a message, you *will not* receive the message.

To Change Your Status

1. Click the Status Bar.
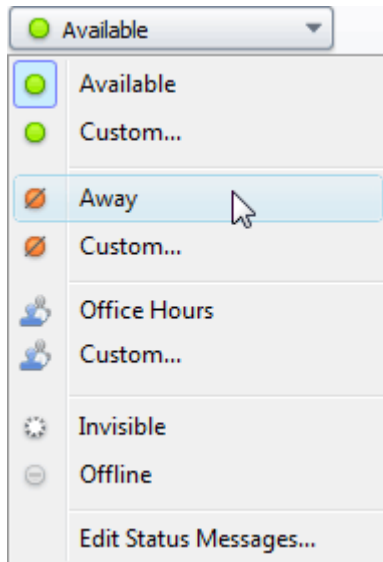
2. Select the desired status. Your new status is set.

See Also:
Creating a New Custom Status
About Office Hours

Creating a New Custom Status

If you do not want to use the default status messages, or you prefer to display a more specific message, you can create a custom status. While the most common use of custom statuses is creating custom away messages, you can also create a custom available status. Custom statuses can be saved for future use.

To Create a New Custom Status

1. Click the Status Bar.
2. Select **Custom...** under Available, Away, or Office Hours. The Edit Custom Status window opens.
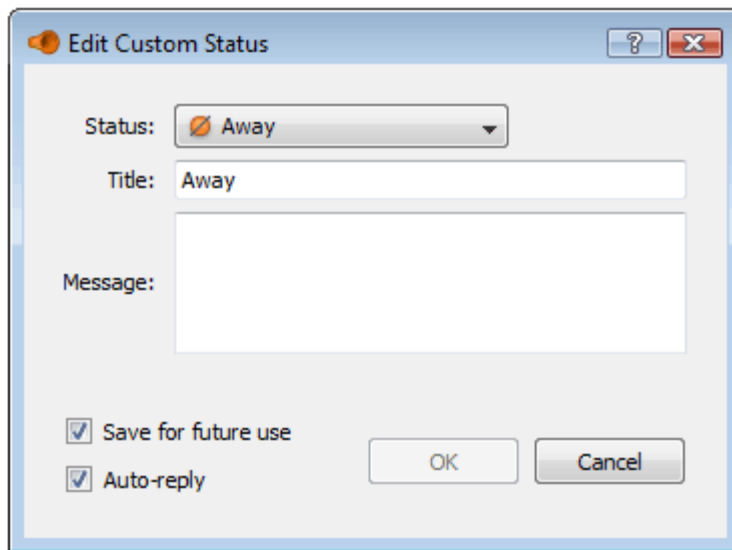
3. Type a name for the status in the Title field. This title is for your own reference only and is not seen by other users.
4. Type the status in the Message field. This is the text that is displayed to other users.
5. If you wish to be able to reuse this status in the future, check the **Save for future use** box.
6. If you want other users to automatically receive a reply message with your status when enabled, check the **Auto-reply** box.
7. Click **OK**. The custom status is created and is set as your current status.

Tip:
If you want the Title and the Message of the Status to be the same, you can simply type the text in the Message field; the Title field is filled in automatically.

See Also:
Changing Your Status

Modifying Your Profile

You can create a personalized profile with a picture to share information about yourself with other Wimba Pronto users. Adding a picture, or other information, is optional. You can add or modify profile information from the Profile section of the Preferences window.

To access the Profile editor, click your profile picture box to the left of the Status Bar in the Wimba Pronto window.
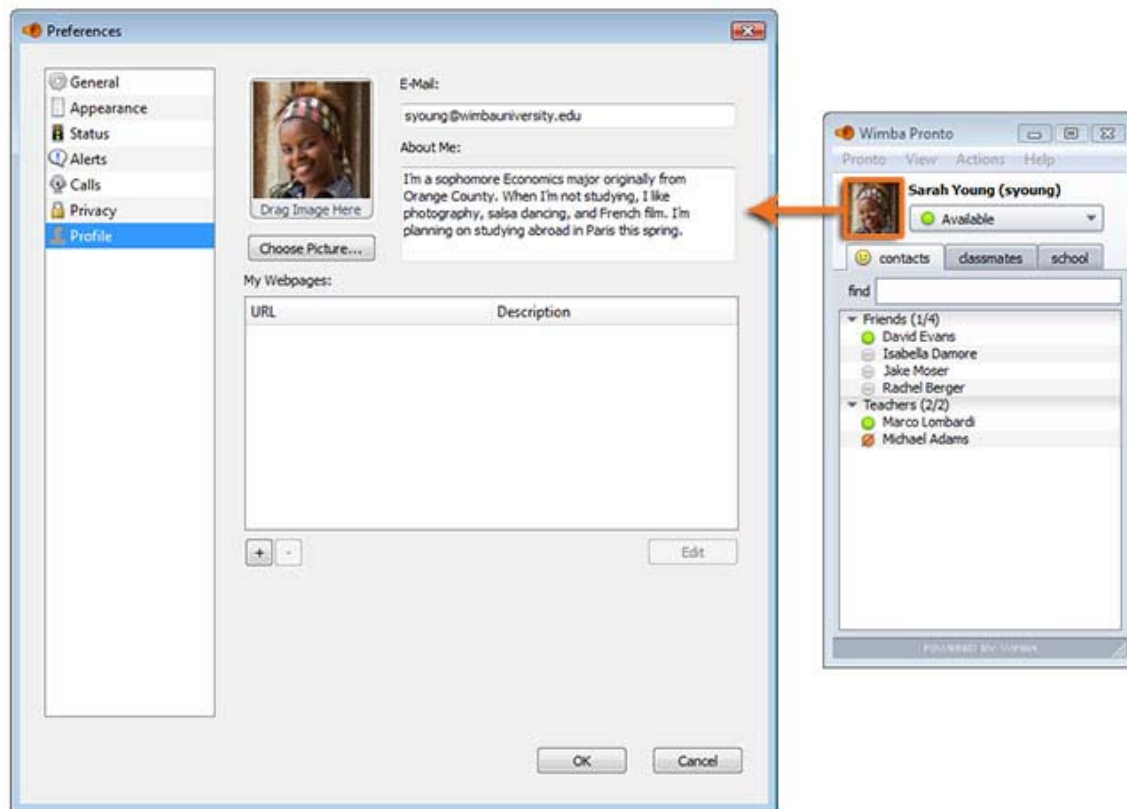
Profile Picture

You can add a profile picture that is visible to other Wimba Pronto users to add a personal touch to your profile. Your picture is visible any time you contact another Wimba Pronto user, anytime another user contacts you, when a user views your profile, or when a user hovers his or her cursor over your name in the Contacts or Classmates tab. To add a profile picture, either drag an image file from your hard drive to the **Drag Image Here** box, or click the **Choose Picture...** button and browse your hard drive for the desired picture. The profile picture box is optimized for square images, but accepts images of any proportions.

Email

You can add an email address to make it easier for other users to contact you when you're not on signed in to Wimba Pronto. This address does not need to be your school email address or the address associated with your Wimba Pronto account.

About Me

The About Me box allows you to type a brief description to introduce yourself to other users. You may wish to include your interests, your major, where you're from, or the type of people with whom you would like to communicate using Wimba Pronto.

My Webpages

The My Webpages box allows you to include links in your profile to the websites of your choice. You may wish to add personal, course, or department webpages.

See Also:

[Profile Preferences](#)

Changing Your Display Settings

You can control the way in which users are displayed in the Wimba Pronto window by using the View menu. These display settings apply to both the Contacts and the Classmates tabs.
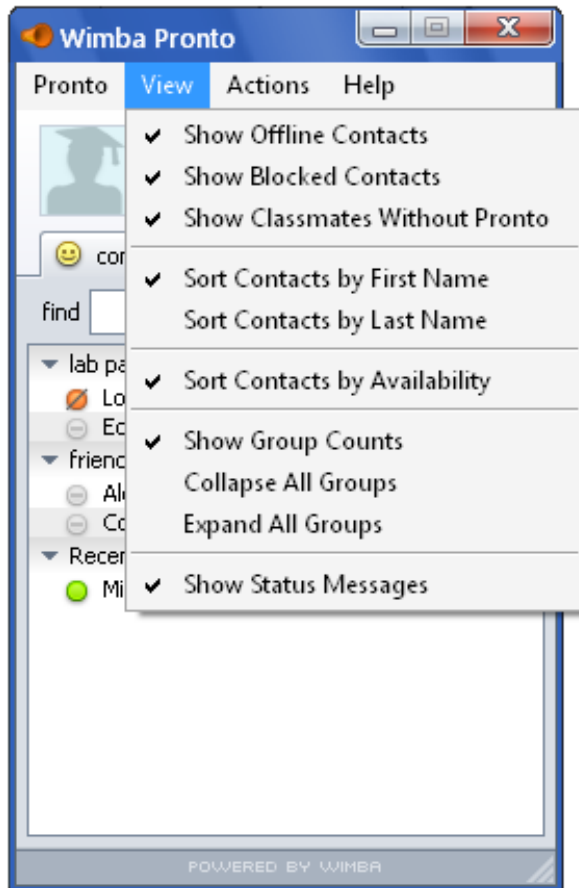
Show Offline Contacts

Toggles the display of users that are not currently logged in to Wimba Pronto

Show Blocked Contacts

Toggles the display of users that you have blocked

Show Classmates Without Pronto

Toggles the display of classmates that are not currently registered for Wimba Pronto; this option only appears if Invitations are enabled at your institution

Sort Contacts by First Name

Displays users organized alphabetically by first name

Sort Contacts by Last Name

Displays users organized alphabetically by last name

Sort Contacts by Availability

Displays users that are available first, followed by users that are away, users that are idle, and users that are offline

Show Group Counts

Toggles the display of user counts for each group or course

Collapse All Groups

Hides the user list for all groups, showing only the group name. You can collapse or expand individual groups by clicking the arrow next to the group name.

Expand All Groups

Reveals the user list for all groups. You can collapse or expand individual groups by clicking the arrow next to the group name.

Show Status Messages

Toggles the display of users' custom status messages under their names in the Wimba Pronto window. If this option is disabled, you can view a user's status by hovering your mouse over his or her name.

See Also:
[Blocking and Unblocking Users](#)

Blocking and Unblocking Users

By default, all Wimba Pronto users can freely communicate with each other, regardless of whether or not they are in same classes, or even at the same institution. However, if there are users that you do not want to be able to contact you, you can block them. Blocked users cannot contact you, and you cannot contact them. If the user is in either your Contacts or Classmates tab, you can still see his or her status, but you always appear as offline to the blocked user. Users never know that they have been blocked, and you can unblock users at any time.

You can block or unblock a user from either the Wimba Pronto window or the Preferences window. Also, if someone not in your Contacts or Classmates tab contacts you, you are given the option of blocking the user.

To Block a User from the Wimba Pronto Window

1. Right-click (Ctrl-click on Mac) the name of the user that you wish to block in either the Classmates or Contacts tab.
2. Select **Block <User Name>** from the pop-up menu. The Block Contact window opens.
3. Click **Yes**. The name appears with a strikethrough to indicate that the user has been blocked.

Note:
If the user is already blocked, the **Block <User Name>** option changes to **Unblock <User Name>**; you can use this option to unblock the selected user.

Tip:
If you do not want blocked users to appear in your Contacts and Classmates tabs, disable **Show Blocked Contacts** in the View menu.

To Manage Blocked Users from The Preferences Menu

1. Click the **Pronto** menu.
2. Select **Preferences...** The Preferences window opens.
3. Select **Privacy**.
4. Add or remove users from your Block List as desired:
   - To add a user to your Block List, click the plus button [+], type the user's Pronto ID, and click **Add**.
   - To remove a user from you Block List, select the user from the list and click the minus button [-].
5. When you have finished modifying the Block List, click **OK**.

Tip:

Since the Block List allows you to block users by their Pronto IDs, you can use this method to block any Wimba Pronto user— even if he or she is not in any of your classes.

See Also:

Privacy Preferences
Changing Your Display Settings

Viewing a User's Profile

Any Wimba Pronto user can create a Profile to share with friends, classmates, and instructors. You can use Profiles to find out more information about a user, or to find a user's contact information (if he or she has shared it).

You can see a partial profile by hovering your cursor over a user's name in your Contacts or Classmates tab. This view shows you the user's picture, current status, and About Me description; it does not show email addresses or webpages.

To View a User's Profile

1. Click the name of the desired user in either your Contacts or Classmates tab.
2. Click the **Actions** menu.
3. Select **Show Profile Info**. A new Text Chat window opens with the user's profile displayed.
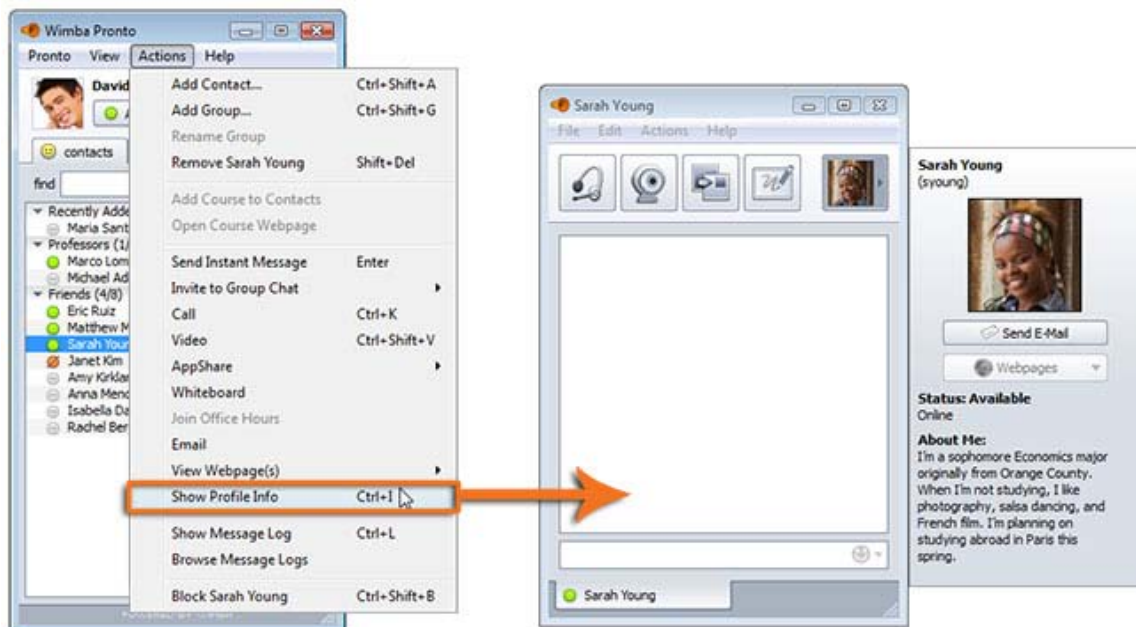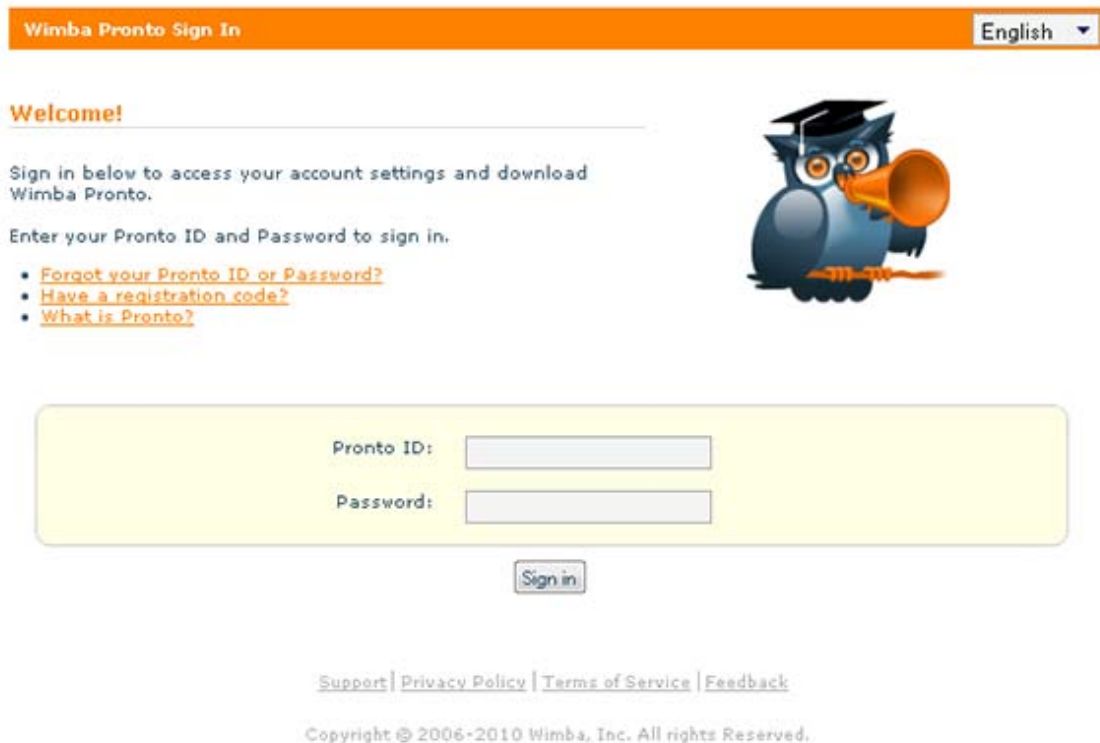
See Also:
Modifying Your Profile

Accessing the Wimba Pronto Settings Page

The Wimba Pronto Settings page is a web portal that allows you to view and manage your account settings and login information, as well as determine which of your courses appear in Wimba Pronto. You can access the Wimba Pronto Settings page either from a link within Wimba Pronto, or directly using your web browser.

To Access the Wimba Pronto Settings Page from Wimba Pronto

1. Click the **Pronto** menu.

2. Select **Account Settings**. The Wimba Pronto Settings login page opens in your web browser.

3. Type your Pronto ID.

4. Type your Pronto Password.

5. Click the **Sign In** button.

To Access the Wimba Pronto Settings Page from a Web Browser

1. Go to the URL: http://pronto.wimba.com/

2. Type your Pronto ID.

3. Type your Pronto password.

4. Click the **Sign In** button.

Tip:
You can also access the Wimba Pronto Settings page, without logging in again, from your CMS. If you forget your password and security question, this is the best way to access your Wimba Pronto account.

See Also:
[Modifying Your Account Settings](#)
[Modifying Your Course Settings](#)

Modifying Your Account Settings

From the Wimba Pronto Settings page, you can view and modify your account settings including your password, the email address associated with your account, and your security question.

To Change Your Password

1. On the Wimba Pronto Settings page, click the **change password...** link. The Change Password window opens.
2. Type your current password in the Current password field.
3. Type your desired password in the New password field.
4. Re-type your desire password in the Confirm new password field.
5. Click the **Save** button. The Password changed confirmation page opens, indicating that your new password has been successfully updated.

To Change the Email Address Associated with Your Wimba Pronto Account

1. On the Wimba Pronto Settings page, click the **change email...** link. The Change Email window opens.
2. Type your Pronto password in the Current password field.
3. Type the email address that you would like associated with your Wimba Pronto account in the New Email field.
4. Re-type the desired email address in the Confirm New Email field.
5. Click the **Save** button. The Email changed confirmation page opens, indicating that your new email address has been set successfully.

> **Note:**
> The email address associated with your Wimba Pronto account does not have to be a school email address or the email address associated with your CMS account.

To Change Your Security Question

1. On the Wimba Pronto Settings page, click the **change security question...** link. The Change Security Question window opens.
2. Select a Security Question from the drop-down menu.
3. Type your response in the Answer field.
4. Click the **Save** button. The Security Question changed page opens, indicating that your security question has been successfully updated.

To Change the Language Setting for Your Wimba Pronto Account

1. On the Wimba Pronto Settings Page, click the **Language** drop-down menu.
2. Select the desired language.

To Delete Your Wimba Pronto Account

1. On the Wimba Pronto Settings page, click the **Support** link. The Wimba Pronto Support page opens.
2. Click the **Delete Your Account** link. The Delete Your Account page opens.
3. Select a reason for deleting your Pronto Account from the drop-down menu.
4. Add any additional comments in the Comments box.
5. Click the **Continue** button. The Confirm Delete page opens.
6. Type your Pronto password in the Password field.
7. Click the **Delete this account** button. Your account is deleted.

Note:
Reasons for deleting your Wimba Pronto account include if you are unhappy with your Pronto ID or if you accidentally created more than one account.

See Also:
Accessing the Wimba Pronto Settings Page
Modifying Your Course Settings
Language Settings

Modifying Your Course Settings

The Wimba Pronto Settings page allows you to individually enable or disable Wimba Pronto for each of your courses. This can be accomplished in the Course Settings area of the page.

General

Checking the box under the General heading allows you to select whether Wimba Pronto is automatically enabled for new courses in which you enroll. Keep in mind that this setting will remain in effect for future semesters.

Course Participant

The Course Participant section contains a list of all of the courses for which you can enable Wimba Pronto. Check the box next to a course name to enable Wimba Pronto or uncheck the box to disable it.

> **Note:**
> If Wimba Pronto is disabled for a course, classmates will still be able to contact you. However, your name does not appear under the course name in their **Classmates** tab, and neither the course nor any classmates will appear in your **Classmates** tab. Effectively, it appears as if you are not enrolled in the course.

Course Instructor (Displays for Instructors Only)

This section is visible only if you are the instructor of a course. You have the option of enabling or disabling Wimba Pronto for an entire course.

This setting will override the participant setting above. If a course is disabled, it will not appear in the participants' Classmates tab. However, Wimba Pronto will still function, and participants will still be able to contact each other if they know each other's Pronto ID or have each other saved in their **Contacts** tab.

Invitations

Instructors can invite members of their courses who have yet to register for Wimba Pronto by following these steps:

1. Click the **Invite** link next to the desired course. The invitations page appears.

2. Click the box to the left of a user's name to include or exclude them from the invitation. You can click the **All** or **None** link below the **Select Users** box to select/deselect all users.

3. You can type an optional custom message in the **Your Message** field, and then see how this message will appear in the email by clicking the **Preview** link. Your message will be incorporated into a template selected by your Wimba Pronto administrators.

> **Note:**
> The email address linked to your Pronto account will appear in the "from" field of the invitation.

> **See Also:**
> Accessing the Wimba Pronto Settings Page
> Modifying Your Account Settings

Inviting Others to Wimba Pronto

If your institution has the invitation feature enabled, you can send email invites to fellow classmates to create a Wimba Pronto account.

To Invite Users to Wimba Pronto

1. In the **Classmates** tab, locate your classmate's name under any course. Classmates who do not currently have Pronto appear under the **Without Pronto** sub-heading.

2. Double-click the user's name. (Alternately, let the cursor hover over the name until an empty user profile appears, then click the **Invite to Pronto** link.)

3. The **Invite User to Wimba Pronto** window opens. You can type an optional personalized message in the **Your Message** text field.
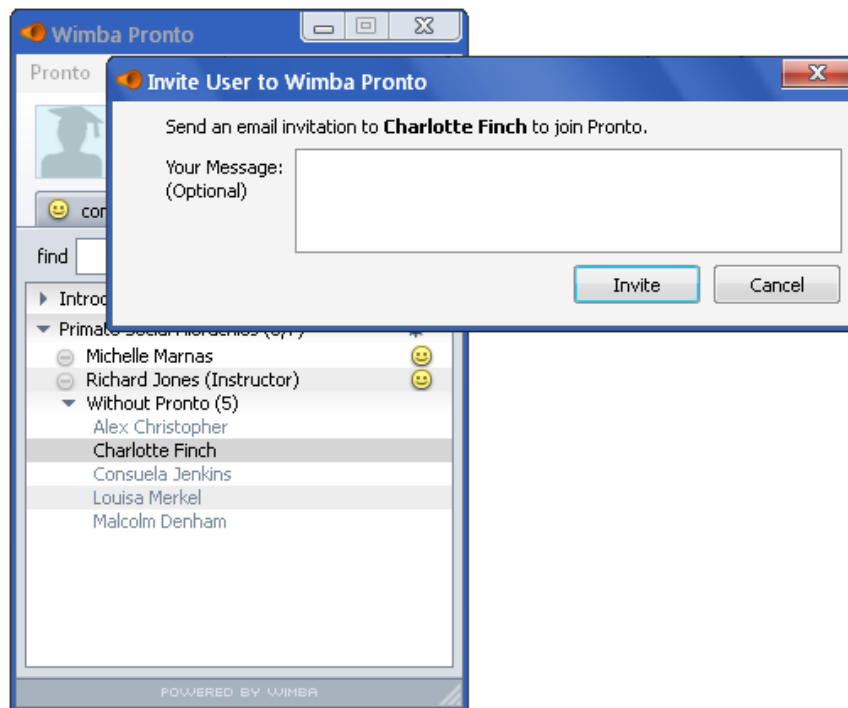
4. Click **Invite**.

Your classmate is sent an email from your address with a link to the Wimba Pronto registration page.

Instructors

Instructors can easily invite a course through one of the following methods:

- Click the envelope icon to the right of any **Without Pronto** sub-heading.

- Click the gear icon to the right of any course name and select **Invite Course to Pronto**. Only users who have yet to register for Wimba Pronto receive an invitation.

Text Chat

About Text Chat

Text Chat is the simplest form of communication in Wimba Pronto and, in many cases, it is also the most effective. Also known as instant messaging, Text Chat allows you to send a message, which is received immediately, to any user currently logged in to Wimba Pronto. The user can then reply to your message and you can have a conversation via a series of instant messages.

Text Chat can also be used as a starting point for accessing Wimba Pronto's more advanced features. For example, before starting a Video Call with someone, you may wish to send the user an instant message to make sure that they have a camera connected.

The Text Chat Window

The Text Chat window is where instant messaging conversations take place. When you start a new Text Chat, this window opens, showing you all of the messages that have been sent and allowing you to type new messages.

The Audio Call Button

The Audio Call button allows you to start an Audio Call with the person with whom you are currently instant messaging. When you click the Audio Call button, the other user receives a notification of an incoming call, and can then accept or reject the call. It is possible to simultaneously use Audio Calling and Text Chat with the same user; if you start an Audio Call from the Text Chat window, your existing Text Chat remains open.

The Video Call Button

The Video Call button allows you to start a Video Call with the person with whom you are currently instant messaging. When click the Video Call button, the other user receives a notification of an incoming call, and can then accept or reject the call. It is possible to simultaneously use Video Calling and Text Chat with the same user; if you start a Video Call from the Text Chat window, your existing Text Chat remains open.

The AppShare Button

The AppShare button allows you to share a view of your desktop with the person with whom you are currently instant messaging. When you click the AppShare button, the other user receives an invitation to an AppShare session, which he or she can then accept or reject. It is possible to simultaneously use AppShare, Text Chat, and Audio or Video Calling with the same user; if you start an AppShare session from the Text Chat window, your existing Text Chat remains open.

The Whiteboard Button

The Whiteboard button allows you to start a Whiteboard session with the person with whom you are currently instant messaging. When click the Whiteboard button, the other user receives an invitation to a Whiteboard session, which he or she can then accept or reject. It is possible to simultaneously use the Whiteboard and Text Chat with the same user; if you start a Whiteboard session from the Text Chat window, your existing Text Chat remains open.

The Profile Drawer Button

Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

The Message area displays all of the messages that have been sent between you and the other user. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed along the right side of the window. You can use the scrollbars to see older messages not currently visible in the window.

The Text Input Area

The Text Input Area is where you type new messages. Messages are not visible to the other user until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message Area. You can use the drop-down menu on the right side of the area to add emoticons to your message.

Chat Tabs

Below the Text Input Area are the Chat tabs. These tabs show the name and status of the users with whom you are currently messaging. They also display the pencil icon when the other user is typing. This indication can be useful for helping you to avoid typing at the same time as another user. If you have multiple text chats open, each session is represented by a separate tab; clicking a tab brings the conversation into focus. Tabbed chat is enabled by default, but can be disabled in the Preferences window.

See Also:
Starting a New Text Chat
About Audio Calling
About Video Calling
About Application Sharing
Emoticons

Starting a New Text Chat

Before you can start a new Text Chat with someone, the user must first be in either your Contacts or Classmates tab. There are several ways to start a new Text Chat with a contact or classmate.

To Start a New Text Chat

1. Do one of the following:
   - Double-click the name of the user you wish to contact in either the Contacts or Classmates tab.
   - Click the name of the user you wish to contact and press the **Enter** key on your keyboard.
   - Click the name of the user you wish to contact and select **Send Instant Message** from the Actions menu.

   A new Text Chat window opens.
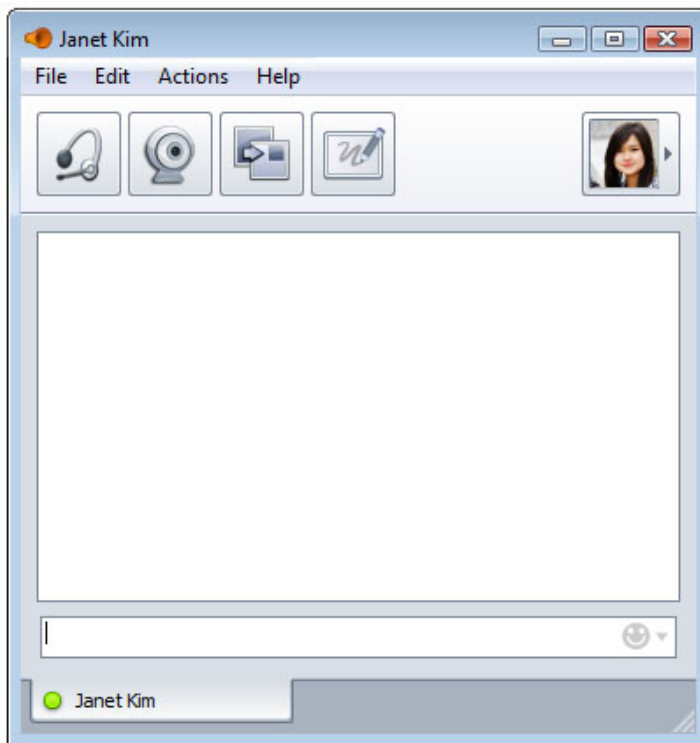
2. Type your first message in the Text Input Area.
3. Press the **Enter** key on your keyboard. The Text Chat session starts and your message is sent.

See Also:
The Text Chat Window

Emoticons

Emoticons are special graphical icons that you can insert into any text-based chat to make your conversations more expressive and fun. The emoticons drop-down menu is located on the right side of the Text Input Area in all Text Chat windows.
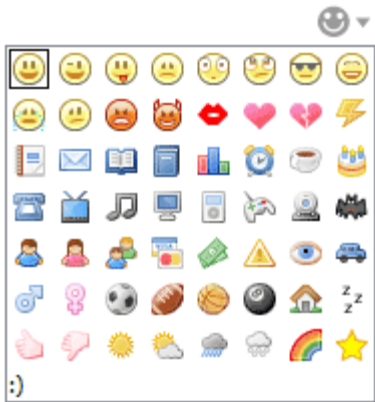
To insert an emoticon into your message, you can either click the image in the drop-down menu, or type its key combination (which is displayed in the lower left-hand corner of the drop down).

Note:

You can disable emoticon display in the Preferences window.

Audio Calling

About Audio Calling

Audio Calling can be used to make online communication more fluid and natural. Also known as Voice over IP (VoIP), Audio Calling allows you to have a real-time audio conversation with any user currently logged in to Wimba Pronto. Audio Calling differs from Text Chat in that you must call a user and wait for him or her to accept your invitation before your call can begin. You can also use Audio Calling in combination with other Wimba Pronto features such as Text Chat, Video Calling, Whiteboard, Application Sharing, Office Hours, and Group Chat. You can use Audio Calling with your computer's built-in microphone and standard headphones; but for best call quality, it is recommended that you have a USB headset with an integrated microphone.

The Audio Call Window

The Audio Call window opens when you accept a new incoming call, or when a call you start is accepted by another user. The window contains all of the controls and settings for managing your Audio Calling session.
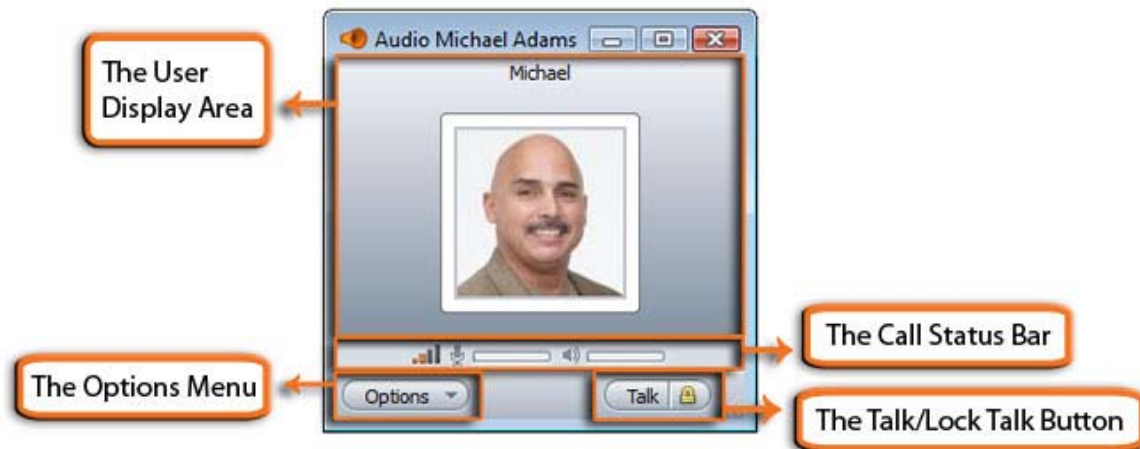
The User Display Area

The User Display Area shows the first name and profile picture of the user with whom you are speaking.

The Call Status Bar

The Call Status bar shows your network signal strength, the level of your outgoing audio signal, and the level of the incoming audio signal.

The Talk/Lock Talk Button

The Talk/Lock Talk button allows you to control your outgoing audio. To talk, either click and hold the Talk button, or press and hold either **F8** or the **Space Bar** on your keyboard. If you would like to speak hands-free, either click the padlock section of the button, or press **Ctrl+T** (Windows) or **Command+T** (Mac) on your keyboard.

> **Note:**
> Unlike talking on a telephone, on an Audio Call the other user cannot automatically hear you speak. You must use the **Talk/Lock Talk** button or keyboard shortcuts to enable your outgoing audio.

The Options Menu

The Options menu contains Audio Calling settings, as well as shortcuts for launching other Wimba Pronto features directly from your current call.

- **Lock Talk** has the same effect as clicking the padlock section of the Talk/Lock Talk button; select this option to lock on your outgoing audio.

- **Hide Call Status** allows you to toggle the display of the Call Status bar in the Audio Call window.

- **Preferences...** opens the Preferences window to the Calls area, allowing you to manage your audio devices and system audio settings.

- **Chat** opens a new Text Chat window between you and the user with whom you are currently speaking.

- **Video Call** changes the current Audio Call into a Video Call. The other user must accept your Video Call invitation.

- **AppShare** allows you to display a view your desktop to the user with whom you are currently speaking. The other user must accept your AppShare invitation before he or she can see your desktop.

- **End Call** ends the current Audio Call.

See Also:
Starting a New Audio Call
About Video Calling
About Application Sharing

Starting a New Audio Call

Before you can start a new Audio Call with someone, the user must first be in either your Contacts tab or your Classmates tab. Once someone is either a contact or a classmate, you can start an Audio Call through the Text Chat window.

To Start a New Audio Call

1. Do one of the following:
   - Double-click the name of the user you wish to call in either the Contacts or Classmates tab.
   - Select the name of the user you wish to contact and press the **Enter** key on your keyboard.

   The Text Chat window opens.
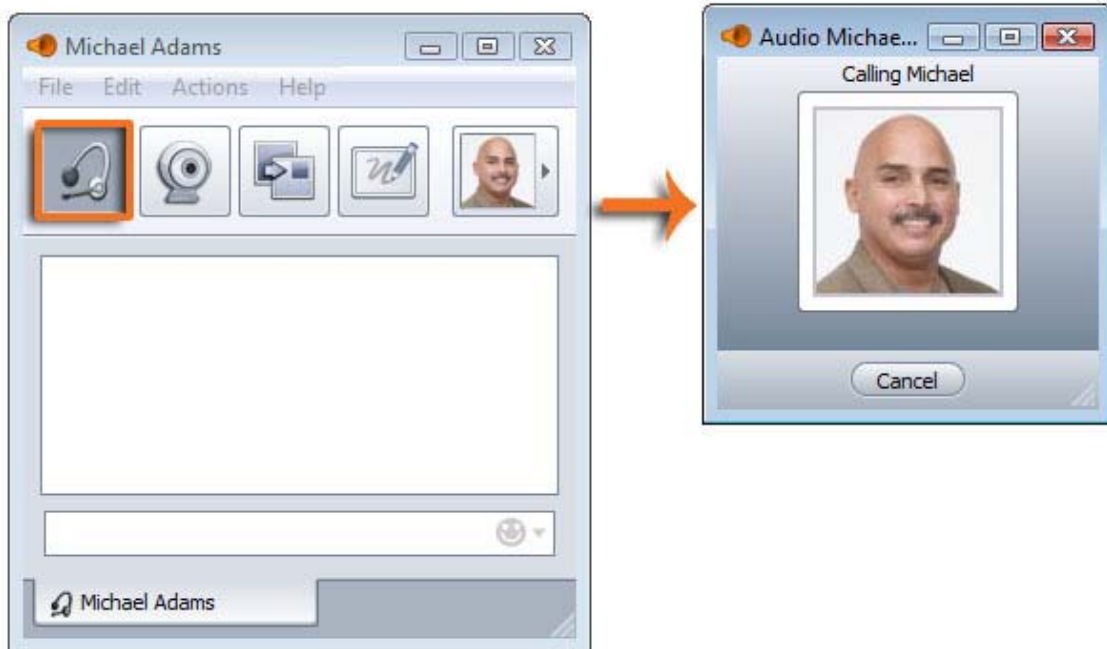
2. Click the Audio Call button. A new Audio Call window opens, displaying the status Calling.

When the user accepts the call, the Calling status is replaced by the Call Status bar, Options menu, and the Talk/Lock Talk button.

> **See Also:**
> The Audio Call Window
> The Text Chat Window

Video Calling

About Video Calling

Video Calling allows you to have a real-time, face-to-face conversation with any user currently logged in to Wimba Pronto. Like Audio Calling (and unlike Text Chat), a user must accept your call before the Video Calling session begins. Video Calling in Wimba Pronto is unique because both participants do not need have video capability in order to participate; using blended media, it is possible for one user to participate using video, while another user participates using only audio.

You can also use Video Calling in combination with other Wimba Pronto features such as Text Chat, Audio Calling, Whiteboard, Application Sharing, Office Hours, and Group Chat. You must have a supported video device (such as a webcam) either built-in or connected to your computer to broadcast video during a Video Call. You can use your computer's built-in microphone and standard headphones; but for best audio quality, it is recommended that you have a USB headset with an integrated microphone.

The Video Call Window

The Video Call window opens when you accept a new incoming Video Call, or when a call you start is accepted by another user. The window contains all of the controls and settings for managing your Video Calling session.
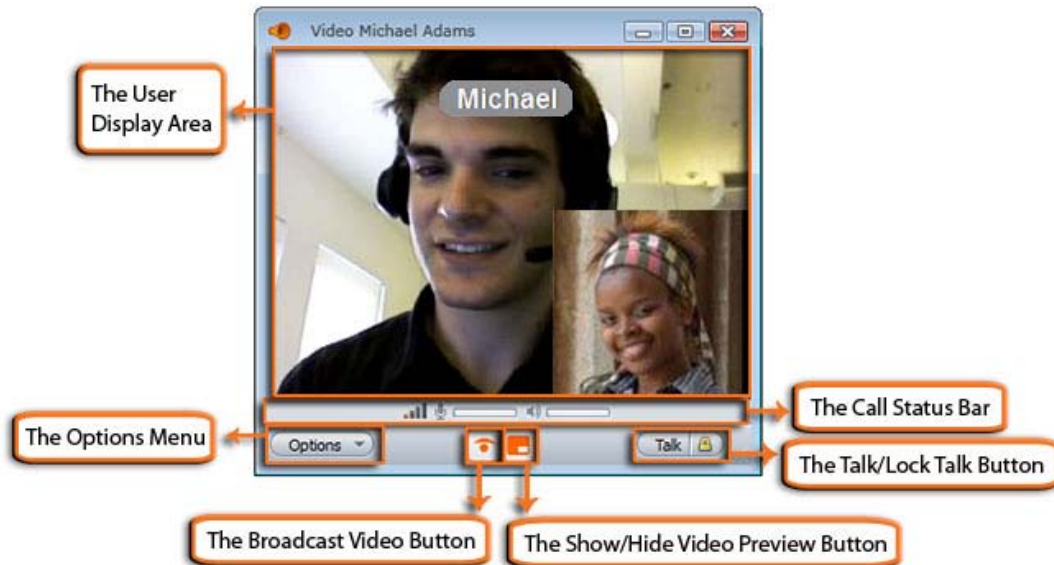
The User Display Area shows the first name and video of the user with whom you are speaking, as well as your own video preview in the bottom right-hand corner. You can click and drag the video preview to move it to any of the four corners of the display area, as well as to resize it. During a 1-on-1 Video Call, you always see the other user's video (if they are broadcasting), even while you are speaking.

The Call Status Bar

The Call Status bar shows your network signal strength, the level of your outgoing audio signal, and the level of the incoming audio signal.

The Talk/Lock Talk Button

The Talk/Lock Talk button allows you to control your outgoing audio. To talk, either click and hold the Talk button, press and hold **F8** or the **Space Bar** on your keyboard. If you would like to speak hands-free, either click the padlock section of the button, or press **Ctrl+T** (Windows) or **Command+T** (Mac) on your keyboard.

> **Note:**
> Unlike talking on a telephone, on a Video Call the other user cannot automatically hear you speak. You must use the **Talk/Lock Talk** button or keyboard shortcuts to enable your outgoing audio.

The Broadcast Video Button

The Broadcast Video button allows you to display your video. When the eye is closed [icon], your video is not being transmitted and clicking the button broadcasts your video. When the eye is open [icon], your video is being transmitted and clicking the icon ends your video broadcast.

The Show/Hide Video Preview Button

The Show/Hide Video Preview toggles the display of your own video preview in the User Display area.

The Options Menu

The Options menu contains Video Calling settings, as well as shortcuts for launching other Wimba Pronto features directly from your current call.

- **Broadcast Video/Stop Video Broadcast** has the same function as the Broadcast Video button below the Call Status bar; select this option to either start or end the broadcast of your video to other participants.

- **Lock Talk** has the same effect as clicking the padlock section of the Talk/Lock Talk button; select this option to lock on your outgoing audio.

- **Show Preview/Hide Preview** has the same function as the Show/Hide Video Preview button below the Call Status bar; select this option to toggle the display of your own video preview in the User Display area.

- **Show Call Status/Hide Call Status** allows you to toggle the display of the Call Status bar in the Video Call window.

- **Full Screen** enlarges the Video Call window to display in your entire screen. Press **F11** on your keyboard to exit full screen mode.

- **Hide Name Caption** allows you to toggle the display of the other participant's first name in the User Display area.

- **Video Snapshot** allows you to capture a still image from a Video call and either save it to your hard drive, or send it to an open Whiteboard session.

- **Preferences...** opens the Preferences window to the Calls area, allowing you to manage your audio and video devices, as well as your system audio settings.

- **Chat** opens a new Text Chat window between you and the user with whom you are currently speaking.

- **Audio Only** changes your participation in the current call from video to audio-only. This selection applies only to you; the other user can still participate using video. You can switch back to video participation at any time by selecting **Video Call** from the Options menu.

- **AppShare** allows you to display a view of your desktop to the user with whom you are currently speaking. The other user must accept your AppShare invitation before he or she can see your desktop.

- **End Call** ends the current Video Call.

See Also:
Starting a New Video Call
About Audio Calling
About Application Sharing

Starting a New Video Call

Before you can start a new Video Call with someone, the user must first be in either your Contacts or Classmates tab. Once someone is either a contact or a classmate, you can start a Video Call with the user through the Text Chat window.

To Start a New Video Call

1. Do one of the following:
   - Double-click the name of the user you wish to call in either the Classmates or the Contacts tab.
   - Select the name of the user you wish to contact and press the **Enter** key on your keyboard.

   The Text Chat window opens.
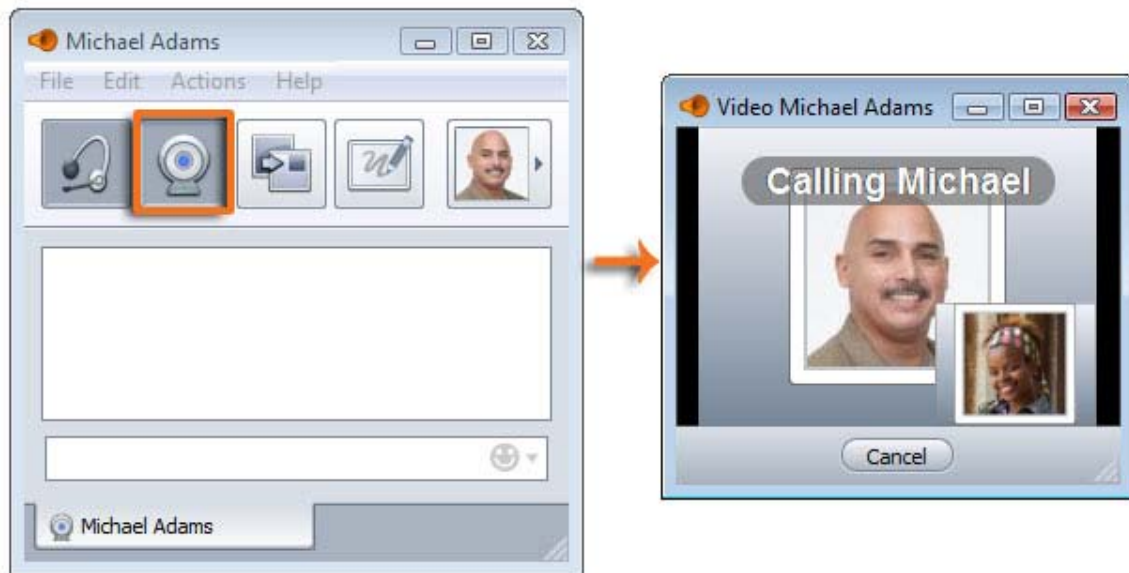
2. Click the Video Call button. A new Video Call window opens, displaying the status **Calling**.

When the user accepts the call, the Calling status is replaced by the user's video and the Call Status bar appears.

> **See Also:**
> The Video Call Window

Video Snapshot

Video Snapshot allows you to capture a still image from a Video call and either save it to your hard drive, or send it to an open Whiteboard session. To capture an image, select **Video Snapshot** from the Options drop-down menu. You can also simply drag and drop the video from the Video Call window to the Whiteboard window.
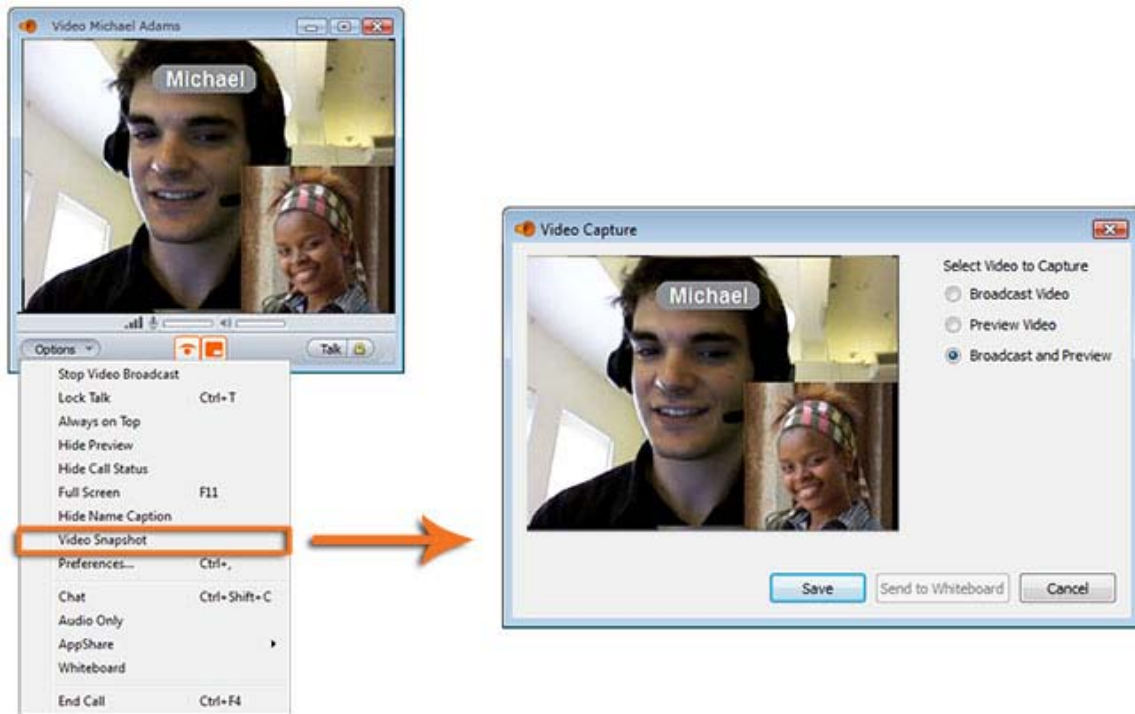
From the Video Capture window, you can select whether you wish to capture Broadcast video only, Preview video only, or both. Then click the **Save** button to save the image to your hard drive or the **Send to Whiteboard** button to send the image to a Whiteboard session.

Note:
The Send to Whiteboard button is only available if there is a Whiteboard session currently open.

See Also:
Whiteboard Video Snapshot

Application Sharing

About Application Sharing

Application Sharing allows you to share a live view of your desktop or any application on your computer with any other Wimba Pronto user. When you host an Application Sharing session, other users can see your screen just as if they were physically sitting at your computer. Because you can share virtually any application on your computer, the possibilities for collaboration are endless. You can choose exactly how much and which part of your screen you want to display. You can also give another user cursor and keyboard control of your desktop, allowing them to control and modify anything displayed on your screen. You can use Application Sharing in combination with Wimba Pronto's other features. For example, you could share your desktop while using Video Calling, all from within Office Hours.

The Application Sharing Control Window

The Application Sharing Control window is used by the host of an Application Sharing session to manage what is displayed to other users in the Application Sharing Viewer window, as well as whether or not other users can control the shared content. The Application Sharing Control window is used in conjunction with the Application Sharing Screen Area Frame, which controls how much of your screen is displayed to other users.
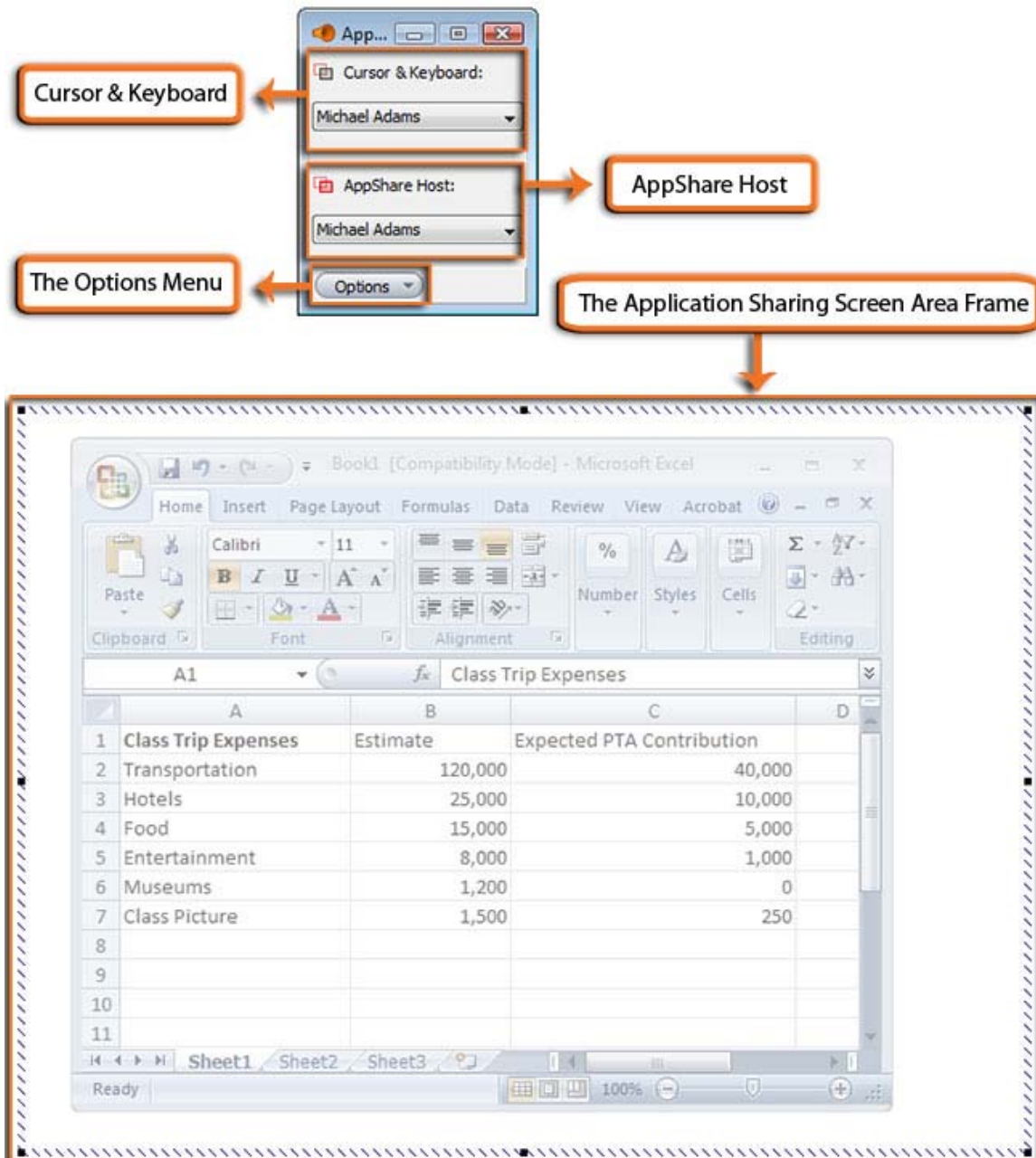
The Application Sharing Screen Area Frame

This resizable frame controls how much of your screen is displayed to other users; only the area contained within the box is shared. You can move the frame around by dragging any of the dashed edges and resize it by grabbing one of the eight control points located at the corners and on each side of the box.

Cursor & Keyboard

The Cursor & Keyboard drop down lets you grant cursor and keyboard control of the shared area to anyone currently in your Application Sharing session. The drop-down list contains the names of all of the current participants.

AppShare Host

The AppShare Host drop down lets you control which user's screen is being shared by choosing who is hosting the Application Sharing session. The drop-down list contains the names of all the current participants:

The Options Menu

The Options menu gives you access to shortcuts for launching other Wimba Pronto features from within an Application Sharing session, as well as for ending the current session.

- **Chat** opens the Text Chat window with the participant(s) of the current Application Sharing session.

- **Call** starts an Audio Call with the participant(s) of the current Application Sharing session.

- **Video** starts a Video Call with the participant(s) of the current Application Sharing session.

- **End AppShare** ends the current Application Sharing session.

See Also:

The Application Sharing Viewer Window

Starting Application Sharing

Changing Application Sharing Cursor and Keyboard Control

Changing Application Sharing Host Control

The Application Sharing Viewer Window

The Application Sharing Viewer window is the interface seen by participants of an Application Sharing session. The window contains the actual display of the host's screen, as well as an Options menu for managing the control of the session.

The Application Sharing Display Area
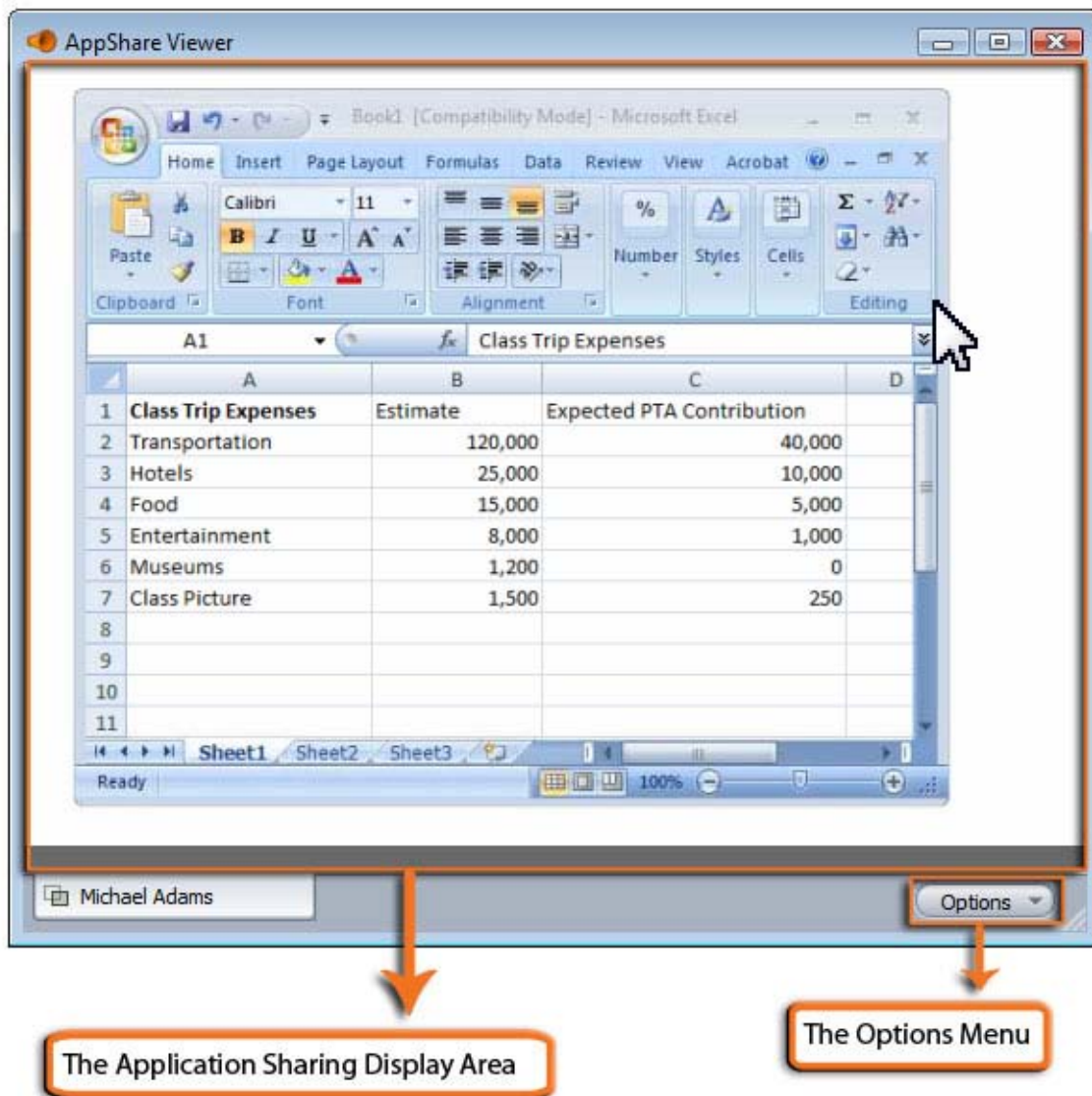
The Options Menu

The Application Sharing Display Area

This area shows the screen that the host of the session is sharing. The view updates in real time and appears just as it would if you were sitting in front of the host's computer.

The Options Menu

The Options menu gives you access to commands for managing the control of an Application Sharing session, as well as shortcuts for launching other Wimba Pronto features and ending the current session:

- **Request Cursor & Keyboard** allows you to request control of the content being displayed by the host.

- **Request Presenter Control** allows you to request to host the session and share your own screen.

- **Fit to Display** adjusts the resolution of the shared content so that it fits in the current Application Sharing Display Area without scrollbars. This can be helpful if you have a smaller monitor or are using a laptop.

- **Chat** opens the Text Chat window with the participant(s) of the current Application Sharing session.

- **Call** starts an Audio Call with the participant(s) of the current Application Sharing session.

- **Video** starts a Video Call with the participant(s) of the current Application Sharing session.

- **End AppShare** ends the current Application Sharing session.

<div>

**See Also:**

The Application Sharing Control Window

Starting Application Sharing

Changing Application Sharing Cursor and Keyboard Control

Changing Application Sharing Host Control

</div>

Starting Application Sharing

Before you can start a new Application Sharing session with someone, the user must first be in either your Contacts or Classmates tab. Once someone is either a contact or a classmate, you can start an Application Sharing session with the user through the Text Chat window.

To Start a New Application Sharing Session

1. Do one of the following:
    *   Double-click the name of the user you wish to call in either the Contacts or the Classmates tab.
    *   Select the name of the user you wish to contact and press the **Enter** key on your keyboard.

    The Text Chat window opens.
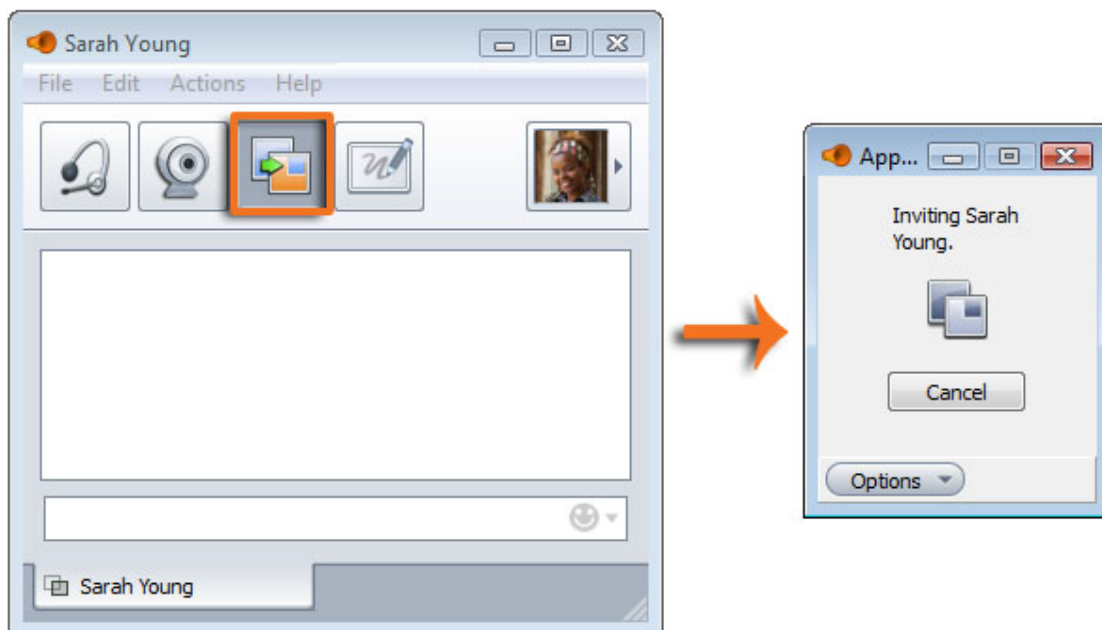
2. Click the AppShare button. The Application Sharing Host window opens, displaying the status **Inviting**.

When the user accepts the invitation, the Inviting status is replaced by two drop-down menus in the Application Sharing Control window and the Application Sharing Screen Area Frame appears on your screen.

See Also:
The Application Sharing Control Window

Changing Application Sharing Cursor and Keyboard Control

By default, Application Sharing displays a live view of the desired area to participants of the session, but only the host can control the content being displayed. The host can change this by granting Cursor and Keyboard control to another user. When a user has Cursor and Keyboard privileges, he or she has full control of host's desktop, just as if they were physically sitting in front of the host's computer. This feature can be extremely useful for collaboration.

There are two ways to change Cursor and Keyboard control: the host can grant control to another user, or another user can request control from the host.

To Grant Cursor and Keyboard Control to Another User (as the Host)

1. In the Application Sharing Control window, click the **Cursor & Keyboard** drop-down menu.
2. Select the name of the user to whom you wish to grant cursor and keyboard control. The user receives cursor and keyboard control.

The user is notified that they have received cursor and keyboard control by a pop-up message in the Application Sharing Viewer window.

To Remove Cursor and Keyboard Control from Another User (as the Host)

1. In the Application Sharing Control window, click the **Cursor & Keyboard** drop-down menu.
2. Select your name. Cursor and keyboard control is removed for all users other than the host.

Users are notified by a pop-up message that cursor and keyboard control has been removed.

To Request Cursor and Keyboard Control from the Host

1. In the Application Sharing Viewer window, click the **Options** menu.
2. Select **Request Cursor & Keyboard**. The host is notified of your request.

When the host grants you cursor and keyboard control, you are notified by a pop-up message in the Application Sharing Viewer window.

> **Note:**
> Because granting Cursor and Keyboard privileges gives a user full control of your computer, be sure to not leave an Application Sharing session unattended when someone else has control.

> **See Also:**
> Changing Application Sharing Host Control
> The Application Sharing Control Window
> The Application Sharing Viewer Window

Changing Application Sharing Host Control

You can change whose screen is being shared, without having to start a new session or re-invite users to participate.

There are two ways to change Application Sharing Host Control: the host can request that another user share his or her screen, or another user can request host control. In both cases, the other user must accept the request to change the host of the session.

To Request That Another User Take Host Control (as the Host)

1. In the Application Sharing Control window, click the **AppShare Host** drop-down menu.
2. Select the name of the user to whom you wish to grant host control. The user receives a request to host the session.

When the user accepts your invitation to host the session, the Application Sharing Viewer window opens and a view of the user's display is shown.

To Request Host Control from the Host

1. In the Application Sharing Viewer window, click the **Options** menu.
2. Select **Request Presenter Control**. The host is notified of your request.

When the host grants control, the Application Sharing Host window opens.

See Also:

Changing Application Sharing Cursor and Keyboard Control

The Application Sharing Control Window

The Application Sharing Viewer Window

Whiteboard

About Whiteboard

The Wimba Pronto Whiteboard is a collaboration tool that allows two or more users to synchronously view and modify objects and text on shared canvases. Whiteboards are object-oriented, meaning that you can add and modify content independently of other objects on the canvas. This allows for virtually unlimited flexibility, control, and collaboration. You can use Whiteboards in conjunction with other Wimba Pronto features, such as Audio Calling, Video Calling, Group Chat, Office Hours, and Help Desks.

Whiteboard features include:
- Tool Color, Stylize, and Stroke Options
- Multiple Canvases with Independent Navigation
- Wimba Instructional Gallery content
- Whiteboard Permissions Control
- Content Import: .wwb, .ppt, .pptx, .png, .jpg, .bmp, .gif
- Whiteboard Saving: .wwb, .pdf, .png, .jpg, .bmp
- Video snapshot import from Video Calls

The Whiteboard Window

The Whiteboard window is where all of the actions of a Whiteboard session take place.
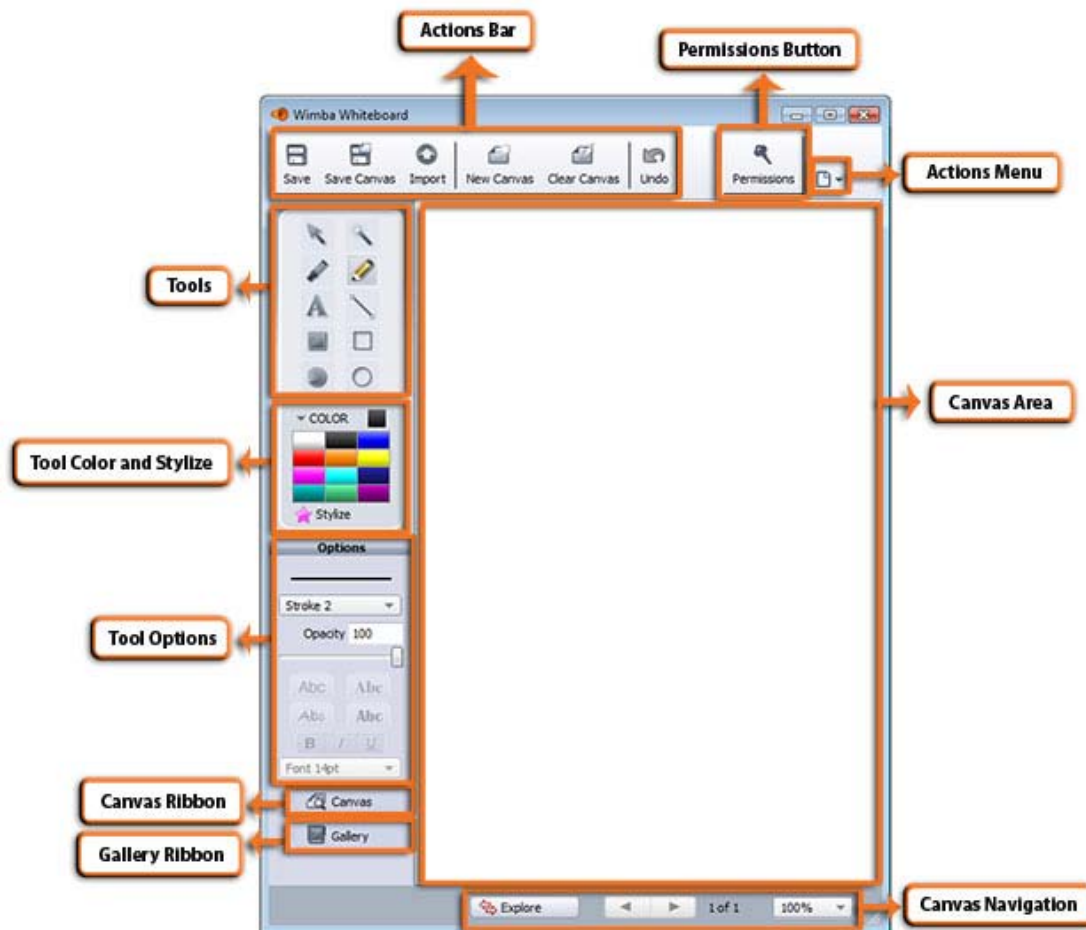
Actions Bar

The Actions Bar contains buttons that allow you to save and import content, create new canvases, clear the current canvas, and undo the last action.

Permissions Button

The Permissions button provides access to the Whiteboard Permissions window. Permissions are only available when a Whiteboard session is initiated from a Group Chat, Office Hours, or a Help Desk.

Actions Menu

The Actions menu provides access to the same commands as the Actions Bar, as well as Object Action commands.

Canvas Area

The Canvas area is where you can draw, add text, and add objects in your Whiteboard session.

Canvas Navigation

The Canvas Navigation controls allow you to navigate through multiple slides in your Whiteboard session. These controls may not be available to all users if the session host has limited navigation permissions.

Tools

The Whiteboard Tools allow you to draw, highlight, add text, and add shapes to a canvas. In addition, the Select tool allows you to select and modify objects already on your canvas; the Laser Pointer tool allows you to reference an area of a canvas without modifying it.

Tool Color and Stylize

The Tool Color and Stylize options allow you to change the appearance of the selected Whiteboard tool.

Tool Options

The Tool Options allow you to change the stroke and opacity of the selected Whiteboard tool, as well as the font, size, and style of Whiteboard text.

Canvas Ribbon

The Canvas Ribbon allows you to view and navigate through multiple canvases in a Whiteboard session. The Canvas Ribbon may be disabled if the session host has limited navigation permissions.

Gallery Ribbon

The Gallery Ribbon provides access to the Wimba Instructional Gallery, which contains useful graphics and backgrounds to add to your Whiteboard session.

Starting a Whiteboard Session

Before you can start a new Whiteboard Session with someone, the user must first be in either your Contacts or Classmates tab. Once someone is either a contact or a classmate, you can start a Whiteboard session with the user through the Text Chat window.

To Start a New Whiteboard Session

1. Do one of the following:
   - Double-click the name of the user with whom you wish to start the Whiteboard session in either the Classmates or the Contacts tab.
   - Select the name of the user with whom you wish to start the Whiteboard session and press the **Enter** key on your keyboard.

   The Text Chat window opens.

2. Click the Whiteboard button. A new Whiteboard window opens, first displaying the status **Connecting to the Whiteboard** and then **Inviting <User Name> to a Whiteboard**.

When the user accepts the Whiteboard invitation, the Whiteboard session begins.

Tips:

a) You can also start a Whiteboard session from a Group Chat, Office Hours, or Help Desk.

b) You can start a Whiteboard session without another participant by changing your status to **Office Hours** and then clicking the Whiteboard button in the Office Hours window.

Adding Objects to a Whiteboard

Whiteboards are object-oriented, meaning that any content you add to a canvas remains independently modifiable, even after you add additional objects. There are a number of different types of content that you can add to canvases, and the process for doing so varies slightly by type.

To Draw on or Highlight a Canvas

1. Click the Pencil or Highlighter tool.
2. Select the desired tool options.
3. Draw on the canvas.

To Add Text to a Canvas

1. Click the Text tool .
2. Select the desired tool options.
3. Click on the canvas where you wish to add the text.
4. Type the desired text.

To Add Lines or Shapes to a Canvas

1. Click the desired line or shape tool.
2. Select the desired tool options.
3. Click and hold on the canvas where you want the object to appear.
4. Drag your cursor to set the size of the object.
5. Release your cursor.

To Add Objects from the Wimba Instructional Gallery to a Canvas

1. Click the **Gallery** ribbon. The Wimba Instructional Gallery opens.
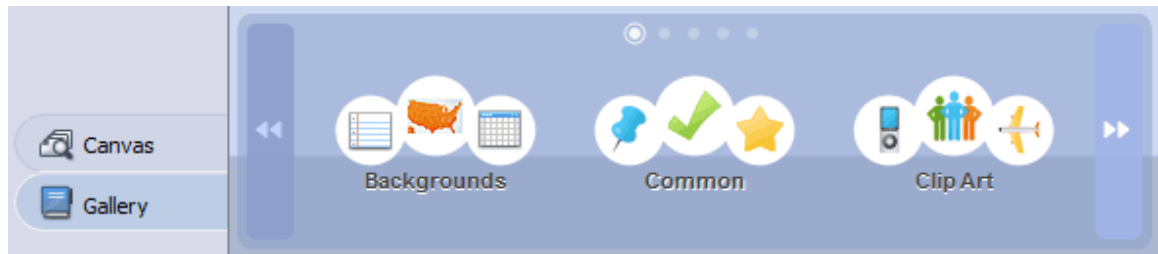
2. Select the desired object category.
3. Select the desired object.
4. Click on the canvas where you want the object to appear.

Tip:

If you wish to add the same Gallery object to a canvas more than once, click the object twice until the plus symbol (+) appears. You can then use the stamp tool and click on the canvas wherever you want to add the object.

See Also:

Modifying Objects on a Canvas

Whiteboard Tools

The Whiteboard Gallery Ribbon

Modifying Objects on a Whiteboard

You can modify objects on a Whiteboard canvas at any time. There are several different ways to modify an object.

To Move an Object

1. Click the Select tool .
2. Click the desired object on the canvas.
3. Click and drag the center of the object to the desired location.
4. Release your cursor.

To Modify the Size, Shape, or Rotation of an Object

1. Click the Select tool .
2. Click the desired object on the canvas.
3. Click and drag one of the handles to modify the size, shape, or rotation of the object.
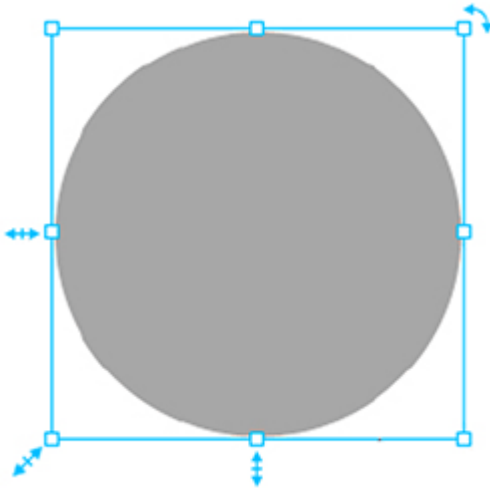
4. Release your cursor.

To Modify the Appearance of an Object

1. Click the Select tool .
2. Click the desired object on the canvas.
3. Make the desired changes to color, stylize, and tool options.

To Change the Arrangement of an Object

1. Click the Select tool .
2. Right-click (Windows) or Ctrl-click (Mac) the desired object on the canvas. The contextual menu appears.
3. Select one of the following:
    *   **Send to Back** to arrange the object behind all other objects on the canvas.
    *   **Bring to Front** to arrange the object in front of all other objects on the canvas.

To Change the Grouping of an Object

1. Click the Select tool .
2. Select more than one object on the canvas by either Shift-clicking and dragging your cursor around multiple objects to select them.
3. Right-click (Windows) or Ctrl-click (Mac) one of the selected objects.
4. Select one of the following:
    *   **Group** to group all of the selected objects together so that they can be modified together.
    *   **Ungroup** to ungroup the selected objects so that they can be modified independently.

To Delete an Object

1. Click the Select tool .
2. Press the **Delete** key on your keyboard.

Note:

Any user with annotation permissions can modify and delete objects, not only the user that created them.

See Also:

Adding Objects to a Whiteboard

Importing Content to a Whiteboard

You can import content from your computer to a Whiteboard session or import previously saved Wimba Whiteboard session archives. The supported import file types are:

- .wwb (Wimba Whiteboard)
- .ppt
- .pptx
- .png
- .jpg
- .bmp
- .gif

When you import .wwb, .ppt, or .pptx files, they are added to the Whiteboard as separate canvases. When you import .png, .jpg, .bmp, or .gif files, they are added to the current canvas as objects.

To Import Content to a Whiteboard

1. Click the **Import** button in the Actions bar. The Import file window opens.
2. Select the desired content from your hard drive.
3. Click the **Open** button. The content is imported to the Whiteboard.

See Also:
Saving Whiteboards

Saving Whiteboards

You can save Whiteboard content for offline viewing or archiving purposes. Both single canvases and entire Whiteboards (containing all of the canvases in the session) can be saved in a variety of formats. If you save an entire Whiteboard in .wwb (Wimba Whiteboard archive) format, you can import it to another Whiteboard to continue the session at a later time. Single canvases and entire Whiteboards can be saved in the following formats:

- .pdf
- .png
- .jpg
- .bmp

Entire Whiteboards can also be saved in .wwb format.

To Save an Entire Whiteboard

1. Click the **Save** button in the Actions bar. The Save to file window opens.
2. Select the location on your hard drive where you wish to save the Whiteboard.
3. Select the desired file type from the drop-down menu.
4. Click the **Save** button.

To Save a Single Whiteboard Canvas

1. Navigate to the canvas you wish to save.
2. Click the **Save Canvas** button in the Actions bar. The Save Canvas to file window opens.
3. Select the location on your hard drive where you wish to save the canvas.
4. Select the desired file type from the drop-down menu.
5. Click the **Save** button.

> **See Also:**
> Importing Content to a Whiteboard

Whiteboard Action Tracking

All users that have annotation permissions enabled can modify any object on a Whiteboard. If you want to find out which user created or last modified an object, right-click (Windows) or Ctrl-click (Mac) the object to show the contextual menu. The 'Created By' and 'Last Modified By' fields are located at the bottom of the menu.
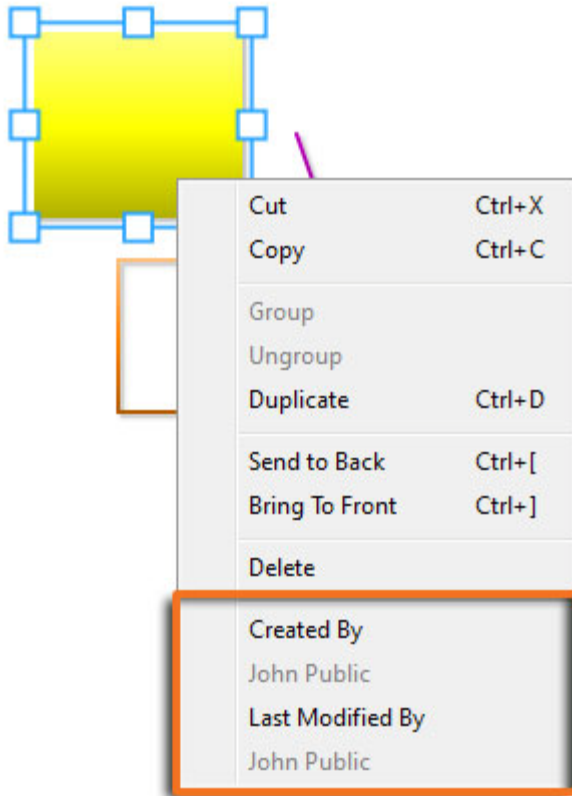
See Also:
Whiteboard Permissions
Modifying Objects on a Whiteboard
Adding Objects to a Whiteboard

The Whiteboard Actions Bar

The Whiteboard Actions bar contains buttons that allow you to save and import content, create new canvases, clear the current canvas, and undo the last action.
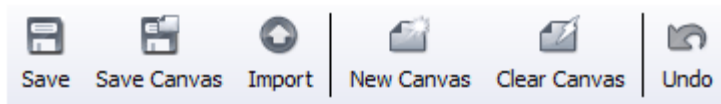
Save

Allows you to save the entire Whiteboard session in a variety of formats.

Save Canvas

Allows you to save the current Whiteboard canvas in a variety of formats.

Import

Allows you to import Power Point files, images, and saved Whiteboard archives into the Whiteboard session.

New Canvas

Adds a new canvas to the Whiteboard session.

Clear Canvas

Clears all objects from the current canvas.

Undo

Reverses the last action preformed on the current canvas.

See Also:
Saving Whiteboards
Importing Content to a Whiteboard

Whiteboard Tools

The Whiteboard Tools allow you to draw, highlight, add text, and add shapes to a canvas. In addition, the Select tool allows you to select and modify objects already on your canvas, and the Laser Pointer tool allows you to reference an area of a canvas without modifying it.
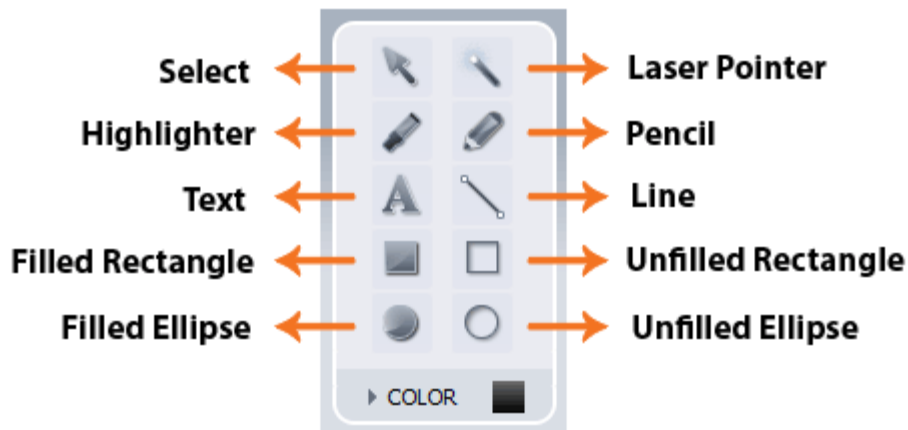
Select

The Select tool allows you to select and modify objects on a canvas. You can select more than one object at a time by holding down the shift key while clicking on multiple objects.

Laser Pointer

The Laser Pointer tool allows you to point out an area on a canvas to other participants in the Whiteboard session. When you click on a canvas with the Laser Pointer, a red dot appears in the same location on the canvases of the other Whiteboard participants. To change the position of the dot, click in another area of the canvas. The dot only appears where you click on the canvas; it does not continuously follow the movement of the laser pointer.

Highlighter

The Highlighter tool allows you to emphasize content on a canvas by drawing a semi-transparent line. This can be especially useful for text, but can be used to highlight any object on a canvas. Holding down the Shift key while drawing constrains the path of the Highlighter to 90-degree angles.

Pencil

The Pencil tool allows you to draw freeform objects on a canvas. Once you stop drawing with the Pencil, the line becomes an object that can be moved, scaled, and modified just like any other object in a Whiteboard, though the path of the line itself cannot be modified. Holding down the Shift key while drawing constrains the path of the Pencil to 90-degree angles.

Text

The Text tool allows you to add text to a canvas. Once you stop typing with the Text tool, the text becomes an independent object that can be moved, scaled, and modified just like any other object in a Whiteboard, though the text itself cannot be changed. You can change the font, font size, and style of the text using the Whiteboard Tool Options.

Line

The Line tool allows you to draw straight lines on a canvas by clicking and holding to set the line's starting point, dragging your mouse and then releasing your mouse button to set the line's end point. Holding down the Shift key while drawing constrains the path of the Line tool to 45-degree angles.

Filled Rectangle

The Filled Rectangle tool allows you to draw filled rectangles on a canvas by clicking and holding to set the rectangle's origin, dragging your mouse and then releasing your mouse button to define its shape. Holding down the Shift key while dragging constrains the shape a square.

Unfilled Rectangle

The Unfilled Rectangle tool allows you to draw unfilled rectangles on a canvas by clicking and holding to set the rectangle's origin, dragging your mouse and then releasing your mouse button to define its shape. Holding down the Shift key while dragging constrains the shape a square.

Filled Ellipse

The Filled Ellipse tool allows you to draw filled ellipses on a canvas by clicking and holding to set the ellipse's origin, dragging your mouse and then releasing your mouse button to define its shape. Holding down the Shift key while dragging constrains the shape a circle.

Unfilled Ellipse

The Unfilled Ellipse tool allows you to draw unfilled ellipses on a canvas by clicking and holding to set the ellipse's origin, dragging your mouse and then releasing your mouse button to define its shape. Holding down the Shift key while dragging constrains the shape a circle.

See Also:

Adding Objects to a Whiteboard

Modifying Objects on a Whiteboard

Whiteboard Tool Color and Stylize

Whiteboard Tool Options

Whiteboard Tool Color and Stylize

The Tool Color and Stylize options allow you to change the appearance the selected Whiteboard Tool.

Color

You can change the color of objects created with the Highlighter, Pencil, Text, Line, Filled Rectangle, Unfilled Rectangle, Filled Ellipse, and Unfilled Ellipse tools.

Stylize

You can enable Stylize for the Pencil, Text, Line, Filled Rectangle, Unfilled Rectangle, Filled Ellipse, and Unfilled Ellipse tools by clicking the star button below the color selector. Stylize adds a drop-shadow effect to the Pencil, Text, Line, Unfilled Rectangle, and Unfilled Ellipse tools and a gradient fill effect to the Filled Rectangle and Filled Ellipse tools. Stylize is enabled by default.

See Also:
Adding Object to a Whiteboard
Modifying Objects on a Whiteboard
Whiteboard Tools
Whiteboard Tool Options

Whiteboard Tool Options

The Tool Options allow you to change the stroke and opacity of the selected Whiteboard tool, as well as the font, size, and style of Whiteboard text.
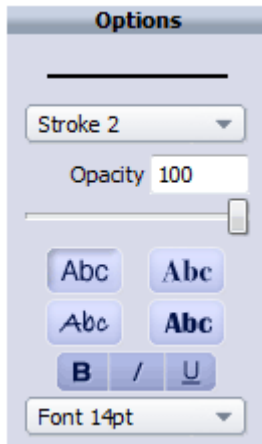
Stroke

Stroke allows you to modify the line thickness of objects created with the Highlighter, Pencil, Line, Unfilled Rectangle, and Unfilled Ellipse tools.

Opacity

Opacity allows you to modify the opacity of objects created with the Highlighter, Pencil, Text, Line, Filled Rectangle, Unfilled Rectangle, Filled Ellipse, and Unfilled Ellipse tools.

Text Tool Options

The Text Tool options allow you to modify the font, font size, and font style of selected text on a canvas.

> **See Also:**
> Adding Object to a Whiteboard
> Modifying Objects on a Whiteboard
> Whiteboard Tools
> Whiteboard Tool Color and Stylize

Whiteboard Permissions

If a Whiteboard session is started from a Group Chat, Office Hours, or a Help Desk, the session's host can control the Whiteboard permissions for other participants. The session host is whoever initiates the Whiteboard session, not necessarily the host of the Office Hours or Help Desk, or the person who started the Group Chat. The Permissions button on the Actions bar is enabled for the session's host and provides access to the Whiteboard Permissions window. All Whiteboard permissions are enabled by default.
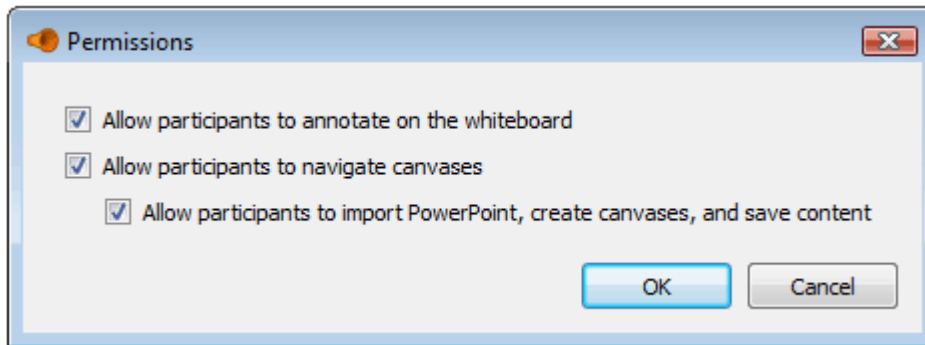
Allow participants to annotate on the whiteboard

Disabling this option prevents participants from using the Whiteboard tools (including the Select and Laser Pointer tools) as well as from importing images to the Whiteboard.

Allow participants to navigate canvases

Disabling this option prevents participants from accessing the Canvas ribbon or changing canvases using the navigation controls at the bottom of the Whiteboard window. If you disable this option, the option below it, 'Allow participants to import PowerPoint, create canvases, and save content,' is automatically disabled as well.

Allow participants to import PowerPoint, create canvases, and save content

Disabling this option prevents participants from importing PowerPoint files, creating new canvases, or saving Whiteboard content. Participants can still import .jpg, .png, .bmp, and .gif files.

> **See Also:**
> Whiteboard Canvas Navigation
> Importing Content to a Whiteboard
> Saving Whiteboards

The Whiteboard Gallery Ribbon

The Whiteboard Gallery Ribbon provides access to the Wimba Instructional Gallery, which contains useful graphics and backgrounds to add to your Whiteboard session.
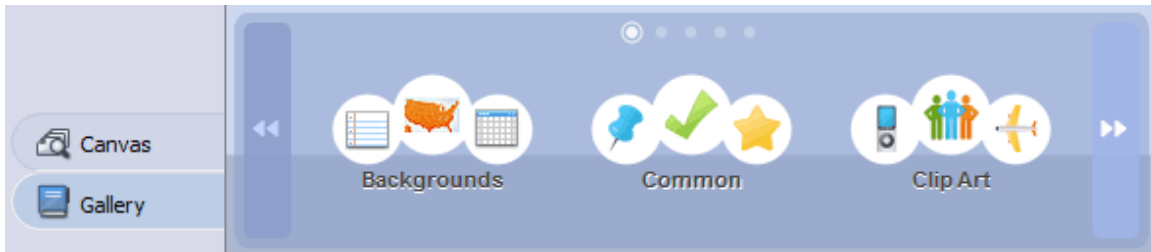
Backgrounds

You can select a new background for a canvas by clicking it in the Gallery ribbon. Backgrounds always remain behind all other objects on a canvas and cannot be modified. To clear the background of a canvas, click the Blank Canvas background.

Gallery Objects

The Gallery objects categories contain useful graphics that you can add to a canvas. You can move, scale, and rotate Gallery objects in the same way as objects created with the Whiteboard tools. The Gallery object categories are:

- Common
- Clip Art
- Shapes
- Flowchart
- Math Operators
- Math Relations
- Logic
- Greek Upper Case
- Greek Lower Case
- Statistics
- Music
- Astronomy

The Stamp Tool
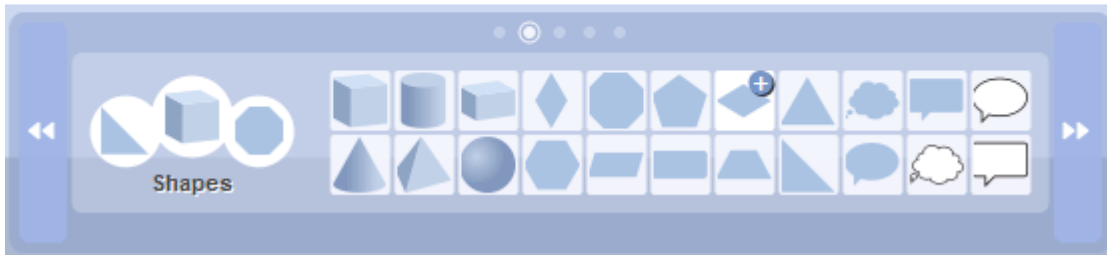
If you wish to add the same Gallery object to a canvas more than once, click the object twice until the plus symbol (+) appears. You can then use the stamp tool and click on the canvas wherever you want to add the object.

See Also:
Adding Objects to a Whiteboard
Modifying Objects on a Whiteboard

Whiteboard Canvas Navigation

There are several different ways to navigate through Whiteboards that contain multiple canvases. In sessions in which all participants have canvas navigation privileges (enabled by default), an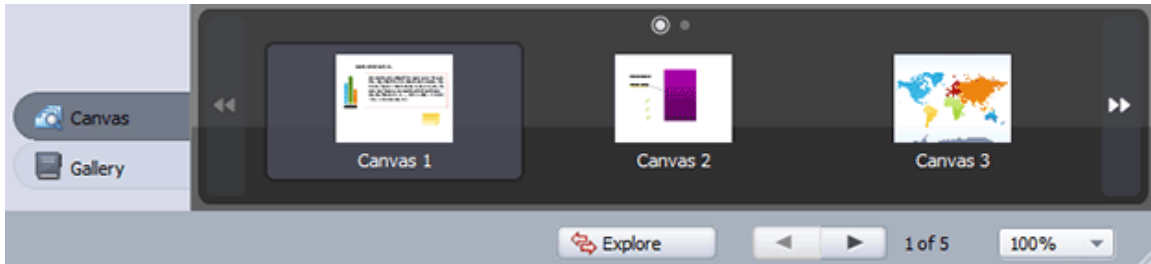yone can change the canvas that is seen by all other participants, or navigate through canvases independently, without changing the view for other participants.

There are two ways to navigate though Whiteboard canvases: using the navigation tools at the bottom of the Whiteboard window, or by selecting canvases directly from the Canvas ribbon. In both cases, the **Explore** button determines whether or not the navigation applies to all participants in the session, or only to a single participants. If you navigate through canvases with Explore disabled (which is the default setting), you affect the canvas view for all participants in the session; everyone sees the same canvas as you. If you enable Explore, you can navigate through canvases without affecting the view for other participants. This can be useful if you wish to preview a canvas before showing it to other participants.

> **Note:**
> The host of a Whiteboard session can disable canvas navigation for all participants in the Participant window.

> **See Also:**
> Whiteboard Permissions

Whiteboard Video Snapshot

The Video Snapshot feature allows you to capture a still image from a Video Call. You can send an image to a Whiteboard session by simply dragging and dropping the video from a Video Call window to a Whiteboard window. Additionally, you can save a snapshot to a Whiteboard by clicking the **Send to Whiteboard** button in the Video Capture window.

See Also:
Video Snapshot

Group Chat

About Group Chat

Similar to an online chat room, Group Chat allows you to communicate with multiple users simultaneously. Group Chat starts in text-only mode, but you can access any of Wimba Pronto's other features – such as Audio Calling, Video Calling, Application Sharing, and Whiteboard – from a Group Chat session. For example, if you are in a text-only Group Chat session, you can add Audio Calling to create group Audio Call, similar to a telephone conference call. You can also use blended audio and video to start a multimedia conference call. You can invite new participants to a Group Chat either while creating it, or after the session has already been created. Any participant, including the creator of the Group Chat, can leave a session at any time and the other participants are still able to continue the session.

The Group Chat Window

The Group Chat window is similar to the Text Chat window, but with one major difference: the Group Chat window has a Participant List to the right of the Message Area that displays the names and statuses of all of the users currently in (or invited to) the Group Chat session. Like with the Text Chat window, you can use the Group Chat window as a jumping-off point for accessing other Wimba Pronto features, but in a group setting.
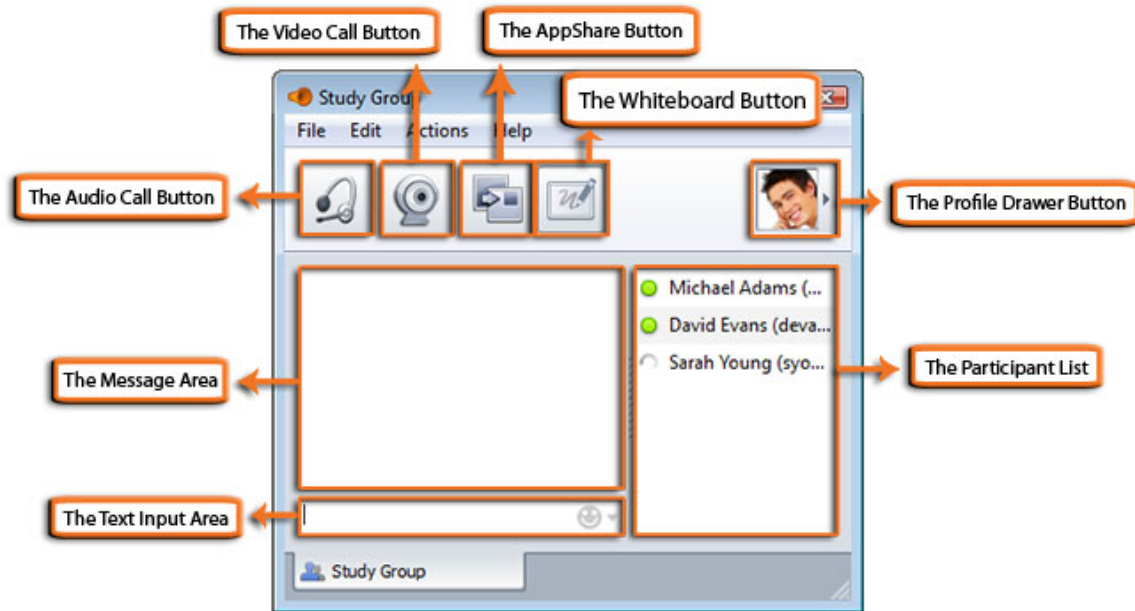
The Audio Call Button

The Audio Call button allows you to start an Audio Call with the participants of the current Group Chat. When you click the Audio Call button, all of the current Group Chat participants receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Audio Calling and Text Chat; if you start an Audio Call from a Group Chat session, your existing Group Chat window remains open. All participants do not have to join the Audio Call invitation for it to function, but only those who do are able to hear the audio of the call.

The Video Call Button

The Video Call button allows you to start a group video conference with the participants of the current Group Chat. When you click the Video Call button, all of the current Group Chat participants receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Video Calling and Text Chat; if you start a Video Call from a Group Chat session, your existing Group Chat window remains open. All participants do not have to accept the Video Call invitation for it to function, but only those who do are able to view the call video. Users can also participate in the Video Call using audio-only.

The AppShare Button

The AppShare button allows you to share your desktop with the participants in the current Group Chat. When you click the AppShare button, all of the current Group Chat participants receive a notification for the AppShare session, which they can then individually accept or reject. If you start AppShare from a Group Chat session, the existing Group Chat window remains open. All participants do not need to accept the invitation for it to function.

The Whiteboard Button

The Whiteboard button allows you to start a Whiteboard session with the participants in the current Group Chat. When click the Whiteboard button, all of the current Group chat participants receive a notification for the Whiteboard session, which they can then individually accept or reject. If you start a Whiteboard session from a Group Chat session, the existing Group Chat window remains open. All participants do not need to accept the invitation for it to function.

The Profile Drawer Button

The Profile button shows the profile picture of the last user to type a message or speak (if you are using Audio or Video Calling). Selecting a user from the Participant List shows the user's profile picture for 15 seconds. Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

The Message Area displays all of the messages that have been sent between the participants of the Group Chat. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed to the right of the message. You can use the scrollbars to see older messages (sent since you entered the Group Chat) not currently visible in the window.

The Participant List

The Participant List displays the names, Pronto IDs, and current statuses of all of the users in the Group Chat session. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link. The pencil icon is displayed next to the names of users that are currently typing a message. This indication can be useful for helping you to avoid typing at the same time as another user. The pending icon next to a user's name indicates that the user has received an invitation to join the session, but has not yet accepted it. An invitation can be canceled at any time before a user accepts it by hovering over the pending icon and clicking the **x** that appears. Only the person that invited a user can cancel his or her invitation.

The Text Input Area

The Text Input Area is where you can type new messages. Messages are not visible to other users until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message area. You can also use the drop-down menu on the right side of the area to add emoticons to your message.

See Also:
Starting a New Group Chat
Inviting New Users to a Current Group Chat
About Audio Calling
About Video Calling
About Application Sharing
Emoticons

Starting a New Group Chat

Before you can start a new Group Chat, the users that you wish to invite to the session must first be in either your Contacts or Classmates tab. Once the desired users are either contacts or classmates, there are several ways to start a new Group Chat.

To Start a New Group Chat

1. Select at least one of the users that you wish to invite in either the Contacts or Classmates tab.

   - You can invite multiple users at the same time (you can always invite additional participants later).

     To select multiple users, Ctrl-click (Windows) or Command-click (Mac) their names.

2. Do one of the following:

   - Right-click (Ctrl-click on Mac) the name of one of the selected users and select **Invite to Group Chat > New Group Chat**.

   - Press Ctrl+G (Windows) or Command+G (Mac) on your keyboard.

   - Click on the **View** menu and select the option **Invite to Group Chat > New Group Chat**.

Tips:

a) You can invite an entire course or Contacts group by right-clicking on the course or group title, or by clicking the gear icon ⚙

b) You can create an empty Invite to Group Chat window by selecting **Invite to Group Chat > New Group Chat** from the **View** menu with no users highlighted.

The **Invite to Group Chat** window opens.
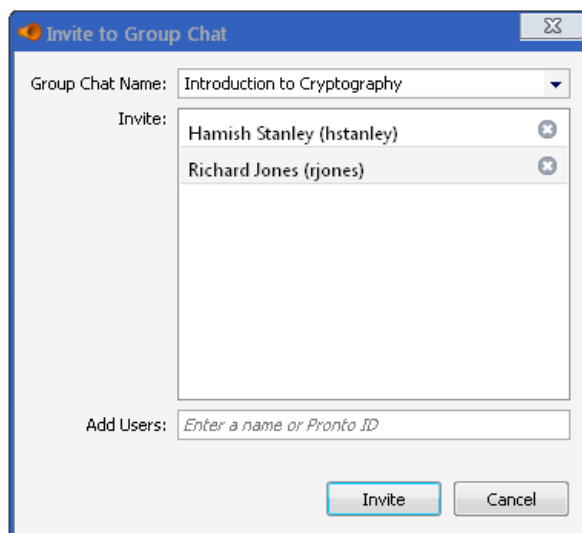
3.   Type a name for the session in the **Group Chat Name** field.

4.   If you wish to invite additional participants, type their names in the Invite field. The names that you type are automatically completed based on the names in your Contacts and Classmates tabs. Alternatively, you can drag and drop additional users from your Contacts or Classmates tab into the **Invite** box.

Press **Enter** on your keyboard to add the user to the Invited list.

5.   If you wish to remove a user from the Invited list, click the **x** icon next to the user's name.

6.   Click **Invite**. The new session is created, a Group Chat window opens, and invitations are sent to all of the users in the Invited list.

Tips:

a) You can return to a Group Chat by selecting **Recent Group Chats >** from the Pronto menu (Windows) or the File menu (Mac). This can be especially useful if you leave a Group Chat unintentionally.

b) You can start a new Group Chat based on a previously created session by selecting the name of the session (instead of **New Group Chat**) from the **Invite to Group Chat >** menu, or from the drop-down menu in the **Invite to Group Chat** window. This preserves only the name of the session and does not allow you to see previously sent messages. It also does not automatically invite the users from prior sessions.

See Also:
The Group Chat Window
Inviting New Users to a Current Group Chat

Inviting New Users to a Current Group Chat

At any time during a Group Chat, you can invite new users to join the session. You can invite a single user at a time or multiple users. Any current participant can invite new users, not just the creator of the session.

To invite a new user, drag and drop the name of the user anywhere in the Group Chat window. The user's name appears with the pending icon in the Participant List. This indicates that the user has received an invitation to join the session, but has not yet accepted it.

Tip:
An invitation can be canceled at any time before a user accepts it by hovering your cursor over the pending icon and clicking the **x** icon that appears. Only the person that invited a user can cancel his or her invitation.

See Also:
The Group Chat Window
Starting a New Group Chat
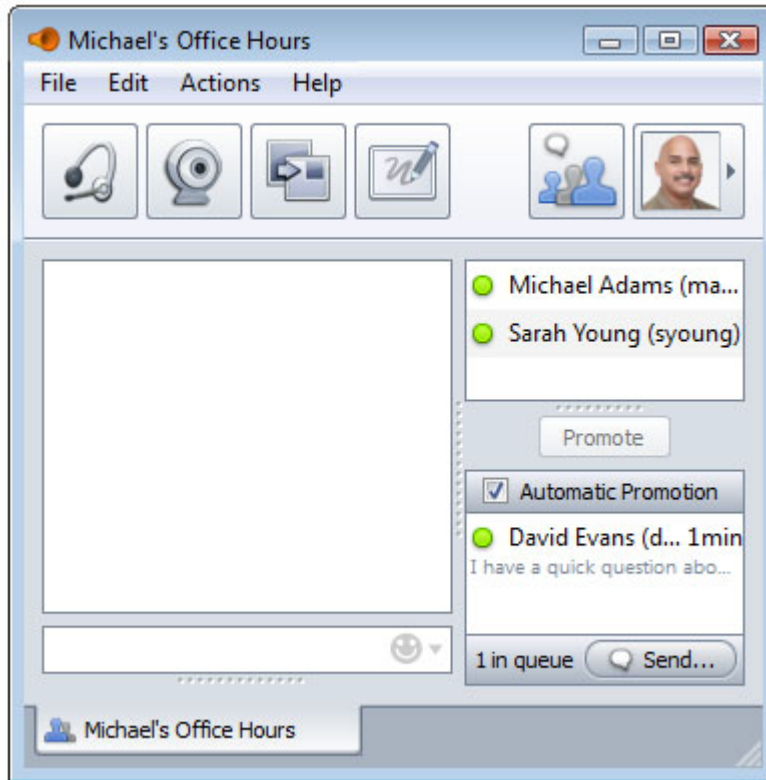
Office Hours

About Office Hours

Office Hours takes the concept of Group Chat one step further by creating a waiting room in which users line up to speak to the owner in the order that they enter the chat. It is especially useful for situations in which an instructor needs to communicate with multiple users in a structured setting.

Unlike other types of chat in Wimba Pronto, Office Hours has multiple chat areas – the Main Room and the Waiting Room – and a new owner (or moderator) role to regulate the participation of the other users. When you start Office Hours, you automatically become the owner of the session. Your status is then displayed to other users as Office Hours and they can join your session. Depending on the settings defined when you create the session, you can either choose to have the first person in line automatically promoted to the Main Room, or choose to promote and demote participants manually. You can also access other Wimba Pronto features, such as Audio Calling, Video Calling, Whiteboard, and Application Sharing, directly from the Office Hours window.

The Office Hours Views

Since there are different roles in Office Hours – host and participants – there are different windows for the different views that users see, depending on these roles and their current status. The three Office Hours windows are: the **Office Hours Owner** window, the **Waiting Room** window, and the **Main Room Participant** window.

The Office Hours Owner Window

This is the view that the host of an Office Hours session always sees. In addition to the Message Area, it contains lists of all of the participants both in the Main Room and in the Waiting Room. If Waiting Room chat is enabled, you can also choose to display those messages in this window.

The Waiting Room Window
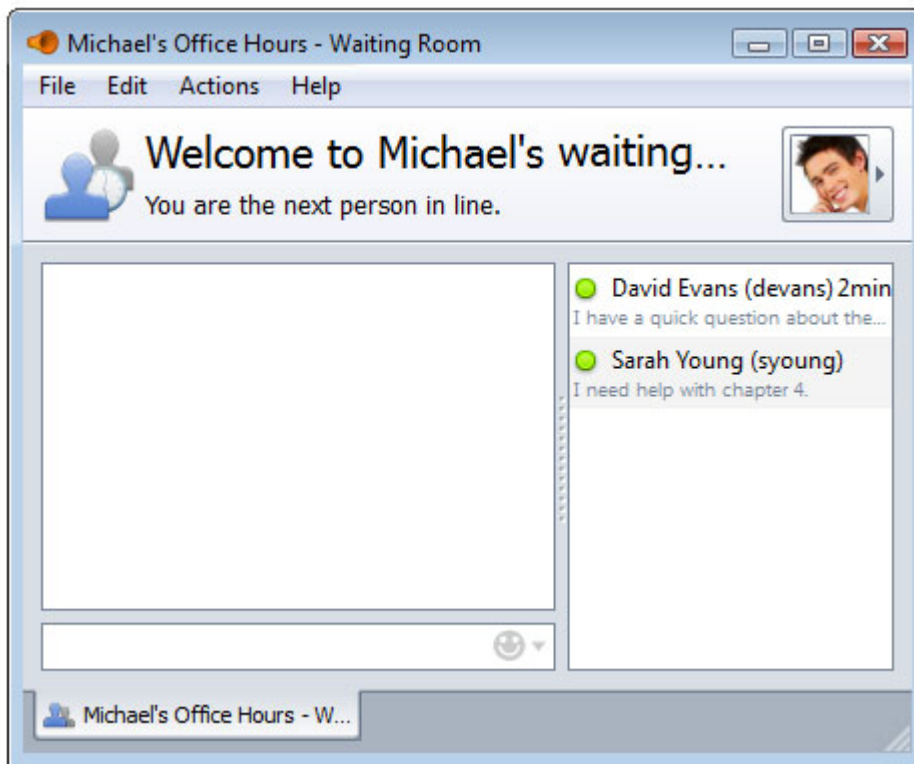
This is the view that participants see when they are in the Waiting Room when they have joined an Office Hours session, but have not yet been promoted to the Main Room. In this window, users may or may not be able to send messages to each other, depending on whether Waiting Room chat is enabled.

The Main Room Participant Window

This is the view that participants see once they have been promoted to the Main Room. It is similar to the Office Hours Owner window, but does not contain options for promoting and demoting users and does not show the Waiting Room list or Waiting Room chat. This window is also similar to the Group Chat window.

See Also:
The Office Hours Owner Window
The Waiting Room Window
The Main Room Participant Window
About Office Hours

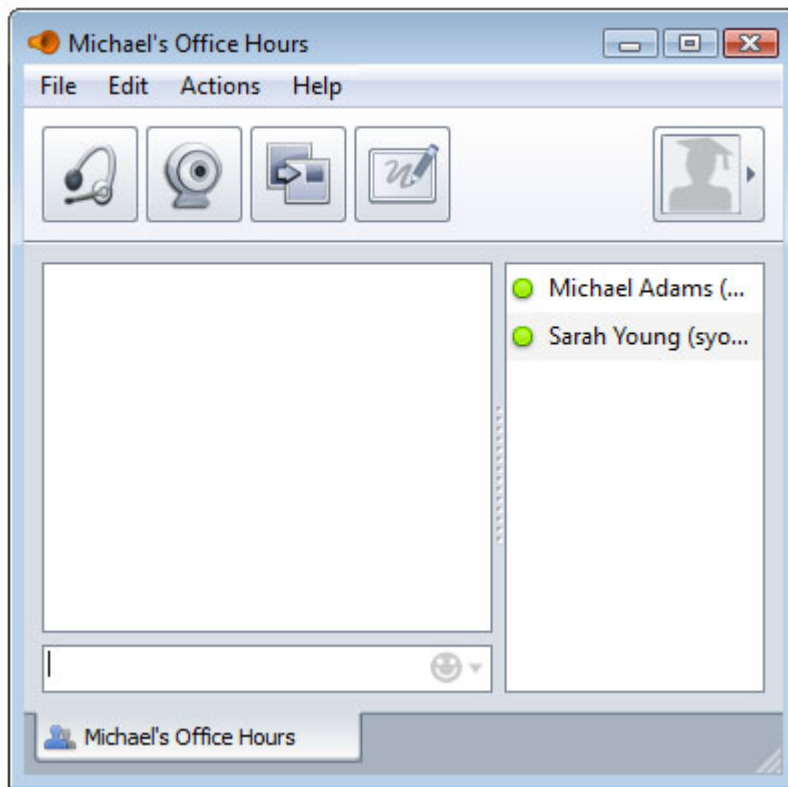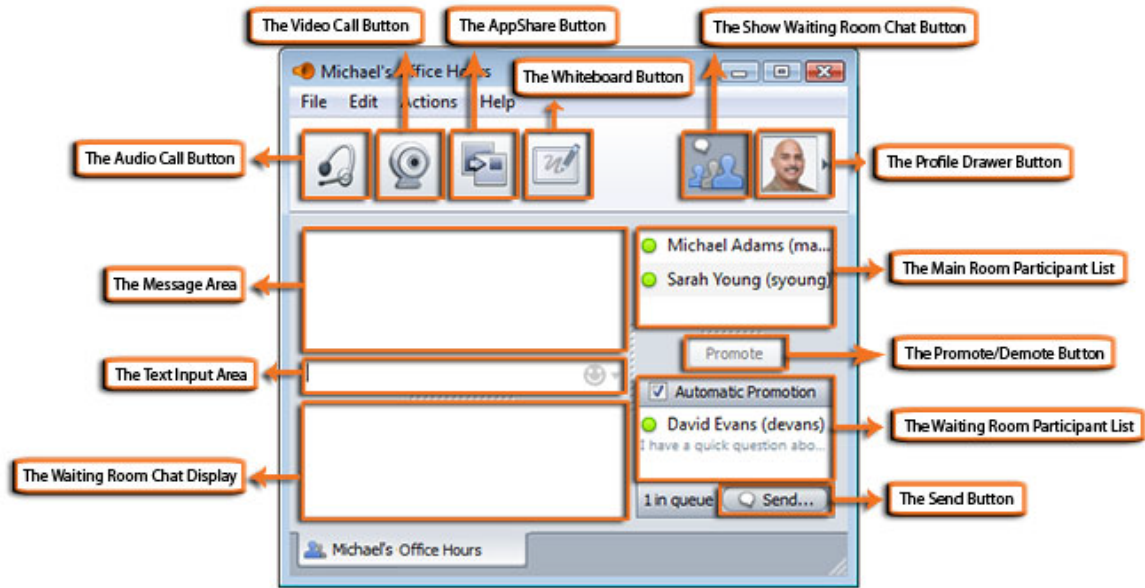# The Office Hours Owner Window

The Office Hours Owner window is the view that the owner of an Office Hours session always sees. In addition to the Message Area, it contains lists of all of the participants both in the Main Room and in the Waiting Room and controls for managing the promotion and demotion of users.

The Audio Call Button

The Audio Call button allows you to start an Audio Call with the participants currently in the Main Room. When you click the Audio Call button, all participants in the Main Room receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Audio Calling and Text Chat; if you start an Audio Call from an Office Hours session, the Main Room window remains open. All participants do not have to accept the Audio Call invitation for it to function, but only those who do are able to hear the audio of the call.

The Video Call Button

The Video Call button allows you to start a group Video Call with participants currently in the Main Room. When you click the Video Call button, all participants in the Main Room receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Video Calling and Text Chat; if you start a Video Call from an Office Hours session, the Main Room window remains open. All participants do not have to accept the Video Call invitation for it to function, but only those who do are able to view the call video. Users can also participate in the Video Call using audio-only.

The AppShare Button

The AppShare button allows you to share your desktop with the participants currently in the Main Room. When you click the AppShare button, all participants in the Main Room receive a notification for an AppShare session, which

they can then individually accept or reject. All of the participants do not need to accept the invitation for AppShare to function.

The Whiteboard Button

The Whiteboard button allows you to start a Whiteboard session with the participants currently in the Main Room. When you click the Whiteboard button, all participants in the Main Room receive a notification for the Whiteboard session, which they can then individually accept or reject. All participants do not need to accept the invitation for it to function.

The Show Waiting Room Chat Button

The Show Waiting Room Chat Button allows you to toggle the display of chat between the users in the Waiting Room. Clicking this button reveals the Waiting Room Chat Display below the Text Input area.

The Profile Drawer Button

The Profile button shows the profile picture of the last user in the Main Room to type a message or speak (if you are using Audio or Video Calling). Selecting a user from one of the Participant Lists shows the user's profile picture for 15 seconds. Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

The Message Area displays all of the messages that have been sent between the participants in the Main Room. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed to the right of the message. You can use the scrollbars to see older messages not currently visible in the window.

The Main Room Participant List

The Main Room Participant List displays the names, Pronto IDs, and statuses of all of the users currently in the Main Room. The list also shows whether a user is currently using Audio Calling, Video Calling, Application Sharing, or Whiteboard. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link, or to remove the user from the Office Hours Session. The pencil icon is displayed next to the names of users that are currently typing a message. This indication can be useful for helping you to avoid typing at the same time as another user.

The Promote/Demote Button

The Promote/Demote button is used for promoting users from the Waiting Room to the Main Room, or demoting users from the Main Room to the Waiting Room. By default, the button displays the text **Promote**. If you select a user in the Main Room Participant List, the button changes to **Demote**.

The Waiting Room Participant List

The Waiting Room Participant List displays the names, Pronto IDs, statuses, and time waiting of all users currently in the Waiting Room. The text below the user's name also displays his or her reason for entry. The pencil icon is displayed next to the names of users that are currently typing a message. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link, as well as to promote the user to the Main Room or remove the user from the Office Hours session. Above the Participant List is the Automatic Promotion check box, which allows you to enable or disable the automatic promotion to the Main Room of the first user in line when the Main Room is empty.

The Send Button

The Send button lets you send a message to all users in the Waiting Room. Users in the Main Room cannot see messages that you send to the Waiting Room.

The Text Input Area

The Text Input area is where you can type new messages to all users in the Main Room. Messages are not visible to other users until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message Area. Users in the Waiting Room cannot see messages that you send to the Main Room.

The Waiting Room Chat Display

If you have enabled the Waiting Room Chat display, this area shows all of the messages sent between users in the Waiting Room.


See Also:

The Office Hours Views
The Main Room Participant Window
The Waiting Room Window
About Office Hours

The Waiting Room Window

The Waiting Room window is what users see when they have joined an Office Hours session, but have not yet been promoted to the Main Room. There are two different views for Waiting Room window, depending on whether or not it is anonymous.
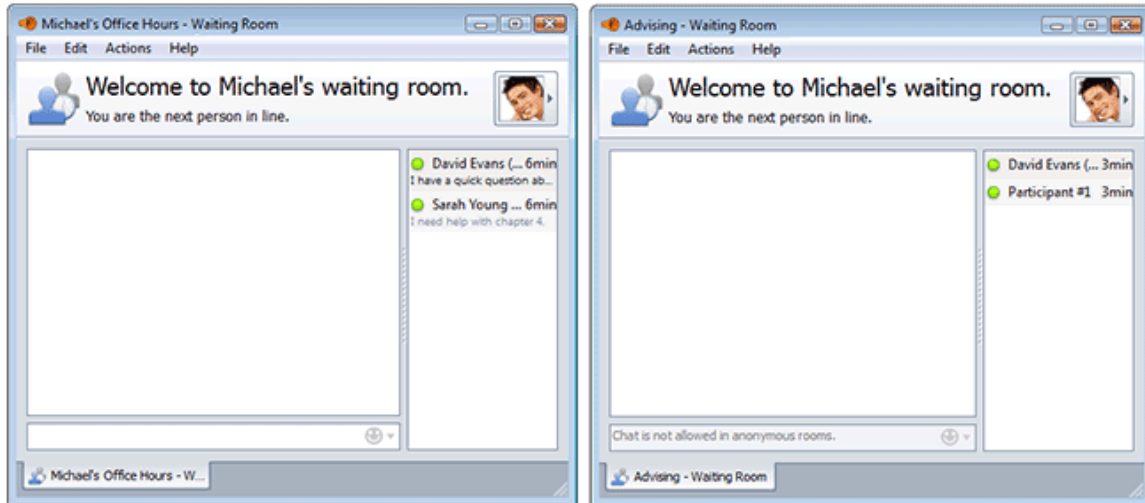
The image on the left shows a Waiting Room in which chat is allowed; the image on the right shows an anonymous Waiting Room in which chat is not allowed.

The Waiting Room Welcome Message

This area displays the name of the Office Hours session and your current position in line.

The Profile Drawer Button

Unless the Waiting Room is anonymous, the Profile Drawer button shows the profile picture of the last user to type a message, or any user that is selected in the Participant List. Clicking this button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

If Waiting Room Chat is enabled, the Message Area displays all of the messages that have been sent between the participants of in the Waiting Room. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed to the right of the message. You can use the scrollbars to see older messages (sent since you entered) not currently visible in the window. If Waiting Room Chat is disabled, the Message Area only displays a greeting and any other messages sent by the owner.

The Waiting Room Participant List

Unless the room is anonymous, the Waiting Room Participant List displays the names, Pronto IDs, statuses, and reasons for joining the session (if required) for all users currently in the Waiting Room. The list also shows your current place in line. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link. The pencil icon is displayed next to the names of users that are currently typing a message. If the Waiting Room is anonymous, the names of the other users waiting are displayed as **Participant <#>**. You can still see how many participants are currently waiting, as well as how long they have been waiting, but there is no way to know their identities or to communicate with them.

The Text Input Area

If Waiting Room chat is enabled, the Text Input area is where you can type new messages. Messages are not visible to other users until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message Area. You can also use the drop-down menu on the right side of the Text Input area to add emoticons to your message. If Waiting Room chat is disabled, the Text Input area displays a message informing you that chat is not allowed in anonymous rooms.
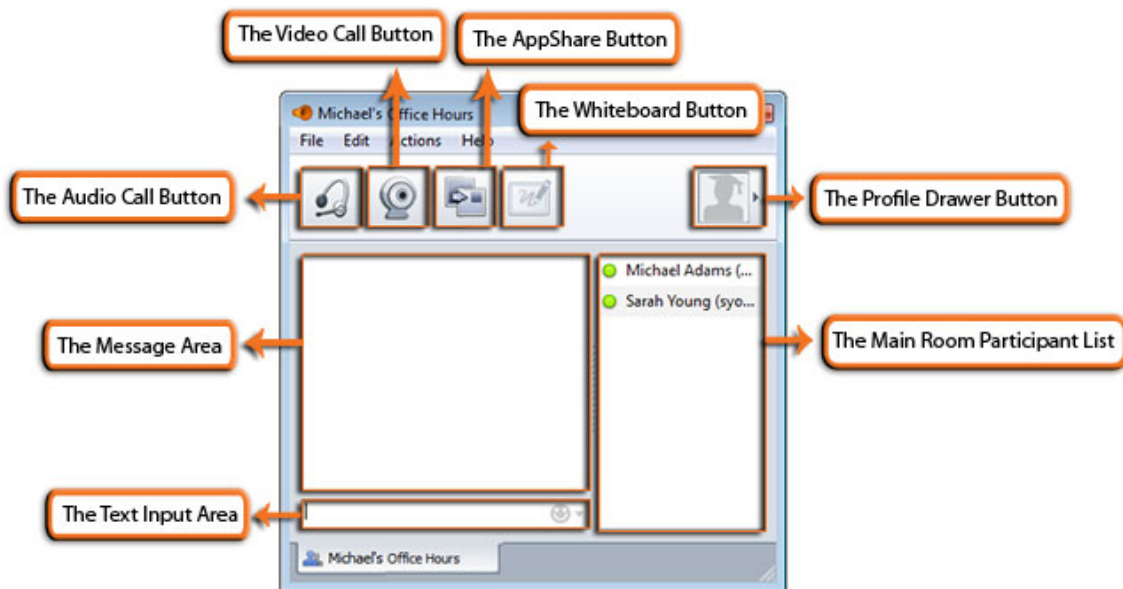
The Main Room Participant Window

The Main Room Participant window is the view that participants see once they have been promoted to the Main Room. Although similar to the Office Hours Owner window, the Main Room Participant window does not contain options for promoting and demoting users, and does not show the Waiting Room list or chat. The Main Room Participant window is similar to the Group Chat window.

The Audio Call Button

The Audio Call button allows you to start an Audio Call with the participants currently in the Main Room. When you click the Audio Call button, all participants in the Main Room receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Audio Calling and Text Chat; if you start an Audio Call from an Office Hours session, the Main Room window remains open. All participants do not have to accept the Audio Call invitation for it to function, but only those who do are able to hear the audio of the call.

The Video Call Button

The Video Call button allows you to start a group Video Call with participants currently in the Main Room. When you click the Video Call button, all participants in the Main Room receive a notification, which they can then individually accept or reject. It is possible to simultaneously use Video Calling and Text Chat; if you start a Video Call from an Office Hours session, the Main Room window remains open. All participants do not have to accept the Video Call invitation for it to function, but only those who do are able to view the call video. Users can also participate in the Video Call using audio-only.

The AppShare Button

The AppShare button allows you to share a view of your desktop with the participants currently in the Main Room. When you click the AppShare button, all participants in the Main Room receive a notification for the AppShare session, which they can then individually accept or reject.

The Whiteboard Button

The Whiteboard button allows you to start a Whiteboard session with participants currently in the Main Room. When click the Whiteboard button, all participants in the Main Room receive a notification for the Whiteboard session, which they can then individually accept or reject.

The Profile Drawer Button

The Profile button shows the profile picture of the last user in the Main Room to type a message or speak (if you are using Audio or Video Calling). Selecting a user from the Participant List shows the user's profile picture for 15 seconds. Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

The Message Area displays all of the messages that have been sent between the participants of in the Main Room. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed to the right of the message. You can use the scrollbars to see older messages (sent since you entered) not currently visible in the window.

The Main Room Participant List

The Main Room Participant List displays the names, Pronto IDs, and statuses of all of the users currently in the Main Room. The list also shows whether a user is currently using Audio Calling, Video Calling, Application Sharing, or Whiteboard. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link. The pencil icon is displayed next to the names of users that are currently typing a message. This indication can be useful for helping you to avoid typing at the same time as another user.

The Text Input Area

The Text Input area is where you can type new messages. Messages are not visible to other users until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message Area.

See Also:

The Office Hours Views
The Office Hours Owner Window
The Waiting Room Window
About Office Hours

Starting a New Default Office Hours Session

The process for starting a new Office Hours session is different than for other types of chat in Wimba Pronto because you don't have to invite other users. Instead, you set your status to Office Hours and other users can contact you by joining your session.

To Start a New Default Office Hours Session

1. Click the Status Bar.
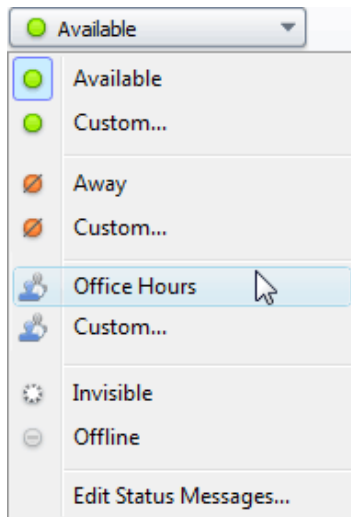
2. Select **Office Hours**. Your status changes to Office Hours and a new Office Hours window opens.

Default Settings for Office Hours

When you select Office Hours from the Status Bar, you are not asked to define settings for the session; instead, your session begins using the default settings. The default Office Hours settings are as follows:

- Title: **<User's First Name>'s Office Hours**
- Waiting Room Chat: **Enabled**
- Automatic Promotion: **Enabled**
- Allow Office Hours messaging only: **Disabled**
- Require reason for entering: **Enabled**
- Prompt for reason for entering: **Please provide a topic for discussion.**
- Greeting for the waiting room: **None**

See Also:
Starting a New Custom Office Hours Session
Joining an Office Hours Session
About Office Hours

Starting a New Custom Office Hours Session

Starting a custom Office Hours session is similar to starting a default Office Hours session, except that you are given the option to define custom settings for the session.

To Start a New Custom Office Hours Session

1. Click the Status Bar.
2. Select **Custom** below Office Hours. The Edit Custom Status window opens.

3. Select the desired settings for your Office Hours session:

    *   **Title** allows you to set a custom name for the session (and your status).

    *   **Enable waiting room chatting** allows you to set whether the Waiting Room is anonymous; if unchecked, Waiting Room participants cannot communicate or see each other's identities.

- **Automatic promotion** allows you to set whether or not the next user in line is automatically promoted when the Main Room is empty.

- **Allow Office Hours messaging only** allows you to set whether or not users can send you instant messages outside of your Office Hours while you are hosting a session.

- **Require reason for entering** allows you to set whether users entering the Office Hours session must give a reason for joining. You can also modify the message that prompts users to enter their reason.

- **Greeting for the waiting room** allows you to create an optional greeting that is displayed to users upon entering the Waiting Room.

- **Save for future use** allows you to save the current settings for the custom Office Hours session so that you can easily access it in the future.

4. Click **OK**. Your status changes to the title you chose in Step 3 and a new Office Hours window opens.

Note:

If you check the **Office Hours messaging only** box, you cannot receive instant messages from other users while hosting an Office Hours session. When a user attempts to contact you, a notification is displayed saying that you are currently hosting Office Hours and may not have received the message. However, there is no way for other users to know whether or not you are accepting interruptions and, therefore, no way for them to know whether or not you received their message.

See Also:

Starting a New Default Office Hours Session

Joining an Office Hours Session
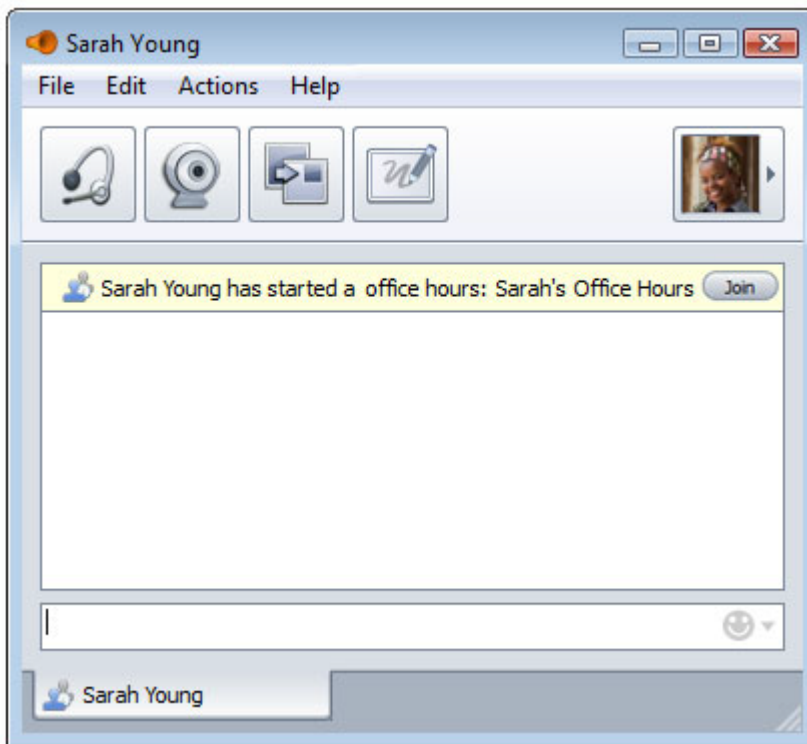
About Office Hours

Joining an Office Hours Session

Anytime a user starts an Office Hours session, his or her status displays as **Office Hours**. You can join an Office Hours session similarly to how you would send the user an instant message, but instead of starting a new Text Chat, you enter the user's Office Hours session.

To Join an Office Hours Session

1. Do one of the following:
   - Double-click the name of the user whose Office Hours you wish to join.
   - Click the name of the user whose Office Hours you wish to join and press the **Enter** key on your keyboard.

   A new Text Chat window opens, displaying a notification that the user is currently holding Office Hours.

2. Click the **Join** button. If the owner of the session has not requested that you provide a reason for joining, a new Office Hours window opens and you are added to the waiting room.

If the owner of the session has requested that you provide a reason for joining, a new window opens, prompting you for this information:

3. Type your reason for joining in the box.
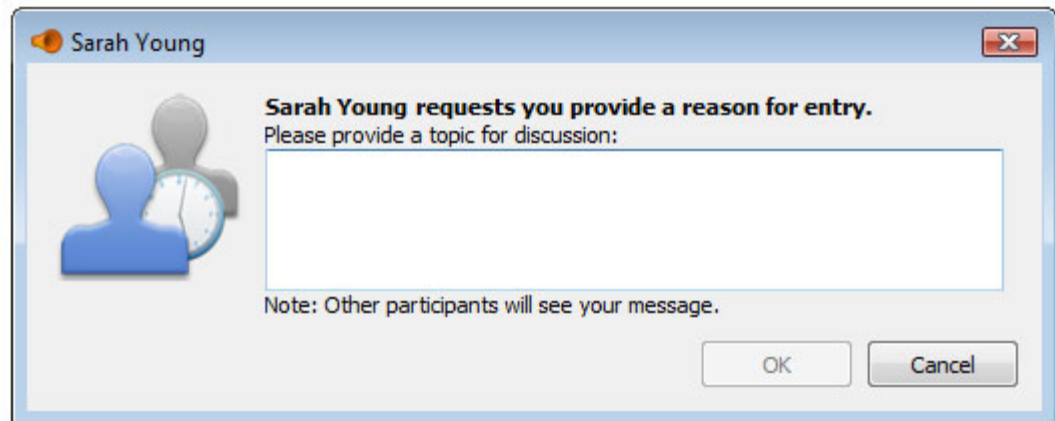
4. Click **OK**. A new Office Hours window opens and you are added to the waiting room.

Note:
If the host of the Office Hours session has enabled automatic promotion, and you are the next person in line, you automatically join the Main Room.

See Also:
The Main Room Participant Window
The Waiting Room Window
About Office Hours

Promoting a Participant to the Main Room

Promoting is the method used by the owner of an Office Hours session to move users from the Waiting Room to the Main Room. Although you can use Automatic Promotion to manage this process, you also have the option of manually promoting a user at any time.

To Promote a Participant to the Main Room

1. Click the name of the user that you wish to promote in the Waiting Room Participant List.
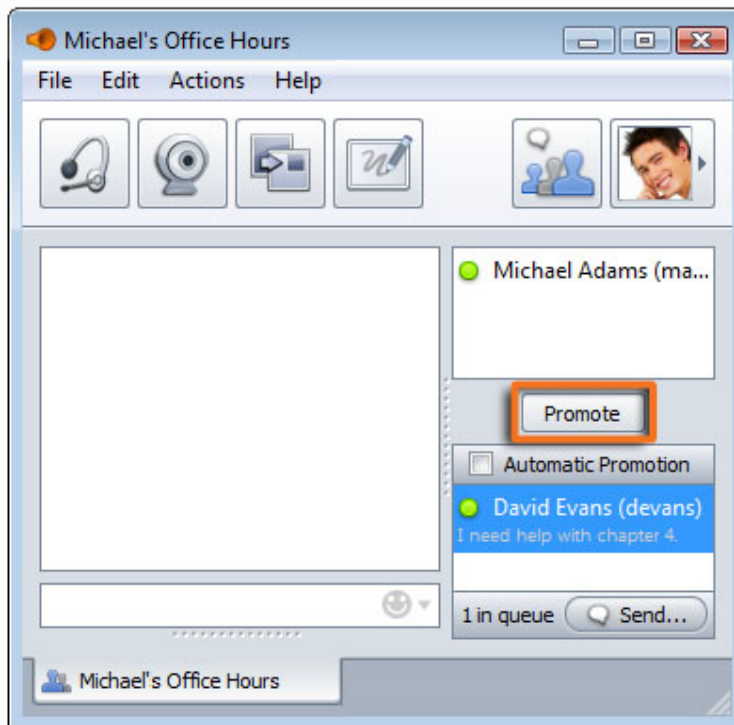
2. Click the **Promote** button. The user is promoted to the Main Room.

Tip:

You can promote as many users as you wish to the Main Room. This can be useful if you see that multiple users in the waiting room wish to discuss the same topic.

See Also:

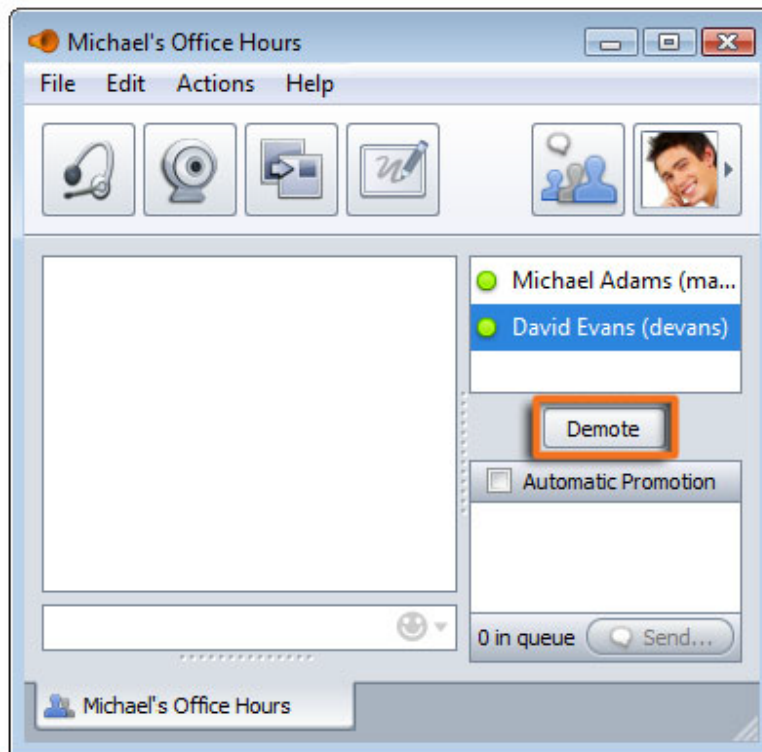Demoting a Participant to the Waiting Room
The Office Hours Owner Window
About Office Hours

Demoting a Participant to the Waiting Room

The owner of an Office Hours session has complete control over which users have access to the Main Room and can choose to demote a user to the Waiting Room at any time. This feature is especially useful if Automatic Promotion is enabled and a user was promoted earlier than the owner wished.

To Demote a Participant to the Waiting Room

1. Click the name of the user that you wish to demote in the Main Room Participant List.

2. Click the **Demote** button. The user is demoted to the Waiting Room.

> **Note:**
> If you demote a participant to an empty Waiting Room, you must have Automatic Promotion disabled to prevent the user from automatically returning to the Main Room. You can also remove the user from the Office Hours session.
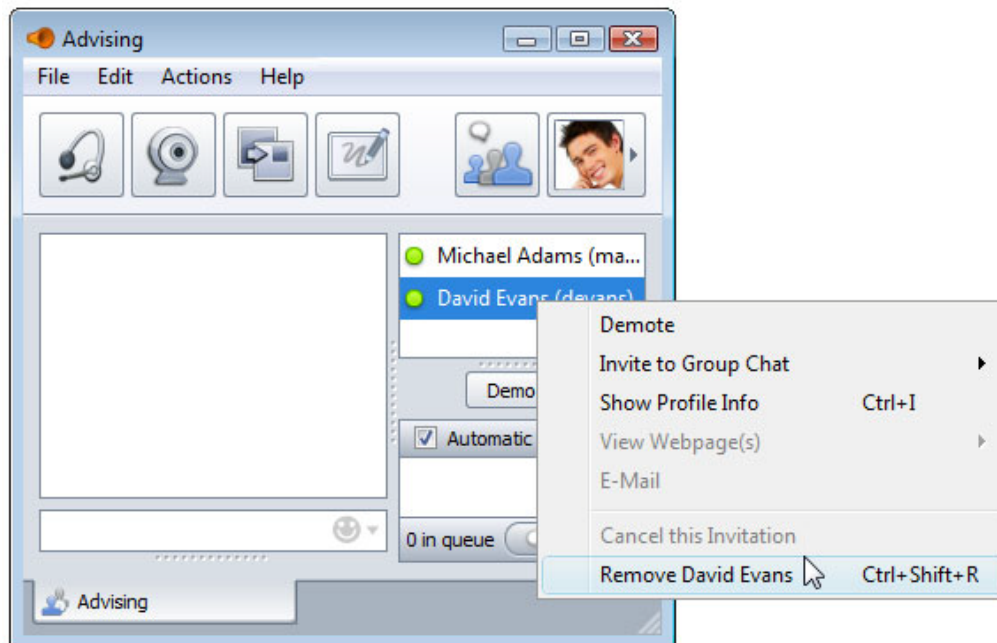
> **See Also:**
> Promoting a Participant to the Waiting Room
> The Office Hours Owner Window
> About Office Hours

Removing a Participant from an Office Hours Session

In addition to promoting and demoting users, the owner of an Office Hours session can also remove a user from the session altogether. This feature can be useful if a user is idle as a result of having left his or her computer. You can remove users from both the Main Room and the Waiting Room.

To Remove a Participant from an Office Hours Session

1. Right-click (Ctrl-click on Mac) the name of the user in either the Main Room or Waiting Room Participant List.

2. Select **Remove <User Name>**. The user is removed from the Office Hours session.

> **Note:**
> You do not need to give a reason for removing a participant from an Office Hours session. When removed, the user receives a message that says: **You have been removed from <Title of Office Hours Session>**.
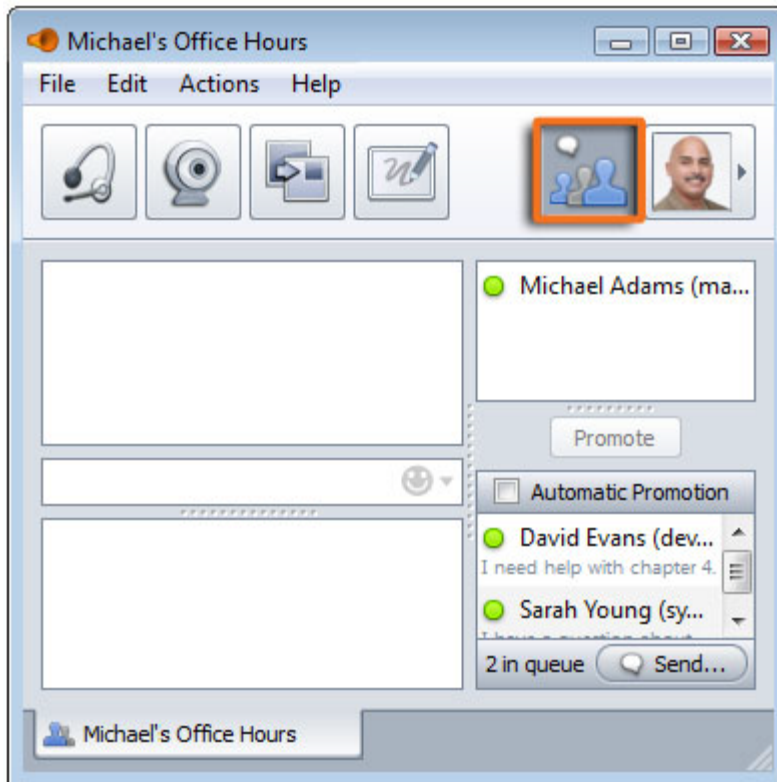
> **See Also:**
> Promoting a Participant to the Main Room
> Demoting a Participant to the Waiting Room
> The Office Hours Owner Window
> About Office Hours

Viewing Waiting Room Chat

If Waiting Room chat is enabled, participants waiting to enter the Main Room can send messages back and forth amongst themselves. The owner of the Office Hours session may wish to view the messages being sent in the Waiting Room, which can be done by enabling the Waiting Room Chat Display in the Office Hours Owner window.

To toggle the display of the Waiting Room Chat Display, click the Show/Hide Waiting Room Chat button in the Office Hours Owner window.

Note:

Only the owner of a Office Hours session can view Waiting Room Chat; other participants in the Main Room never see messages being sent in the Waiting Room.

See Also:

The Office Hours Owner Window

Broadcasting a Message to the Waiting Room

About Office Hours

Sending a Message to the Waiting Room

While the owner of an Office Hours session cannot enter the Waiting Room and participate directly in chat between participants, the owner can send messages to the Waiting Room. These messages are visible to all waiting users, but cannot be seen by Main Room participants. The owner can send a message to the Waiting Room even if Waiting Room chat is disabled. This feature is especially useful for telling waiting users that you will be ending the Office Hours session.

To Send a Message to the Waiting Room

1. Click the **Send...** button below the Waiting Room Participant List in the Office Hours Owner window. The Message window opens.
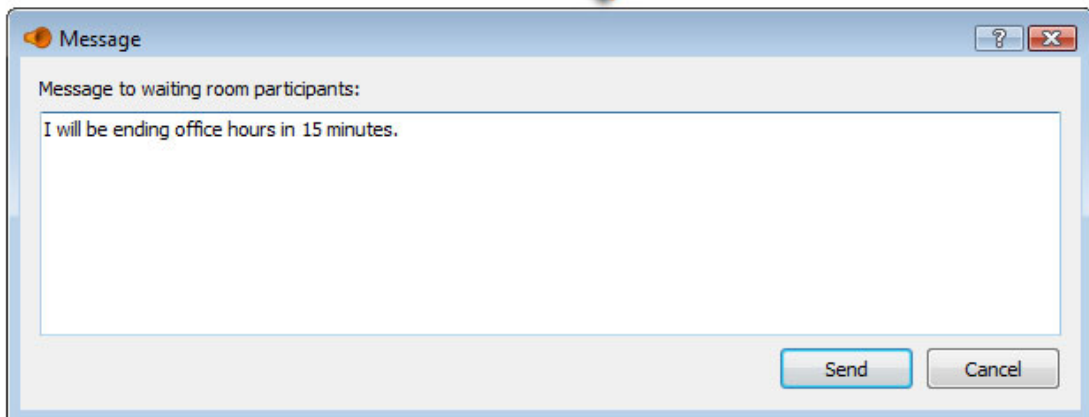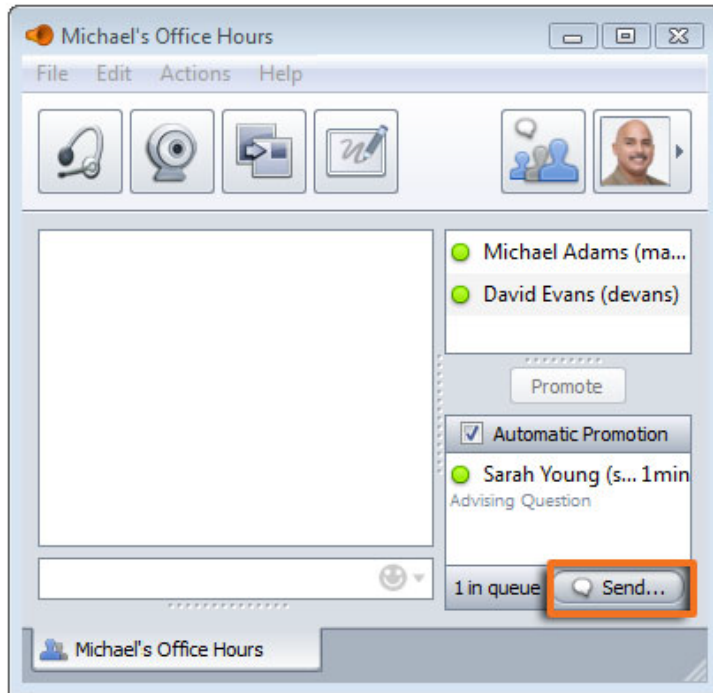
2. Type your message in the text box.
3. Click **Send**. Your message is sent to the Waiting Room.

**See Also:**
Viewing Waiting Room Chat

Ending an Office Hours Session

Unlike Group Chat, Office Hours is dependent on a single user (the owner) and cannot continue indefinitely if the owner leaves the session. This is just like when a professor ends office hours and leaves his or her office. When the owner leaves an Office Hours session, a five-minute countdown begins. During this time, any participants remaining in the Main Room or in the Waiting Room can continue to communicate and use features such as Audio Calling, Video Calling, and Application Sharing. Just as if the owner was present, however, users in the Main Room cannot communicate with users in the Waiting Room (and vice versa). Within five minutes of leaving the Office Hours session, the owner can return (by selecting the title of the chat from the Status Bar) and the Office Hours session continues. If the owner does not return within five minutes, the session ends, all users are removed from the Office Hours session and the window closes.

To End an Office Hours Session

Do one of the following:
- Close the Office Hours Owner Window.
- Change your status in the Status Bar to a non-Office Hours status.

a.   If there are participants in the Waiting Room, the Close Office Hours window opens and gives you the option to send a message to the Waiting Room. Do one of the following:

- Type a message in the text box and click **Send**.
- Click **Don't Send** to end the Office Hours session without sending a message.
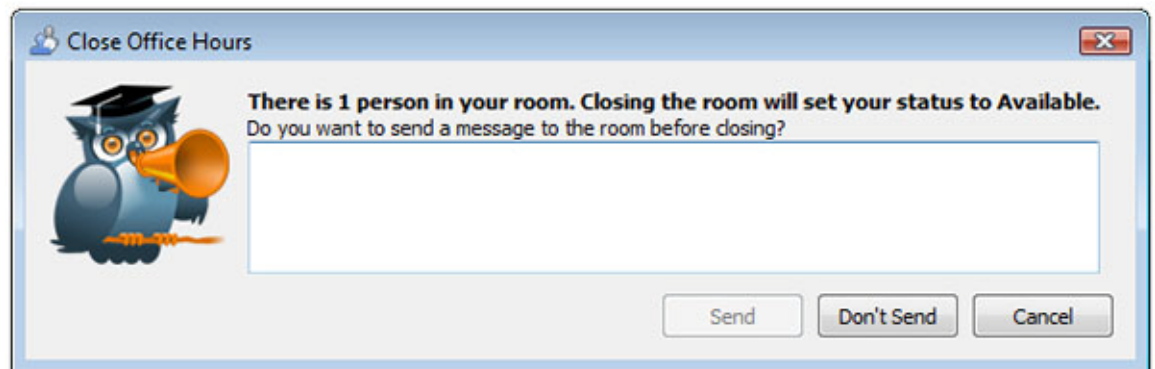
b.   If there are no participants in the Waiting Room, a dialog appears asking you if you are sure that you want to close Office Hours. Click **Close**.
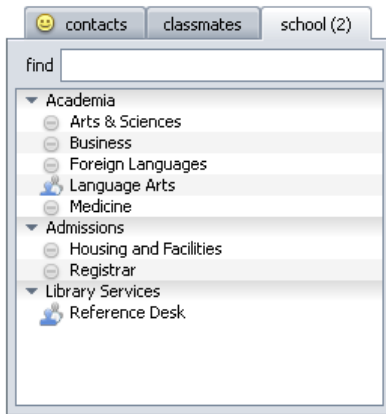
Help Desks

About Help Desks

Help Desks are a special kind of Office Hours that can be set up by your institution to provide online access to offices and services. You can think of them as permanent Office Hours sessions managed by a particular department or office. Only users that are designated as its staff members can be owners of a particular Help Desk. While any Wimba Pronto user can be assigned as Help Desk staff (regardless of whether they are a student or an instructor), the Help Desks themselves can only be created and modified by a Wimba Pronto Administrator. If your institution has enabled Help Desks, they are listed under the School tab in the Wimba Pronto window. You can join and participate in a Help Desk session in the same way that you would for any other Office Hours.

One key difference between Help Desks and Office Hours is that Help Desks can be staffed (or owned) by more than one user at a time. For example, if a school's library has three research assistants on duty at a time, all three of them can staff the same Help Desk simultaneously. When a Help Desk has more than one staff member, the session has one, shared list of waiting users, but a separate Main Room for each staff member. Promotion and demotion of participants between the Waiting Room and the Main Rooms is handled just like in Office Hours.

For more information on creating, modifying, and managing Help Desks, refer to the *Wimba Pronto Administrator Guide*.
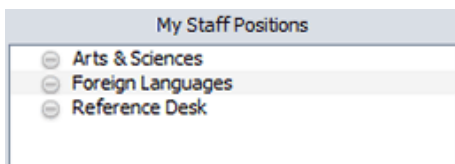
The School Tab

The School tab is visible next to the Contacts and Classmates tabs in the Wimba Pronto window if your institution has activated at least one Help Desk. This tab shows all of the published Help Desks and their current status (available, offline, or full). Depending on your institution's setup, Help Desks may or may not be separated into categories. There is no way to move Help Desks between categories, or create new categories like groups in the Contacts tab.

The Help Desk List

The Help Desk List shows you all of the Help Desks that your institution has activated. You can join any open Help Desk from this list. Open Help Desks display the available icon next to their names; closed Help Desks display the offline icon . You can also hover your cursor over the name of a Help Desk in the list to show a more detailed description.

My Staff Positions

If you have been designated as a staff member for a Help Desk by your institution's Wimba Pronto Administrator, the Help Desk is listed in the My Staff Positions section of the School tab. You can assume the staff role for any Help Desk from this list. Like with the main Help Desk List, the My Staff Positions section shows the status of all listed Help Desks. Help Desks that are already staffed by another user display the available icon ; Help Desks that are not currently staffed, and are therefore closed, display the offline icon .

See Also:
Joining a Help Desk
Assuming the Staff Role for a Help Desk
About Office Hours
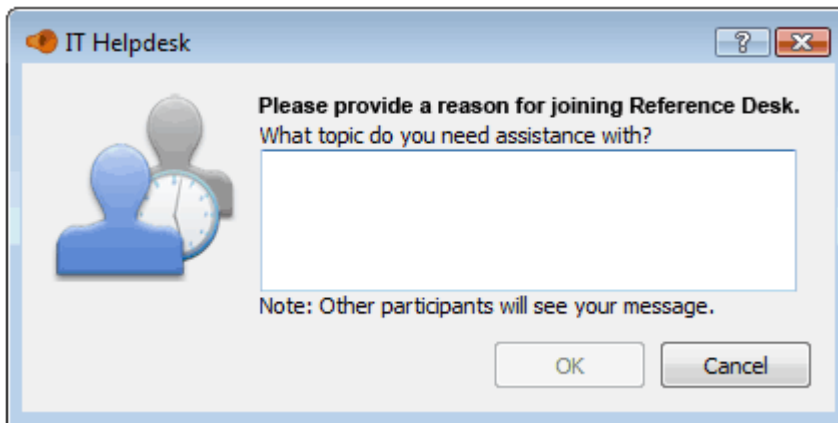
Joining a Help Desk

Joining a Help Desk is just like joining Office Hours, except that you can only access Help Desks from the School tab. You can join any Help Desk that is currently open. Open Help Desks display the available icon ; closed Help Desks display the offline icon .

To Join a Help Desk

1. Do one of the following:
   - Double-click the name of the Help Desk you wish to join.
   - Click the name of the Help Desk you wish to join and press the **Enter** key on your keyboard.

If the Help Desk does not require that you provide a reason for entering, a new Help Desk window opens and you are added to the Waiting Room.

If the Help Desk requires that you provide a reason for entering, a new window opens, prompting you for this information.

2. Type your reason for joining the Help Desk in the text box.
3. Click **OK**. A new Help Desk window opens and you are added to the Waiting Room.

Note:

If the Help Desk has automatic promotion enabled and you are the next person in line, you will be automatically promoted to the Main Room as soon as you enter the Waiting Room. If there are other users ahead of you, or if automatic promotion is disabled, you first enter the Waiting Room.

Tip:

If a Help Desk is hosted by more than one staff member, you cannot choose to which staff member's room you are promoted. However, since staff members can see the reason you give for joining a Help Desk, the more detailed you make your description, the more likely it is that you will be promoted by the staff member that can best assist you.

See Also:

Assuming the Staff Role for a Help Desk
The School Tab

Assuming the Staff Role for a Help Desk

Only users that have been designated as staff members for a Help Desk can assume the staff role and serve as a session's host. The Help Desks for which you are a staff member are listed in the My Staff Positions section of the School tab.

To Assume the Staff Role for a Help Desk

1. Double-click the name of the Help Desk that you wish to staff in the My Staff Positions list. The Help Desk Staff window opens.
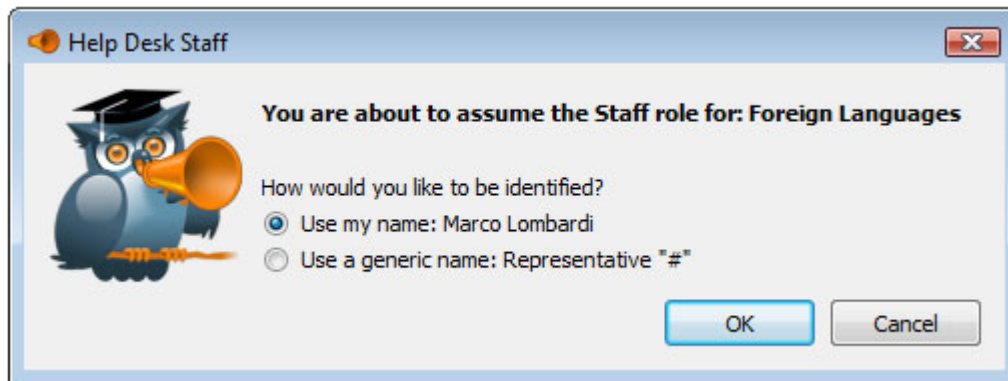
2. Select how you wish to be identified; you can either be identified by your real name or as an anonymous representative (in which case your name appears as **Representative # _**).
3. Click **OK**. You assume the staff role for the Help Desk and a new Help Desk window opens.

> **Note:**
> Unlike with Office Hours, when you are staff of a Help Desk, your status does not change; other users do not know that you are staffing a Help Desk and can still contact you privately.

> **Tip:**
> It is possible to assume the staff role for multiple Help Desks simultaneously.

> **See Also:**
> Joining a Help Desk
> The School Tab

Creating and Managing Help Desks

Creating, modifying, and managing Help Desks is performed from the Wimba Pronto Administration interface and is only accessible to an institution's Wimba Pronto Administrator.

For more information, refer to the *Wimba Pronto Administrator Guide*.

Preferences

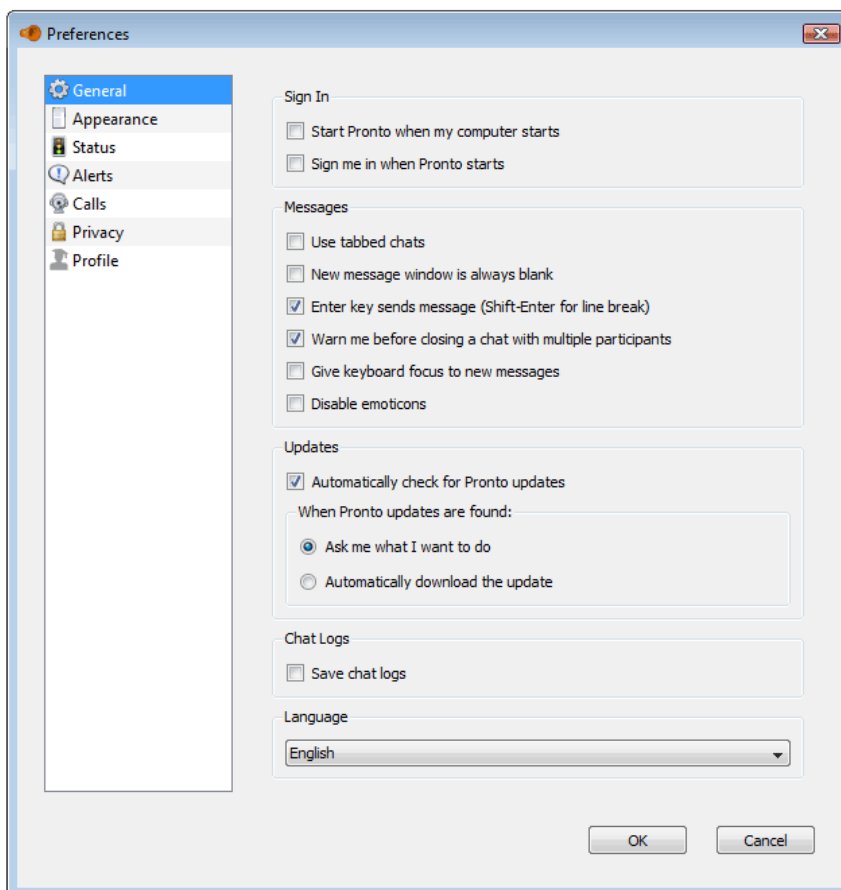## Accessing the Preferences Window

The Preferences window gives you access to wide range of options and settings for using Wimba Pronto.
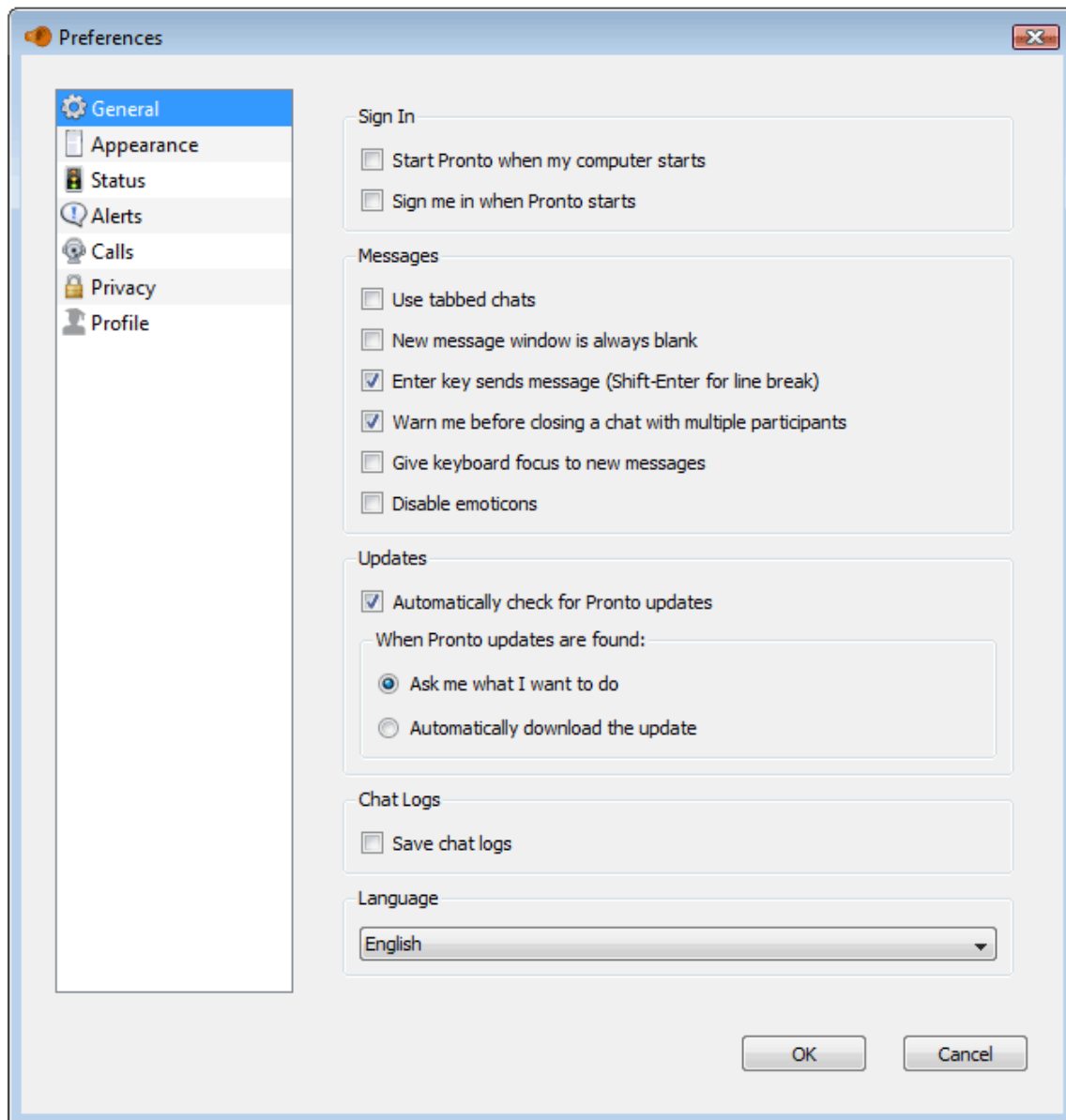
To Access the Preferences Window

1. Click the **Pronto** menu.
2. Select **Preferences...** The Preferences window opens.

The Preferences window is separated into different sections: General, Appearance, Status, Alerts, Calls, Privacy, and Profile.

General Preferences

Sign In

- **Start Pronto when my computer starts** automatically launches Wimba Pronto every time you turn on your computer.
- **Sign me in when Pronto starts** automatically signs you on to Wimba Pronto using the current Wimba Pronto account every time you launch the program.

Messages

- **Use tabbed chats** opens new text chats as tabs within one window, rather than separate windows.
- **New message window is always blank** opens new Text Chat windows without showing previous messages sent between you and the other user.
- **Enter key sends messages (Shift-Enter for line break)** allows you to use the Enter key on your keyboard to send messages in Text Chat.
- **Warn me before closing a chat with multiple participants** displays a warning dialog when you try to close a chat window with more than one participant.
- **Give keyboard focus to new messages** brings incoming messages to the front or, if tabs are enabled, automatically displays the tab of the new messages.
- **Disable emoticons** disables the display of emoticon images.

Updates

- **Automatically check for Pronto updates** allows you to set whether Wimba Pronto automatically checks for new software updates. If selected, the **When Pronto updates are found:** options can be modified.
    - **Ask me what I want to do** prompts you before downloading an update.
    - **Automatically download the update** downloads updates without notifying you.

Chat Logs

- **Save chat logs** allows you to set whether or not chat logs of all of your Text Chat conversations are automatically saved on your hard drive.

Language

The Language drop-down menu allows you to set the language for the Wimba Pronto interface. By default this is set to match the language setting for your computer's operating system (if possible).

Appearance Preferences
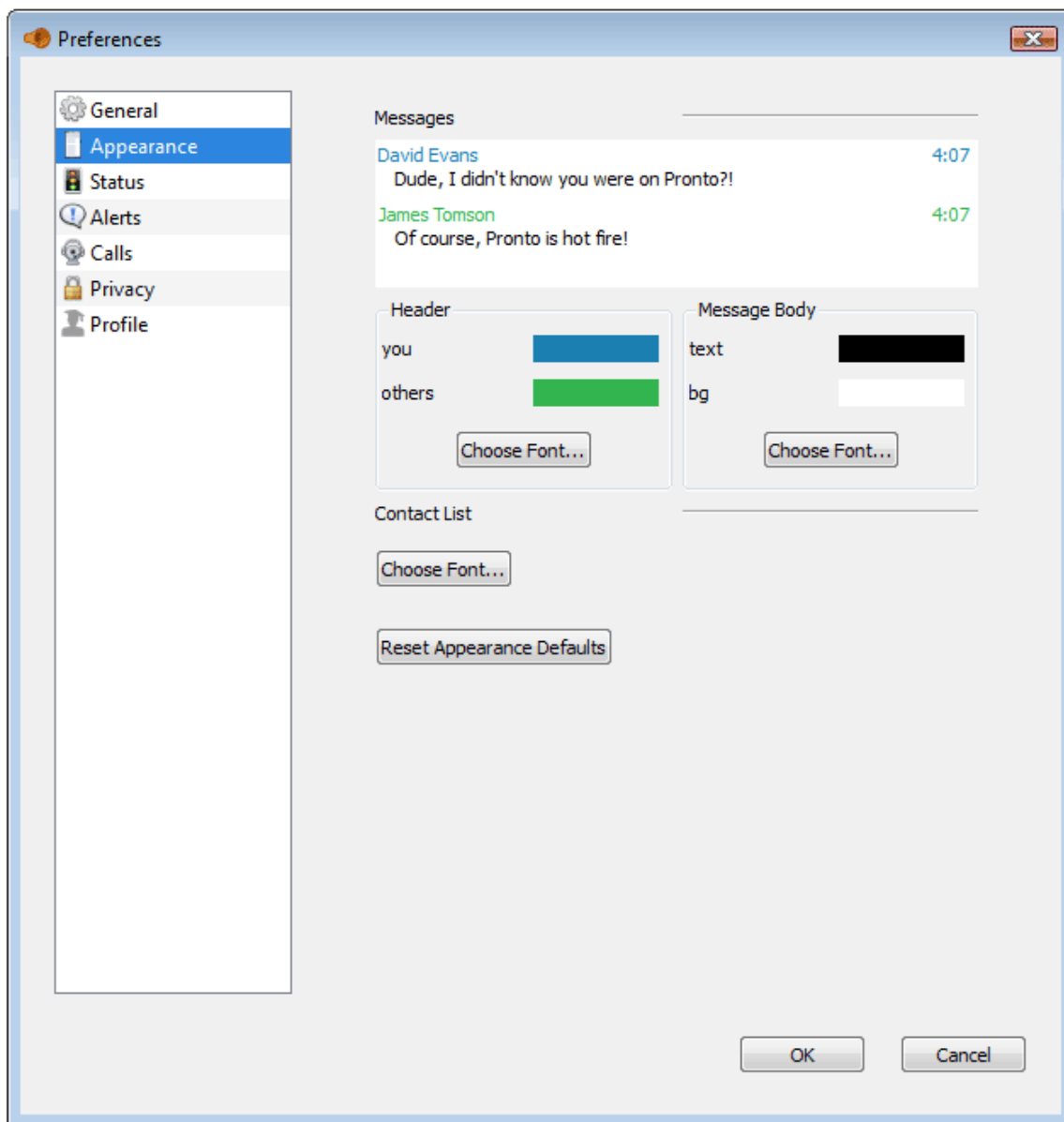
Messages

The Messages area displays of preview of the current appearance settings for the Text Chat window; any changes you make in the sections below are reflected in this preview.

Header

You can change the text color for your name and the names of other users in the text chat window by clicking the respective color boxes. You can change the font for the names by clicking the **Choose Font...** button.

Message Body

You can change the color of the message text in the text chat window by clicking the color box labeled **text**. You can change the background color of the text chat window by clicking the color box labeled **bg**. You can change the font for the message text by clicking the **Choose Font...** button.

Contact List

You can change the font that is used to display the names of users, groups, courses, and Help Desks by clicking the **Choose Font...** button in the Contact List area.

Reset Appearance Defaults

If you want to undo all changes you have made and return to the original appearance defaults, click the **Reset Appearance Defaults** button.

Status Preferences

The Status section allows you to add, delete, and modify your custom status messages. Statuses that you have already created are shown in the list.
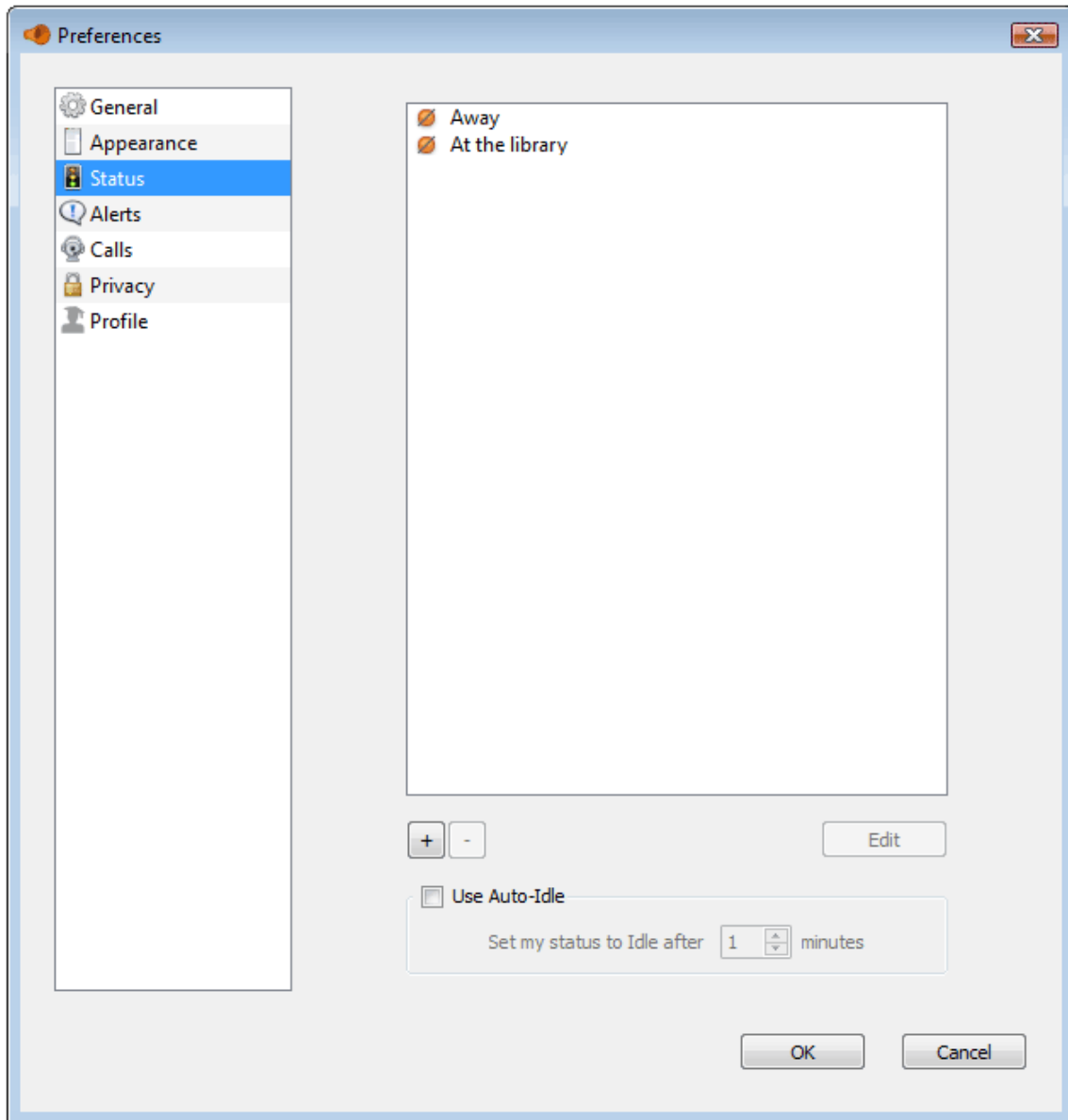
You can add a new status by clicking the plus button ![+] or remove a selected status by clicking the minus button ![-]. Select a status and click **Edit** to modify it. The **Auto-Idle** check box allows you to set a time after which your status is automatically set to idle.

Alerts Preferences

The Alerts section allows you to set a custom alert profile for a number of different actions in Wimba Pronto.
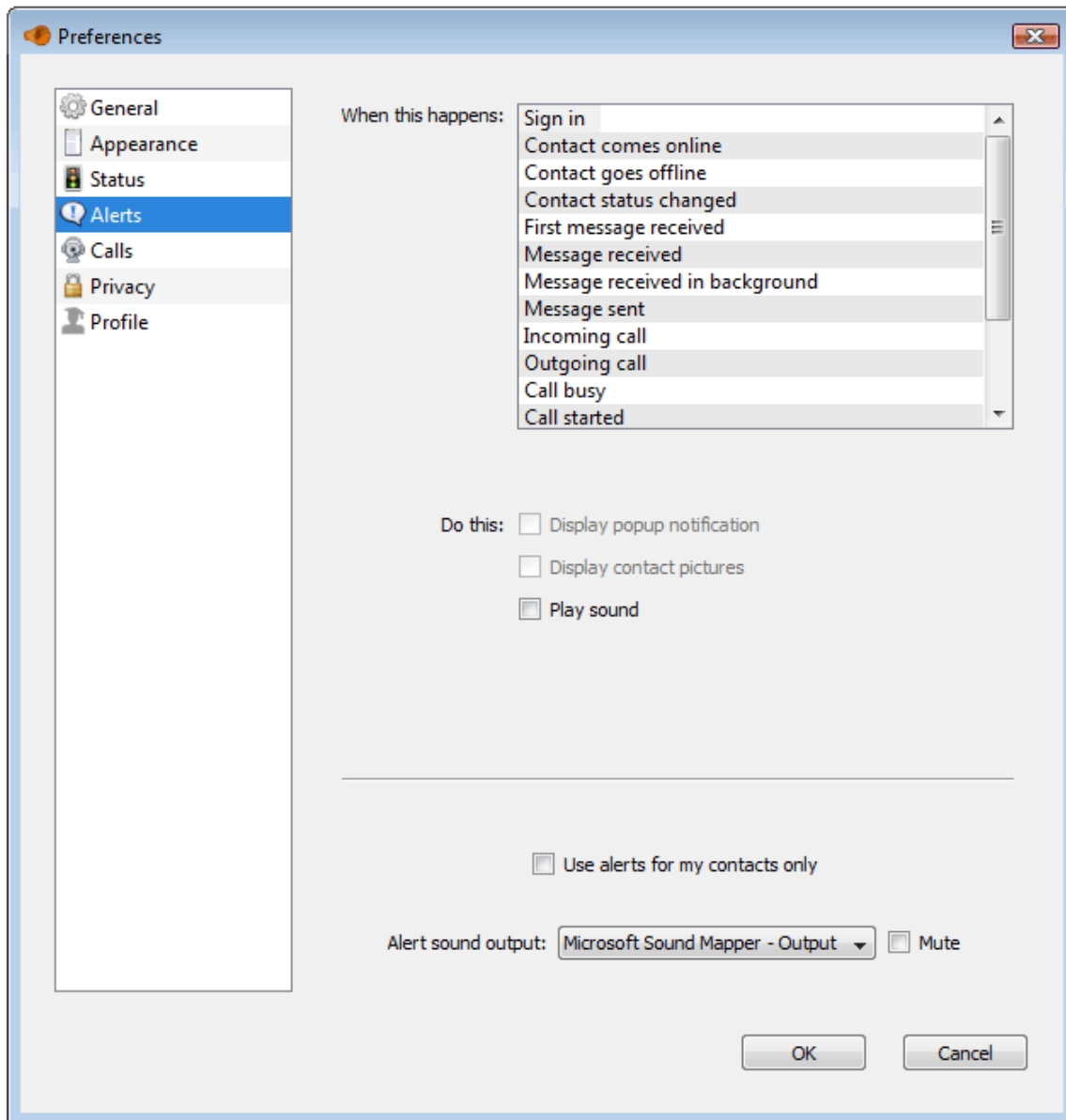
- **When this happens:** lists all of the actions for which you can set alerts.
- Once you select an action from the list, you can set which type of alert you want to associate with it in the **Do this:** area.
- The **Use alerts for my contacts only** checkbox is a global setting that allows you to apply the alerts that you have defined only to people in your Contacts tab.
- **Alert sound output:** allows you to choose the sound device used for playing alert sounds.

Calls Preferences
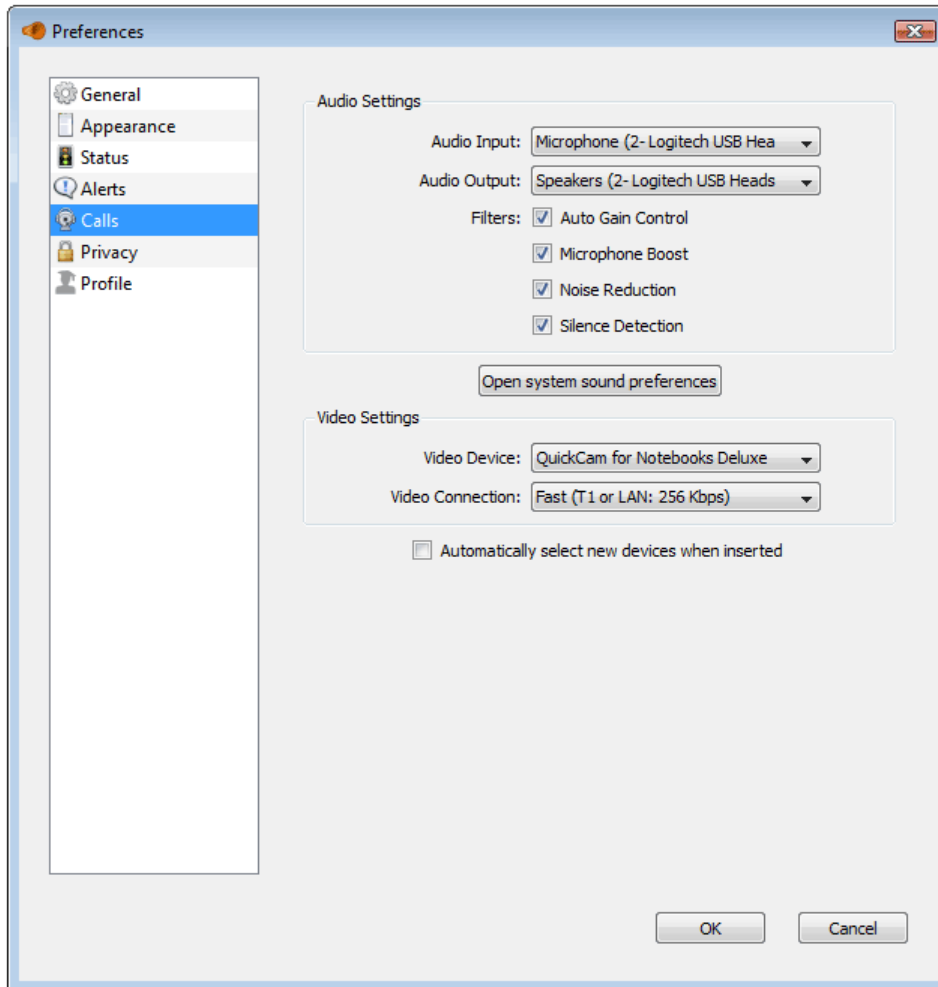
- **Audio Input** allows you to select the device that Wimba Pronto uses for incoming audio.
- **Audio Output** allows you to select the device that Wimba Pronto uses for outgoing audio.
- **Auto Gain Control** can help normalize the volume of incoming and outgoing audio by automatically boosting low-level audio and lowering high-level audio.
- **Microphone Boost** raises the level of your audio input if your microphone level is too weak.
- **Noise Reduction** can help reduce the level of background noise picked up by your microphone.
- **Silence Detection** allows you to transmit audio only when you are speaking, preventing static or background noise.
- **Video Device** allows you to select the device that Wimba Pronto uses for video input.
- **Video Connection** allows you to adjust the video quality in Wimba Pronto to match your connection speed.
- **Automatically select new devices when inserted** allows you to set whether or not Wimba Pronto automatically uses audio and video devices that are connected while the program is running.

Privacy Preferences
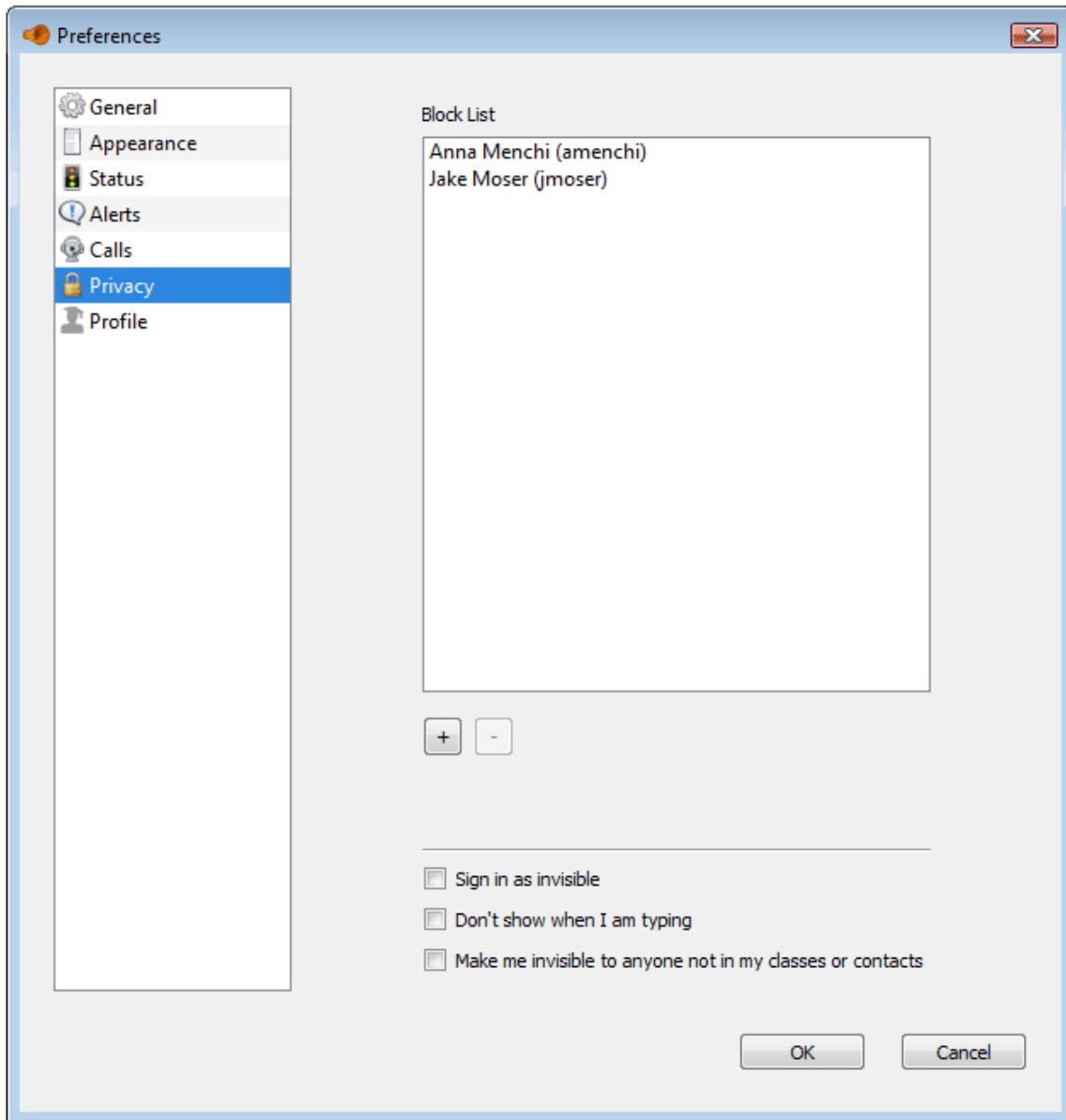
- **Block List** displays users that you have blocked from contacting you.
- The **plus** button allows you to add new users to your Block List.
- The **minus** button allows you to remove selected users from your Block List.
- **Sign in as invisible** automatically sets your status to invisible when you log in to your Wimba Pronto account.
- **Don't show when I am typing** disables the pencil icon that informs other users that you are typing.
- **Make me invisible to anyone not in my classes or contacts** always displays your status as invisible to any user not in your Contacts or Classmates tab.

Profile Preferences
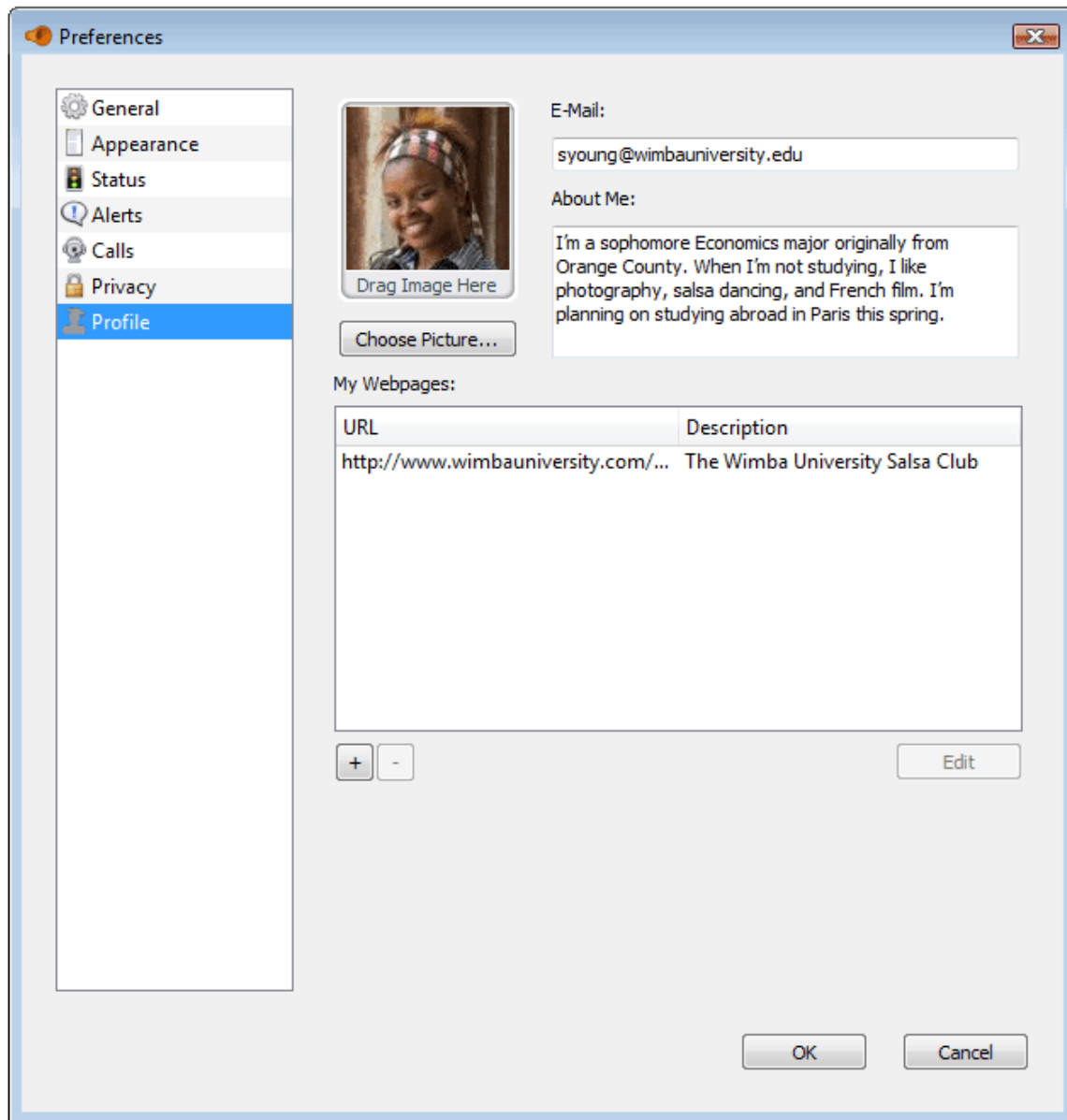
Profile Picture

You can add a picture that is visible to other Wimba Pronto users to add a personal touch to your profile. Your picture is visible any time you contact another Wimba Pronto user, anytime another user contacts you, when a user views your profile, or when a user hovers his or her cursor over your name in the Contacts or Classmates tab. To add a profile picture, either drag and drop an image file from your hard drive to the **Drag Image Here** box, or click the **Choose Picture...** button and browse your hard drive for the desired picture. The profile picture box is optimized for square images, but accepts images of any proportions.

Email

You can add an email address to make it easier for other users to contact you even if you are not online. This address does not need to be your school email address, or the address associated with your Wimba Pronto account.

About Me

The About Me box allows you to enter a brief description to introduce yourself to other users. This could include your interests, your major, where you're from, or the type of people with whom you would like to communicate using Wimba Pronto.

My Webpages

The My Webpages box allows you to include links in your profile to the webpages of your choice.

Message Logs

Saving a Single Chat

While it is possible to enable Wimba Pronto to automatically save message logs of all of your Text Chats, you can also save a single chat as an .html file. This feature can be useful if there is information in a chat session that you want to be able to refer to later, but you don't want to have to search through all of your message logs to find it. You can save a single chat from any form of text-based chat, including Text Chat, Group Chat, Office Hours, and Help Desks.

To Save a Single Chat

1. Click the **File** menu in the window of the chat that you wish to save.
2. Select **Save As...** The Save Chat Log window opens.
3. Choose the location where you wish to save the log.
4. Type a name for the log in the File name box.
5. Click **Save**.

See Also:
Viewing Message Logs
Enabling Automatic Message Log Saving

Enabling Automatic Message Log Saving

By default, automatic message log saving is disabled in Wimba Pronto. If you wish to automatically store messages logs of all of your Text Chats, you can enable this feature in the Preferences window.

To Enable Automatic Message Log Saving

1. Click the **Pronto** menu.
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).
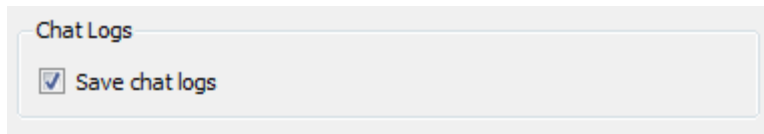
4. Check the **Save chat logs** box.
5. Click **OK**.

> **Note:**
> If you upgraded to Wimba Pronto from an earlier version, message log saving may already be enabled by default. Uncheck the **Save chat logs** box to disable it.

> **See Also:**
> Viewing Message Logs
> Saving a Single Chat

Viewing Message Logs

You can set Wimba Pronto to automatically store messages logs of all of your text chats. If enabled, logs are saved to your hard drive as plain text files that contain the text, time, and date sent for each message. Messages logs are never stored on the Wimba Pronto server. There are two ways to access message logs: you can either browse through all of the available logs, or you can view the message log between you and a particular user.

To View the Message Log Between You and a Particular User

1. Click the name of the desired user in either the Contacts or the Classmates tab.
2. Click the **Actions** menu.
3. Select **Show Message Log**. The message log opens.

To View Browse All Message Logs

1. Click the **Actions** menu.
2. Select **Browse Message Logs**. The directory containing all of your message logs opens.

See Also:

Enabling Automatic Message Log Saving

Saving a Single Chat

Broadcast Notifications

Broadcast Notifications let administrators send institution-wide notifications to all of their Wimba Pronto users. Notifications can only be sent by an institution's Wimba Pronto Administrator; neither students nor instructors can create or modify notifications. When an institution sends a notification, it is visible to all of its Wimba Pronto users for the amount of time specified when it was created. If you are either online when the notification is sent, or you log in to your account during the time in which it is active, the notification appears as a pop-up message. The notification stays visible until you acknowledge it.

Broadcast Notifications display the name of the sender, the message text, the time sent and, optionally, a link for more information.
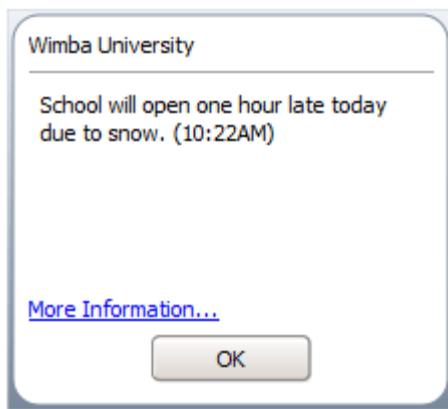
For further details on creating and sending Broadcast Notifications, refer to the *Wimba Pronto Administrator Guide*.
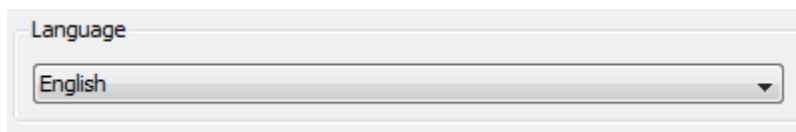
Language Settings

Wimba Pronto is available in both English and Spanish. The client contains both languages; there is no need to download additional language packs. You can change your personal language preference at any time. If you do not set a language preference, Wimba Pronto uses the language preference from your computer's operating system (if possible). If your computer's operating system is set to a language other than English or Spanish, Wimba Pronto defaults to English.

The Wimba Pronto Settings page is also available in English and Spanish. The default language for the page is set by your institution's Wimba Pronto Administrator and can be modified individually by each user.

To Change the Language Setting for the Wimba Pronto Client

1. Click the **Pronto** menu.
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).
4. Select the desired language from the **Language** drop-down menu.

5. Click **OK**. Your language preference for the Wimba Pronto client is set.

> **Note:**
> The language setting that you select in the Preferences window is maintained even if you log out and log back in to the Wimba Pronto client.

To Change the Language Setting for the Wimba Pronto Settings Page

1. Access the Wimba Pronto Settings page.
2. Click the **Language** drop-down menu.
3. Select the desired language. Your language setting for the Wimba Pronto Settings page is set.

> **Note:**
> Changing the language setting for the Wimba Pronto Settings page does not affect the language display setting for the Wimba Pronto client.

> **See Also:**
> General Preferences
> Accessing the Wimba Pronto Settings Page
> Modifying Your Account Settings

Keyboard Shortcuts

The following keyboard shortcuts can make it easier to access certain features in Wimba Pronto:

General Keyboard Shortcuts

- Start a New Group Chat : **Ctrl+G** (Windows), **Command+G** (Mac)
- Access the Preferences window: **Ctrl+,** (Windows), **Command+,** (Mac)
- Add a Group to the Contacts tab: **Ctrl+Shift+G** (Windows), **Command+Shift+G** (Mac)
- Add a Selected Classmate to the Contacts tab: **Ctrl+Shift+A** (Windows), **Command+Shift+A** (Mac)
- Start an Audio Call with the Selected User: **Ctrl+K** (Windows), **Command+K** (Mac)
- Start a Video Call with the Selected User: **Ctrl+Shift+V** (Windows), **Command+Shift+V** (Mac)
- Start an Application Sharing Session with the Selected User: **Ctrl+Shift+S** (Windows), **Command+Shift+S** (Mac)

During an Audio or Video Call

- **Talk: F8 or Space Bar (F8 works when any part of the Wimba Pronto application has focus; Space Bar works only when the Audio Call window has focus)**
- Toggle Lock Talk: **Ctrl+T** (Windows), **Command+T** (Mac) (Works when any part of the Wimba Pronto application has focus.)
- Toggle Full-Screen Video: **F11**
- End Call: **Ctrl+F4** (Windows), **Command+F4** (Mac)

During an Application Sharing Session

- Request Keyboard and Cursor Control: **Ctrl+R** (Windows), **Command+R** (Mac)

Software Updates

From time to time, Wimba releases new software updates for Wimba Pronto. By default, the program automatically checks for updates periodically and, when an update is found, asks you whether or not you want to download it. You can change these settings in the Preferences window. You can also manually check for updates at any time.

To Change Your Software Update Settings

1. Click the **Pronto** menu.
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).
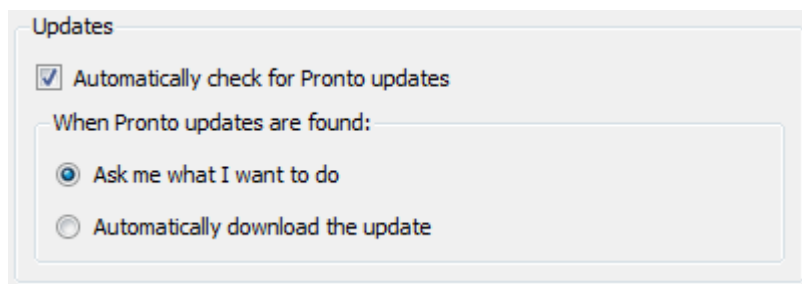
4. In the Updates area, adjust the settings as desired:
    *   **Automatically check for Pronto updates** allows you to enable or disable automatic update detection. If selected, the **When Pronto updates are found:** options can be modified:
        o **Ask me what I want to do** asks you whether or not you want to download updates when they are detected.

        o **Automatically download the update** downloads updates when they are detected without asking you first.
5. Click **OK**.

To Manually Check for Software Updates

1. Click the **Help** menu in the Wimba Pronto window.
2. Select **Check For Updates...** A dialog box appears, telling you whether or not new updates are available.

Additional Resources

To access all of Wimba's support resources, visit:
http://www.wimba.com/services/support

Technical Support

If you experience technical difficulties while using Wimba Pronto, please contact Wimba at:
technicalsupport@wimba.com

Additional Documentation

For more information on Wimba Pronto's more advanced features see the following guides:
Wimba Pronto Administrator Guide
Wimba Pronto Computer Lab Installation Guide
Wimba Pronto Help Desk Guide

Community

We encourage Wimba users of all levels to join our Wimba Connect User Group, a new community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs. In addition to bringing our users closer together, the group acts as a 365-day-a-year extension of our annual Wimba Connect Global Users Conferences.

For more information, or to register for the Wimba Connect User Group, visit http://www.wimba.com/community.

Product Feedback

Wimba welcomes your comments and suggestions. If you have an idea for a new feature or enhancement, or would like to send other feedback, please click the link below:

[Wimba Product Feedback Form](#)

You may also email your suggestions to feedback@wimba.com

Your suggestion will be sent directly to Wimba's Product Management Team.

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