



***Wimba***

*people teach people*

**Wimba Pronto  
Faculty Quickstart**

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08212008

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## Wimba Pronto Faculty Quickstart at a Glance

The table below provides an "at-a-glance" overview of workshop topics, objectives, and activities. Use it as a planning tool and checklist to help stay on track throughout the workshop.

Topic	Objectives	Activities
<b>Module 1: Starting Up</b>	<ul style="list-style-type: none"> <li>• Get to know your facilitator and other session participants</li> <li>• Discuss individual session goals and expectations</li> <li>• Assess workshop agenda and examine workshop handouts</li> </ul>	<i>Introductions</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> Needs Assessment</li> <li><input type="checkbox"/> Agenda Review</li> <li><input type="checkbox"/> Discuss Learning Objectives</li> <li><input type="checkbox"/> Examine Handouts</li> </ul>
<b>Module 2: Orientation to Wimba Pronto</b>	<ul style="list-style-type: none"> <li>• Wimba Pronto Observations</li> <li>• Wimba Pronto Orientation</li> <li>• Identify the different areas of the interface</li> </ul>	<i>Faculty Experience</i> <ul style="list-style-type: none"> <li><input type="checkbox"/> Expectations</li> <li><input type="checkbox"/> Downloading Wimba Pronto</li> <li><input type="checkbox"/> Wimba Pronto Interface</li> <li><input type="checkbox"/> Application Sharing</li> <li><input type="checkbox"/> Video Calling</li> <li><input type="checkbox"/> Default Queued Chat</li> <li><input type="checkbox"/> Wimba Pronto Tips</li> <li><input type="checkbox"/> Additional Resources</li> </ul>

# Wimba Pronto Expectations

We will now watch a three minute introduction to Wimba Pronto. Please answer the following questions while we explore.

**What is Wimba Pronto?**

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**What are some of the benefits of using Wimba Pronto?**

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**What types of content can be shared?**

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**The three things I am most interested in learning are:**

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# Quicklet: Downloading and Installing Wimba Pronto

Once you create and activate your Wimba Pronto account, you can download and install Wimba Pronto. You can perform this step either immediately after activating your account, or at a later time.

## Downloading and Installing Wimba Pronto for Windows

- 1 Log in to the Pronto Settings page using your Pronto ID and password.
  - o If you just activated your account, you may already be logged in to the Pronto Settings page, or you may already be at the Pronto Settings login page.
  - o If you did not just activate 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 Pronto** for Windows graphic. Wimba Pronto downloads to your computer.
- 3 Double-click the **ProntoSetup** icon on your desktop. The Pronto Setup launches.
- 4 Click **Next >**.
- 5 Review the license agreement and click **I Agree**.
- 6 Select whether you wish to install Desktop and QuickLaunch Shortcuts.
- 7 Click **Next >**.
- 8 Select where you wish to install Wimba Pronto.
- 9 Click **Install**. Wimba Pronto is installed and a confirmation screen opens.
- 10 Select whether you wish to run the program right away.
- 11 Click **Finish**.



### **Tiplet**

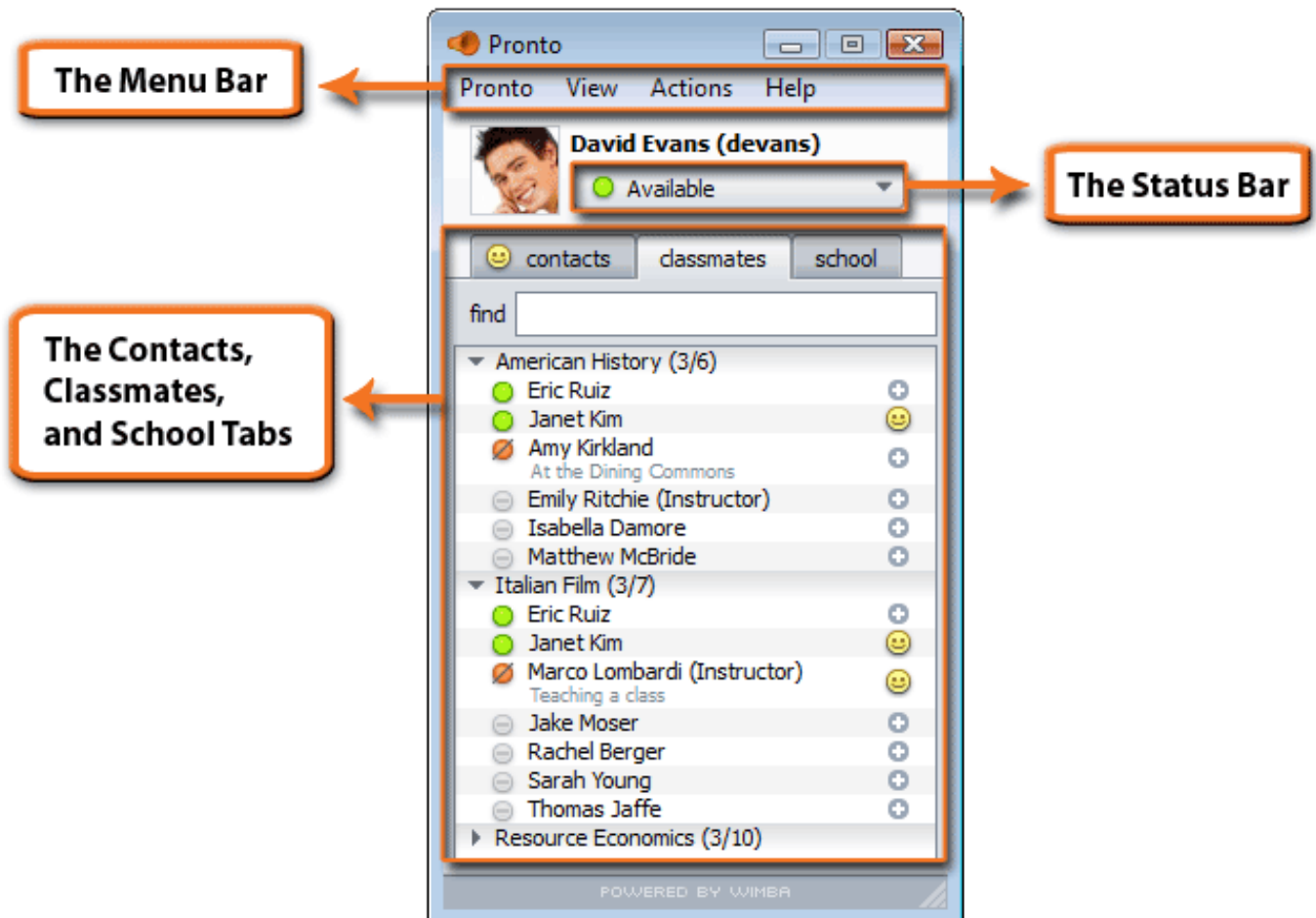
- You can install Wimba Pronto on as many computers as you wish, making it easy to keep in touch even if you are not at your primary computer.
- Always log out of Wimba Pronto as soon as you are finished, or if you need to walk away for awhile.

## Quicklet: Wimba Pronto Interface

The Wimba Pronto interface is based around the Pronto window, from which you can manage your communication with other users and access all of the program's more advanced features.

The *five* main elements of the Pronto window are the:

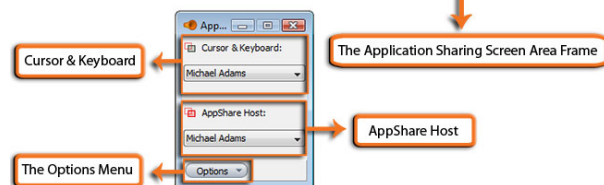
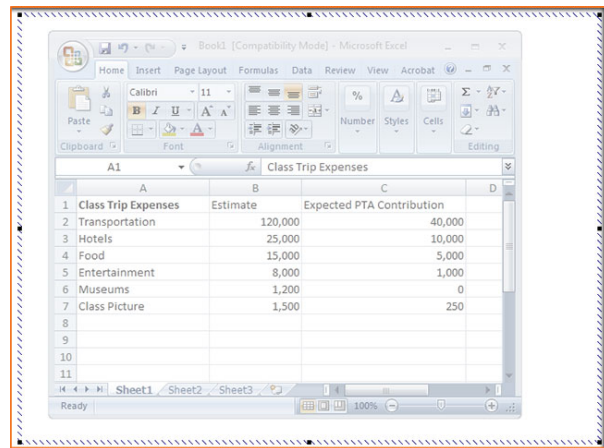
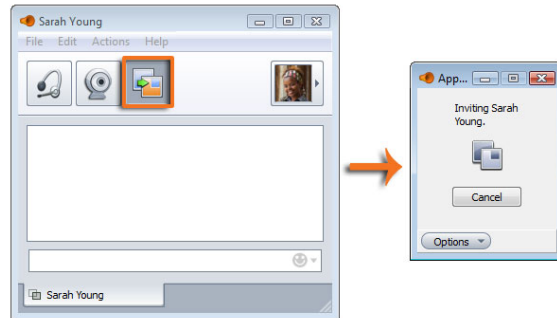
- **Contacts tab:** where you can keep track of your friends, study groups, and anyone else that you contact often.
- **Classmates tab:** lists everyone in your classes with a Wimba Pronto account, organized by course.
- **School tab:** contains all of the Help Desks that your institution has set up. These may include campus offices, library services, academic counseling, or any other resource that your school wants to make easily available using Wimba Pronto.
- **Status Bar:** shows your current availability.
- **Menu Bar:** contains commands for accessing nearly every feature in Wimba Pronto.



# Quicklet: 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. This Quicklet walks you through the process of using this feature.

- 1 Select User**  
Double-click the name of the user you wish to invite in either the Contacts or the Classmates tab.
- 2 Click the AppSharing Button**  
The Application Sharing Host window opens, displaying the status **Inviting <User Name>**.
- 3 Choose Content**  
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.



## **Tiplet**

- You can choose exactly how much, and which part, of your screen you want to display.
- You can give another user cursor and keyboard control of your desktop, allowing them to access and modify anything currently displayed on your screen.
- Before beginning an appshare, shut down or minimize any items you do not want visible.

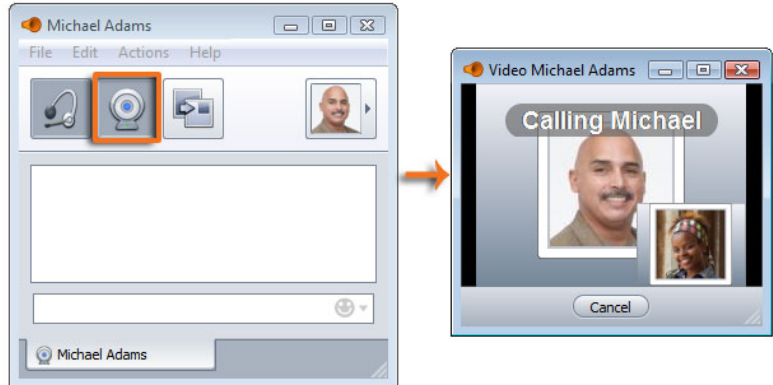


## Quicklet: Video Calling

Video Calling allows you to have a real-time, face-to-face conversation with any user currently logged in to Wimba Pronto. 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. This Quicklet walks you through the process of Video Calling.

### 1 Select User

Double-click the name of the user you wish to call in either the Contacts or the Classmates tab.

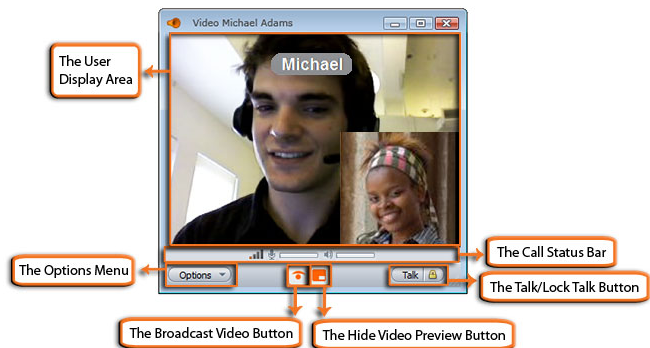


### 2 Click the Video Call Button

A new Video Call window opens, displaying the status **Calling**.

### 3 Calling Status Changes

When the user accepts the call, the Calling status is replaced by the user's video and the Call Status bar appears. The window contains all of the controls and settings for managing your Video Calling session.



## Tiptet

- You can also use Video Calling in combination with other Wimba Pronto features such as Text Chat, Audio Calling, Application Sharing, Queued Chat, and Group Chat.
- You can use your computer's built-in microphone and standard headphones but, for best audio quality, it is recommended that you have a headset with an integrated microphone.

## Quicklet: Default Queued Chat

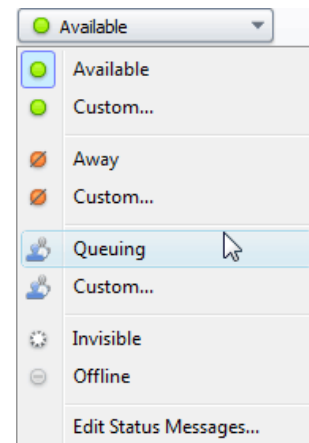
You can use Queued Chat anytime you need to manage chat between multiple users. It is especially useful for situations in which an instructor or administrator needs to communicate with multiple users in a structured setting, such as for office hours. Queued Chat takes the concept of Group Chat one step further by creating a queue in which users line up to speak to the owner in the order that they enter the chat. It also introduces several additional elements for managing communication between multiple users. This Quicklet walks you through the process of creating a Queued Chat.

### 1 Click the Status Bar

### 2 Select Queuing

### 3 Queued Chat Owner Window

Your status changes to Queuing and a new Queued Chat window opens.



## Tiptet

- In Queued Chat settings, if you allow interruptions, a separate chat window (or tab) will open from any user who sends you a Wimba Pronto message to allow you to individually chat with that user.
- A user can participate in multiple queues, but can only lead one at a time.
- If students are in the Waiting Room for a long time, consider notifying them that it will be a while until you can work with them.
- It is recommended you arrive early for your queued chat/office hours to ensure that all technology is working properly and you're available at the start time of the queued chat/office hours.

# Managing Your Wimba Pronto Success

# Wimba Pronto Tips

Now that you're ready to start using Wimba Pronto, we have recommendations for your success. Follow these handy tips from other instructors when using Wimba Pronto.

## Managing Communication

- Tip 1:** Set expectations regarding the use of correct grammar, spelling, punctuation, and avoiding usage of "text message" speech (such as acronyms like LOL, etc.) in text chat.
- Tip 2:** Retain all chat logs, in case one is needed when handling a grade appeal or other academic issue.
- Tip 3:** Use a headset with an integrated microphone for an optimal audio experience.

## Managing Appshare

- Tip 1:** Be cautious about using video and appshare simultaneously; they are both bandwidth-intensive.
- Tip 2:** Before beginning an appshare, close or minimize any items that you do not want your viewers to see during the sharing session.
- Tip 3:** Remember that users on dial-up, or other lower bandwidth connections, may not be able to see some of your content.

# Keyboard Shortcuts

The following keyboard shortcuts 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)

# Queued Chat Quickstart Guide

This step-by-step guide walks you through the process of effectively conducting a Wimba Pronto Queued Chat.

## ❑ **Log in to Pronto**

Log in using the Pronto ID and password that you chose when creating your Wimba Pronto Account.

## ❑ **Start a New Default Queued Chat Window**

Click the Status Bar and select Queuing. Your queued chat session begins using the default settings: Waiting Room chat enabled; automatic promotion enabled; allow interruptions enabled; require reason for entering (with default prompt text).

## ❑ **Promote a Participant to the Main Room**

Click the name of the user you wish to promote in the Waiting Room Participant List, and then click the Promote button. You can promote as many users as you wish to the Main Room.

## ❑ **Sending a Message to the Waiting Room**

You cannot enter the Waiting Room and participate directly in chat between participants. You can, however, send messages to the Waiting Room. This message is visible to all waiting users and cannot be seen by participants in the Main Room.

## ❑ **Ending a Queued Chat**

Queued Chat is dependent on you and cannot continue indefinitely if you leave the session.

Do one of the following:

- Close your Queued Chat Owner Window.
- Change your status in the Status Bar to a non-queuing status.

## ❑ **Tips on Ending a Queued Chat**

- When you leave a Queued Chat, 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.
- Within five minutes of leaving the Queued Chat, you can return (by selecting the title of the chat from the Status Bar) and the Queued Chat continues.

## Additional Resources

# Glossary

**AppShare:** Short for Application Sharing. This Wimba Pronto feature allows you to share a window, a portion of your screen, or your entire desktop.

**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.

**Chat Tabs:** Located below the Text Input area of a Text Chat window, these tabs show the name and status of the users with whom you are currently messaging.

**Classmates Tab:** The Classmates tab lists everyone in your classes with a Wimba Pronto account, organized by course.

**Contacts Tab:** The Contacts tab is where you can keep track of your friends, study groups, and anyone else that you contact often.

**Emoticons:** Emoticons are special graphical icons that you can insert into any text 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.

**Group Chat:** Group Chat allows you to communicate with multiple users at the same time. Group Chat starts in text-only mode, but you can access any of Wimba Pronto's other features – such as Audio Calling, Video Calling, and Application Sharing – from a Group Chat session.

**Help Desks:** Help Desks are a special kind of Queued Chat that can be set up by your institution to provide online access to offices and services. You can think of them as permanent Queued Chat sessions managed by a particular department or office.

**Menu Bar:** The Menu Bar contains commands for accessing nearly every feature in Wimba Pronto.

**Pronto ID:** In Wimba Pronto, you log in using the Pronto ID and password that you chose when creating your Wimba Pronto Account.

**Pronto Window:** The five main elements of the Pronto window are: the Contacts tab, the Classmates tab, the School tab, the Status Bar, and the Menu Bar.

**Queued Chat:** Queued Chat takes the concept of Group Chat one step further by creating a queue in which users line up to speak to the owner in the order that they enter the chat. It also introduces several additional elements for managing communication between multiple users.



**School Tab:** The School tab contains all of the Help Desks that your institution has set up. These may include campus offices, library services, academic counseling, or any other resource that your school wants to make easily available using Wimba Pronto.

**Status Bar:** The Status Bar shows your current availability.

**Text Chat:** Text Chat is the simplest form of communication in Wimba Pronto and, in many cases, it is also the most effective.

**Video Calling:** Video Calling allows you to have a real-time, face-to-face conversation with any user currently logged in to Wimba Pronto.

**VoIP:** 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.



