

Preparing for & Joining a Daktronics Software Class

General Requirements

Attending a training in the virtual classroom requires the following:

- Web browser
- Internet connection (56K or higher recommended)
- Telephone (headset or speakerphone recommended)

Note: Internet connection and telephone must use separate lines.

Preparing for the Class

Be sure to complete these steps to prepare for your class:

Read the confirmation message



- After registering for a class, be sure to save the confirmation e-mail message containing the class name, date, time, password, and other details.
- You will also receive a reminder message with the same information 24 hours before the training. Please be sure to save at least one of these messages; you will need the instructions to prepare for and join the class.

Add the class to your calendar



- The confirmation message also includes a link to add the class to your electronic calendar (e.g., Outlook).
- Adding the class to your calendar copies all details from the confirmation message into the calendar entry.
- If you do this, you can delete the original confirmation message if you prefer.

Post a sign to prevent interruptions



- Post a sign in your workspace indicating that you are in a class.

Joining the Class

1. Ten minutes before the start time, open the calendar entry, the confirmation message, or a reminder message and click the link in the **To Join the Training Session** Section.
2. Your registration ID and the session password should be entered automatically on the screen that displays. If not, locate them in the message or calendar entry and type them in the appropriate fields.
3. Click the button saying "Join Now." Join Now
4. Wait while the Training Center application is set up on your computer. If you are prompted to install WebEx software, follow the instructions on your screen to do so.
5. If you have a headset for your telephone, connect it. If a headset is not available, a speakerphone also works well.

Important! If your phone has music on hold, do not put the class on hold; instead use your Mute button to avoid contributing background noise during the class. You can also press *6 to self mute or un-mute your phone.

6. Dial the teleconference number that displays on your screen once you have joined the class. When prompted, enter the participant passcode followed by the # sign. These numbers also display along with the phone number.

Note: You may want to write these numbers down in case you are unexpectedly disconnected from the call during class.

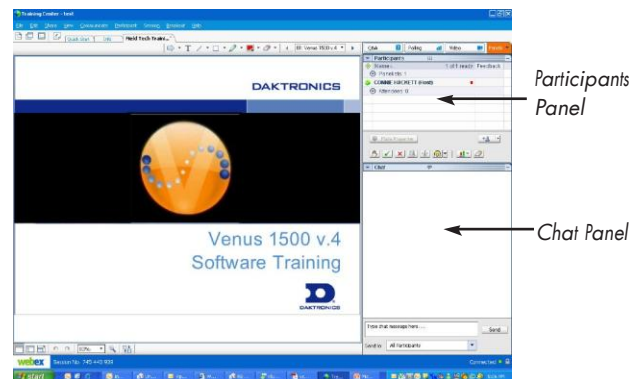
7. Once you have joined the conference call, click the button saying "OK" OK to close the dialog box containing the phone number.

Understanding the Training Center Screen

Your instructor will share presentations and documents on the left side of the screen. On the right side of the screen are two or more panels. The example below shows the Participants and Chat panels.

The Participants Panel



- A list of training participants displays in the Participants panel.
- A phone icon displays next to names of participants who are connected to the teleconference.



Raising/Lowering Your Hand


- To attract your instructor's attention, click the Raise Hand button at the bottom of the **Participants** panel.
- The raised hand icon displays in the Feedback column beside your name.
- To lower your hand, click the Raised Hand button again.

The Chat Panel


- To communicate with your instructor privately, use the Chat panel in the lower-right portion of the screen.
- Click the text box above the "Sent to" field and type your message.
- Verify that the "Sent to" field displays Host. Click the down-arrow button  and select Host, if necessary.
- Click the Send  button to send the message to your instructor.

The Taskbar Buttons

When you join a training session, two buttons display on the taskbar at the bottom of your screen:

-  —The Daktronics site button represents a browser application running in the background.
- This is what keeps you connected to daktronics.webex.com (the site where the class is hosted).
- Do not close this window or you will lose connection to the class.

Note: If you use a different Web browser, that icon displays on the button instead of the Internet Explorer icon.

-  —The Training Center button represents the virtual classroom application.
- When your instructor shares his/her application screen, the label on this button changes to say, "You are viewing [instructor's name] application."


Note: If you have other applications open, the 2 taskbar buttons may be grouped into a single button, which contains the 2 Internet Explorer applications. Click this button and select from the list to choose which window you want to view.


The Floating Icon Tray

While your instructor is sharing his/her application, you can still access the Participants panel, the Chat panel, and other Training Center components from the floating icon tray.



Click and drag to move the floating icon tray elsewhere on your screen.

-  Click to return to the Training Center screen (the screen containing the Chat and Participants panel). From this screen, click the "return" button to return to the Instructor's screen.


-  Click to display the Participants panel.

-  Click to display the Chat panel.

-  Click to display the Q&A panel that you use to ask the instructor questions.


-  Click to start Annotation.

-  Select Panel and Session Controls.

Note: To hide a panel after clicking one of these buttons, click the Close icon  in the upper-right corner on the panel.

Sharing Your Desktop

If you need help with a feature, you can share your application so your instructor can assist you.

1. Click the Return to Main Window button  on the floating icon tray to display the Training Center window.
 2. Ask your instructor to make you the presenter; then select Share  Desktop. When the share dialog box displays, select the "Share My Desktop" icon. 
- Note:** Sharing your desktop will allow all participants in the training to view your desktop.
3. When finished sharing your application, click the Sharing button   in the upper-right corner and select Exit Application Sharing.

Troubleshooting

If you get dropped from the teleconference:

- Hang up and redial the phone number you called to join the class.
- The phone number is listed both at the bottom of the Training Center Screen and on the Info tab near the top of that screen.

If you get dropped from the Internet portion (lose connection to the visual part of the class):

- Close your browser; then repeat the steps under Joining the Class to rejoin.

For further assistance, call Daktronics at 866-343-3122 and ask for software training support.