

# Mikogo User Guide

## Windows Version





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## Registration

**Mikogo** is an easy-to-use desktop sharing application that provides a fast solution for sharing your computer screen with others live over the Web for web conferencing or remote support.

You can organize Mikogo sessions **without a registered account**. However, note that with the non-registered version the features **Scheduler**, **MyAccount** and **Profile Manager** are not available. Therefore, organizers can choose to either start sessions with an account or without. Participants never have to register an account in order to join a Mikogo session.

### Without User Account



Start Session



Join Session



Account Information



Settings

To register please go to <http://www.mikogo.com>, click on Register (at the top of the website) and complete the registration form. Entering user details is only required if you wish to start a session with extended features and to login to the MyAccount section.

### With User Account



Start Session



Join Session



Scheduler



Profile Manager



Account Information

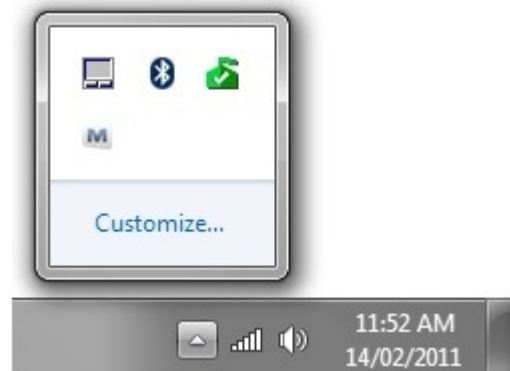


Settings

## Download & Installation

To install the software, please go to <http://www.mikogo.com>, click on the menu item **Download** and then choose the Mikogo Download for your Operating System (this is the user guide for PCs). A security window will appear and ask: **Do you want to run or save the file?** Click Run and the Mikogo software will be installed on your PC. Note: depending on which web browser you use to download the software, you may have to first save the Mikogo software to your computer and then open the downloaded file for it to run and be installed.

After the installation the **M** icon appears in the System Tray in the Taskbar (next to the clock). In **Windows 7**, you may have to click the small arrow to expand the System Tray notification area.



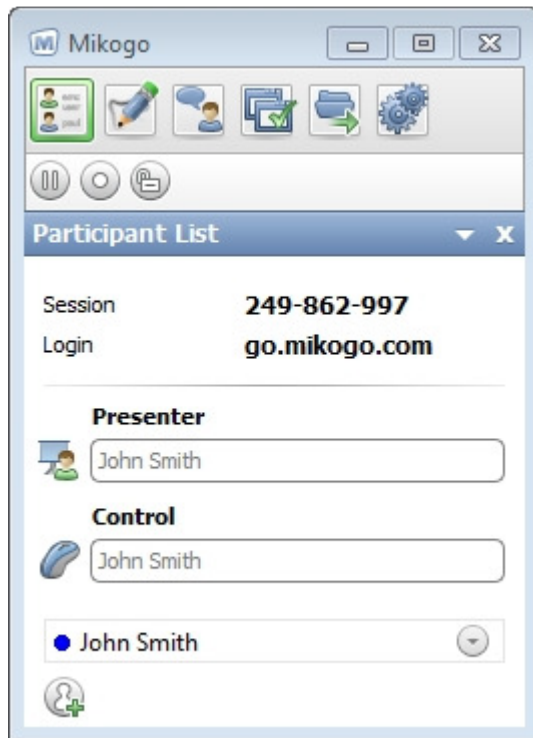
## Start a Session

To start a session, please click on the **M** icon and the Mikogo Panel appears:



Please click on the start symbol  and then the button **Start Session**.

Once the session has started, the **Participant List** is opened – this is where you get the **Session ID**, the **Login Link** for the participants as well as the **Session Password** (if you set a Session Password).



In the Participant List you can see how many participants have joined your session. For security reasons the session is ended automatically if no participants are connected within 15 minutes after you start a session.

## Join a Session

Ask your participants to go to <http://go.mikogo.com> and enter the **session ID** as well as **their name** and click on **Join Session**. By default, the Connection Program is selected as the standard connection method. Alternatively, participants can join using the **HTML Viewer**. For further information about the HTML Viewer please take a look at the section titled “**HTML Viewer**” in this document.

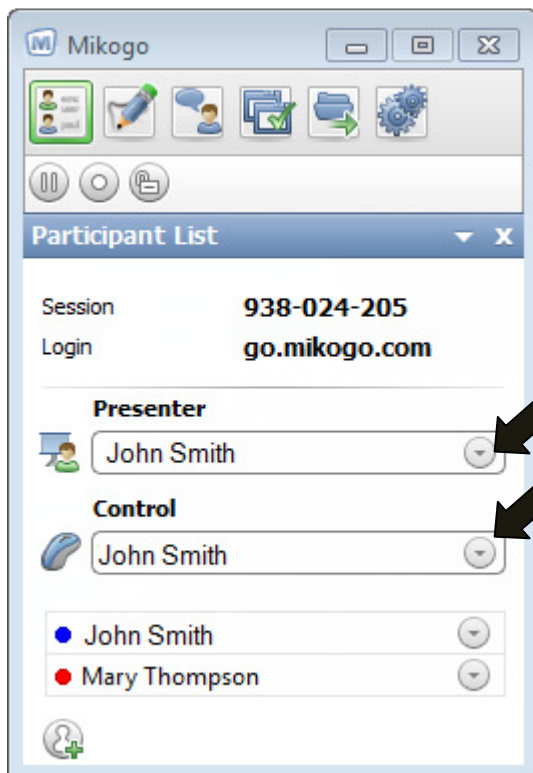
If you password-protected your session, your participants will also be asked to provide a **Session Password**. After they have entered the required details, your participants will have joined your Mikogo session. Alternatively, you can invite your participants by **Email** or you can **copy and send the session link** via instant message. In this case, your participants only have to click on the link to join your session. There is no need to enter a **session ID** or **password** manually.


## Features

During a Session the following window is displayed on your screen as long as you do not minimize it.




## Participant List

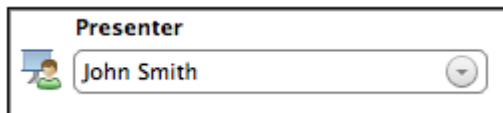


By clicking the button  the participant list and the session details are pulled up. Here you can see who is presenter, who has remote control and you can change your status and identifying color.

## Switch Presenter

By opening the drop-down list at the two black arrows (  ) you can change the presenter or hand over remote control.

To the right of the current presenter's name, there is an arrow for a drop-down menu. By clicking on this arrow, you will see a list of the current participants and can then choose who you want to hand over the presenting rights to.



The participant who you choose is now asked if they are willing to show their screen- only when this has been accepted by the participant will you and other participants be able to see their screen.

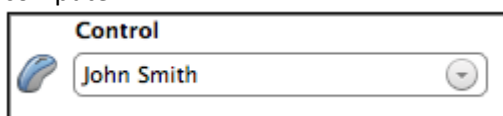
Via the **Application Selection** feature (page 10), the participant has the possibility to decide which applications on their screen will be transmitted to or hidden.

The organizer of the session can re-claim the presenting rights at any given time or make someone else the presenter. Mikogo will also show your current role by changing the color of the M icon in the system tray, red means that you are the presenter and green means that you are watching the screen of someone else.

## Remote Control

During a session you can hand over **remote keyboard and mouse control** of your own computer or you can take over **remote control** of the computer of a participant. To take remote control of a participant's computer, that participant would need to be the presenter and would need to give explicit consent that they allow you to control their computer – this is for security reasons. As the organizer of a session you can then gain control by selecting your own name.

To give **remote control** over your own computer to a participant please click on the drop-down arrow under the title of "Control" then select the participant who should take control of your computer.



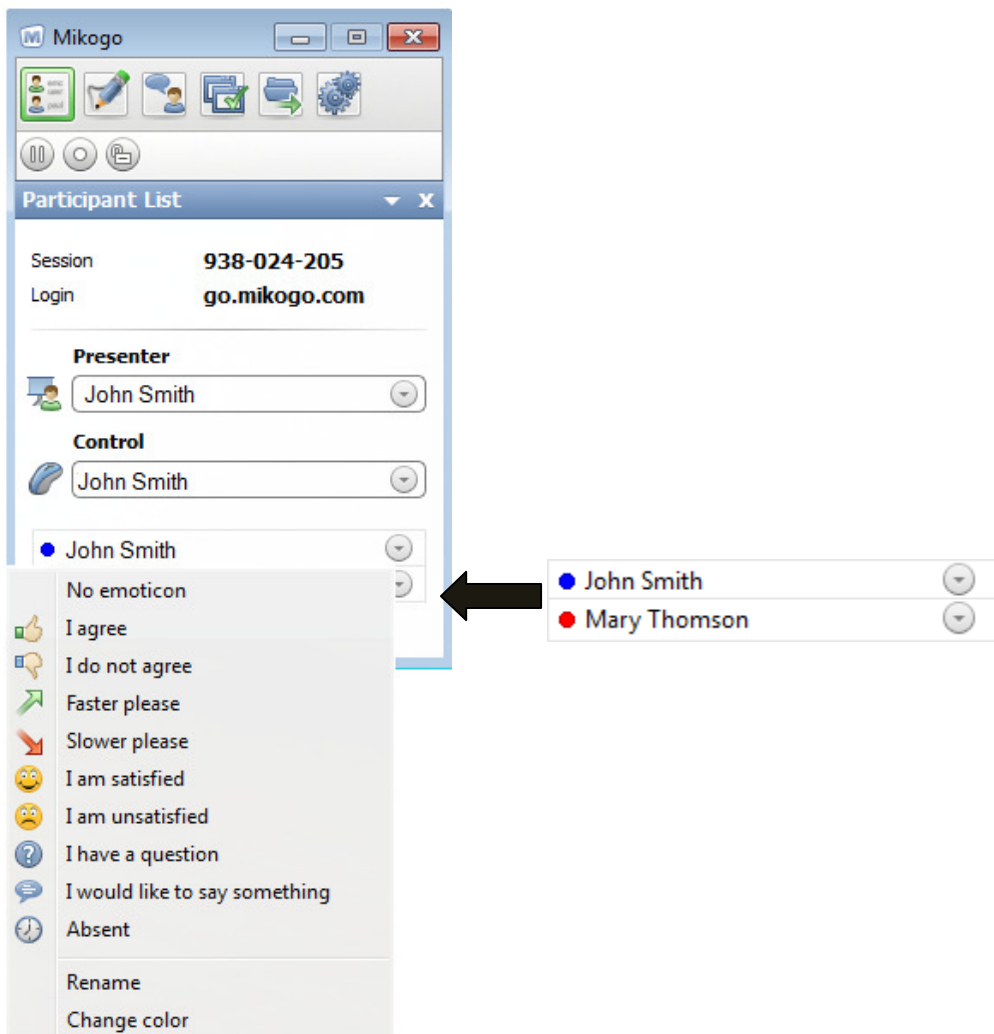
This participant then has the rights to control your PC with their own mouse and keyboard.


Please don't use your own mouse and keyboard while a participant has remote control of your computer as you share the rights with them. To deactivate someone from remote controlling your computer, click on the drop-down list and select your own name or use the shortcut key: Ctrl + F12

If you are supporting a customer and you have remote control over the participant's computer, you can send the following shortcuts to the remote PC: **Ctrl+Shift+Esc**; **Alt+Esc**; **Win+E**. This prevents your computer from executing these shortcuts locally. You will find buttons for these shortcut keys under "Remote Keyboard Combinations".

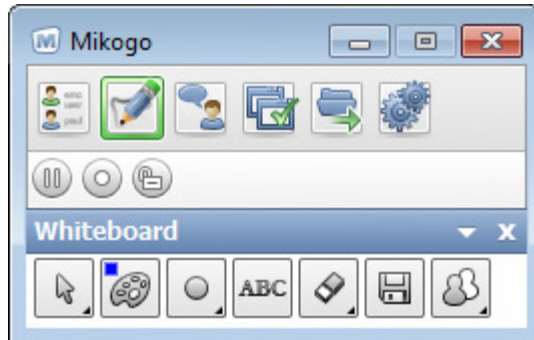


In the Participant List, the **presenter** has a **drop-down** list associated with their name. By opening this drop-down list, the presenter can select different identifying **colors**, **emoticons** (for a change of status) or they can **rename** themselves as well as the participants, or **send a URL** to the participants, **disconnect** them from a session.




You can invite more participants via the  icon. You can either copy the **Session Information**, or only copy the **Session ID** and send an invitation via Email.


## Whiteboard




The **Whiteboard** enables you to highlight certain areas on your own screen to e.g. create sketches to point out certain facts in your presentation.

The **Marker** enables you to **draw freely, circle, add** different shapes or use the **“laser-pointer”**. With a click of your right mouse button you can return to your regular mouse cursor and work as usual to open new documents without needing to close the Whiteboard.

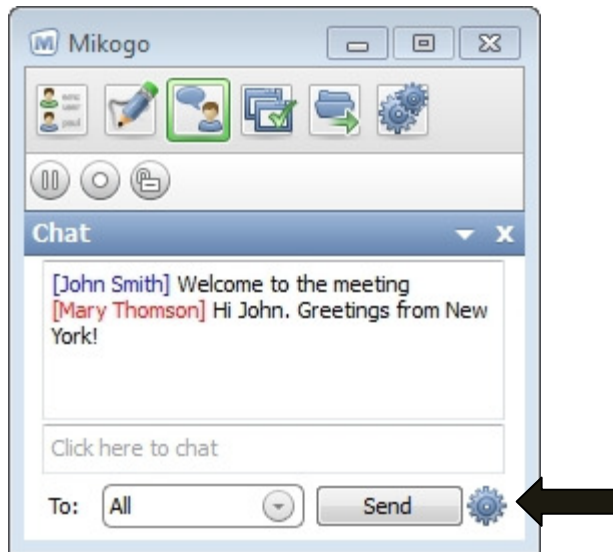
Via the **Eraser** , you can either **delete all** or only parts of your sketches.

Multi-User Whiteboard: Via the  button, this new multi-user whiteboard feature means that you can allow all or one participant to use the whiteboard together with you. The result is that one or multiple participants can contribute and draw on your screen, even without giving them complete remote control of your computer.

Further you have the option to set **text fields**  on your screen or on your whiteboard drawings.

If you want to save your drawings as a screenshot please click on  and select the folder that you wish the drawing to be saved in.

## Chat



You can send all or selected participants messages through the Mikogo **Chat**. The name of the participant appears in the selected identifying color of this participant

Via the **Settings** button (black arrow) it is possible to disable the **group chat** so the participants can't chat with each other but only with the organizer of the session.

## Application Selection





With the **Application Selection** you can select which applications you want to show to your participants.

After selecting this feature the **selection window** opens and displays all **applications** which are currently open on your computer. The **applications** with a **green tick** are being shared with your participants, while the un-ticked applications are hidden and overlapped in blue so your participants cannot see them.

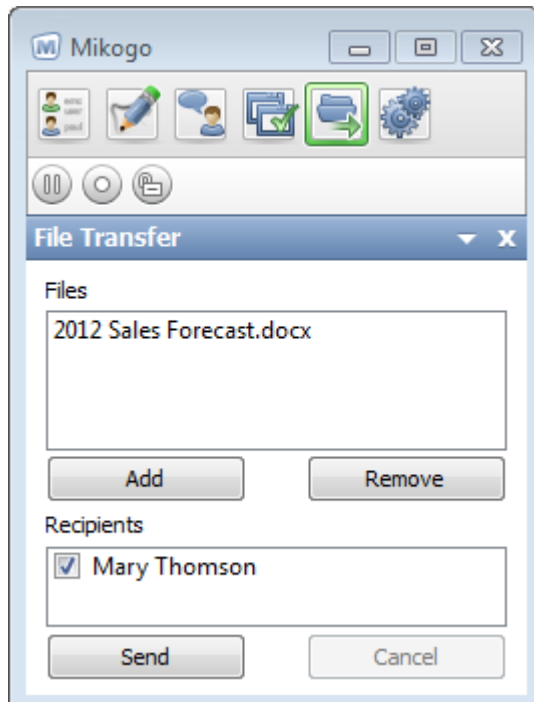
The Mikogo panel and application won't be overlapped in blue, but invisible for the participant. That way you can always access the Mikogo features, but the panel will not take up space on the participants' screens and interfere with your presentation.


The **Back Monitor** below the application selection area shows you a preview window of exactly what your participants can see from your screen. This way you can ensure that the participants can only see the windows and applications that you want them to.

If you are using more than one monitor attached to your computer, you can select if you want to show one, more or **all monitors** to your participants. Just select the screens you want to transmit below the back monitor. It is possible to share up to four monitors at once during a session.



## File Transfer

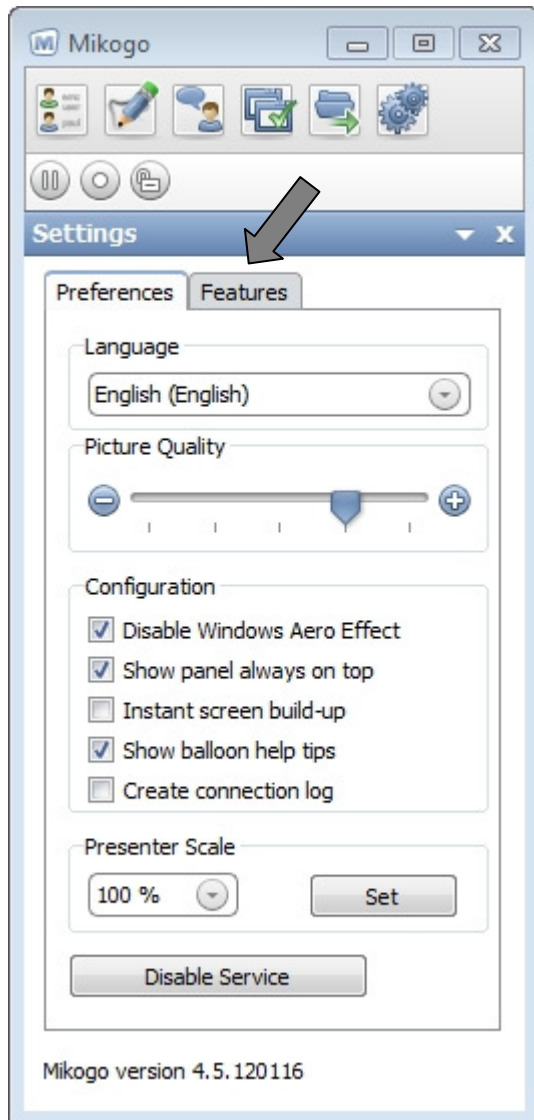


You can transfer **Files** to your participants during a session. Click on the  icon. The **File Transfer drawer** will open underneath.

Upon clicking **Add**, a new window will open where you can select the file(s) you want to transfer to your participants. You can either send the file(s) to **all** or **selected participants**. Just remove the **tick** from the box in front of the participant's name and he/she won't receive the file(s).

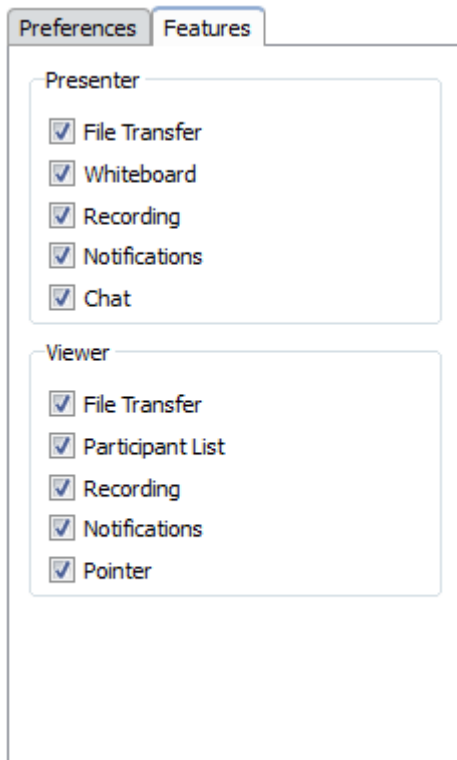
After you have sent the file, all recipients obtain the notification that they shall receive a file. Every participant can then decide where the file should be saved or if the file transfer should be refused.

## Settings




During a session you can set the following **Settings**, such as: **Language**, **Picture Quality** and **Presenter Scale**. You can select to show the **User-panel always on top**, activate the **Instant screen build-up** (shows changes first and is optimized for remote support, not recommended for presentations), **show** the **balloon help tips** to the left of the user pane or if a **connection log** should be saved (only for support purposes).

In the **Feature** tab (grey arrow) you can decide who is able to use which features (also see Profile Manager on page 18):





## Pause Transmission



Via the **Pause Transmission** feature (black arrow) you can pause the transmission of your screen in order to browse through confidential files or applications. During this time, your participants are unable to see any changes that take place on your screen. To continue the transmission, click on the  icon and the live screen sharing will resume.



## Recording

You can record and save your entire Mikogo session. To **start recording**, click on the  icon and select a location for your saved recording. From this point onwards, the session will be recorded. A red dot in the recording symbol  shows that the **recording** has started. During the **recording** you can always end and save it.

The recordings are saved in the Mikogo audit compliant proprietary **BS4 format**. You can playback any recorded session using the **Mikogo Session Player** available free of charge from the **Mikogo website**. When downloading the Mikogo software for session organizers (mikogo-starter.exe), the **Session Player** is also automatically downloaded to your computer.

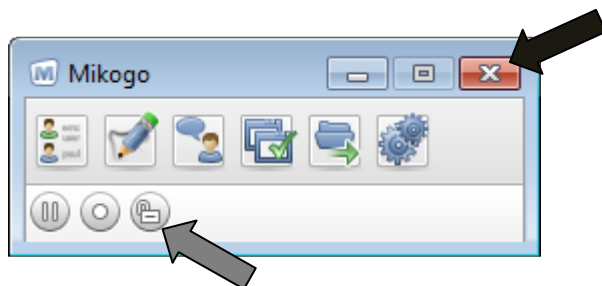
## Lock a Session

You can **lock a session**, to prevent others from joining your session. As a result, even an unauthorized user who came to know the session ID will not be able to join your session. In order to

**lock a session**, click on the  icon. The icon will change to a closed lock  to indicate that the session is now locked. In the same manner, you can also unlock the session by just clicking on the icon again.

## End a session

To **end** a session, please click on the **X** in the top-right corner (black arrow).





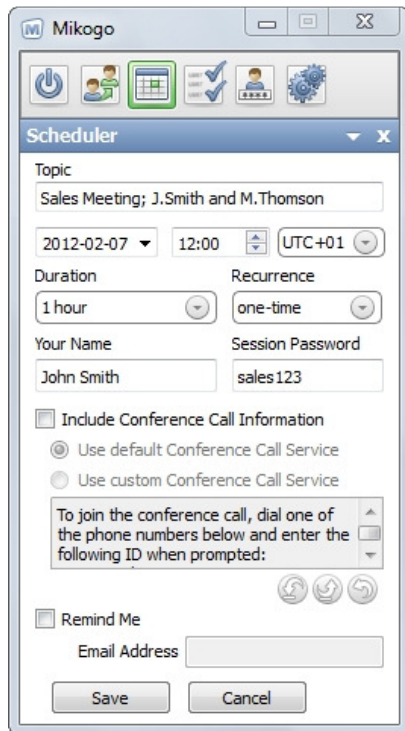
**Your participants** will receive a notification that the **session has ended**. You can also disconnect **individual participants** (see participant list). When you disconnect individual participants, the session will remain active and only the connection to the selected participants is disconnected. Please consider that those participants can always reconnect with your session, as the session ID is still valid.

To prevent disconnected participants from reconnecting, please **lock your session** (grey arrow), before disconnecting the participants.

## Scheduler

With the **Scheduler** you have the possibility to plan your **Mikogo sessions** in advance. Please note that you need to register for a Mikogo account to access the Scheduler – further details on Page 21 under “Account Information”.

The **Scheduler** can be accessed when there is **no session active** via the  icon. To schedule a new session, click on the **Plus** in the bottom-left corner , which will open the **session scheduler window**. Through this window you can enter all details for the arranged meeting. **Topic, Date, Start and Duration of the session need to be entered as well as Your Name.**



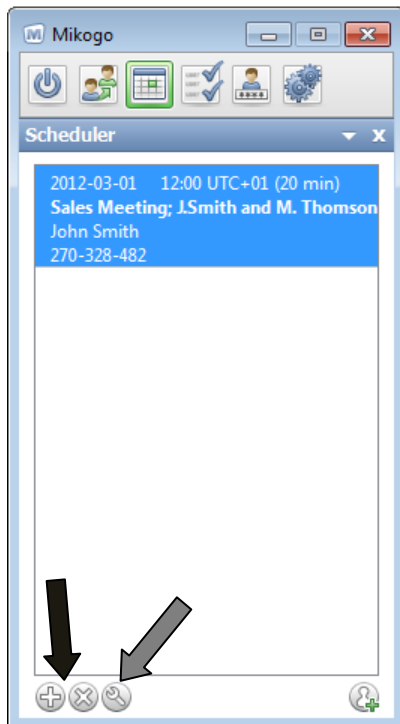
The screenshot shows the Mikogo Scheduler window. It contains the following fields and options:


- Topic:** Sales Meeting; J.Smith and M.Thomson
- Date/Time:** 2012-02-07, 12:00, UTC+01
- Duration:** 1 hour
- Recurrence:** one-time
- Your Name:** John Smith
- Session Password:** sales123
- Include Conference Call Information:**
  - Use default Conference Call Service
  - Use custom Conference Call Service
- Remind Me:**
  - Remind Me
  - Email Address:** [empty field]

Buttons: Save, Cancel

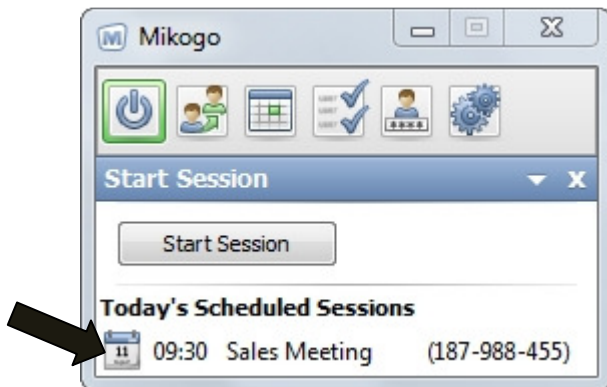
As an option you can enter a **Session Password** for your session, **Conference Call Information** can be typed in when you select the custom option, and it is possible to send yourself and the participants a **Reminder** via Email. The reminder is sent one day (24h) before the start of the scheduled session.

As soon as your session has been saved it will appear in the overview of the **Scheduler**. To access further features, such as **editing or deleting** your saved session, please on the respective session (to highlight it in blue - do not double-click) and then click on the grey buttons at the bottom of the Scheduler.



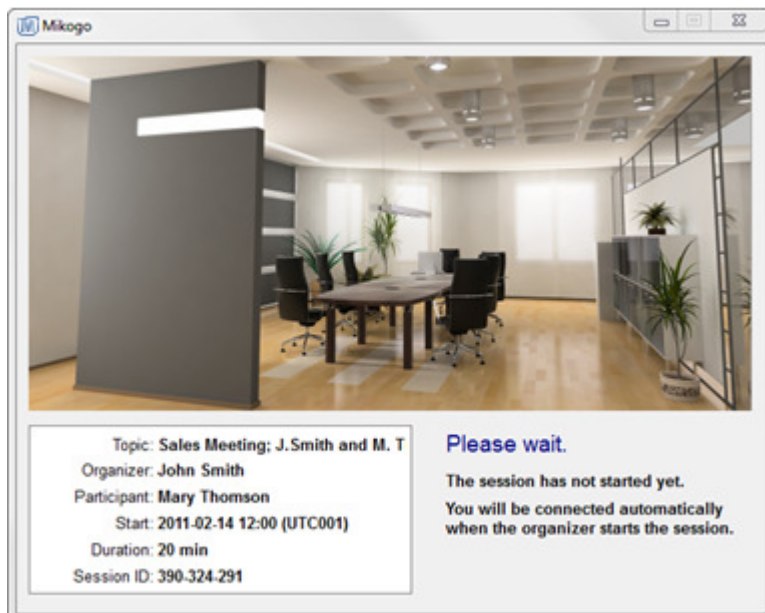
Now you can delete **the session** (black arrow), **edit the session** (grey arrow), or click on the  button to **copy the invitation** or send it as an **Email directly via Outlook**.

To **start a scheduled session**, go to **start session**  and **double-click** the session that you wish to start at the bottom of the panel. **Do not click the Start Session button**.




Instantly your **scheduled session** with the pre-defined session ID starts. You can edit your **scheduled session** at any time and hence keep the reserved session ID.

If your participants log on to the scheduled session before it has started, they will see a **waiting room** with the most important details of the session.

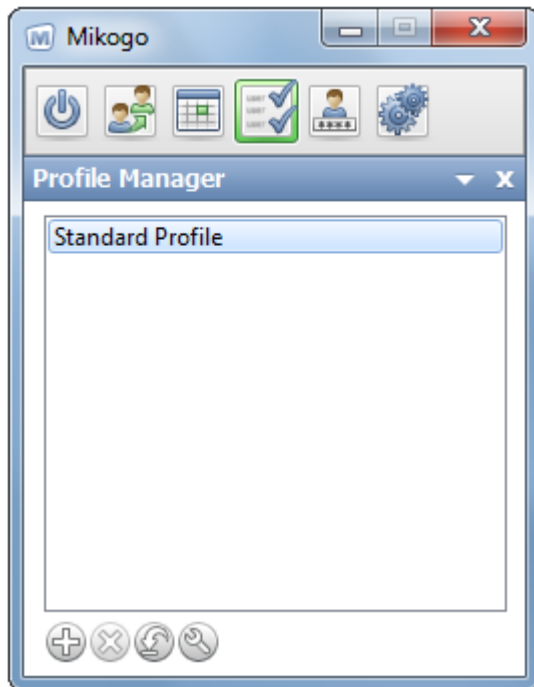


Your participants will be forwarded **automatically** into your session and will see your screen as soon as you start the session (please remember to use your **Application Selection** before you start a session).

## Profile Manager

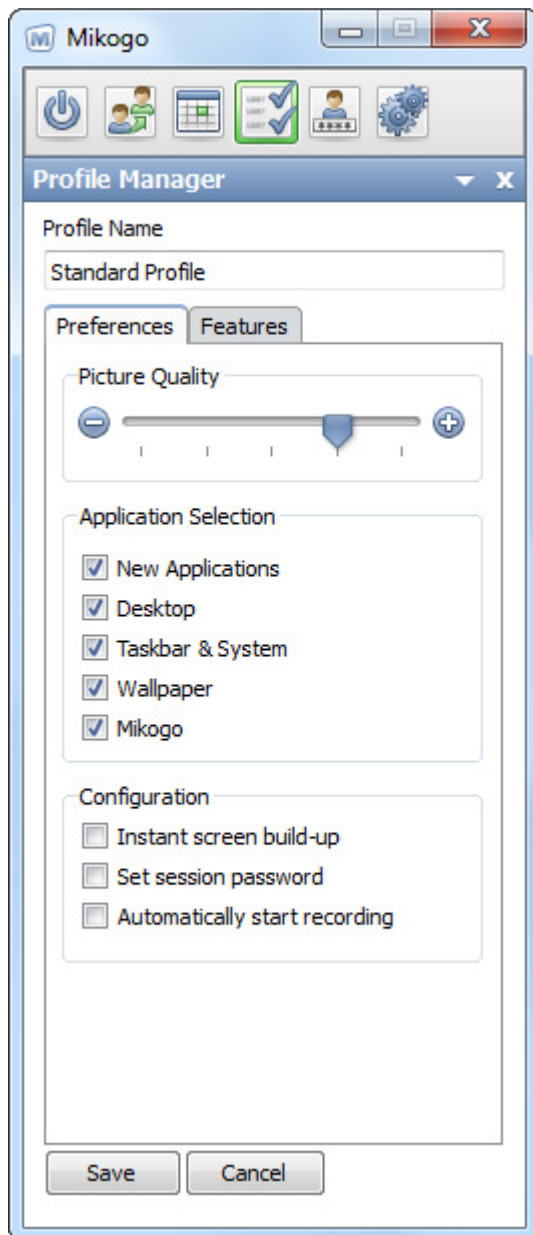
You can access the **Profile Manager** via the  icon when there are no active sessions running. Then you can create and save a variety of **Profile Settings** to always have your favorite and suitable **Profiles** available.

Please note that you need to register for a Mikogo account to access the Profile Manager – further details on Page 21 under “Account Information”.



To create a new **Profile**, just click the **Plus** in the bottom-left corner. By clicking the **X** you can delete a profile, with the **Arrow** you can set it as the default profile, and with the **Tool button** you can edit your saved **Profiles**.

If you click on the **Plus** you will have the following options:



Via setting the **Picture Quality** you can influence the transmission speed. If you select the maximum quality, the image will be transmitted in true color and if you select the minimum quality, the image will be transmitted in grey-scale however the speed of the desktop sharing increases.

By enabling **New Applications** before a started session, all newly opened applications during a session will be shown to your participants.

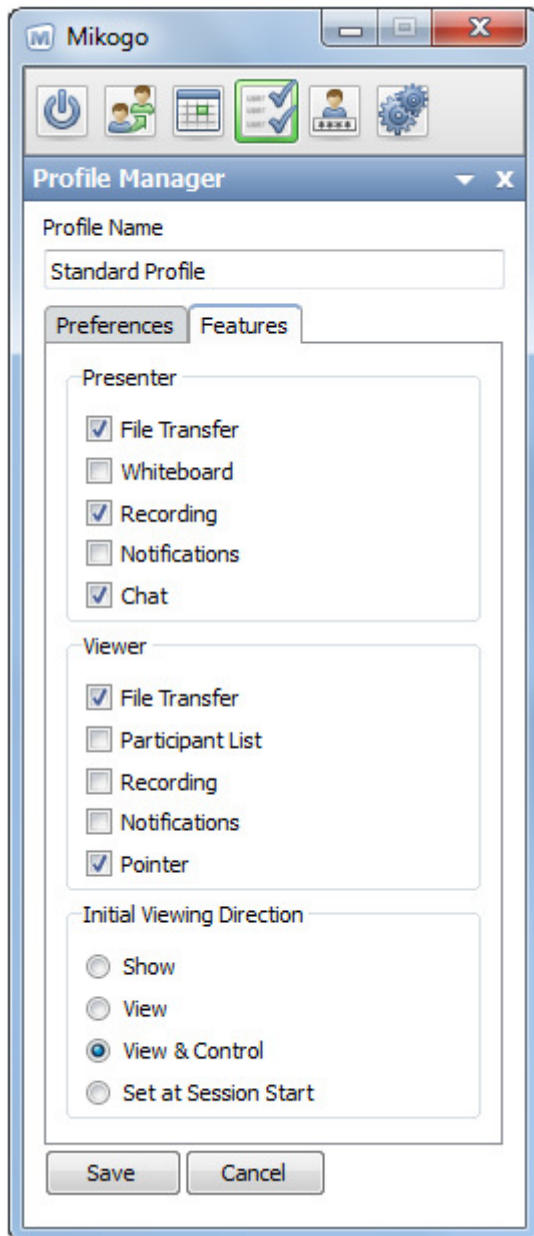
Furthermore you can choose if you want to show your **Desktop, Taskbar & System or Mikogo-Panel**. By disabling **Wallpaper** you can reduce the transmission volume and achieve an even better performance.

The **Instant Screen Build-up** shows image changes on the participants' screens as soon as they are transmitted. As a result, the image within a participant's screen changes immediately after the first changes are transmitted. Due to the effect of screen piecing together (screen changes will appear



moving from top to bottom), we recommend that you only enable it for support sessions (as you can move faster) or when showing a presentation with many pictures.

You can define if a **session password** is always needed or if the **recording** should start automatically. With this feature you can ensure that all your sessions are recorded automatically.



On the **Feature** tab you can set which features the **Presenter** and the **Viewer** are able to use during a session. Furthermore you can either enable or disable the **Participant List**. If you disable **Participant List**, the participants will be unable to see who else has joined the session.

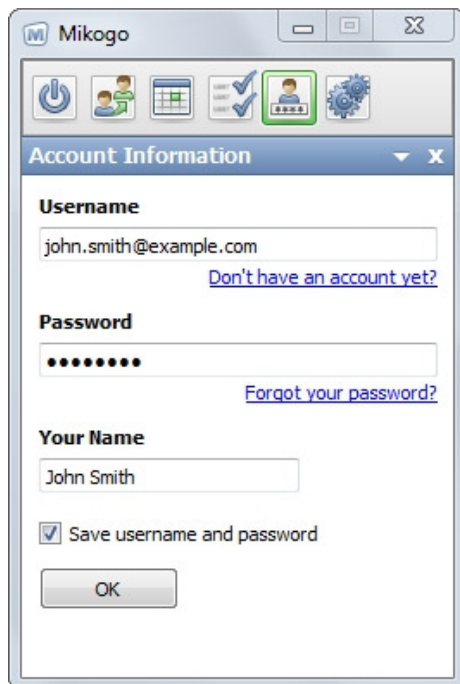
The **Viewer Pointer** enables your participants to click within their viewer window and hence place an arrow with their name on the presenter's screen for several seconds. As a result you can interact with your participants and any questions your participants may have can be answered more easily, since they can point directly on your screen even without being granted remote control.



The standard **Initial Viewing Direction** is set to Show, meaning that the participants see your screen. The **Profile Manager** allows you to set the **Initial Viewing Direction** for each Profile, e.g. **View & Control** another's screen if you only use Mikogo for **support** or **Show** your screen if you only do **presentations or trainings**. If you use Mikogo for different use cases you can create more **Profiles** which are suitable for each case.

After you have selected your options, please click on **Save** to complete your **Profile**.

## Account Information



Here you can save your **Username** and **Password**, so you don't have to login with every start of the program. Registering a Mikogo account and saving your details under Account Information also enables you to use the Scheduler and Profile Manager features.


If you forget your **Password**, you can retrieve it by clicking on the link **Forgot your password?**

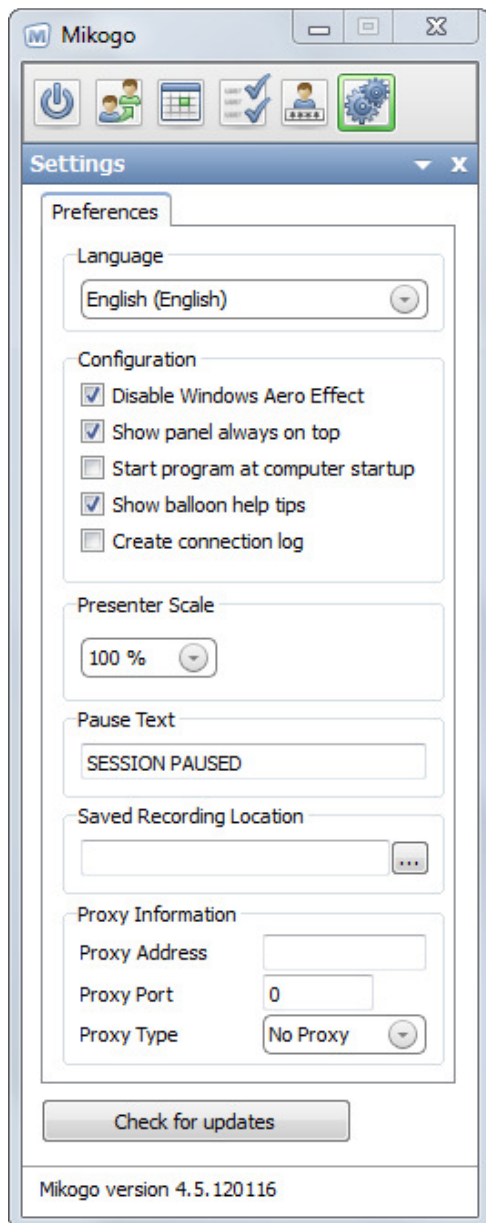
## Settings

Mikogo offers a variety of additional **settings** which you can easily enable or disable. Some **settings** will be effective for the entire session and can only be changed prior to **starting a session**, while others can also be changed **during a session**.





Please click on the  icon before you start a session. The following section will appear:



Besides setting the **Language** of the software and the **Presenter Scale** of your screen during the session, you can also enter a **Pause Text**. It will turn up on the participants' screens when you pause the session. It is possible to enter no text at all, this way your participants will not realize that the transmission of your screen has been paused.

Via **Saved Recording Location** you can set the folder where your recorded sessions will be stored. By default the standard saving location is C:\Documents and Settings\[Your User]\MyDocuments\Mikogo\Records. However this can be changed at any time.

If required, you can manually enter your **Proxy Information**.

Clicking the button **Check for updates** will inform you when a new version of Mikogo is available for download.



## HTML Viewer

As an alternative to the **connection program**, your participants can join your session using the **Mikogo HTML Viewer**. With the **HTML Viewer** there is no need for the participants to **download** any software since they view your screen simply from within a web browser. The **HTML Viewer** works for participants joining from **Windows, Mac and Linux computers**. Please note that the **HTML Viewer** was developed especially for **online presentations**. As a result, the feature set available with the **HTML Viewer** was optimized for this special use case and does not provide all the features available via the default login. For example, participants who joined your session using the **HTML Viewer** can neither become presenter nor gain remote control. For a detailed description of the features of the **HTML Viewer** please refer to the "**Mikogo HTML Viewer (PDF)**" in the download section on the Mikogo website.

## Automatic Reconnect

Some participants are connected **wirelessly** to the Internet, for example, **via WLAN or UMTS**. Wireless connections are not always stable, and can at times result in temporary **disconnections** from the Internet. With the new **automatic re-connect function**, a participant will **automatically be reconnected** to the Mikogo session after a temporary interruption in the Internet connection. If a participant briefly loses Internet connection, Mikogo will attempt to reconnect to the session. If the participant's Internet connection has recovered within 3 minutes, Mikogo will automatically reconnect to the session. Therefore re-entering the session ID is not necessary for the participant to reconnect.

## MyAccount

To manage your account, go to [www.mikogo.com](http://www.mikogo.com), click on **MyAccount** and log in with your **Username** and **Password**. Under Passwords in the menu, you can change your Password. Furthermore you can access detailed statistics of your sessions and change your **Account Information, Billing and Payment Information**

Under "**Feature Settings**" you can upload a **welcome screen image, your logo** or an individual image for your **waiting room**. If you forget your password(s), you can retrieve it by visiting [www.mikogo.com](http://www.mikogo.com) and clicking on **Reset Password** which is located in the top-right corner of the homepage. Enter your username and click on the **Reset Password**. Then check your Emails and follow the instructions.