Web Conferencing

This guide provides easy instructions to get you started.

I. Introduction

NDLD's Web Conferencing service is a powerful, yet easy-to-use tool for sharing real-time presentations on the Internet. It enables clients to quickly share documents and applications from their computer with people anywhere in the world. It has the most common features needed and requires minimal training.   It is the ultimate solution for adding the visual component to your phone conferencing.

Our system is secure and provides an optimal environment for sharing documents, applications and so much more. There is no need to make reservations or pre-schedule your events. We give you instant access to your own private web conference room whenever, wherever you want. Invite the people you want involved and get down to business.

This convenient service works in tandem with NDLD's Audio Conferencing feature.

II. System Requirements

NDLD Web Conferencing (through Client Instant Access) is accessible from most computer systems and browsers. All users should complete the Client Instant Access system check before joining a conference.

Minimum Requirements for Host and Participant Systems

 • Network connection to the Client Instant Access system through HTTP and HTTPS
• Internet connection speed of 128 kbps or higher is recommended
• Microsoft Windows XP or Vista, or Server 2003
• Internet Explorer 6.0 SP2, 7.0 and 8.0, Firefox 2.0x and 3.0x/3.5 browser
• Mac OS X with Firefox 2.0x, Firefox 3.0x/3.5 or Apple Safari 3.1, 3.2 or 4.0
 • Linux, Unix, or Solaris with Mozilla 1.0+
 • Cookies and Scripting enabled in browser

Application Sharing and Desktop Sharing Requirements

• Microsoft Windows, Microsoft Internet Explorer and Client Instant Access Conference Plug-In for Microsoft Windows
• Microsoft Windows, Firefox, and Client Instant Access Conference Plug-In for Microsoft Windows
• Internet connection speed of 240 Kbps on average (Auto setting and typical user interface updates)

Web Conferencing

When sharing is initiated, a browser plug-in component is installed if it is not already present. If your system security settings prevent you from installing browser plugins you can install the necessary components via the Options Kit.

Participant Application Viewing Requirements:

• Client Instant Access Conference Plug-In or a Java Virtual Machine version 1.5 or higher (Please note that the Microsoft VM is not supported)
• Internet connection speed of 240 Kbps on average (Auto setting and typical user interface updates)

Document Publishing Requirements

• No downloads or plug-ins are required for presentations limited to document publishing
• Only the basic system requirements must be met by Hosts and participants
• Download rate of slide presentation content is proportional to the available bandwidth. The basic 128 Kbps requirement will provide reasonable performance.

Certain features will require additional network bandwidth. Slower connections will work, but the experience may not be optimal.

II. Conference Management

Quick Start

When you sign up for CIA, you will receive a unique User Name and Chairperson Code. After you receive these, you can hold conferences on the fly with no pre-planning or scheduling required. You can begin conducting Web conferences instantly.

1. To begin a web conference, go to http://www.callcia.com/login.htm
2. Complete the Host Login with your unique information you received when you registered.
3. Click the **LOG IN** button.
4. Click on the **START** button () in the toolbar to begin the web conferencing session.
5. Wait for your attendees to sign-in or invite them through the system invite feature.

After you enter your host information and click on Log In, your web conference will begin to connect. When this screen (shown below) appears, it lets you know that you are connected and your web conference can begin.

NOTE: You will need to click on the ▶ green start arrow located on the toolbar, on the top of the page, to begin the conference and allow participants to join. *Tip:* If you do not click on the green arrow, your participants will not be allowed to join.

III. Web Conference Toolbars

The CIA system toolbar is a simple interface that allows the Host and Participant to interact with each other. The Host and Participant toolbars contain separate controls that are relevant to your role in the conference. The functions are available to help you navigate the web conferencing features. *Tip:* The Host should keep in mind that they see a different tool bar than the participants do.

Host Toolbar

Web Conferencing

The Host toolbar has several controls. While you are in conference, hover your mouse over the top of each toolbar button for a description of each.

Stop
This button will stop the web conference session.

Lock
This button will lock the conference. When a conference is locked, no additional attendees can join. The host is able to lock and unlock.

Publish Documents
A simple and effective way to share PowerPoint, Word and Excel Documents with a group of participants. For more on Publishing, see page #10.

Application Sharing
The Share button allows the presenter to share an application or the entire desktop with all of the participants. For more on Application Sharing, see page #11.

Maximize Screen
The Maximize or Full screen option is available on both the Host and the Participant toolbar. This option reduces the amount of desktop space and maximizes the size of the presentation or the document.

Navigation Arrows
The Navigation arrows will take you to the previous or the next slide in the presentation.

Polling
The Poll tool allows a presenter to conduct interactive question and answer sessions. For more information on Polling, see page #13

Recording
The record option allows both the audio and web conference to be recorded in tandem into an exe file for later playback or archival purposes. For more on Recording, see page #15.

Log Out
This button will stop the conference and log the user out of the system.

Participant Toolbar

The participants have fewer controls on their toolbar.

The Participant toolbar contains controls that allow the participant to interact with the Host while in the web conference.

Send Message		The participants can send a question to the Host.
Raise Hand		The participant can raise their virtual hand in order to capture the attention of the Presenter or in response to a question asked by the Presenter.
Give Back Presenter		If the Host has made a participant the presenter for a portion of the web conference, the participant would use this button to "give back" the presenter power to the Host.
Maximize Screen		The Maximize or Full screen option is available on both the Host and the Participant toolbar. This option reduces the amount of desktop space and maximizes the size of the presentation or the document.
Log Out		This button will end the participant's session and log them out from the web conference.

IV. Web Conference Attendee Roster Controls

As your participants start to join the conference, the roster on the right side of the screen will automatically update to show participants that have logged in and joined the web conference.
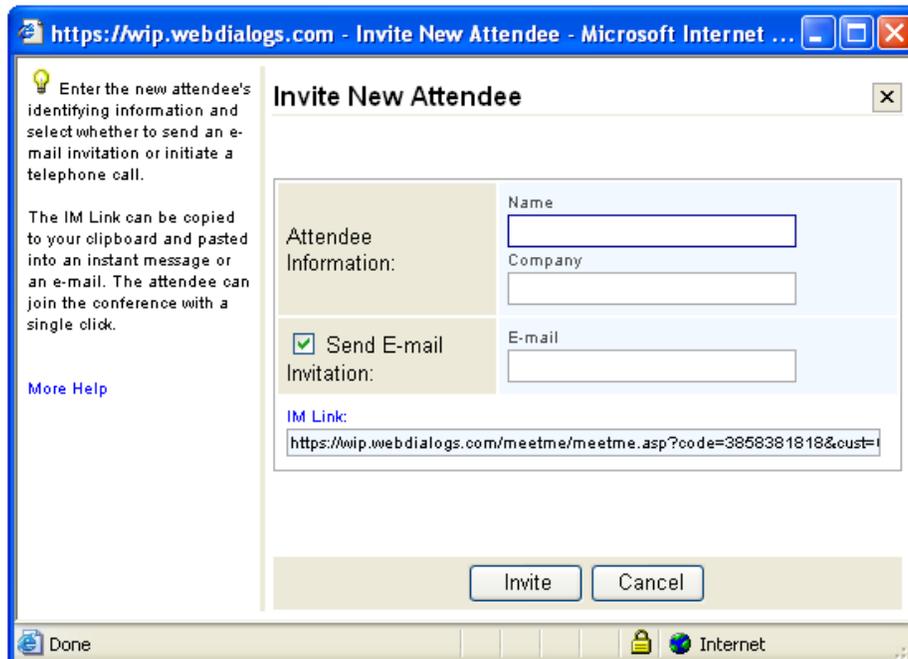
By default, the participants screen does not display the roster. The Host has the option to change that setting so that some or all members can see the roster.

Web Conferencing

Roster

- All (3 Attendees)
- Host
- Participant #1
- Participant #2

Invite Attendee...

After the Host is logged in, they have the option to invite participants from inside the conference itself. On the right side of the screen, on the bottom of the Roster, there is an **Invite Attendee** button. When you click on this, a dialog box will appear that you will complete with the appropriate information to send an e-mail invitation or an Instant Message containing a link to the web conference.

https://wip.webdialogs.com - Invite New Attendee - Microsoft Internet ...

Invite New Attendee

Enter the new attendee's identifying information and select whether to send an e-mail invitation or initiate a telephone call.

The IM Link can be copied to your clipboard and pasted into an instant message or an e-mail. The attendee can join the conference with a single click.

More Help

Attendee Information:

Name

Company

☑ Send E-mail Invitation:

E-mail

IM Link:

https://wip.webdialogs.com/meetme/meetme.asp?code=3858381818&cust=

Invite   Cancel

Done   Internet

Editing Attendee Rights

A Host has the ability to edit a participants rights by using the context menu in the roster. When a Host right clicks on a participants name in the roster, the menu will pop up that contains commands specific to the participant. It will allow the Host to:

- ☐ Start a Chat
- ☐ Send a File
- ☐ Edit the Participants Information
- ☐ Make the Participant Presenter
- ☐ Disconnect the Participant
- ☐ Manage the Participants Rights
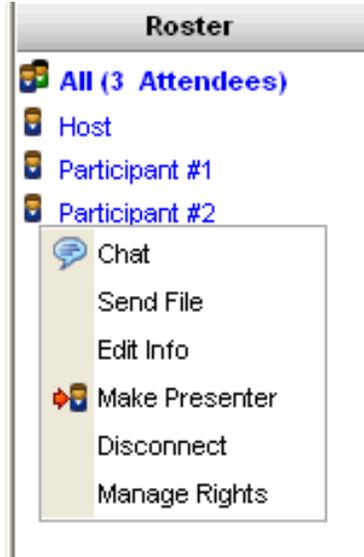
To choose one of the controls, hover your mouse over your choice, when it becomes highlighted, click once and the appropriate dialog box will open.

Clicking on ALL ATTENDEES will allow the Host to choose a command which apply to all participants. These include Chat, Send File, Disconnect and Manage Rights.

Chat

The Chat feature allows the Host and the Participants to initiate private dialog with each other. When someone is being sent a Chat, a bubble will appear along with a sound effect next to the name of the person that is trying to chat them. Simply click on the bubble and the chat window will open. After the chat is finished, a user has the option to save the entire text of the chat message on the bottom of the chat window.

A Host can designate "co-hosts" and enable their Q&A rights and Attendee Rights. The Participants can use their Chat icon and use the drop down to choose "Q&A" group and then send a chat to all co-hosts this way. The Host or co-host can then cut and past the question and choose "All" in the drop down menu and post it to everyone.

Tip: By adding people to the Q&A group, it allows the Host to run the meeting and designate others to field any questions that come up during the meeting. If the Host/Presenter has not enabled participants to view the Attendee Roster, they will not be able to initiate a Chat.
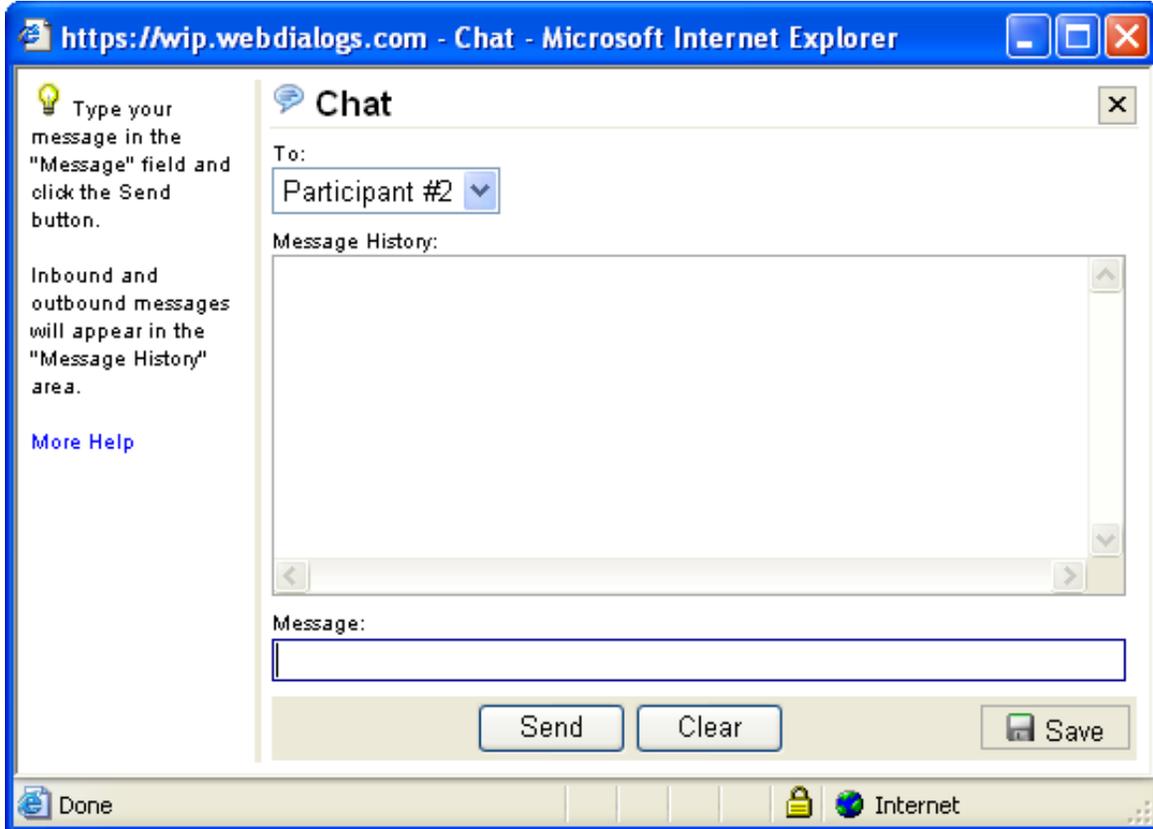
Send File

The Send File command allows presenters to transfer any document to one or all of the participants in the conference.

To send the file to one participant, select the attendee from the Roster, right click to bring up the command menu and choose Send File. A dialog box will open that will allow you to browse out to the file and click on SEND FILE.

The file is sent thru CIA and the attendee to whom the file is being sent receives a CHAT message with a link to download the file. The attendee would left click on the link to download and open the file, or to save the file without opening it; right click on the file link and select "Save Target As."

By selecting ALL ATTENDEES in the roster, the Presenter can send a target file to all attendees in the roster.
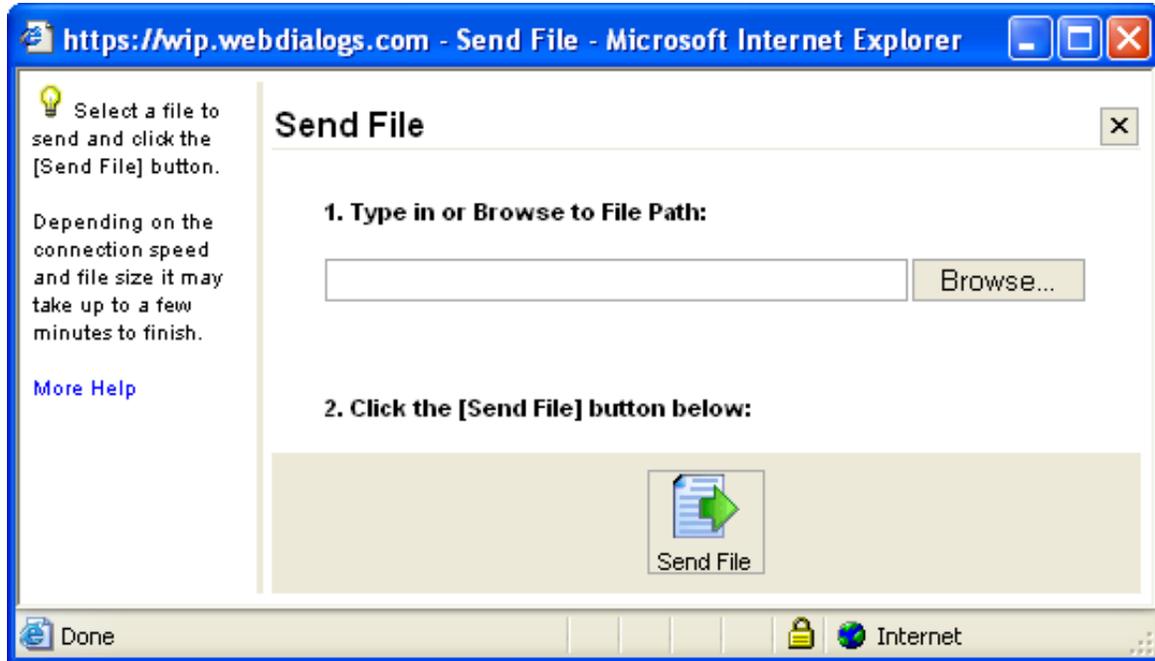
Make Presenter

At any time during the web conference, the Host can pass off the presenter role to any attendee. By doing so, the new presenter would have the toolbar to publish documents, share an application or navigate through an existing published document. For more information, see page #14.

NOTE: The Host of the session always retains the ability to take control back from the current presenter. To regain control – click on the Presenter icon on the toolbar.

Disconnect

The Host can disconnect any attendee at any time during a web conference through the context menu on the roster.

Selecting Disconnect option for ALL ATTENDEES causes the web conference to end.

Manage Rights

The Manage Rights command modifies the attendee rights as necessary. By default,

Attendees do not see the roster. The Host can change this by checking the box in front of ATTENDEE ROSTER ENABLED. Click OK.   If the Presenter would like to designate a Question and Answer group within the conference, they can add the attendee through the rights management command as well.
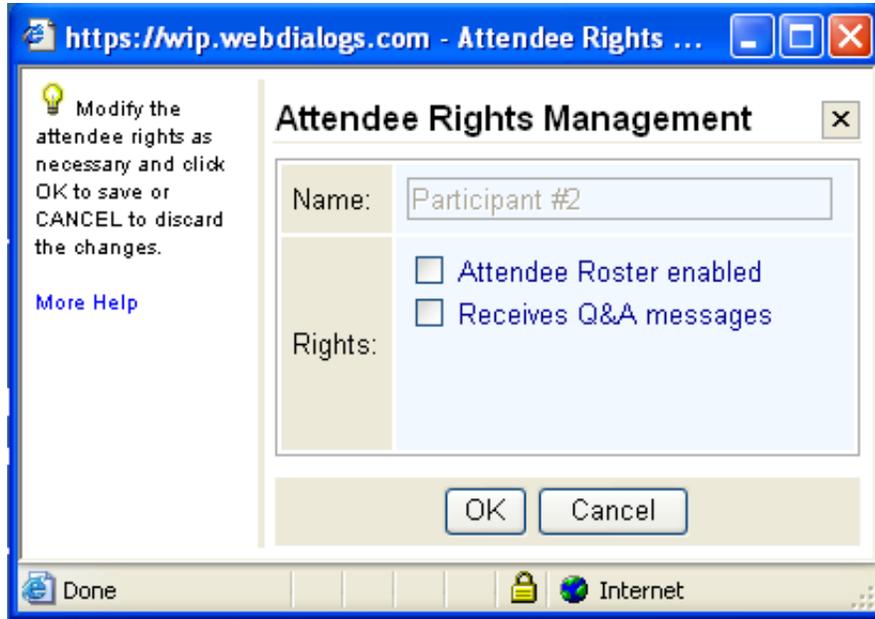
V. Web Conference Presentation Features

Publishing a Document

Document Publishing provides a simple, efficient way to share PowerPoint, Word and Excel documents with a group of participants. No downloads are required to publish or view documents, making it the most effective way to present common Office suite documents. The Host can publish documents before a conference starts or during the conference while participants are connected.

1. Click on the Publish icon on the toolbar.
2. Browse out to the specific document you want to share.
3. Click the Publish button to initiate the process. CIA transfers a copy of the document and converts it to a presentation ready for use. This step may take a few seconds to several minutes, depending on the speed of your connection and the size of the document. When the upload is complete, the first page of the document appears automatically.

Note: Password protected documents will not publish. You will need to remove the password required feature on the document before attempting to publish. Excel documents that contain macros are not supported and will not publish.

To present a previously published document:
1. Select the presentation in the Published Documents list.
2. Click the PRESENT button.

Presentation Tools

Document Pointer

Presenters may choose to use the document pointer as an assistant in presenting. Click on the POINT button to toggle the Pointer tool on and off when you want to highlight the context of your presentation. To insert a Point that remains in your document, click the pointer in the document where you want the Point to remain.

Marker

Use the MARKER icon when you want to draw or annotate the content of your presentation in real time. Choose from 15 Marker colors by clicking on the down arrow on the Marker icon. To toggle the Marker on and off, click on the Marker icon again. To clear the annotation, advance to the next slide or republish the document.

Slide Navigation

Once a document has been published and a conference has been started, the Presenter must navigate through the presentation using the simple toolbar navigation. Only the Presenter has the ability to direct the presentation – but the presenter can promote another participant to the Presenter role through the Attendee roster.
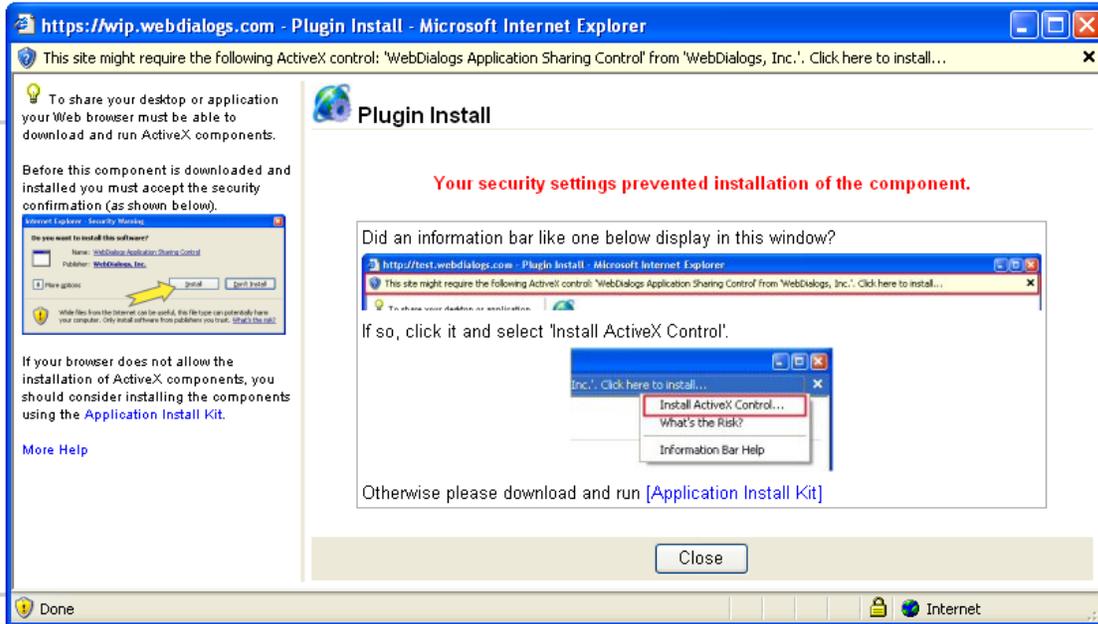
Application Sharing

The Application Share icon allows the Presenter to share individual applications or the entire desktop, thereby enabling your participants to view changes as you make them and to see applications unique to your desktop. Once the Presenter clicks on the Share icon, a dialog box will open with options pertaining to the Applications available for sharing.

Note: If this is your first time using the share function, you will be prompted to accept a download.

(See Image on next page.)

After you have accepted and installed the download, a new dialog box will appear that shows a list of currently running applications that are available for sharing. You can choose to share one individual application or multiple applications. You can choose to share your entire desktop as well.

To share an individual application, place a check in the box in front of the applications you want to share. **Remove** the checks from any that you **DO NOT** want to share.

To share all Applications listed, click the SHARE ALL button.

To stop Sharing, Restore the Application Sharing dialog box and click the Stop Sharing button.

If you would like to allow a participant to make changes to your shared application, you must give them control. To transfer control, click on the Attendee in the roster, choose GIVE CONTROL.

To regain control of the application, click on the Attendee in the roster and choose DISABLE CONTROL.

Polling

The Poll tool allows presenters to conduct interactive question-and-answer sessions. Poll results are gathered in real-time. The presenter has the option to share the results with the group or keep them private.

To create a **new** Poll question:
1. Click on the Poll icon on the toolbar.
2. Click new in the Question field.
3. Type your poll question.
4. Type in the answer options. You may need to type over existing answers. You can add additional answers by clicking on ADD. To remove answers, select each by placing a check in the box in front of the answer and click DELETE.
5. Reorder the answers, if necessary, by selecting an entry and clicking UP or DOWN.
6. Select a color for the bar graph answer tabulation.
7. When the question and answers are complete, click SAVE to save the question or CONDUCT to send the question immediately to all attendees.

(See Image on next page.)

To Poll with a saved question:
1. Click the Poll icon.
2. Select the saved question.
3. Click CONDUCT.

As the results are gathered, the Presenter is shown an actual vote count, as well as a percentage figure and bar graph for each of the possible answers.

To Show the results:
1. Click on END POLL & SHARE RESULTS to broadcast the results to all attendees.
2. OR click on END POLL to return to the poll window to conduct another poll.
3. Click CANCEL to exit the polling tool and return to your presentation.

You can choose to print the polling results after each poll closes.

Passing Presenter Control
When a web conference is started, the Host initially assumes the presenter role. The Presenter has access to all of the conference tools and has complete control of the conference. The Presenter may choose to assign the Presenter role to another participant at different times during the conference. To do this, the Presenter will click on the Attendee name in the roster and choose MAKE PRESENTER in the context menu.

Once this option has been selected, the current presenter's toolbar will change to a participant toolbar. The new Presenter will receive an updated toolbar with all of the Presenter controls.

The new Presenter has complete control of the conference and may choose to pass control to other users.

NOTE: The Host of the session always retains the ability to take control back from the

current Presenter. A toolbar icon marked PRESENT initiates the recall of Presenter privileges.

Hand Raising

This tool enables participants to raise a virtual hand either to capture the attention of the Presenter or in response to a question asked by the Presenter.

To use the Hand Raising tool, click on the hand on the toolbar once to raise the hand and again to lower the hand.

The Presenter receives a tally of the number of hands raised at any point in time. This allows the Presenter to ask a question and quickly count the number of participants in agreement based on the number of hands raised by the participants. A hand appears in the Attendee roster on the Presenter's screen next to each participant that has "raised" his or her hand.

The hand raising tally is dynamic and changes as participants raise and lower their hands. The totals are not captured or stored by this application.

Recording

A recorded conference can include both web and audio. Establish your telephone conference first, then use the following procedure to link the recording to the telephone conference.
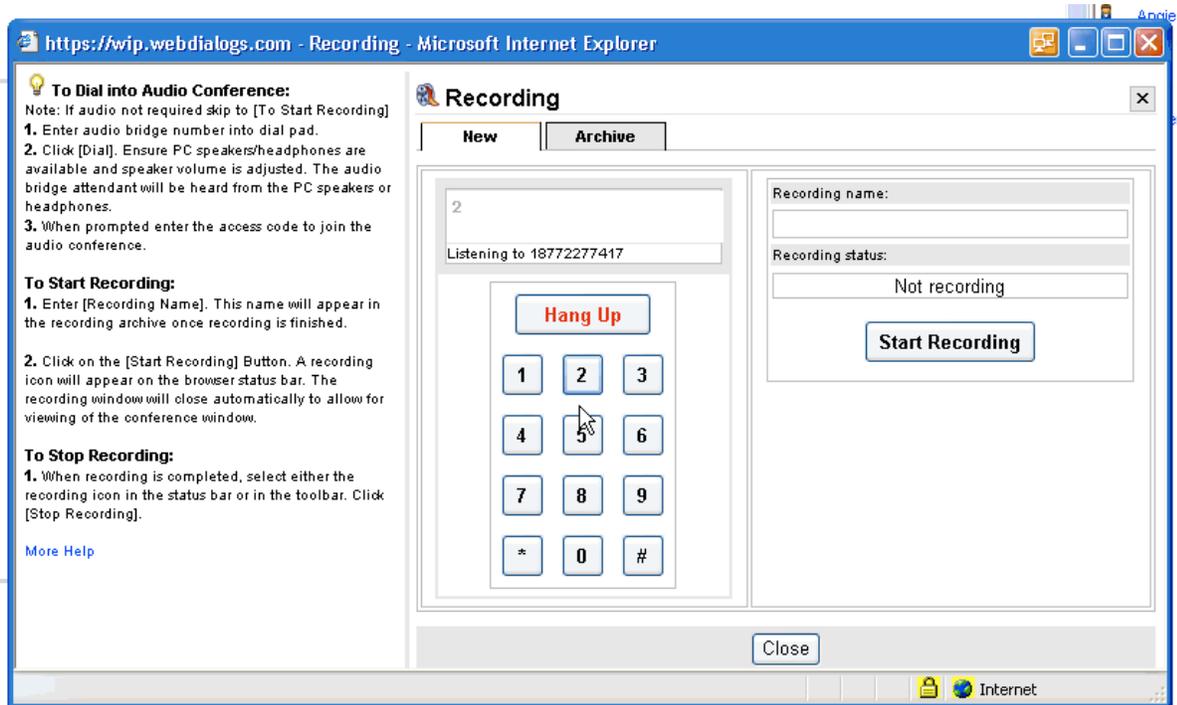
Start recording:

1. Start your conference.

2. From the Presenter/Host toolbar, click the recording icon ( ).

3. Read the Terms and Conditions and click Accept to continue.
   The Recording Dialog box is displayed.

4. Click the New tab. The following screen appears:

(See Image on next page.)

5. Enter the access number for your telephone conference on the dialpad displayed on your computer screen.
6. Click Dial.
7. Following the voice prompt, use the on-screen dialpad to enter the requested information.
8. In the Recording Name box, enter a name (Optional, but recommended.)
9. Click Start Recording.
   A Recording icon in your browser status bar indicates that recording is active.
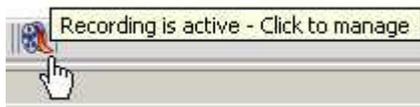
You can stop recording at any time without ending the conference.

Stop recording:
1. Click the recording icon on the toolbar. The recording dialog box opens.
2. Click Stop Recording.
3. Click OK.
   The Recording Archive displays the new recording. You can download the recording at any time to replay the conference and/or distribute the file for others to view.

NOTE: You cannot begin recording until a conference has started. Establish your phone conference first, then link the recording to the telephone conference using the on-screen dialpad. When you establish the link, you may hear the audio through both your telephone and computer speakers. This is temporary and the computer speakers will stop
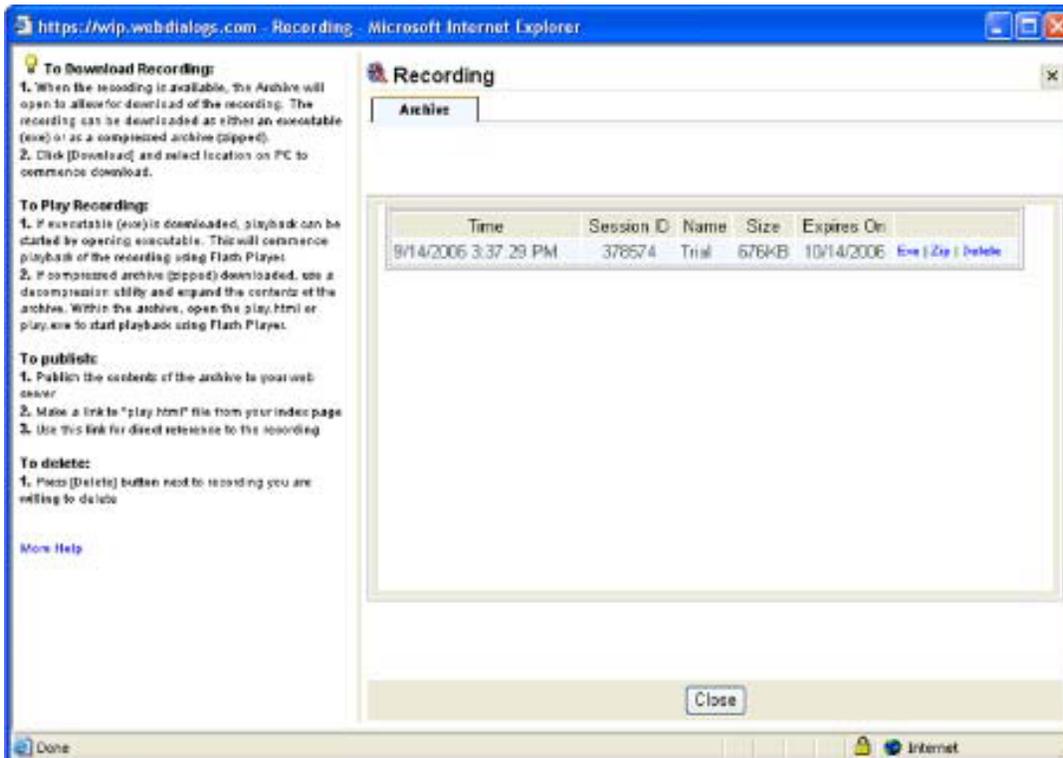
broadcasting as soon as you click Start Recording.

Downloading a Recording
1. Log in to your conference. You do not have to start the conference to access the Recording Archives.
2. From the Presenter/Host toolbar, click the Recording icon.
3. The Archive dialog box will open and show a listing of all archived recordings.

4. Locate the recording and download the compressed file (zipped) to your computer. When you click ZIP, you will see a screen that will ask you if you want to save or open this file. Save it to your computer for future use. After it is saved, you can e-mail it to other participants, burn to a disk for backup or for future viewing.
5. Follow the instructions for your decompression software to unzip the compressed file and save them to a folder on your local drive.
6. To **Replay** a recorded conference, locate the folder on your local drive containing the unzipped files. Double click the file *play.exe* to open the recording in Flash Player. Or double click the file *play.html* to open the recording in a web browser.

NOTE: If you have the option of downloading in the EXE format, you will be able to skip the uncompressing steps. Once the download of the exe file is complete, open the EXE file. This will automatically extract the recording archive and enable you to start playback. With the ZIP format, all of the extracted files are needed to replay the conference. For best results, keep all of the files for one conference together in a dedicated folder.

Sharing a Recording

After you have downloaded a recording, you can make it available to others by uploading it to a network, or Website. To upload to a website, you will use FTP or an equivalent tool.

Ending Conferences & Logging Out

When a conference is finished, the Host can end the conference by clicking the stop icon on the toolbar. A dialog box window will appear to confirm that the conference should be ended. A link to delete all published documents provides an opportunity to remove any remaining published documents before ending. Once the conference has been stopped, billing ceases and all participants are disconnected from the conference.
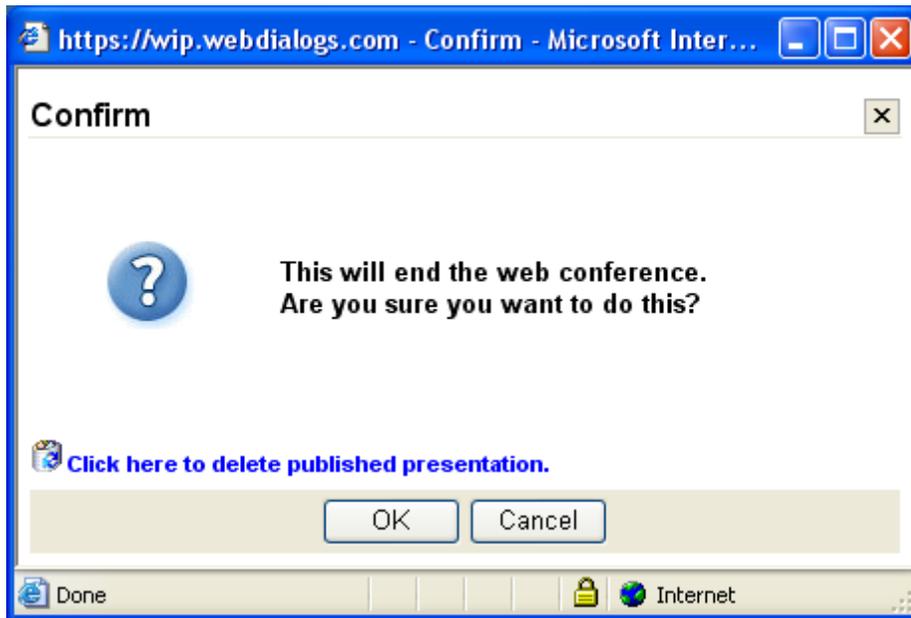
Web Conferencing

Troubleshooting Guide

===
JOIN AS A PARTICIPANT
===

What do I need to join a web conference under the Mac Operating System?

To attend the meeting under the Mac OS, you must be on a Mac OS 10.x and either Netscape 7.1+ or the new Apple Safari browser. Note: The Marker tool will not be available in the Safari browser.

What do I need to join a web conference under the Windows Operating System?

You need one of the following browsers: Internet Explorer 5.5+ or Netscape 7.1+.

What do I need to join a web conference using the Linux Operating System?

You need one of the following browsers: Netscape 7.0+, Mozilla 1.0+.

As a participant, do I need to download any special software to join the web conference?

No, you do not need to download any special software to participate. You only need a supported OS and a supported browser with Java Virtual Machine (JVM) installed and configured properly. If your system does not have a JVM or has a JVM but it is not configured correctly, you will not be able to view shared applications. However, you can still view published PowerPoint, Word and Excel documents.

===
JOIN AS A HOST
===

With Full Functionality
To host a web conference with full functionality, you must be running a Windows-based Operating System with Internet Explorer 5.5 or higher.

With Limited Functionality
You can join as a host with limited functionality if you satisfy the participant requirements. Limited functionality means that the host does not have the ability to share applications. Hosts joining from the Safari browser do not have access to the Marker tool.
===
TYPICAL JOINING QUESTIONS
===

I can't login. I'm getting error messages.

Make note of what the error messages are. Check login credentials and try again. Try reversing the credentials. If you have a pop-up blocker, you should disable it. Also, make sure Session Cookies are enabled in the browser.

I can't login. The conference screen does not come up.

Are you receiving any error messages? If so, make note of what they are. Make sure that cookies are enabled, pop-up blockers are disabled, and that the Internet connection is good.

After I login, I only see a black screen.

This is most likely a DirectX-related issue. DirectX may be corrupted or missing from the system. Reinstall or upgrade to the latest version of DirectX.

My participant is unable to join my meeting.

Make sure you have already started the conference. The Host must click the START button located on the web conference toolbar before participants can join the web conference. Make sure the participant is using the correct login credentials. Make sure that cookies are enabled, pop-up blockers are disabled, and that the Internet connection is good.

When I click LOG IN, it says "Sorry, the conference you are trying to join is not in session."

Either the Host has not yet started the conference, or the participant has entered incorrect login credentials. Check the credentials and try again.

My participant is able to login, but nothing happens afterwards.

Check whether the participant is running a pop-up blocker. A pop-up blocker will prevent the application control window from "popping" up and therefore participants must disable pop-up blockers or add the web conferencing application to the "safe" list.

I clicked the LOG IN button but nothing happened.

Check to see if you have a connection to the Internet. Check whether there are any error messages. If so, make note of what they are. If you have a pop-up blocker, disable it.

The toolbar in the web conference window does not load.
Contact customer support.

What type of documents can I publish?

You can publish three types of document: MS Word, MS Excel and MS PowerPoint.

How can I make changes to a published document?

You cannot modify published documents. If you need to make any changes to the published document, first edit the document on your computer and then re-publish the file. The new document will replace the old one.

I tried publishing my presentation but it failed. What caused this to happen? Where is my presentation?

There are numerous possible causes for this problem. If the upload of the document never completed, there was probably a network connection interruption and you should try publishing the document again. If you received an error during the conversion stage, your document may contain unsupported features such as password protection.

Is my presentation secure? Can other people see my presentation?

To view your presentation, participants must join your session. Participants have no direct control over the navigation before, during, or after the presentation session. Secure Socket Layer (SSL) is used for all communications, ensuring that communications are secure between all parties. Hosts are given the opportunity to remove presentations from the server after each session is completed. If a participant bookmarks a page or slide during a meeting, he or she can return to it so long as you have not removed or replaced your presentation.

Will embedded animations, audio, and video work after my PowerPoint presentation is published?

In the conversion process of the PowerPoint file, each slide is converted into JPG images. As a result, any animations and embedded audio/video will be stripped off from the actual PowerPoint file.

I am trying to publish a document and the status bar hasn't moved in over 5 minutes.

Check the connection type (Dial-up, DSL, T1) and the file size. Publishing time is determined by these factors.

What type of applications can I share?

You can share any applications that you can open on your computer. In the Share Desktop mode, whatever you see on your screen is visible to participants.

Are attendees required to have the software I'm sharing on their computer?

No. Because you're only sharing a view of the applications on your computer, participants do not need any special software installed on their computers.

Can I share more than one application at a time?

Yes, you can share any number of applications you want. After clicking the SHARE button on the toolbar, check the applications you want to share from the *Select Application To Share* window and click the SHARE SELECTED button. A view of the application(s) you checked will be shared. If you want to share your entire desktop, click the SHARE ALL button at the bottom of the *Select Application To Share* window.

Why do participants sometimes see different white rectangular blocks covering parts of the applications being shared?

When the Host is sharing a single or a number of windows but NOT the entire desktop, the white rectangular blocks represent the windows that are NOT being shared. This ensures that contents in the unshared windows are never visible to attendees.

Do I have the ability to remotely control a participant's computer if he or she is on a different platform?

Yes, this is possible when the platform being controlled is running a Windows-based Operating System in combination with Internet Explorer 5.5 or higher.

I clicked SHARE and got the message to download ActiveX. I clicked YES but nothing happened.

The ActiveX download could be blocked either in the firewall/proxy or in the browser setting. Check browser settings first. If the browser setting is okay, run the installation kit. If your machine does not have administrative rights, contact an IT admin to download the install kit.

I clicked SHARE. The conference window minimized but nothing happened.

The screen shouldn't change for the Host when the SHARE mode is turned on. Sharing will not occur in the conference window but rather in the running document. Verify that participants are seeing the Host's shared programs. If participants do not see the Host's shared program, the Host should restore the conference window and try again.

I passed control to a participant but am unable to get it back.

Control cannot be passed when the Presenter is in sharing mode. Ask the Presenter to stop sharing and to pass back control.

My participant is not able to view the shared document or application.

The participant likely does not have JVM installed on his or her PC. Take the participant through the System check. This will notify the participant if he or she is missing JVM. JVM must be installed for the participant to see shared documents.

I cannot share an application or document with participants.

It is likely that the Host is unable to accept the ActiveX download. ActiveX is required to share a document or application.

I am sharing my desktop, but participants only see a blank white screen.

The JVM is most likely either missing from the system or has been corrupted.

The application sharing performance seems slow.

Check the Host and participant Internet connection (Dial-up, DSL, Cable, T1?). Check to see if either connections going through proxy server(s) and firewall. Check the system configuration and memory availability. Check that the JVM version isn't outdated. Change resolution and color depth on the Host's computer. If going through a proxy, run the install kit.

My participant is getting kicked out of the conference.

Check what type of connection the participant is running. If he or she is using a dial-up connection, this may be the cause. If participants are going through any proxy, either bypass the proxy or run the installation kit.

I don't see a SHARE button on the toolbar.

Check the browser type (Netscape, IE, Mozilla). Users with a Netscape browser will not be able to share applications.

What affects the performance of my meetings?

A few factors can affect the performance of your web conference. They are as follows:
- Your Internet connection speed
- Attendees' Internet connection speed
- The resolution and color depth of the applications being shared (if Share mode is on)
- The state of Internet traffic between you, participants and the Meeting servers
- The performance of firewall/proxy servers you and/or attendees go through if such devices exist

Does it help if I have a high-speed Internet connection?

Yes. However, if you have a high-speed Internet access but a participant is connected through a dial-up Internet service, then the web conference will be slow for that participant.

What can I do to make the web conference perform faster?

You should always try to be on the best type of Internet connection available. When you use the Share feature, change your resolution and color depth to the lowest acceptable settings. If the application being shared is not graphic-intensive, use the *Best Speed* option in the *Select Application to Share* window.