

REMOTE DESKTOP SHARING

Moderators and Participants with the Application Sharing permission can request control of another person's desktop at any time – even when the session is not in Application Sharing mode.

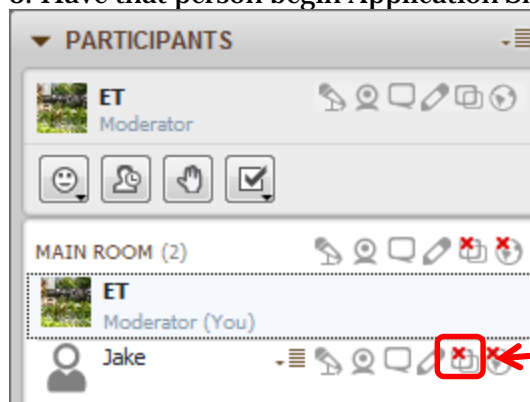
Ideas for using Remote Desktop Sharing

- Conduct real-time virtual lab sessions. Virtual lab applications make it possible to view and fully-interact with all of the applications on one computer from any other computer.
- Help troubleshoot programs on participant's computer.
- Conduct hands-on training session just as you would in a physical lab or classroom.

Request Control of Someone Else's Desktop

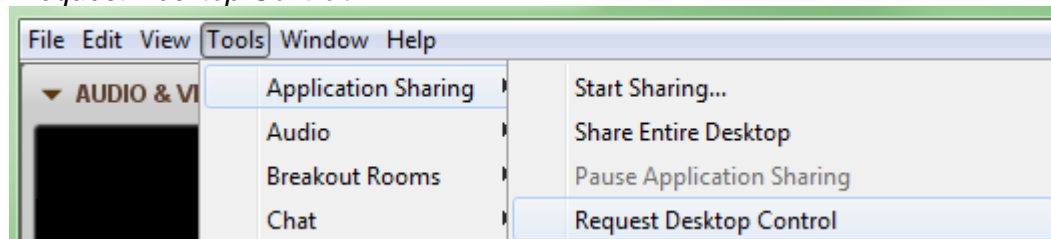
To request control of another Participant's desktop, do the following:

1. Select the person in the Participants list from whom you wish to request desktop control.
2. Give that person Application Sharing permission if it has not been granted to them.
3. Have that person begin Application Sharing what they want you to see.

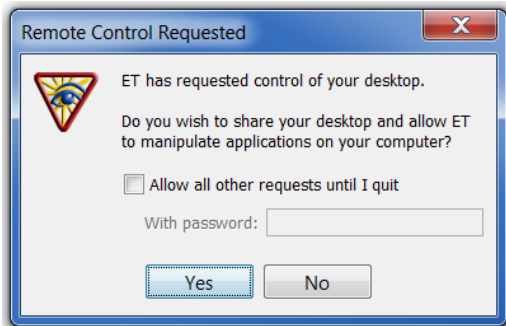


Click on App Share icon to remove red "x" – this gives your Participant Application Sharing privileges

2. In the *Tools* menu, open the *Application Sharing* menu and select *Request Desktop Control*.



The desktop owner will receive a notification that you are requesting control of their desktop. They may grant or refuse your request.



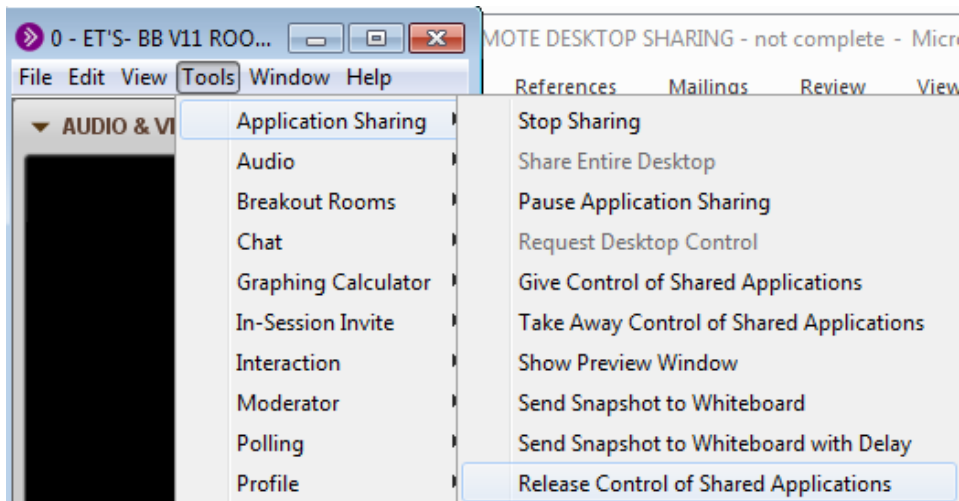
******* When the participant clicks on the Yes button, you then have to start Application Sharing to have control of their desktop*******

Take Back Control of Your Desktop

Click Ctrl+Space

Return Control of Participant's Desktop

You can relinquish control of a remotely controlled desktop or Application Share at any time. To do so, open the *Tools* menu and select *Application Sharing* followed by *Release Control of Shared Applications*. This menu item does not appear unless you are remotely controlling another's desktop of Application Share.



Simulated Keystrokes

A Participant with remote control of a desktop can move the mouse cursor, click, and type within the Share area. However, some key combinations may be filtered in order to protect the Host's computer. When a Participant controls the desktop of a host with another operating system, some key combinations may not exist on the keyboard. (For example, the Command key used by the Mac OS does not exist on the Windows system.)

Simulated keystrokes can be sent to a host system when remote controlling an Application Sharing session from a computer running a different operating system than the host system. For example, you may want to remotely control a Mac from your Windows system. Since Windows does not have a Command key, you can simulate Mac accelerator keys such as Command-C by defining them using the Simulated Keys feature of Blackboard Collaborate Web Conferencing

Within the Simulated Keys panel of the Preferences dialog, you can add new keystrokes, modify the existing keystrokes or remove the keystrokes from the list.

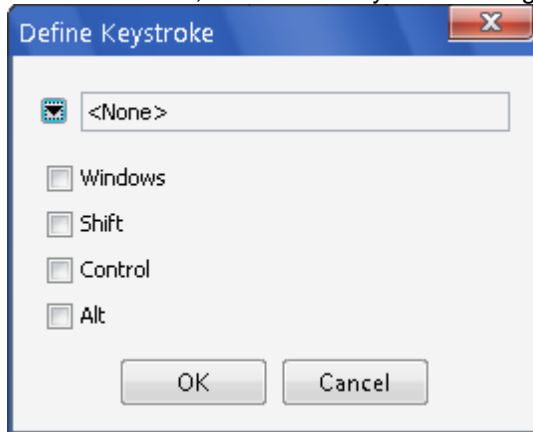
- Note:** The default set of simulated keystrokes that may be sent is defined on a per-platform basis.
- Note:** You can create, modify and delete simulated keystrokes in the Preferences dialog.


Also, some key combinations may be intercepted by the local operating system before they can be sent to the remote Share. One common example is Alt+Tab (Windows) or Command-Tab (Mac).

Sending Simulated Keystrokes

To send a keystroke that can't be sent from the keyboard, do the following:

1. In the *Tools* menu, select *Application Sharing* and then *Send Key*. If the key combination you need appears on the submenu, click it to send it. Otherwise, click *Other...*
2. If you clicked *Other...*, the Define Keystroke dialog menu appears.



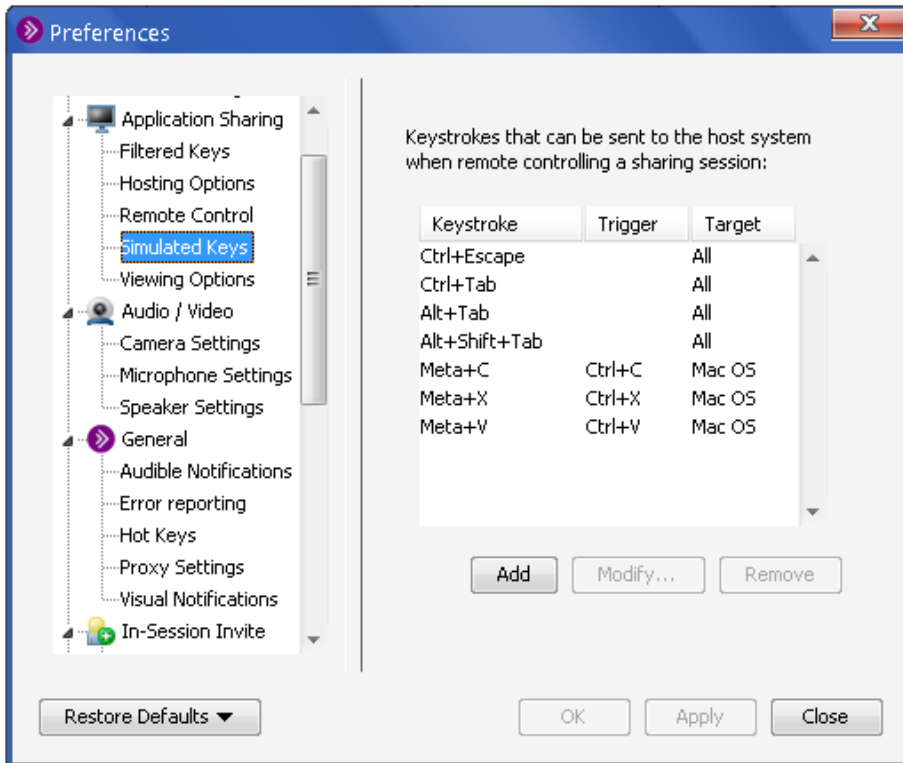
- Place your cursor in the text field and type a key to enter keystrokes directly.
 - Click the arrow  to open a menu containing several common keys that are not on all keyboards or are likely to be intercepted by the operating system.
 - Check one or more of the toggle boxes to add that modifier key to your keystroke. (These are the most common keystrokes that cannot be entered manually.)
3. Click **OK** to send the keystroke. Click **Cancel** to return to the Share without sending a keystroke.

Note: The list of available simulated keystrokes can be changed by defining simulated keys in the Preferences dialog.

Change the Simulated Keys

Change the Simulated Keys in the Preferences dialog.

1. Open the Preferences dialog in one of the following ways:
 - From the *Edit* menu, select *Preferences...* (Windows & Linux)
From the Blackboard Collaborate Web Conferencing menu, select *Preferences*(Mac OS X)
 - Enter Ctrl+Comma (Windows & Linux)
Enter Command-Comma (Mac OS X)
2. In the left pane of the Preferences dialog, expand the Application Sharing list and select Simulated Keys. The Simulated Keys preferences panel appears.

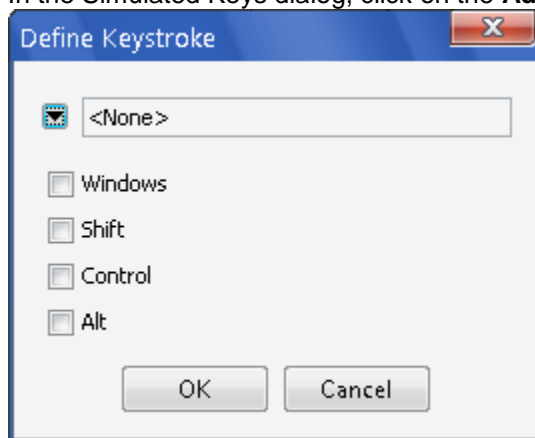



3. Add, modify, or remove keystrokes.
4. Click on **OK** to save your preferences and close the Preferences dialog, **Apply** to save your preferences and leave the Preferences dialog open or **Cancel** to close the Preference dialog without saving any of your changes.

When you configure preferences, CCC Confer will remember the settings each time you join another session on the same computer.

Add Simulated Keys

1. In the Simulated Keys dialog, click on the **Add** button. The Configure Keystroke dialog box opens.



2. Enter new keystrokes in the dialog:
 - Place your cursor in the text field and type a key to enter keystrokes directly.
 - Click the arrow  to open a menu containing several common keys that are not on all keyboards or are likely to be intercepted by the operating system.
 - Check one or more of the toggle boxes to add that modifier key to your keystroke. (These are the most common keystrokes that cannot be entered manually.)

3. Enter a trigger keystroke (optional). Sending the triggered keystroke in the Application Sharing window will not send the typed triggered keystroke, but the associated simulated keystroke.
4. You may further define the keystroke to be applicable only on a specified host client. The choices here are Windows, Mac OS and Linux.
5. Click on **OK**.

Example Definition

Since you cannot type the ⌘Command key from a Windows system, you could define a simulated keystroke as follows:

- Keystroke to send: Meta+X (On Windows, the Meta key is labeled “Windows”.)
- Trigger on: Ctrl+X
- Only when host is: Mac
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This will then automatically translate the Windows Ctrl+X (Cut command) gesture to the appropriate Mac gesture and only do it when remote controlling an application on a Mac.

Modify Simulated Keys

1. In the Simulated Keys dialog, select the keystroke you wish to modify.
2. Click on the **Modify** button. The Configure Keystroke dialog box opens.
3. Make your modifications.

Remove Simulated Keys

1. In the Simulated Keys dialog, select the keystroke you wish to remove.
2. Click on the **Remove** button. The keystroke will be removed from the list.

Restore to Default Simulated Keys

If you are unsure about the preferences you set and want to start over, you can revert back to the default (factory) settings. The restoration can be done at an application level, module level or panel level by selecting an option from the Restore Defaults menu.

- To restore defaults for the entire CCC Confer application, select *Restore All Modules*.
- To restore defaults for all panels within a specific module, select the module in the Preferences list and then select *Restore Module <Module Name>* from the Restore Defaults menu.
- To restore defaults for a single panel only, select the panel in the Preferences list and then select *Restore Panel <Panel Name>* from the Restore Defaults menu.
 - For **Simulated Keys**:
 - Go to Edit > Preferences > Click on Simulated Keys > Click dropdown under Restore Defaults > Select Restore Panel “Simulated Keys”

Use OpenGL Option (Mac only)

OpenGL is a 3D imaging system used by many Mac programs (e.g., Keynote) for performing 3D graphics effects directly on the video card (i.e., not rendered by the system CPU). OpenGL is the preferred screen capture mechanism on a Mac as it will capture screen images from virtually all applications correctly.

To get the best results in Application Sharing, select the Use OpenGL option (Tools > Application Sharing > Use OpenGL).