

Show My Screen™

User Guide



Civicom™

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Contents

Introduction	3
How it works	3
One-time Setup	3
Start a Session	4
Security Codes	4
Screen Resizing	4
Pause/Stop Sessions	5
Reset Account Authentication	5
Image Quality/Speed	5
Other Settings	6
Proxy.....	6
Use Secure Connections (Slower)	6
Refresh Rates	6
Frequently Asked Questions	6

Introduction

Show My Screen™ is the simplest way to present to remote viewers using the web. With Show My Screen™, distant viewers can use their web browser to see your computer screen – so as you advance through a presentation, they see it.

Since they use their web browser, viewers need not download anything, and you can show whatever you want - Microsoft PowerPoint, Word, Excel, Adobe applications – anything – and sessions can be set up at a moment's notice.

How it works

Install and run the host application. Click the “start” option and you will be given a web address. Give it to presentation viewers either verbally or by IM/email. When they enter this web address into their browser address field and press enter, they will see your computer screen.

Once started, Show My Screen™ will run in the background on your computer, displaying whatever is currently on your computer screen to viewers logged in to your session. Simply scroll through materials you would like to display on your computer as if the users were in the same room.

One-time Setup

1. Sign up for a Civicom account if you haven't already.
2. Sign into your online account at www.civi.com.
3. Click the “Web Conferencing” tab.
4. Scroll down and find the Show My Screen™ box.
5. Click the “Get Show My Screen” button to download the Show My Screen™ installation program.
NOTE: only the host (presenter) needs to do this.
6. Follow the on-screen steps to install the host application. An icon will be placed on your desktop.

Start a Session

1. Double-click Show My Screen™ icon on your desktop.
2. Click the “Start...” option on the main menu.
3. You are provided the web address to hand out to viewers (this does not change from session to session). Give viewers this web address, either verbally, or via email, or via instant message. When they go to this web address, they are prompted to enter their name to sign in. They will see your screen after signing in.
4. Click the “start” button to start broadcasting your screen. NOTE: viewers who sign in before this will see that your session is not live yet, so you will want to start broadcasting your screen a few minutes before your presentation is scheduled to begin.
5. When you are broadcasting your screen, you will see a Pause/Stop button in the lower-right corner of your screen:



Security Codes

As you start, you will see a check box for “optional security code.” This is an additional password you can configure for your session. This feature is usually not needed unless you are sending web addresses to multiple viewer groups in advance of the sessions. If you do not check the box, viewers will only need your unique web address to see your screen. If you do check the box, you can create whatever code you like as you start each session, and viewers will be asked to enter the security code to see your screen. See below for more about this.

Screen Resizing

If viewers cannot see your entire screen without scrolling, you can resize your screen using the sliding bar in the “Settings” menu. For best results, choose the 800x600 setting and most viewers will be able to see your entire screen. Show My Screen™ automatically returns your screen settings to normal when the session ends.

To automatically resize your screen (one-time configuration):

1. Open the Show My Screen™ application by double-clicking the icon on your desktop.
2. Click the “Settings” option on the main menu.
3. Click the “Screen” tab.
4. Check “Automatically resize screen when showing my screen.”
5. Drag the slider to the left until it reads “800 by 600.”
6. Leave the other settings as-is and click the “OK” button. You only have to configure these settings once.

Pause/Stop Sessions

To pause during a session (stop broadcasting momentarily), click the Pause/Stop button in the lower right of your screen. You will then be given an option to either restart or stop the session entirely.

Reset Account Authentication

You may want to switch which Civicom account your computer is using. To reset automatic account authentication:

1. Open the Show My Screen™ application by double-clicking the icon on your desktop.
2. Click the “Settings” option on the main menu.
3. Click the “Other” tab.
4. Click the “Reset Automatic Account Authentication” button.
5. Click the “OK” button.
6. Now, when you start a new session, the application will prompt you for the email address and password of the Civicom account you want to use. It will only ask this one time, until you reset again.

Image Quality/Speed

You may slightly speed up the screen refresh rate for viewers at the cost of quality. To do this:

1. Open the Show My Screen™ application by double-clicking the icon on your desktop.
2. Click the “Settings” option on the main menu.
3. Click the “Image” tab.
4. Drag the quality/speed slider to the left to increase speed and decrease quality; drag the slider to the right to decrease speed and increase quality.
5. Click the “OK” button when the slider is set to your desired speed and quality.

Other Settings

Find these settings by clicking the “Settings” option on the main menu.

Proxy

Use this tab if web requests from your computer go through a proxy server. You can either use Internet Explorer’s proxy settings, or select “HTTP” and enter the settings here.

Use Secure Connections (Slower)

On the “Other” tab, check this option if you want all Show My Screen™ network communication to be encrypted. (Normally, only your account information is encrypted upon authentication.) NOTE: turning on this feature slows down viewers’ Show My Screen™ experience.

Refresh Rates

On the “Other” tab, you can customize screen refresh rates. For example, in a situation when you are occasionally watching someone’s screen, you may want to set the refresh rate to 60 seconds.

NOTE: setting rates faster than the default rates (0.1 and 0.25, respectively) yields no effect.

Update Client Viewer Screen(s) Once Every...

This setting affects the rate at which host screen graphics update on viewers’ screens.

Update Client Viewer Cursor Once Every...

This setting affects the rate at which the host’s cursor updates on viewers’ screens.

Frequently Asked Questions

What is Show My Screen™?

Show My Screen™ allows you to show your computer screen to multiple (up to 150) remote viewers.

When should I use it?

Use Show My Screen™ to make a presentation to a dispersed group or in one-to-one selling situations. Sometimes when you are in a conversation you need to quickly show something to the person you are speaking with. Just press the start button and give them the web address.

Why is it better than other similar products (WebEx, etc.)?

- Show My Screen™ is designed to be the simplest product – both for you and your viewers.
- Show My Screen™ does not require expensive per-month license/seat fees.
- Show My Screen™ works in firewall situations, allowing the maximum number of people to view your presentation without a hitch.

- Show My Screen™ sessions can be set up in seconds.
- Virtually no training is required to roll Show My Screen™ out to Enterprise users
- Great customer service is available at +1-203-618-1811.

How do I start a session?

See “One-time Setup” and “Starting a Session.”

How do I set up advance sessions?

Since you can choose your own security code whenever you start a new session (1-8 letters/digits), you can communicate them to future viewers in advance. For example, say you have a session every day of the week with different groups. You simply send participants your unique web address, which is always the same, and a different security code for each session.

Example:

	(We give this to you and it is the same for every session)	(You <i>can</i> create this when you start each session)
Day	Your Unique Web Address	Security Code
Monday	www.civi.com/civi	mon373
Tuesday	www.civi.com/civi	tue472
Wednesday	www.civi.com/civi	wed862
etc.		

What is a “security code”?

See “Security Codes.”

What if viewers cannot see my entire screen?

See “Screen Resizing.”