

## WEB VISUALS

### The Full Version vs. the Light Version General Product Information

**Q: What is the light version?**

A: The light version of Web Visuals allows participants to join an Instant or Scheduled without installing any software. Instead, they load a browser-based Java applet and are given limited access to features.

**Q: Is the light version available with both Instant and Scheduled meetings?**

A: Yes. Any participant joining an Instant or Scheduled meeting will have the option to use either the full or light version.

**Q: What is the difference between the full version and the light version of Web Visuals?**

A: There are four main areas of differentiation between the full and light versions.

- **Software** - The full version requires a download and installation. The light version only requires a quick browser-based download.
- **Access** - The full version offers access to all features. The light version only allows participants access to limited features.
- **Roles** - Moderators, co-moderators and presenters are required to join with the full version. Only participants can join with the light version.
- **Operating systems** - The full version is supported on Windows only. The light version is supported on Windows and Macs with the Safari browser.

**Q: What are the immediate benefits of the light version?**

A: By making the light version available for Web Visuals, moderators can have a broader audience. Because the light version removes the limitations the full version may pose for some participants, Web Visuals is ideal for all internal and external communications, including marketing events and lead generation seminars.

## PRE-MEETING

**Q: Is the light version for participants, moderators, co-moderators and presenters?**

A: No. The light version is only available for participants. Participants who join using the light version cannot be promoted to co-moderator or presenter. Moderators, co-moderators and presenters must use the full version.

**Q: How do participants join a Web Visuals meeting with either the full or light version?**

A: If users have the Web Visuals client installed, they will be joined directly into the meeting by clicking the link in their meeting invitation. If they do not have the client installed, they will be directed to a web page, where they will be prompted to fill out the required fields and may then choose to join with the full or light version.

Default email invitation templates for Scheduled meetings features text describing the full and light version options. Also, in the process of joining a meeting, participants will have the option to join with the full or light version.

**Q: In what situation would a participant choose the full vs. light version?**

A: There are two different scenarios that participants can use to help determine if they should choose the full or light version.

Participants should choose the full version if they:

- Need to share documents, applications, browsers or video.
- Meet the following technical requirements:
- Operating system – Windows® XP.
- Web browser – Internet Explorer 6.0 or higher.
- Bandwidth – High speed Internet access recommended.
- Free disk space – 14 MB.

Participants should choose the light version if they:

- Do not need to share documents, applications, browsers or video.
- Do not meet the full version's technical requirements.
- Are joining the conference from a Mac computer or an earlier version of Windows.
- Have limited bandwidth.
- Prefer to not install software.

**Q: How will participants know to choose the full or light version?**

A: Participants will be prompted to choose to join with either the full or light version at any screen where they can join a meeting. The option will default to the full version if the participant is using a Windows-based operating system. There will always be a help link that provides a guide for determining which version to use.

**Q: What if participants choose the wrong version to join a meeting?**

A: If participants choose the wrong version, they will need to leave the meeting and join again.

**Q: Can moderators force participants to download the light version?**

A: No. Downloading the light version or installing the full version is the participants' choice.

**Q: Does having the light version as an option mean that participants using Macs can join a meeting?**

A: Yes. Participants using Macs that meet the technical requirements will be able to join a meeting. When they join, Web Visuals automatically detects they are on a non-Windows based operating system and the option for full or light version will be defaulted to light version.

**Q: If using the light version, what do participants need to download to join an Instant or Scheduled meeting?**

A: Participants are not required to download or install any software to join a meeting using the light version. Participants are required to run a 550K browser-based Java applet, so they must have a Java-enabled browser. Web Visuals supports the following Java Virtual Machines (JVMs): Microsoft JVM, Sun 1.4.2 and Sun 1.5.

**Q: What are the minimum technical requirements for moderators and participants?**

A: The minimum technical requirements for both the full and light versions of Web Visuals are listed below.

#### **Full Version (moderators, co-moderators, presenters and participants)**

PC running:

- Windows XP with Internet Explorer 6.0 or higher
- Pentium III (500 MHz or faster) processor
- At least 256 MB RAM
- Approximately 14 MB of free disk space
- High-speed connection (T1, cable modem, DSL, etc.)
- Web camera (optional)

#### **Light Version (participants only)**

PC running:

- Windows XP with Internet Explorer 6.0
- Pentium III (500 MHz or faster) processor
- At least 256 MB RAM
- Approximately 1 MB of free disk space
- Apple® Mac system 10.3 and 10.4
- Safari 1.3 and 2.0
- G3 processor
- 256 MB RAM
- Approximately 1 MB of free disk space
- High-speed connection (T1, cable modem, DSL, etc.)
- Web camera (optional)

## IN-MEETING

**Q: What features are available with the light version?**

A: The light version provides a participant-only, streamlined in-meeting experience. Participants who join with the light version may:

- Send and receive chat
- Submit questions/receive answers via the Q&A feature
- Raise/lower their hand
- Set their video 'receive frames per second'
- Manage their audio line
- Participate in polls
- See all shared content (documents, applications, etc.)
- Set themselves to full screen or be forced by the moderator
- Scale and refresh their view

**Q: Is the bandwidth used in meetings different for participants who join with the full version or light version?**

A: No. Bandwidth is only a concern when *joining* with the full or light version and does not affect the *in-meeting* experience. For example, if a participant has the client already installed on his laptop and is joining a meeting on a dial-up connection, he should join with the full version because he would not be delayed joining the meeting by a time consuming installation. However, if the participant did not already have the client installed and was joining on a dial-up connection, he should join with the light version because installing the full version would take several minutes. No matter which version is used, once in the meeting, bandwidth usage differences between the full and light version are negligible.

**Q: Can moderators tell if participants have joined a meeting with the full or light version?**

A: Yes. Moderators can look at the meeting details to see which version their participants used to join the meeting. After the meeting, they can also access the Conference Attendee Report to retrieve the information.

**Q: What happens if a moderator tries to promote a participant who joined with the light version?**

A: Moderators do not have the option to promote participants who joined a meeting using the light version.

**Q: Do all participants in a meeting have the same experience and see the same data, no matter if they joined with the full or light version?**

A: Yes. Everyone will basically have the same experience, from the standpoint of viewing the information shared, participating in polls, chatting, asking questions via Q&A and being forced to full screen. (Note: Participants who join with the light version will not be able to have the moderator force zoom or use the zoom feature on their own.)