

TeamSpot3

Introducing TeamSpot™

Table of Contents

AN INTRODUCTION TO TEAMSPOT3
INSTALLING AND CONNECTING (WINDOWS) 4
INSTALLING AND CONNECTING (MACINTOSH OS X)..... 5
THE MINI-PANEL: YOUR TEAMSPOT CONTROL CENTER6
POINTRIGHT: WORKING ON THE PUBLIC SCREEN 7
CROSSPASTE: COPYING AND PASTING BETWEEN COMPUTERS8
CROSSWARP: MOVING INFORMATION WITHIN THE GROUP9
THE ARCHIVE: A RECORD OF YOUR TEAMSPOT SESSION 10
ANNOTATE: TEMPORARILY DRAWING ON THE SCREEN11
SCREEN SHARING: SHARE YOUR DESKTOP WITH OTHERS 12
FREQUENTLY ASKED QUESTIONS..... 13

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Patent Information

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An Introduction to TeamSpot

THERE'S A REVOLUTION SHAPING UP

in team collaboration with the growing spread of laptop computers, mobile devices, and wireless networks. Amid this shift, Tidebreak's TeamSpot is transforming conference rooms, libraries, computer labs and group work areas — any place where teams gather — into highly interactive collaboration zones.

TeamSpot powers these zones with advanced team collaboration capabilities that address the needs of groups in their project work by:

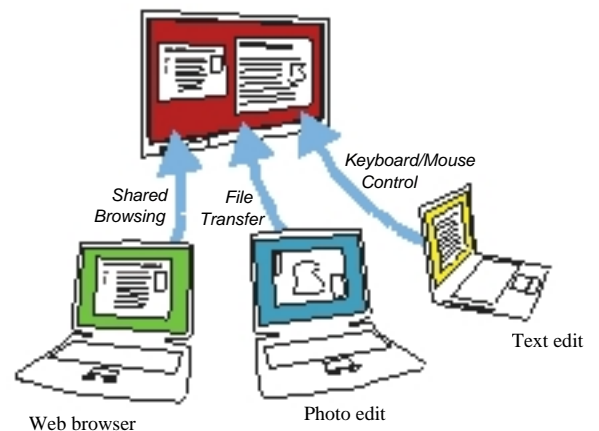
- Supporting activity with group-appropriate tools
- Empowering team members to multi-task in real-time
- Helping increase performance and achieve goals

TeamSpot redirects user interaction - rather than just video - across computers and mobilizes digital information with drag-and-drop simplicity.

Tidebreak's software provides new capabilities that are more powerful than desktop sharing approaches. With TeamSpot, groups can:

- Develop deliverables on a common screen by editing from laptops
- Easily move files between computers via drag and drop
- Copy and paste URLs, images, or text across computers
- Easily discover and share online materials and real-time data
- Automatically create an archive of session information
- Easily "push" a user's computer desktop to the common screen, *without* using video cables
- Work on parallel tasks and then rapidly integrate the results into a single seamless document

This document shows how to install the Tidebreak Client software on a laptop, tablet PC, or other computer and introduces TeamSpot's different features and capabilities.

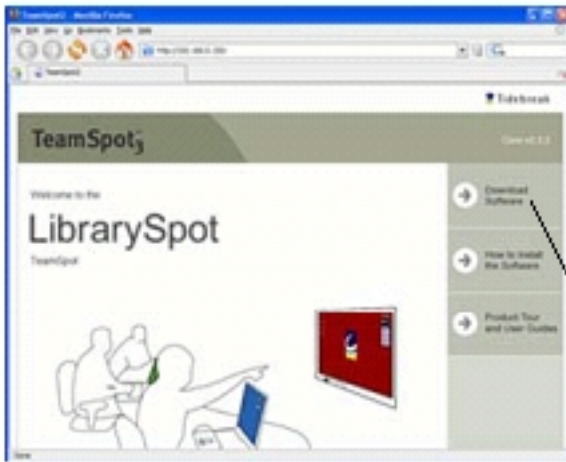
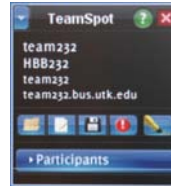


Installing and Connecting (Windows)

①

Determine the URL of the TeamSpot

The address of the TeamSpot Host is posted on the team room screen. For example, team room 232 has a URL of **team232.bus.utk.edu** (see picture on left)



②

Go to the TeamSpot's webpage

On your computer, open a web browser window. Enter the URL of the TeamSpot from step 1. Click "Download Software."

Click here for the download page

③

Download the software

Click the orange Windows button to download the Client installer file.



Click to download the installer.

④

Install and run the Client software

Run the installer you just downloaded. At the end, double-click the Tidebreak Client. When the license agreement appears, select "I accept..." and then click "Continue."



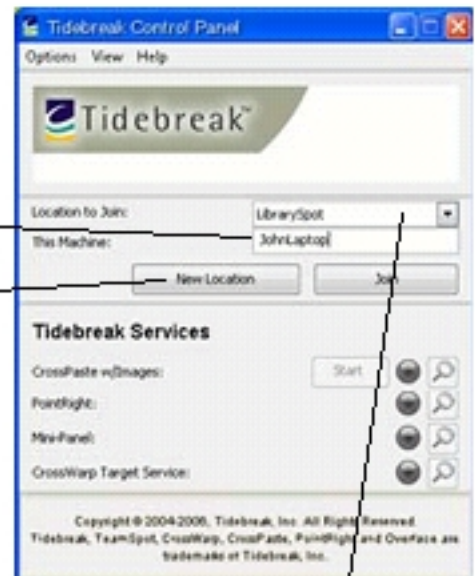
⑤

Personalize your settings in the Control Panel

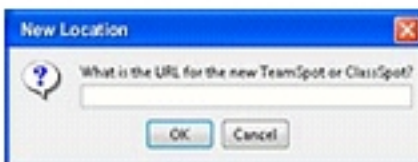
The Tidebreak Client Control Panel will appear. Change the machine name to be something that uniquely identifies you (e.g. a nickname). Then click "New Location" to join the TeamSpot.

Change this name to better identify you to others in the TeamSpot. (No spaces or punctuation.)

Then click here to connect into the TeamSpot



Drop-down list of past locations.



⑥

Enter the TeamSpot's URL again

Enter the URL from step 1 here and click "OK." This connects you to the TeamSpot.



⑦

Enter the authorization code

Check the TeamSpot Host screen in the room. You should see a small box in the lower right corner with a six digit code. Enter that code into this panel and click "OK." Once the Control Panel minimizes itself, you're connected.

⑧

Next time, just click "Join"

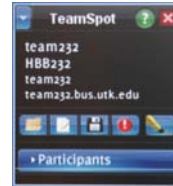
Next time you visit the TeamSpot, select the TeamSpot's name from the drop-down list and click "Join." When visiting a TeamSpot not in the list, click "New Location" and repeat steps 6 & 7.

Installing and Connecting (Macintosh OS X)

①

Determine the URL of the TeamSpot

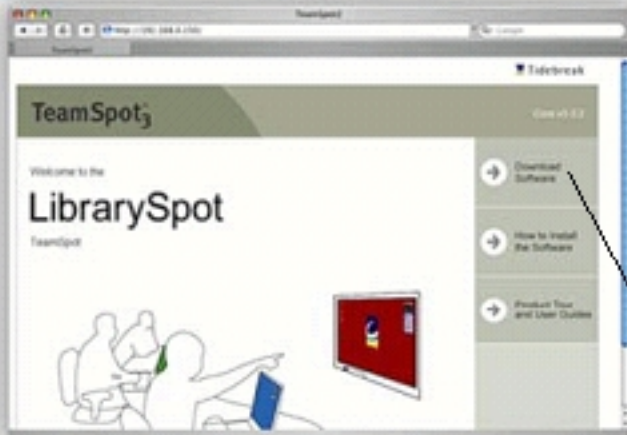
The address of the TeamSpot Host is posted on the team room screen. For example, team room 232 has a URL of **team232.bus.utk.edu** (see picture on left)



②

Go to the TeamSpot's webpage

On your computer, open a web browser window. Enter the URL of the TeamSpot from step 1. Click "Download Software."

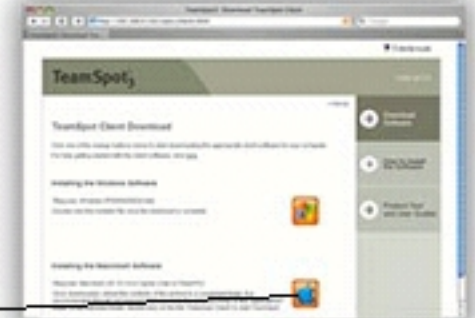


Click here for the download page

③

Download the software

Click the orange Apple icon to download the Client archive file.



Click to download the archive

Unpack and run the software

Unpack the archive folder (if it didn't unpack automatically) and move the entire folder to the Applications folder if desired. Double-click the Tidebreak Client icon. It displays the license agreement. Click "I accept..." and "Continue."



⑤

Personalize your settings in the Control Panel

The Tidebreak Client Control Panel will appear. Change the machine name to be something that uniquely identifies you (e.g. a nickname). Then click "New Location" to join the TeamSpot.

Change this name to better identify you to others in the TeamSpot. (No spaces or punctuation.)

Then click here to connect into the TeamSpot

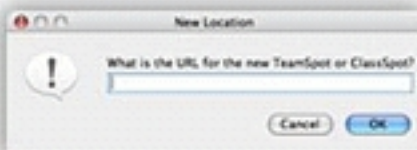


Drop-down menu of TeamSpots

⑥

Enter the TeamSpot's URL again

Enter the URL from step 1 here and click "OK." This connects you to the TeamSpot.



⑦

Enter the authorization code

Check the TeamSpot Host screen in the room. You should see a small box in the lower right corner with a six digit code. Enter that code into this panel and click "OK." Once the Control Panel minimizes itself, you're connected.



⑧

Next time, just click "Join"

Next time you visit the TeamSpot, select the TeamSpot's name from the drop-down list and click "Join." When visiting a TeamSpot not in the list, click "New Location" and repeat steps 6 & 7.

The Mini-Panel: Your TeamSpot Control Center

THE MINI-PANEL PROVIDES INTERFACES for

many TeamSpot features, such as CrossWarp and screen sharing, and shows you all the connected users within the TeamSpot. It is designed to float above the other windows on your desktop so that it is readily available.

If the Mini-Panel is in your way, you can reduce it to a minimal size by double-clicking the title bar at the top of the panel.

Below the title bar are the control buttons for the session archive and the screen annotate features. These features are discussed in other sections of this document.

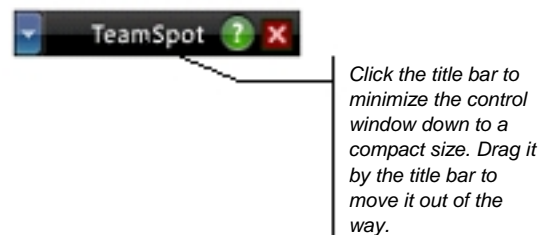
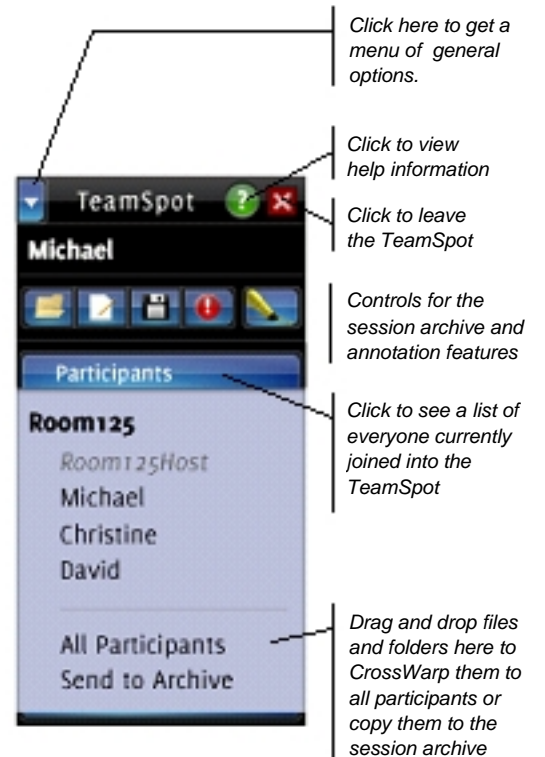
Click the Participants button to see a list of all the people currently joined into the TeamSpot. Your own computer is at the top of the list, in black text. When a new person joins the TeamSpot, you will see their name appear in the list, briefly flashing.

The Mini-Panel allows you to share files or websites with others using CrossWarp. (See the section on CrossWarp later in this guide.) Simply drop the items to share on the name in the Participants list. The bottom two entries in the list are shortcuts for sending items to all connected participants and for copying the file into the session archive.

A quick way to leave a TeamSpot is to click the red close button on the title bar.

The menu on the title bar contains general options that you normally rarely need. Some useful options are:

- CrossWarp Block/Prompt: Prevent others from sending files to you, or prevents them from being opened automatically.
- Show Received: Opens the "Received" folder where items sent via CrossWarp are stored.
- Clear Received: Clears the "Received" folder.
- Import To Archive: Imports a previously-saved session archive into the current active archive.



PointRight: Working on the Public Screen

POINTRIGHT LETS YOU CONTROL

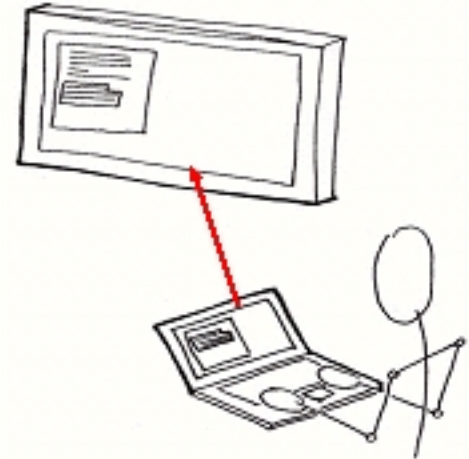
public screens — the commonly-shared "displays" — driven by the Host computer (and Public Clients, where available) using your own computer and mouse (or trackpad). Typically, teams use a public screen to create and edit documents. With PointRight, you can move the cursor around on these screens using your mouse and enter text on them by typing on your own keyboard. In fact, PointRight allows you to work on these public screens as if they were simply an extension of your own computer.

PointRight starts automatically when you join the TeamSpot. To take control of a public screen, simply move your cursor to the top edge of your screen. Then keep going beyond the edge. Your cursor will "jump" to the bottom of the public screen, but remain linked to your mouse. Your mouse inputs and keyboard inputs have simply been redirected to the other computer; when you type on your keyboard, the typing appears on the public screen.

The Mini-Panel on the destination screen will show an alert every time someone takes control of the cursor. This helps eliminate confusion when multiple people try to control the same computer at the same time.

When you want to work on your own computer again, simply move the cursor to the bottom edge of the public screen, and then keep going down beyond the edge. You'll see your own local cursor moving again, and your keyboard and mouse will once again work with your own computer.

When a TeamSpot has more than one public screen, it is usually configured so that you move the cursor up and out the top edge of your screen to control to primary public screen. You then move the cursor off the left or right edge of the public screen to jump to the other display; if the other screen is on the right, you move off the right edge, toward the actual physical display. If the other screen is situated to the left of the primary public display, then you move off the left edge of the screen.

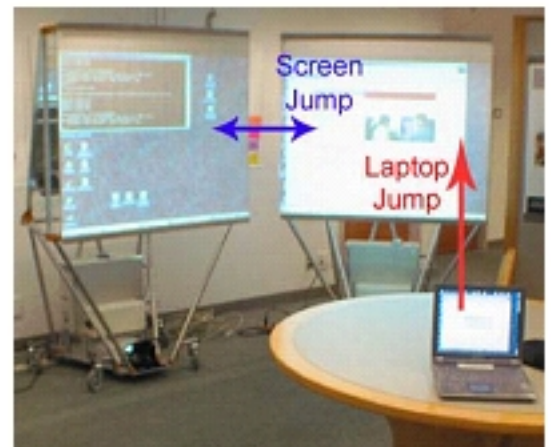


Move beyond the top of your laptop screen

Move your mouse until the pointer is at the very top of your screen. Then keep going, *past the top of your own computer screen.*

You are now controlling the public screen

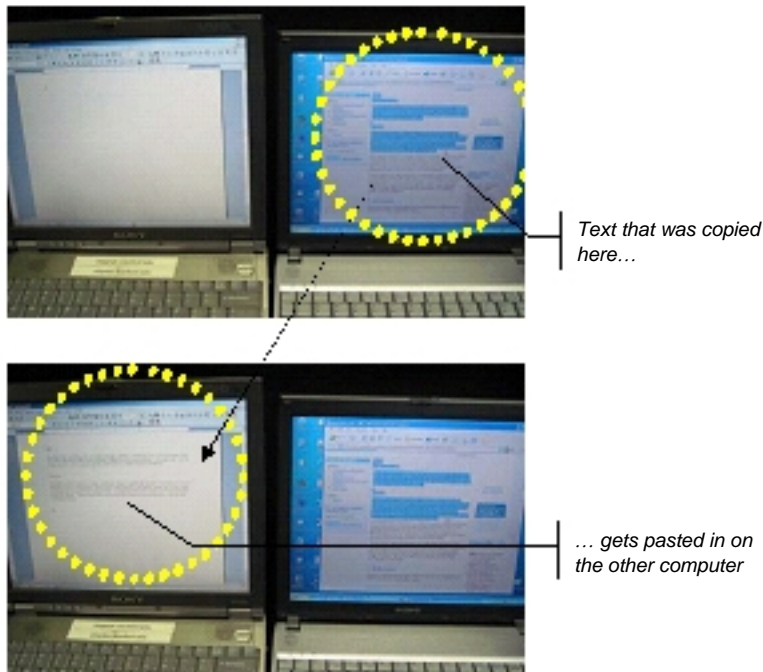
Your mouse controls the pointer on the public screen. And your keyboard types into it. To return, just go down beyond the bottom.



CrossPaste: Copying and Pasting Between Computers

CROSSPASTE MAKES IT EASY

to edit documents across computers by allowing you to copy text or a bitmap image from one computer and paste it in on another. Collaboration is as easy as cutting and pasting.



Simply open an application, select some text or an image and copy it to the clipboard the way you normally do. You can then use PointRight to move up to the public screen and paste the clipboard's contents into the group's document. Or, you can copy and paste from the public document to your own document on your laptop. (In fact, CrossPaste works between any and all computers within the TeamSpot.) The service is compatible with all major applications that support copying/cutting and pasting.

If you do not wish to participate in this shared copy/cut/paste feature, simply stop the "CrossPaste With Images" service from the TeamSpot Client Control Panel. When you wish to participate again, click the Start button on the Control Panel to restart the service. (The Control Panel is normally minimized to the Windows system tray or Macintosh dock. Click the icon with the Tidebreak logo to restore the Control Panel.)

CrossWarp: Moving Information Within the Group

SHARING INFORMATION

is critical to collaboration.

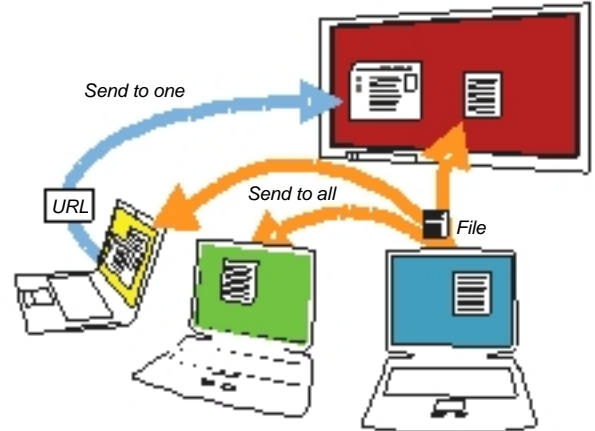
CrossWarp is a simple way to move digital objects from your laptop to another computer (or *all* computers) connected in the TeamSpot.

Simply drag and drop a file, folder, or a URL from your browser's address bar to a recipient's name onto the Participants list in the Mini-Panel. (If the list is closed, drag the document over the Participants button but don't release the mouse button. The list will open automatically and you can continue dragging to the recipient's name.)

A copy of the file, folder or URL will be sent to the recipient's computer and, for common document types, opened automatically. Files and folders are saved to the "Received" folder on the target computer. (Alternately, you can set the TeamSpot Client preferences so that files are automatically saved without immediately opening.)

If you drag and drop an item onto "All Participants," the item will be sent to all joined computers simultaneously.

Another way to distribute documents or folders to the people in the group is to copy the items to the session archive. When users leave the TeamSpot, they have the option of saving the archive to their own hard disk, USB drive or network filespace. By copying documents to the archive, you incorporate them into the session's permanent record. Once sent to the archive, a copy of any stored file can be accessed directly from any computer by clicking on the link in the archive page.



If the Participants list is closed, drag the document over the Participants button, but do not release the mouse button. This opens the list automatically. You can then continue dragging the document to the desired recipient.



Drag a file or folder (such as the Microsoft Word document shown here) to the desired recipient, or to "All Participants" if you want to send it to everyone.

The Archive: A Record of Your TeamSpot Session

THE ARCHIVE IS A REAL-TIME RECORD

of all the information transferred between users in a TeamSpot. Every time you transfer a file, folder or URL via CrossWarp, it is noted in the archive. You can also add your own comments into the archive.

The archive is a great way to store documents, web pages, etc. that the entire group needs during the meeting or afterwards. Simply drag and drop objects onto "Send to Archive" in the Mini-Panel, and they will be stored into the archive.

To view the contents of the archive, click the "View Archive" button on the Mini-Panel to open it in your web browser. The entries are normally listed by sequence number but, you can sort the table by any column just by clicking the column's title. The page updates automatically when new items are added.

In addition to files and URLs, the archive can also show user comments. For example, a comment could remind you to do something after the meeting. Click the "Add Comment" button on the Mini-Panel and type your comment in the text box.

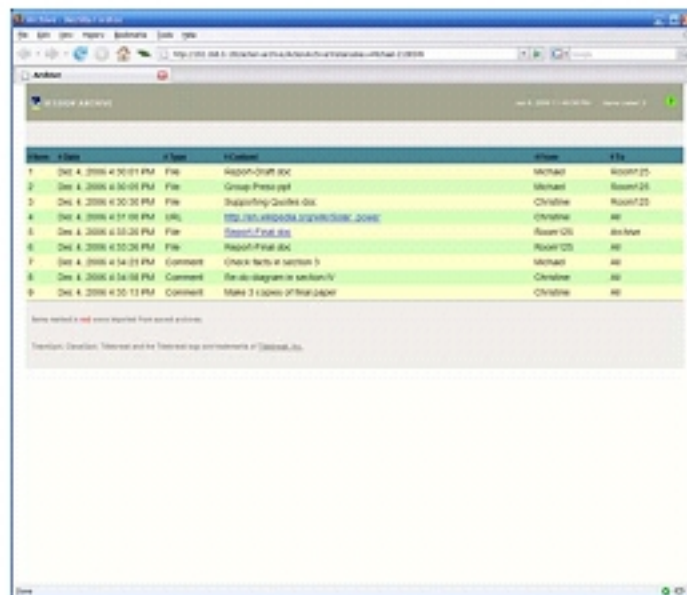
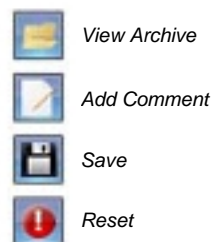
Click the "Save" button to save a copy onto your hard disk. Clicking the "Clear" button resets the archive. (Each user will have the chance to save their own local copy before it is reset.)

The TeamSpot Host automatically resets the archive at the end of the meeting. Whenever someone exits the TeamSpot, each remaining participant will be asked if they wish to save and clear the archive. *The first person to respond to this dialog box answers for the entire group.* If you wish to continue the meeting without clearing the archive, click "Continue". Otherwise, click "End," Each participant will have the chance to save their own local copy of the archive.

To continue a previous meeting, or just reference information that was shared in it, you can import information from any previously saved archive into the current session archive. Simply drag the old archive ZIP file onto "Send to Archive" in the Mini-Panel, and the contents will be inserted into the current archive. A different text color distinguishes imported records from those added in the current meeting.



Archive function buttons



The Archive web page. It will update automatically whenever the contents of the Archive change.

Annotate: Temporarily Drawing on the Screen

YOU CAN DRAW DIRECTLY ON THE SCREEN to

illustrate a point with the Annotate feature. Annotate "freezes" the screen into a static image and provides virtual pens that you can use to "draw" on it.

Start by clicking the "Annotate" button in the Mini-Panel. The screen freezes. Hold down the left mouse button and trace lines by dragging your mouse around. (Annotate is also compatible with some electronic touchscreen overlays and digital pens, too.)



Annotate button



Mark up the image of your screen by drawing right on top of it

Click the "End Annotate" button to return to your normal screen

Click the "Send to Archive" (or "Save to Local") button to save the annotations

Change the pen color by holding down the mouse button without moving the mouse. After a short delay, a circular menu appears under the cursor. First drag the cursor out of the menu through the menu category of interest. (E.g. go through "Color" to change the pen color.) Then go around the menu to the secondary choice (e.g. blue) and move through choice back to the center. When you reach the center, the menu closes automatically and your choice is made.

The same menu you use to select pen color can also be used to clear the screen, save the annotated image to the archive, or exit the Annotate mode. Alternately, you can return to your normal screen by clicking the "Exit Annotate" button at the bottom of the screen, or save the image to the archive by clicking the "Send to Archive" button. (If the archive is unavailable, the choice becomes "Save to Local.")



Press the pen or mouse button and move the cursor through the menu category, through your choice, and then back to the menu center.

Screen Sharing: Share Your Desktop With Others

SOMETIMES YOU NEED TO WORK

on your own computer, and yet you still want to involve your team in what you're doing. Perhaps you need to use an application that isn't installed on the public computer, or there are too many files to easily copy up to it. You may want to share your desktop to a colleague next to you so they can temporarily work on your desktop with you.

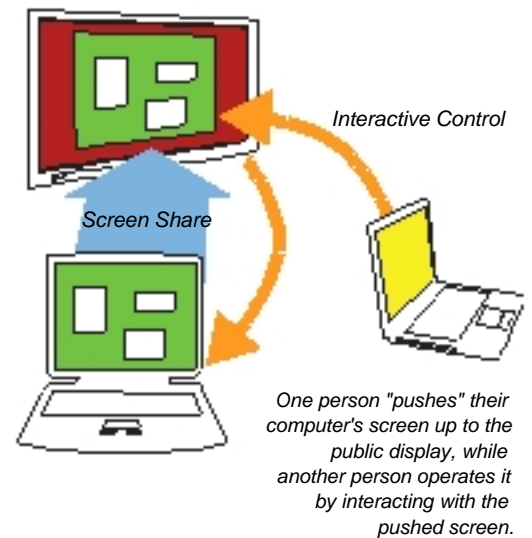
In these situations, you can show your own computer's desktop to the team by "pushing" it to another computer, e.g. a public screen. This is similar to plugging a secondary display into your computer's video-out plug, but is simpler and easier because it is done without cables.

The simplest mode is "Show To"; here your computer's desktop is shown on another screen, but other participants cannot interact with your desktop. A more advanced mode is "Share To"; other participants can see your computer's desktop and can also interact with it using their own mouse and keyboard. In this mode, your desktop temporarily becomes a shared worksurface.

To share your screen, open the Participants list in the Mini-Panel. Right-click on the name where you wish to show your desktop; this is typically one of the public screens, but could be another user's computer instead. From the pop-up menu, choose "Share To" or "Show To," depending on whether or not you want others to be able to interact with your computer. After the sharing session has been approved by the recipient, a window will open on the receiving computer showing your computer's desktop. The Mini-Panel on the sending computer will turn white to visually distinguish it from the Mini-Panel on the receiving computer.

To stop sharing, you can either right-click the receiver's name in the Mini-Panel again and choose "Stop Sharing" from the menu, or someone can simply close the viewing window.

Note: When you share your computer's desktop to the Host or a Public Client screen, PointRight will be temporarily disabled for you. This is necessary to prevent a cursor "feedback loop." For similar reasons, you can only "show" the Host computer's desktop when sending it to another computer.



Each name has a screen sharing popup menu. Click "Show To" to show your own computer's screen on the selected computer, or "Share To" to share your screen interactively

Frequently Asked Questions

"How do I get started with TeamSpot software?"

If you have never used TeamSpot with your computer before, point a web browser at the TeamSpot Host when you are at a TeamSpot location. You will see a download page that will give you access to the Tidebreak Client and instructions for installing and configuring it.

"When I try to access the TeamSpot Host, I get an Apache information page, not the TeamSpot page."

For Macintosh Hosts the default web server port (port 80) is sometimes bound to other services. Try accessing the TeamSpot page via port 8080 instead. For example:

```
http://hostcomputername:8080
```

"When I start the Windows Client, I get a Windows Security Alert. What do I do now?"

On Windows systems utilizing Windows Firewall, it is common to get Security Alerts such as these when running new software. Simply click "Unblock" to configure your system to allow TeamSpot to run; you should not see this alert again.

"Can I connect to a newer version TeamSpot Host if I have old Client software?"

TeamSpot and Tidebreak Clients that are version 2.5 or higher can connect to any TeamSpot Host. When you connect to the Host with an older Client, though, you will be given the option to upgrade to the new Client software. Upgrading will give you access to new TeamSpot features and is recommended.

"When I try to connect to the TeamSpot Host, I get a message that reads: 'Can't find a default.tsz file at....'"

Double-check that you have entered the correct IP address or URL for the TeamSpot Host computer. (The proper address should be posted prominently or otherwise communicated by the TeamSpot administrator.) This IP address is the same one you may have used to access the TeamSpot Host web site and download the software initially. If the TeamSpot Host is a Macintosh computer, you might need to specify port 8080, as in the following example:

```
http://workroomb.your-url.com:8080
```

"On my Macintosh, there is always a red light on the Control Panel next to 'PointRight Receiver'."

This is correct behavior. The PointRight Receiver is the service which lets others control your computer via PointRight. This service is normally turned on only for computers driving a public screen (such as the Host computer). It is turned off by default for normal Clients, which prevents others from being able to use PointRight to control your computer.

"When I try to move my cursor off my laptop screen using PointRight, I get a dialog box that says 'INVALID-CONFIG'."

This is an indication that the TeamSpot configuration information was not properly downloaded from the Host. From the Control Panel, first click the "Leave" button to disconnect from the TeamSpot. Next click the "New TeamSpot" button and enter in the IP number or URL for the TeamSpot Host. (Remember that some Macintosh-based hosts may require you to add ":8080" to the end of the address.) This reloads the configuration; finish connecting as you normally would. If you still have the same problem after doing the preceding steps, it is possible that the TeamSpot Host has been set up incorrectly and you should contact your TeamSpot administrator to look into the problem.

"When I share files using CrossWarp, where are the files kept?"

The easiest way to locate the files is to click the menu in the upper left corner of the Mini-Panel and choose "Show Received" and double-click the "Received" folder you see. This will open the Received folder for you, so that you can work with the contents.

"If I come back to a TeamSpot that I've used before, can I get access to the Archive that I developed in a previous session?"

No, the Archive data is cleared 5 minutes after the session ends. If you want to save a copy of the Archive from your session, you can either click the "Save" button on the TeamSpot Mini-Panel or click "Yes" when asked at the end of the session if you would like to save the archive. In both cases, a ZIP archive will be saved to your computer in the your personal folder.

For Windows 2000/XP/2003, look in the Tidebreak\Received folder within My Documents:

```
C:\Documents and Settings\\My Documents\Tidebreak\Received\
```

For Windows Vista, look in the Tidebreak\Received folder within your Documents folder:

```
C:\Users\\Documents\Tidebreak\Received\
```

For Macintosh, look in your user folder:

```
/Users/<user>/Tidebreak/Received/
```

"Why doesn't the archive save a copy of the files/folders I shared with CrossWarp?"

To protect users' privacy, the CrossWarp system only saves the names of files and folders that have been transferred, as these may contain information a participant does not want to make available to everyone in the group via the archive. If you would like to add a file or folder to the archive record, drag it to the "Send to Archive" target in the Mini-Panel.

"Can I save information I created using the Annotate feature?"

Yes. Simply click the "Save to Archive" button at the bottom of the screen during an Annotate session.

"What is the difference between 'Share to' and 'Show to' when screen sharing?"

If you choose to "share" your screen, other people will be able to interact with it and operate your computer. When you "show" your screen, it is view only and others will not be able to operate your computer.

"Can more than one person share a screen in a TeamSpot?"

TeamSpot 3 supports point-to-point screen sharing. A computer that is sharing its desktop cannot at the same time be viewing someone else's shared desktop, or vice-versa. When you attempt to do this, the first sharing session is ended automatically so that the new one can begin.

However, there is nothing to prevent separate pairs of computers from being in screen sharing session simultaneously, as long as they don't overlap.

"Since screen sharing uses Internet protocols, can I share a screen to someone at a remote location?"

TeamSpot's screen sharing feature is not currently intended to support sharing to remote locations, although it does nothing to actively prevent this. In some cases it may be possible to use the capability in this fashion, but this will depend on the network topology between the two sites. Specifically, at least one of the machines participating in a screen share session must have a public IP address relative to the other for screen sharing to work. (Please note that Tidebreak does not officially provide support for setting up screen sharing to remote locations.)

"When I am sharing my screen to another computer, I cannot use PointRight to move to a Public screen."

**When you share your screen, PointRight is disabled on your computer to prevent "loop" conditions.
When you end your sharing session, PointRight will be re-enabled.**

"I see multiple TeamSpot icons in my system dock/system tray."

On the Macintosh, some of the TeamSpot services run as separate applications, and therefore have their own dock icons.

On Windows systems, there is a known issue where PointRight does not remove its icon from the system tray when exiting. PointRight has correctly shut down, but the icon remains. This condition is not harmful to your computer; the icon will go away if you move your mouse over it.

"On my Mac, sometimes clicking on the red "X" close button on the Mini-Panel causes the software to stop responding"

Tidebreak has received several reports of this behavior with TeamSpot 3.0.x running on Macintosh OS X 10.3, but the cause has not been isolated. Instead of clicking the red "X" button, click the "Leave" button on the control panel to disconnect from the Host.

"Where can I get more help?"

Contact

Technology Integration Services

250 James A. Haslam II Business Building

University of Tennessee

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