



Elluminate Feature Report

Feature Name: ESP (Elluminate Sensory Perception) Indicators

Customer Need

Moderators of virtual sessions require a stable and engaging collaboration environment with the ability to gauge whether or not participants are synchronized with the current presentation or activity. Visual indicators should be available to reassure the moderator that the participants are live, and to allow for adjustments should they fall behind. In a face-to-face meeting, for example, the moderator would not proceed before he or she sees that everyone in the room has received a copy of a handout or manual. Similarly, at a glance, moderators in a virtual environment should be able to tell when to wait for users to catch up and when to proceed.

Solution

Elluminate *Live!* provides ESP (Elluminate Sensory Perception) indicator lights for all moderators, allowing unprecedented awareness during a session. Moderators can see that participants are synchronized with the current communication and presentation creating a far better user experience than the constant “can you see it yet?” questioning inherent in other solutions.

What makes these live status indicators possible is Elluminate’s Collaborative Communications Framework (CCF). Elluminate *Live!@* is built specifically for live, multimedia, many-to-many collaboration. The CCF automatically ensures that all participants are in sync, whether they have dial-up modems or high-speed LANs, PCs or Macs. This *No User Left Behind™* technology means users get a richer, more interactive learning experience, with no time lag or garbled communication - users can focus on content, not technology. Elluminate’s CCF creates a collaboration environment that deals with the inherent unpredictability of the Internet. Rather than depending on the browser for bandwidth management, the CCF optimizes a data stream specifically for the connection speed of each user. *This is unique to Elluminate.* As a result, the audio is crystal clear and all participants see and hear the same thing at the same time.

Specifics of the ESP Indicators

ESP indicators allow moderators to know whether or not participants are seeing what they should be seeing, or hearing what is currently being said. When sharing applications or displaying presentations, the moderator knows if participants are experiencing Internet delays or are on slower connections and can adjust the environment, with minimal disruption. ESP indicators are available for audio, whiteboard, application sharing and video. Red and orange indicator lights within the attendee’s privilege icon in the Participant Info window provide moderators with the information that they need. When no indicator lights appear, the participants are in sync with the interaction and content of the session.

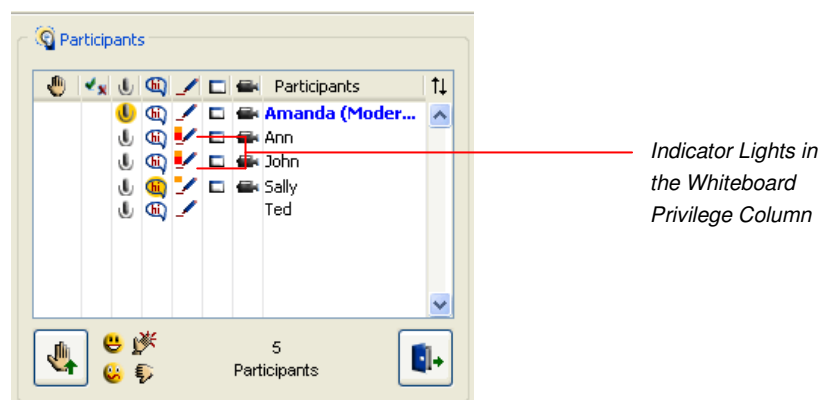


Figure 1: Whiteboard Indicator Lights



Activity Indicators

- **Audio:** Audio activity indicators light up if any of the participants are experiencing delays in audio reception. Only the moderator(s) and the current speaker can see the audio activity indicators allowing the speaker to determine the pace of the discussion. Orange and red indicator lights represent the length of the delay, which may be from 3 – 8 seconds. In addition to the audio indicators, the speaker may pause and automatically restart the audio to allow all or selected participants a few seconds to catch up. This ensures an optimal experience for each individual user in the Elluminate Live! session.
- **Whiteboard:** When content, in the form of presentations, images and objects, is loaded onto whiteboard screens it is sent to the Elluminate Live! server and, utilizing the CCF, distributed to the participants. Red and orange indicator lights inform the moderator which participants have not received all of the content. Red lights next to participants' names indicate that they have not received the current screen. Orange lights next to participants' names indicate that they can see the current screen but are still receiving other whiteboard screens from the Elluminate Live! server. This allows the moderator to ensure that all of the attendees can see the content before proceeding with a presentation.
- **Application Sharing:** While users are sharing applications and making changes, they may see activity lights. Red and orange indicator lights represent the length of the delay the participant is experiencing. When an indicator appears next to the user sharing the application it means that he or she is still sending information to the Elluminate Live! server. When these indicators appear next to participants' names, it means they are still receiving information from the Elluminate Live! server. A user sharing an application can use this information to adjust the pace of the session to ensure that everyone can see the content live and in real time.
- **Video:** While a user is sending a video broadcast, red and orange activity indicators provide information about everyone in the session, while each participant only sees activity indicators for themselves. The senders see an activity indicator by their names whenever they are trying to send video data to the Elluminate Live! server faster than can be supported by their current connection and selected video quality. The indicators for a participant appear if a significant number of video frames from the broadcaster are being dropped in order to keep the participant up-to-date. To compensate for this, if the sender sees orange or red indicators for many of the attendees then they can adjust the image quality setting to ensure that users have the optimal experience. Likewise, a viewer can improve the frame rate by lowering the video quality setting to reduce delays.

Contact Information

For more information about the ESP Indicators, visit <http://www.lluminate.com/training>.