

# Getting Started with WebEx Universal Communications Toolkit

This guide provides instructions on installing the WebEx Universal Communications Toolkit. It also provides basic instructions on using the toolkit to help you get started in creating Universal Communications Format (UCF) multimedia presentations quickly.

## Introducing the Universal Communications Toolkit

The WebEx Universal Communications Toolkit is a plug-in program for Microsoft PowerPoint that can help you to create engaging, content-rich Universal Communications Format (UCF) multimedia presentations that you can share in an online meeting. Using the toolkit, you can create PowerPoint slides in which you can play the following types of media files during an online meeting:

- WebEx Recording Format (WRF) files
- video files
- audio files
- Flash movie and interactive Flash files
- Web pages

When you play the media files in your shared slides during an online meeting, playback is synchronized on all participants' screens.

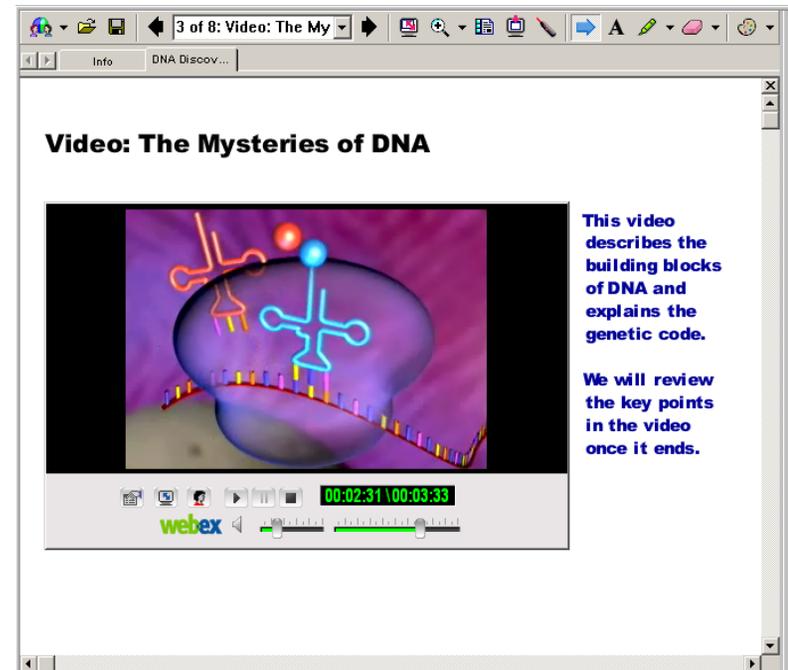
## How UCF Works

Once you install the WebEx Universal Communications Toolkit, it appears as a new menu and toolbar in Microsoft PowerPoint. You can then use the toolkit to insert *media objects* into PowerPoint slides.

A media object specifies the location of a media file and includes controls for playback. A media file can be local or remote—that is, it can reside on your computer or another local computer on your network, or on a remote Web or streaming server on the Internet.

## Shared UCF Multimedia Presentations

During an online meeting, you can share your UCF multimedia presentation in the *content viewer*—the area in Meeting Manager in which shared presentations appear—and play back media files, using the built-in controls for the media objects that you inserted. The following figure shows an example of a shared slide that includes a video object.



A shared multimedia presentation that includes objects must be in the Universal Communications Format (UCF). Using the toolkit, you can save the presentation as a UCF file, or you can let Meeting Manager convert the presentation to UCF automatically when you share it.

Media playback also requires a player. Your meeting service software includes a built-in player for some media types; other media types require separate players installed on your computer and all participants' computers.

## File Playback

Once you start playback of a media file, Meeting Manager on participants' computers either downloads the file and temporarily stores it in its cache or streams the file, depending on the type and location of the file:

File Type	If the file resides on a local computer, it is...	If the file resides on a Web or streaming server on the Internet, it is...
WebEx Recording Format (WRF) file	Streamed	Streamed
Audio file	Downloaded	Streamed
Video file	Downloaded	Streamed
Flash file	Downloaded	Downloaded
Web page file	Downloaded	Downloaded

The appropriate player on each participant's computer then plays the media file in the content viewer, such that playback is synchronized on all participants' screens.

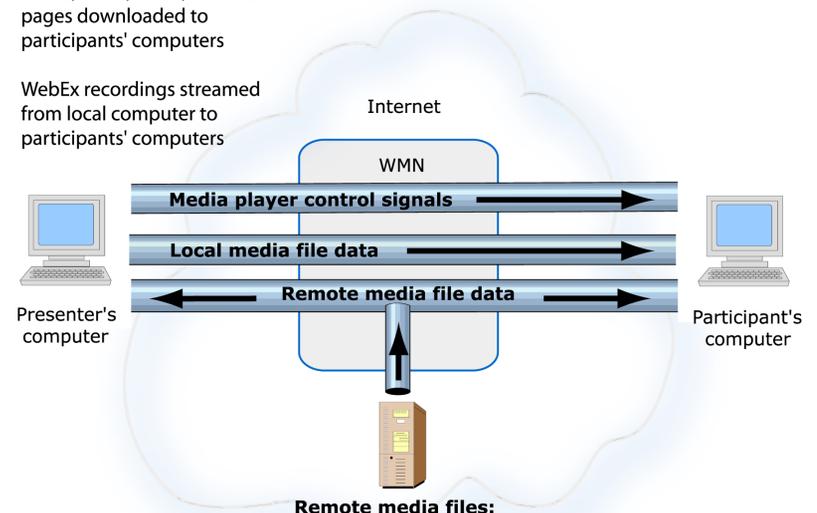
To provide a secure and reliable connection between your computer, the media file, and all participants' computers, UCF uses the WebEx MediaTone Network (WMN)—a global, high-performance network infrastructure.

The following figure shows an overview of how media playback of both local and streaming files works during an online meeting.

### Local media files:

Audio, video, Flash, and Web pages downloaded to participants' computers

WebEx recordings streamed from local computer to participants' computers



### Remote media files:

Audio, video, and WebEx recordings streamed from server to presenter's and participants' computers

Flash and Web pages downloaded to presenter's and participants' computers

## Supported Media Objects and File Formats

For each object that you can insert into a presentation, the following tables list the media formats that the toolkit supports and whether playback requires a separate player.

Media Object	Supported Media Formats	File Name Extensions	Player
<b>WebEx recording</b>	WebEx Recording Format (WRF)	.wrf	Built in
<b>Audio</b>	Windows Media Audio	.wma	Requires Windows Media Player
	Advanced Streaming Format	.asf	
	Audio for Windows (WAV)	.wav	
	Musical Instrument Digital Interface (MIDI)	.mid, .midi	
	Macintosh AIFF Resource	.aif, .aiff	
	MP3 (MPEG Audio Layer)	.mp2, .mpv2, .mp3	
	UNIX Audio	.au	
	Sound (SND)	.snd	
	Audio Interchange File	.aif, .aiff, .aifc	
<b>Video</b>	Windows Media Video	.wmv	Requires Windows Media Player
	Advanced Streaming Format	.asf	
	Audio/Video Interleave (AVI)	.avi	
	Moving Picture Experts Group (MPEG)	.mpg, .mpeg, .m1v, .mpa, .mpe	
<b>Flash movie and interactive Flash</b>	Macromedia Flash format	.swf	Requires Macromedia Flash Player

Media Object	Supported Media Formats	File Name Extensions	Player
<b>Web page</b>	Any URL on the Internet or your private intranet	For example, .htm, .asp, .php	Internet Explorer

## Benefits of the Universal Communications Toolkit

The Universal Communications Toolkit brings you a variety of benefits. By inserting media objects directly into your presentation, you can dramatically increase its impact on your audience. The following sections describe some of the benefits of including UCF multimedia in shared presentations.

### WebEx Recording Files

A WebEx Recording Format (WRF) file is a file type that you can create using WebEx Recorder, which can capture all activity on your computer's screen, including mouse movements. WRF files can add impact to your presentation in a variety of ways. For example, you can include a recording of any of the following directly in your presentation:

- software product demonstrations
- training videos for customers or employees
- sales presentations
- meetings that you host on your meeting service Web site

You can download WebEx Recorder from the Recording and Playback page on your meeting service Web site.

### Video Files

Video can be a powerful tool for delivering content and capturing the attention of your audience. For example, you can create a slide that includes a video clip of a product demonstration, a new advertising campaign, a corporate announcement, a training session, and so on. And because your meeting service uses the UCF content-delivery architecture, all participants experience high-quality video playback.

## Audio Files

By including audio clips into your presentation, you can greatly enhance the text and graphics on your slides. For example, you can accompany an image of a new product with a commentary by your company's CEO. Or, you can play a recorded speech to quickly deliver it to a wide audience.

## Flash Files

Flash movies and interactive Flash can add exciting Web-based multimedia content to your presentation. To engage your audience, you can insert Flash movie files that include high-impact video, audio, and animation. When sharing a presentation that includes Flash, you have full control of playback, including start, stop, and pause controls.

## Web pages

Using the toolkit, you can include any type of Web page into a slide—a page on the Internet, your organization's intranet, or an HTML file that resides on your computer. Participants can interact independently with the shared Web page in their content viewers and hear any audio that plays on the page.

Unlike both Web browser and Web content sharing—other options you can use for sharing Web pages in an online meeting—sharing a Web page in a slide lets you fully control the flow of your presentation. You need not stop your presentation to share your Web browser or specify a URL for Web content sharing. At any time during an online meeting, you can share a new Web page by changing the URL for the Web page object.

## System Requirements for WebEx Universal Communications Toolkit

The following are the minimum system requirements for the WebEx Universal Communications Toolkit:

- Microsoft Windows 95, 98, Me (Millennium Edition), XP, 2000, or NT
- Microsoft Internet Explorer 4.x or a later version
- Microsoft PowerPoint 2000 or later

- An appropriate player for video, audio, or Flash files:
  - For audio files, Windows Media Player 6.4 or a later version
  - For video files, Windows Media Player 6.4 or a later version
  - For Flash files, Macromedia Flash Player 5.0 or a later version



**Note** Beta versions of media players are not supported.

## Downloading and Installing WebEx Universal Communications Toolkit

Before downloading and installing the WebEx Universal Communications Toolkit, ensure that your computer meets the minimum system requirements.



**Important** To install the Universal Communications Toolkit on a computer running Windows NT or 2000, you must do one of the following:

- Log in as an administrator to your computer before running the setup program.
- Have a Windows NT or 2000 administrator set up the toolkit for you.

Once you or an administrator sets up the toolkit, you need not log in as an administrator to the computer again to use the toolkit.

**To download and install the WebEx Universal Communications Toolkit:**

- 1 On your site's Support page, click the link **Download WebEx Universal Communications Toolkit**.
- 2 Save the file to your computer's hard disk.
- 3 Quit Microsoft PowerPoint if it is running on your computer.
- 4 Double-click the `ucauthoring.exe` file that you downloaded.



The Universal Communications Toolkit Setup program starts.

- 5 Follow the instructions in the Setup program to install the toolkit.

## Using the Universal Communications Toolkit

The Universal Communications Toolkit provides a set of tools in Microsoft PowerPoint that lets you quickly create a UCF multimedia presentation. When using the toolkit, you can preview playback of media files directly in PowerPoint.

### Before You Begin

Before you begin creating a UCF multimedia slide presentation using the WebEx Universal Communications Toolkit, note the following:

- To play audio, video, and Flash files that you insert into a presentation, an appropriate player must be installed on your computer and all participants' computers. For ways to ensure that participants who will view your presentation have the required players, see [“Tips for Sharing Presentations with Media Objects”](#) on page 11.
- When inserting media objects into a presentation, you can specify the location of a local file or a remote file on a Web server on the Internet. Depending on the type of file and its location, the file is either downloaded or streamed to participants' computers. For audio and video files, it is best to stream them if they are larger than 2 to 5 MB. For more information about downloaded and streamed files, see [“File Playback”](#) on page 2.

- To stream multimedia in your presentation, you can specify the URL for a file that resides on any publicly accessible Web server. To stream your own file, you must publish it on your organization's publicly accessible server. You may need to consult your organization's webmaster for help with publishing files on your server.
- Media files play only on computers running Windows. Thus, if participants attend your meeting using Meeting Manager for another platform, such as Mac OS or Solaris, media objects do not appear in their content viewers.

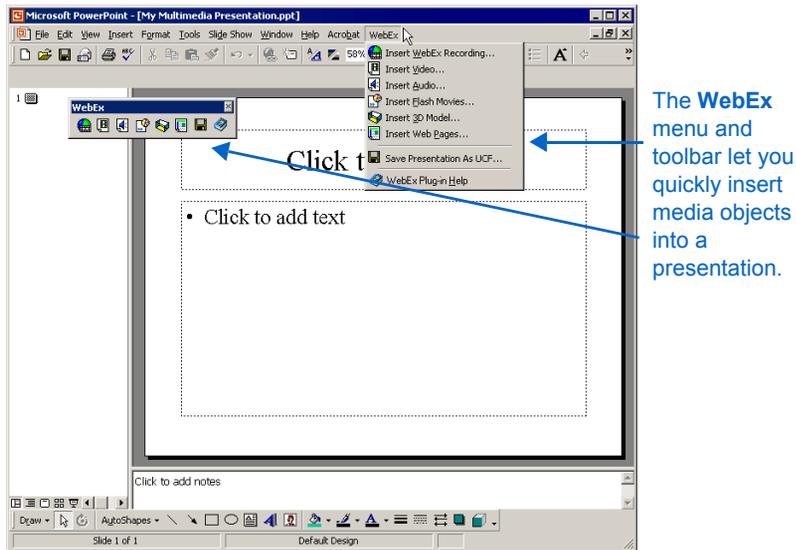
### Guidelines for Flash Files

If you want to include a Flash file in your presentation, ensure that the file meets the following guidelines:

- If the Flash file will reside on a Web server, ensure that you specify any links, or “jumps” to other files—such as audio, video, or Flash files—using absolute links, not relative ones. An absolute link is a complete URL, such as `http://www.mycompany.com/flash/file1.swf`. In contrast, a relative link shows the path through the folder hierarchy from the main Flash file to the linked file, such as `../flash/file1.swf`. If you specify relative links to files, participants cannot view the content of those files.
- Ensure that any links that you embed in Flash content open files directly in the Flash Player window. A link to content that appears outside of the Flash Player will not appear on participants' screens. For example, if you specify a link to a Web page in your Flash file, and the Web page opens in a browser window, the page will not appear on participants' screens. is not set to close its playing window automatically.
- Do not set the Flash file to automatically change the size of or close the Flash Player window.
- Do not embed Flash commands in Flash content itself. For example, do not create a button in Flash content that will pause or stop playback. If you use embedded commands, playback on participants' screens will not be synchronized with the playback on your screen.

## Inserting Media Objects into a Presentation

Once you install the Universal Communications Toolkit, options for inserting media objects into a presentation appear in Microsoft PowerPoint, as shown in the following figure.



The following are the options available on the **WebEx** toolbar for inserting media objects:

Option	Description
	Inserts a WebEx recording object into a slide.
	Inserts a video object into a slide
	Inserts an audio object into a slide



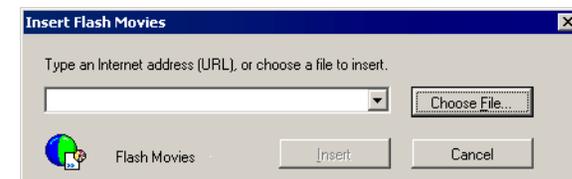
Option	Description
	Inserts a Flash movie or interactive Flash object into a slide.
	Inserts a Web page object into a slide.



### To insert a media object into a slide:

- 1 In PowerPoint, select the slide in which you want to insert the object.
- 2 On the **WebEx** menu or toolbar, choose a command or click a button, respectively, to insert an object.

A dialog box appears, in which you can specify the location of the media file for the object that you want to insert. For example, if you want to insert a Flash object, the following dialog box appears:



- 3 Do the following, as appropriate for the type of media object you want to insert:

- For a WebEx recording, video, audio, or Flash object:
  - To specify the location of a file on a server on the Internet, type the URL for the file in the box.
  - To specify the location of a file on your computer or another computer on your local network, click **Choose File**.
- For a Web page object:
  - a Type a title for the Web page in the **Title** box.
  - b Specify the URL or local path for the Web page in the **Location** box.

#### 4 Click **Insert**.

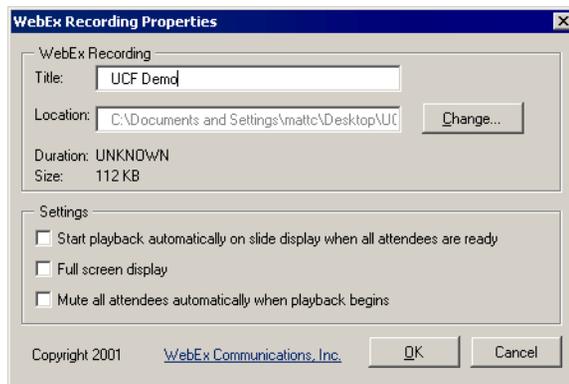
If you chose a local file, the Insert [*Object*] dialog box appears, providing estimates for the time it will take for participants to download the object on various connection types.



**Note** The time estimates in this dialog box assume an optimal network connection. Traffic on your network can affect download times.

#### 5 If the Insert [*Object*] dialog box appeared, click **OK** to close the dialog box.

If you inserted a WebEx recording, video, audio, or Flash object, the Object Properties dialog box appears. For example, for a WebEx recording, the following dialog box appears:



The Object Properties dialog box includes the following information and options:

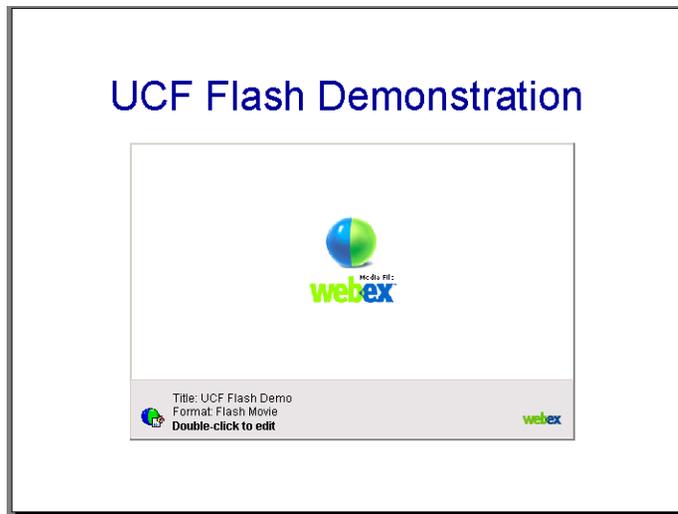
- **Title**—Specifies the object’s title so you can easily identify the object on the slide. The title you specify also appears in the Object Properties dialog box that participants can view when you share your presentation.
- **Location**—Specifies the location of the object’s media file. To choose another media file, click **Change**.
- **Duration**—Indicates the duration of the media file’s playback. The duration is available only after you play the media file in a PowerPoint slide show. For more information, see [“Checking Your Presentation Before You Share It”](#) on page 8. This information is not available for Web page, and interactive Flash objects.
- **Size**—Indicates the size of the media file. The size is available only after you play the media file in a PowerPoint slide show. For more information, see [“Checking Your Presentation Before You Share It”](#) on page 8. This information is not available for Web page objects or any objects for which you chose a media file that resides on a remote server—that is, a streamed file.
- **Start playback automatically on slide display when all attendees are ready**—Automatically starts playback of the media file once you display the slide on which it appears and all participants have downloaded the file, if necessary. This option is not available for Web page objects.
- **Full-screen display**—Automatically displays the slide in a full-screen view on your screen and all participants’ screens once you display the slide. This option is not available for audio, Flash, and Web page objects.
- **Mute all attendees automatically when playback begins**—Automatically mutes all microphones on participants’ phones once the media file starts to play. Selecting this option prevents participants from hearing an echo in their phones during audio playback. If you pause or stop playback of the file, all participants’ microphones are automatically unmuted until you start playback again. This option is not available for Web page objects.



**Note** Select this option only if the meeting includes an integrated WebEx teleconference. If you are using a third-party teleconferencing service, selecting this option does not mute participants' microphones.

- 6 Click **OK** to close the Object Properties dialog box.

The media object appears on the slide, as follows:



- a Optional. Position the object by dragging it on the slide.
- b Optional. Resize the object on the slide, as follows:  
Click the object to display the resizing handles. Then drag the handles to resize the object. To retain the current proportions of the object, hold down the **Shift** key while you drag the handles.



**Note** Resizing the object resizes the player window in which the media file plays. It does not resize the media itself.

## Saving Your Presentation as a UCF file

You can use the Universal Communications Toolkit to save your presentation as a Universal Communications Format (UCF) file, which has a `.ucf` extension. Your meeting service uses this format to deliver real-time multimedia to all participants in an online meeting.

Alternatively, you can share a PowerPoint presentation file (`.ppt`) during an online meeting, and your Meeting Manager software will convert it to UCF automatically.



**Tip** To significantly reduce the time that Meeting Manager requires to upload your presentation during an online meeting, use the toolkit to save your presentation as UCF, then share the `.ucf` file instead of the `.ppt` file.

To save a presentation as a UCF file:

- 1 Save your PowerPoint file by choosing **Save** on the PowerPoint **File** menu.  
A message appears, informing you that you can use the PowerPoint slide show mode to verify that the objects you inserted will appear correctly when you share them.
- 2 Do either of the following:
  - On the **WebEx** menu, choose **Save Presentation As UCF**.
  - On the **WebEx** toolbar, click the **Save Presentation As UCF** button .

## Checking Your Presentation Before You Share It

You can view your presentation to ensure that your media files play correctly by doing either of the following:

- In PowerPoint, start a slide show. For instructions, refer to PowerPoint Help.

- Save the document as a UCF file, then double-click the file to view the presentation in the WebEx Document Viewer. This viewer includes all the same options as does the content viewer in Meeting Manager.

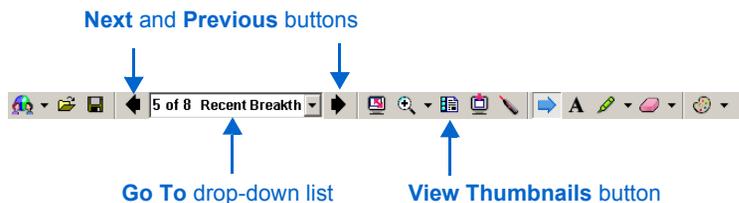
## Sharing a Presentation with Media Objects

Before sharing a presentation in which you have inserted media objects, ensure that

- your media files reside at the same locations they did when you inserted their objects into your presentation. For example, if you chose an audio file that resides on your computer, ensure that the file is in the same folder path as it was when you inserted it.
- the Universal Communications Format import mode is selected in Meeting Manager. To select an import mode for presentations, on the **Meeting** menu, choose **Options**. Click the **Import Mode** tab, then select **Universal Communications Format**.
- attendees do not have the **View Any Page** or **View Any Document** privileges, which allow them to navigate a presentation independently. To ensure that attendees do not have these privileges, on the **Participant** menu, choose **Attendee Privileges**.

To share a UCF multimedia presentation:

- In Meeting Manager, on the **Share** menu, choose **Presentation or Document**.  
The presentation appears on the content viewer.
- To navigate your presentation, use any of the following navigational tools on the content viewer toolbar:



## Controlling Playback of Media Files

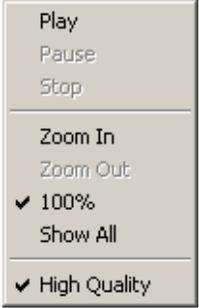
A media object includes playback controls that appear on a shared slide. The following describes the controls for each type of media object.

### WebEx Recording, Video, Audio, and Flash Object Controls



Control	Name	Description
	<b>Properties</b>	Displays the Object Properties dialog box, on which you can view the object's title and its associated media file's size, duration, and location.
	<b>Full-screen playback</b>	Displays the media object's player window in a full-screen view, in which all playback controls are hidden. Not available for audio objects.  To return to the content viewer, press the <b>Esc</b> key on your computer's keyboard. Participants can also press <b>Esc</b> at any time to return to the content viewer.  For video files, you can also control playback using keys on your computer's keyboard. See "Video Object Keyboard Controls for Full-Screen Mode:" below.
	<b>Attendee Statistics</b>	Indicates how many participants' displays of the media object are not synchronized with your display and the reasons why the displays are not synchronized.

Control	Name	Description
	<b>Play</b>	Starts playback of the media file.
	<b>Pause</b>	Pauses playback of the media file.
	<b>Stop</b>	Stops playback of the media file. Subsequently clicking <b>Play</b> starts playback from the beginning of the file.
	<b>Attendee Progress</b> indicator	Indicates how many participants' computers have downloaded the media file or connected to the Web or streaming server on which the file resides. If you start playback before all participants' computers have downloaded the file or connected to the server, playback will not be synchronized on all participants' screens.  Click the indicator to toggle between it and the <b>Elapsed Time and Duration</b> indicator or the <b>Playback Status</b> indicator.
	<b>Playback Status</b> indicator	Available for Flash files only. Indicates the status of playback—that is, whether the Flash file is playing, paused, or stopped.  Click the indicator to toggle between it and the <b>Attendee Progress</b> indicator.
	<b>Elapsed Time and Duration</b> indicator	Indicates the elapsed time during playback and the total duration of the object, in hours, minutes, and seconds. Not available for interactive Flash objects.  Click the indicator to toggle between it and the <b>Attendee Progress</b> indicator.

Control	Name	Description
	<b>Mute</b>	Mutes audio during playback. If the object does not include audio, this button is not available.  <b>Important</b> —Muting audio turns off all audio from your computer's sound card. Thus, audio in any other objects or applications is also muted until you unmute audio for the object.
	<b>Unmute</b>	Unmutes audio during playback.
	<b>Volume slider</b>	Indicates the current volume level during playback. Drag the slider to adjust the playback volume.
	<b>Location slider</b>	Indicates the current location during playback. Drag the slider to move playback forward or backward. Not available for Flash objects.
	<b>Flash Player menu</b>	Right-click a Flash object to display this menu, which provides all Flash Player controls. Available for Flash objects only.

## Video Object Keyboard Controls for Full-Screen Mode:

To...	Press...
Pause or resume playback	<b>Ctrl+P</b> or <b>Enter</b>
Stop playback	<b>Ctrl+S</b>
Quit full-screen view	<b>Esc</b>

## Web Page Object Controls



Control	Name	Description
	<b>Properties</b>	Displays the Object Properties dialog box, on which you can view the object's title and page's location.  To display a different Web page on the slide, type the page's URL in the <b>Location</b> box.
	<b>Full-screen display</b>	Displays the window in which the Web page appears in a full-screen view.  To return to the content viewer, press the <b>Esc</b> key on your computer's keyboard.
	<b>Attendee Statistics</b>	Indicates how many participants' displays of the media object are not synchronized with your display and the reasons why the displays are not synchronized.



**Tip** When viewing a Web page object during an online meeting, participants can click any links on the page to view other pages in the object window on the slide. However, you can return all participants to the original page that you inserted into the slide by clicking the **Properties** button, then typing the page's URL in the **Location** box.

## Tips for Sharing Presentations with Media Objects

The following tips can help you to share UCF multimedia presentations more effectively:

- To ensure that participants have the appropriate players installed on their computers, you can do any of the following:
  - Request that participants install the players before the meeting.
  - List the player requirements on the first slide in your presentation.
  - Ask participants to verify that compatible players are installed on their computers, as follows: On the Schedule a Meeting page, under **Meeting Options**, click **Edit Options**. Then, under **Universal Communications Format**, select the **Request attendees to check rich media players** check box. All invitation email messages that you send to participants will contain a link that attendees can click to check their computers for the required players before they join your meeting.
- If another participant in the meeting becomes the presenter, the new presenter cannot reliably continue sharing your UCF multimedia presentation. That is, playback of the media files in your presentation may not work properly if the new presenter attempts to control playback.
- Use the content viewer annotation tools to provide additional interactivity to your presentation. However, note that you cannot annotate directly on media objects on a slide.

- When displaying a slide on which an entire media file is not visible in the object window—for example, a WebEx recording or a Web page—display the object in a full-screen view.
- When sharing any slide that includes audio—including a WebEx recording, video, or Flash object—first mute all participants' microphones. Otherwise, participants will hear an echo in their phones. For instructions on muting audio in an integrated teleconference, refer to the online Help for your meeting service.

You can automatically mute all participants' microphones by selecting the **Mute all attendees automatically when playback begins** check box in the Object Properties dialog box. You can select this option only when inserting or editing the object in PowerPoint, before you begin sharing the slide in which you inserted the object.

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## Contacting WebEx Communications

### Receiving Technical Support

WebEx provides comprehensive technical support services for its customers. To receive technical support for WebEx Universal Communications Toolkit, do one of the following:

- For non-urgent issues, send an email message to [support@webex.com](mailto:support@webex.com).
- For urgent issues, call WebEx Technical Support at 408-435-7088 or toll-free at 1-866-229-3239, 24 hours a day, 7 days a week.

### Providing Feedback to WebEx Communications

WebEx Communications greatly appreciates any feedback that you provide about our products and documentation.

### Providing Feedback About WebEx Universal Communications Toolkit

You can provide feedback to WebEx Communications by sending an email message to [feedback@webex.com](mailto:feedback@webex.com).

### Providing Feedback About This Documentation

If you have comments about WebEx documentation, please send an email message to [docs@webex.com](mailto:docs@webex.com).

In your email message, please specify the section or Help topic to which your comment applies. If you would like to receive a response to your comments, please include your name and contact information in your message.



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