



Help using Yuuguu

Screen sharing

How to host a screen sharing (or web conferencing) session

You must download the desktop client before you start, this is found on the Yuuguu page on your Ezereach web portal.

With Yuuguu, you can:

- Start a web conference right now
- Schedule a web conference for later (scroll down to see how)

Starting your screen share / web-conference now

Click 'Start your meeting right now' on your Yuuguu desktop client



Send the web conference details to the attendees. These are in the right hand pane of the Yuuguu Desktop Client



Note: if you [scheduled a meeting](#) you can skip this step
Participants can now join your screen share / web-conference.
To **start sharing your screen** - click on the **Screen Share** Button.



To **start sharing your screen** - click on the **Screen Share** Button.



To **pause screen sharing to protect your privacy** click on the **Pause** button.



To stop screen sharing click on the **stop** button

Schedule a Web Conference to start later

Click 'Schedule a Meeting' on your Yuuguu Desktop Client



- The Meeting Scheduler will open



You can choose to send details to your attendees by phone or email, or by a calendar invite

Sending meeting details by phone/email

Send your attendees both the date and time you plan to hold the meeting, together with the information on the left hand side of the screen:

The link to the web site where you're meeting will happen

The PIN in which they will need to log in to the meeting web site, and any audio conference

The audio conference dial in number

Note the two convenience functions

- [Copy to clipboard](#) Click this to copy the meeting information into your clipboard. Simply paste it into your email or word processor document.

- [Change audio options](#) Click this to make changes to the audio conferencing dial in numbers

Note that audio conferencing will only be billed if you actually dial in to the numbers using the PIN.

Sending a Calendar invite

The easiest way to invite attendees, and make sure they have all the information they need to join your meeting, is by using your calendar application.

To do this:

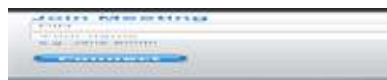
- Click on one of the [Calendar applications](#) on the right hand side of the meeting scheduler
 - You may need to [log in](#) to your calendar application
 - Yuuguu will [create a pre-filled event](#) in your calendar containing the web site link, PIN and audio numbers
- Set your date and time, add your attendees, then press send in the usual way for your application

To join a web conference:

Go to the web address www.yuuguu.com/share in your browser



Enter the **6 digit PIN** your host has given you. Also enter your name.



Click on the **Connect** button to join the session.



That's it - quick and easy!

What will I see when I join a session?

After you enter your PIN and name in our 'Join Meeting' page, you will be taken to your meeting page.

This webpage contains two parts:

Your [meeting controls](#) you can zoom in or out here. You can Request Control of the host's computer keyboard and mouse, chat with instant messaging or even generate conference call details



The [screen viewer](#) you see what the host sees on their computer!

Controlling your meeting



Your meeting controls consist of:

- **1. Leave** you can leave the meeting at any time by pressing the Leave button.
- **2. Actual Size** Toggle between Actual pixel per pixel size of your hosts screen or the default Fit to window
- **3. Request Control** Request to take control of your hosts keyboard and mouse
- **4. Chat** Start an instant message with your host in a floating chat window. You can move this to any position on your screen
- **5. Audio conferencing** here are the details for your audio conference. You can change the number to call to relate to the country you are in. Your PIN number for the call is displayed. People pay for their own call.

What if my host is not ready?

If you see this message, then your host has not yet started the session. Wait a few moments and try again.

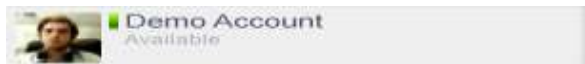
Problem joining meeting

You entered PIN:
Your host has not started the meeting yet.
Click here to retry: [Connect](#)

Messaging and collaboration

To do this:

Find the person you want to communicate with in your contacts list.



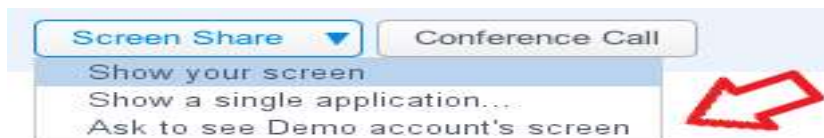
Click on the contact. The right hand panel will show the contact detail view. You can type chat messages here, view your chat history, and start Screen Shares or Audio Conferences.



To see your screen sharing options click on the arrow by the side of the screen share button



You can then choose to **show your entire screen** to the person, or **show just one specific application** (PC only) Or you can **Ask to see their screen** if you want to see their desktop.



When you request to share your screen with someone, they will see a notification. **They need to click Accept** to allow the screen share to start



Sharing keyboard and mouse control

To do this

When screen sharing, the viewer will see a **Request Control** button on their screen. By clicking this button, they will be able to take control of the screen share host's keyboard and mouse.

The screen share host will need to click Accept when prompted before control will be shared.



Working in groups

To do this:

You can add up to 30 people into your messaging and collaboration session. To do this click on **Add Contacts** at the top of the chat window. You can then select who to add to, from all the people in your contacts list.



Organizing a conference call

This service requires you to dial in using a telephone or mobile phone. At this time you cannot access the audio conferencing service using a computer and headset.

If your Yuuguu desktop client does not look like the images below, then you do not have the latest version. [Download Yuuguu Desktop Client.](#)

Giving out your audio conference details

To do this:

Click **Schedule a Meeting** on your Yuuguu desktop client



A new window will appear showing the details you need to give to participants.

- Yuuguu will try and detect which country you are in and show you the best dial in number for you. Alternative dial in numbers for different countries can be found at www.yuuguu.com/audio.
- You can give the details out to participants by phone, IM or email. **You do not need to host a web-conference or screen share session alongside your audio conference.**
- To **create new meeting invite** - click on one of the calendar applications that Yuuguu has detected.
- **Click on the Close button to get back to the main Yuuguu application.**
- **You can have up to 30 participants in your conference call.**



Starting your audio conference

To do this:

- At the arranged time and date - dial the number that you received when you arranged the call (see above), and then enter the 6 digit PIN code when prompted (you will also have received this when you arranged the call).
- That's it - simple and easy!

You (and each person on the call) can use the following functions:

- Dial #6 - to Mute and un Mute yourself
- Dial #1 - to get a head count of the number of people on the call
- Dial #2 - to replay the names of all the people who have joined the call
- Dial #3 - to lock the call, so no more people can join

Joining a conference call

This service requires you to dial in using a telephone or mobile phone. At this time you cannot access the audio conferencing service using a computer and headset.

Joining an audio conference

To do this:

- At the arranged time and date - dial the number that you received from your host, then enter the 6 digit PIN code when prompted (you will also have received this from your host).
- If you don't have either the dial in number or the 6 digit PIN - contact your meeting organizer.

You can use the following functions when on the call:

- Dial #6 - to Mute and un Mute yourself
- Dial #1 - to get a head count of the number of people on the call
- Dial #2 - to replay the names of all the people who have joined the call
- Dial #3 - to lock the call, so no more people can join

Dial in numbers for audio conferencing

0844 473 7500 in the UK
0818 270065 from the ROI

Troubleshooting

Installation issues

I can't download Yuuguu from your web site

If you have clicked on the **Download** button on the web site and nothing has happened, then your security software/settings are preventing you from downloading Yuuguu.

You will need to speak with your IT administrator or set Yuuguu to be one of your Trusted sites.

The insllation process is not working

It may take up to 2-3 minutes for Yuuguu to be installed after download. If after 5 minutes nothing has happened please check the system requirements below.

System Requirements

Yuuguu works with Windows, Mac OS X and Linux operating systems. For best performance, the recommended system requirements are:



Windows: Windows 7, Vista (including 64-bit edition) or XP. 1 GHz processor, 512 MB RAM, and 42 MB free disk space.



Apple Mac: Mac OS X 10.4 (Tiger) or later. PowerPC G4 500 MHz processor or faster, 512 MB RAM. 5 MB free disk space. Any Intel based Mac is fine.



Linux: Ubuntu 8.04 (Hardy), Fedora 9, SUSE Linux Enterprise Desktop 10 or later versions. 32bit or 64 bit (x86) systems. 1 GHz processor, 512 MB RAM, and at least 5 MB free disk space. SUSE Linux Enterprise Desktop requires 150 MB free disk space if Java is not already installed.KDE or Gnome desktop environments.
Connection to the Internet should be via broadband (DSL, Cable, Wi-Fi).

Problems signing into Yuuguu

This information assumes you have installed the Yuuguu desktop client.

Wrong password or username

You will see the message **Invalid email address or password** on your Yuuguu client click on **Forgotten password?** On the Yuuguu client and follow the instructions to reset your password.

Constantly 'Connecting please wait'

If you are stuck on the message **Connecting please wait** for more than 30 seconds, then there is something blocking your connection to our servers, or your Internet connection is not working. Try the following:

- Try and go to www.yuuguu.com in your web browser to see if your Internet connection is working. If it is then proceed to the next step. If not then you will need to get it working before Yuuguu can login.
- Ensure that your firewall or security software is allowing **Yuuguu.exe** to make **outbound connections to the Internet**.

If you are using a VPN or are on a company network - contact your IT or network administrator, give them the following details and ask if they can make any necessary changes to allow Yuuguu to work:

- Yuuguu supports SOCKS and HTTP proxies that do not require authentication
- On Windows Yuuguu works through HTTP proxies that require NTLMv1 authentication
- Proxy settings are read from the local computer - so these need to set up correctly
- The Yuuguu desktop client requires outbound TCP access using port 443 and port 80 to all subdomains of www.yuuguu.com

- Yuuguu's DNS servers support reverse DNS look ups, so you can set up a firewall rule allowing *.yuuguu.co
- Problems joining using the Web based viewer**

This information assumes you are trying to join a session using the web viewer at www.yuuguu.com/share.

Host has not started the session

- If you see this message, then your host has not yet started the session. Wait a few moments and try again.

Problem joining meeting

You entered PIN:
Your host has not started the meeting yet.
Click here to retry: [Connect](#)

Black screen with 'You must have Flash 9 or higher'

To participate in a session using the Web viewer, you will need a browser with [Flash 9 or later installed](#) and with **javascript and Flash active script enabled**.

The following popular browsers are supported, although many others are known to work:

- Internet Explorer 6 (or later)
- Firefox 2 (or later)
- Safari 3 (or later)

Black screen with just an arrow or red dot displayed on it

Something is blocking your host from sharing their screen with you. Try the following:

- Ask them to close down any online banking web sites or software they may have running
 - Ask them to close down any other screen capture software they may have running
- Tell your host to re-start Yuuguu and then to re-start the session

Problems using audio conferencing

This service requires you to dial in using a telephone or mobile phone. At this time you cannot access the audio conferencing service using a computer and headset.

All I can hear is music - there is no one else on the call

Try the following solutions:

- Check you have the correct date and time for the call.
- Hang up and dial in again - making sure you enter the 6 digit PIN exactly as notified to you. Any error with this PIN will mean you won't join the conference call.

The call quality is poor or people get disconnected

Try the following solutions:

- Are any of the participants on a mobile phone - call quality from mobile phones can be variable. Ask them to **Mute** themselves when they are not speaking. They can do this by dialing #6 on their handset to mute themselves, and #6 again to unmute themselves.
- Ask the person with a poor line to hang up and re-dial in again.

If the problem is not solved by these actions, send an email to support (at) yuuguu.com with the following details:

- The time and date of the call
 - The number you dialed to join the call
 - The 6 digit PIN you used for the call
 - The phone numbers of the people who are experiencing the issues (if you know them)
- A description of the issue