

Appendix C – Collaboration Tools FAQs

What are collaboration tools?

The collaboration tools are intended to be used to reduce the need for physical appearances at Headquarters. Collaboration tools help us: communicate more effectively to and from remote locations, share documents and ideas, team more efficiently, and lets us know when our colleagues are available. Collaboration tools include:

- Instant messaging
- Document/desktop sharing and "whiteboard" features
- Virtual meeting tools
- Video communication and conferencing equipment and software
- Presence indicator

Am I required to use the collaboration tools the Office Provides?

Generally, yes. Please remember to log into the communication tool (currently, LYNC) when you sign onto PTONET. The Office understands that sometimes a participant may not be automatically signed in to the tools that usually open upon boot up or logging into their systems. The Office also understands that the tools may be unavailable due to technical problems, requiring assistance from TWAH Problems or the Service Desk. Use of most of the collaborations tools is mandatory (i.e., they must be turned on). Specifically, the use of video cameras is more fully explained below.

Any concerns regarding use of the collaboration tools may be addressed to management or any TWAH Working Group management or union representative.

When must I use the video camera?

You must use the video camera when directed to do so by management. Management will provide reasonable notice to participants of the need to use a camera during online training sessions, meetings, and other events (e.g., individualized training, mentoring, discussions regarding examination, performance reviews). Aside from Law Office meetings and scheduled mandatory training, managing attorneys and participants shall find a mutually agreeable time that is appropriate under the circumstances to schedule meetings requiring use of the camera, assuming the technology is available and working.

The mutually agreeable time for video conferencing should be at least 2 hours from the request to video conference, unless there is an urgent business need or if the participant and her/his managing attorney agree to videoconference beforehand.

Where can I find instructions on how to use the collaboration tools?

Quick reference and user guides are available at:

http://ptoweb.uspto.gov/ptointranet/cisd/cio/virtual_collab_tools/virtual_collab_tools.html

How can I get the most out of a virtual meeting?

You and your colleagues will enjoy virtual meetings more if you follow a few simple tips:

- Avoid the urge to multitask and stay focused and engaged throughout the meeting.
- Join the meeting on time or a little bit early.
- Mute your phone when you are not speaking.
- Make sure you are in a quiet portion of your house (try to avoid noise from pets, people, shuffling papers, typing, computer alerts, and appliances).
- When speaking, identify yourself first.

In a virtual meeting using WebEx, how come I cannot hear or be heard? How can I make sure my camera works?

When you connect to a Webex meeting:

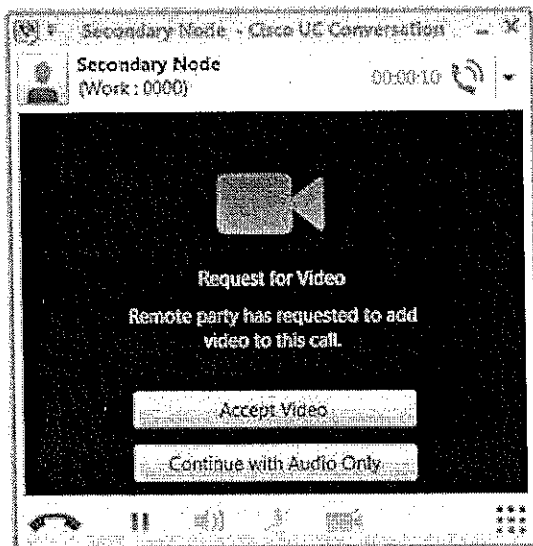
1. Click the link to join the meeting. Join the "online meeting". Do not choose the "teleconference only" option.**
2. Find your name on the participants list and click the video icon. It kind of looks like this:



Do this **before** hitting the "Call Me" button to enable audio.

3. After video is connected, follow the prompts ("Call Me") to have Webex call your phone and then connect the audio.

**When you receive a call, your Cisco *phone* (not WebEx) may give you a pop-up box called "Request for Video." You should click "Continue with Audio Only." The WebEx program will take care of the video element.



How can I see more than one person at a time on screen?

Under the list of active participants is a small icon which, if you put your cursor on it, will say "thumbnail view." Click it and you can see up to six people at a time. Click the small gray arrow under the thumbnails to scroll to the next set of six. NOTE: if the presenter is sharing a document, you will only be able to see the presenter's camera.