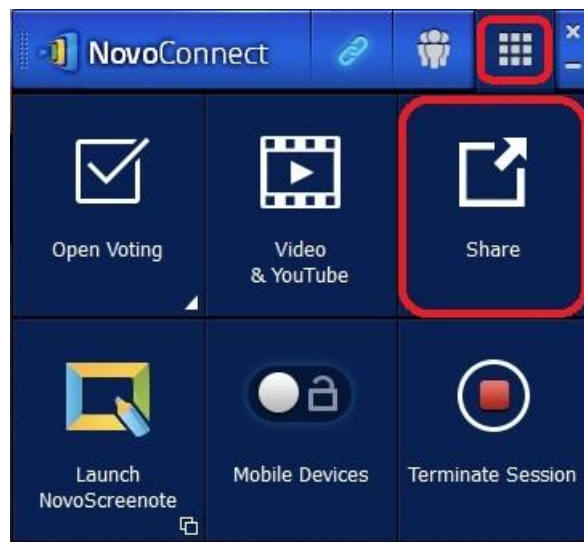# File Sharing

Moderator can share files with all participants and participant can share with moderator.

This NovoConnect DesktopStreamer and NovoPresenter feature is available in version 1.6 for both the Corporate and Education editions. It allows session hosts (moderators) and participants to share files and screenshots between their devices.

Opening File Sharing in Novoconnect DesktopStreamer on your Windows or Mac

1. To open the File Sharing feature, click the tools tab. If you have recently upgraded from an older version of your software, you will notice that some new features have been added to your tool tab. The File Sharing tool is labeled "Share".


Note: The file sharing button will only be illuminated when there is at least one other participant connected to the session besides the host (moderator).

2. Clicking on this button will bring up three options

   a. Open "GroupShare" Folder: This is the default folder at ":\Users\<user name>\GroupShare"

   b. Share File: This will bring up a file browser for users to select the file for sharing.

   c. Send Desktop Screen: This will send the current deskstop screenshot for sharing.
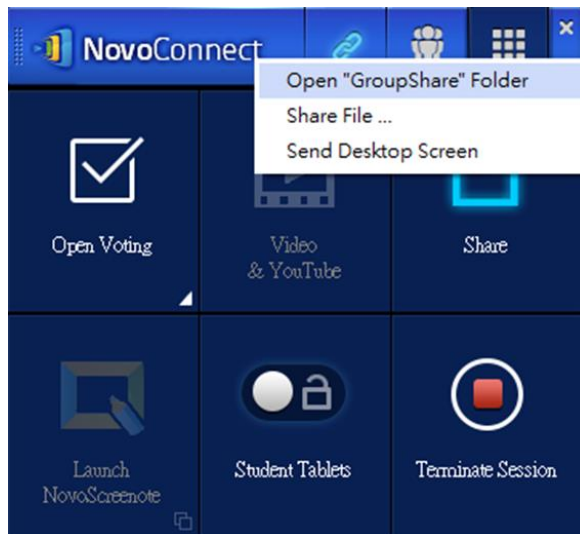
Using File Sharing to share a file with participants

1. To share a file in the GroupShare folder, select the "Share" function from the tools tab.

2. When the pop-up menu appears, select "Share File." This opens the file manager window. Go to the "GroupShare" folder and select a file to share. A box will pop up to ask if you are sure you want to send the file. Select "Yes" to begin sending or "No" to cancel.

3. If you are sending more than one file at a time, a box will pop up warning "Current Transfer Is Still On-Going." You will be asked if you want to abort the current transfer and send the new file instead.
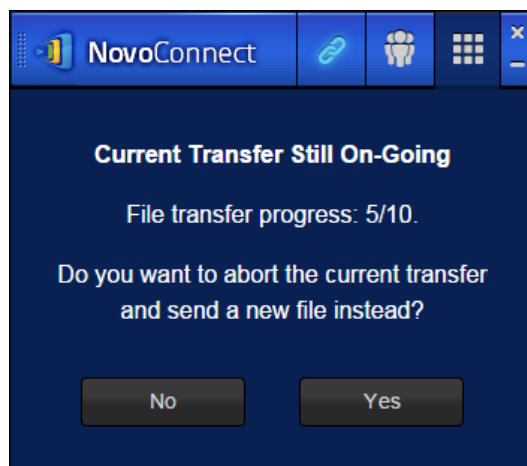

4. Selecting "No" will take you back to the previous step. Selecting "Yes" will cancel the current transfer and open the GroupShare folder, allowing you to select a new file. As before, a box will

pop up to ask you are sure you want to send the file. Select "Yes" to begin sending or "No" to cancel.
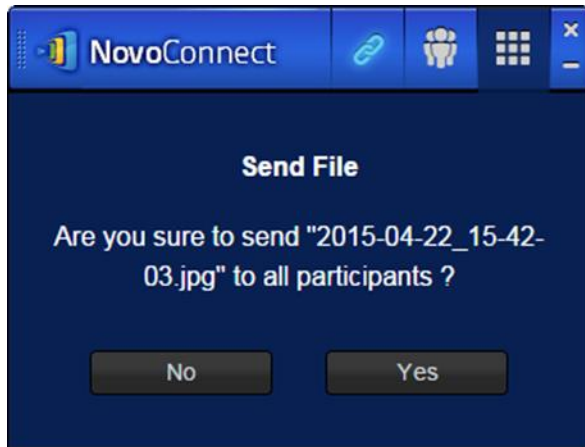
5. If you select "No" or 5 seconds pass without any response, a message will pop up and show system is busy and you will return to the DesktopStreamer tool window.

6. When a transfer is active, the will appear next to the "Share" tool button, showing the transfer is in progress. A progress window will also appear showing the progress of the files being shared to the participant's device. The progress window displays the percentage of the file that has been transferred as well as the number of other recipients that have received files (in this example 0 of 30 participants).
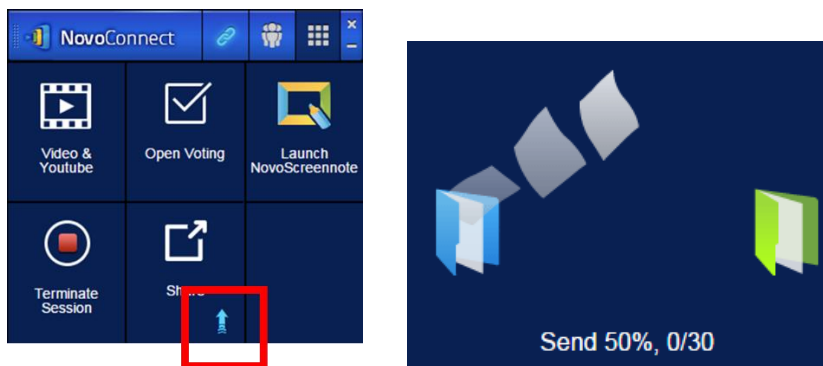
7. During the transfer, a "Cancel" and "Close" button will be displayed at the bottom of the status window. Clicking "Close" will continue the transfer in the background. "Cancel" will end the transfer and you will return to the DesktopStreamer tool window.   When the file transfer is complete, you will return to the DesktopStreamer tool window.

## Using File Sharing to share a desktop screenshot

1. Sharing a desktop screenshot is similar to sharing a file, but you do not need to select a file. Click the "Share" tool and select "Send Desktop Screen" from the pop-up menu. A dialog box will open displaying the screenshot and asking you to confirm "Are you sure you want to send this screen shot to all participants?"
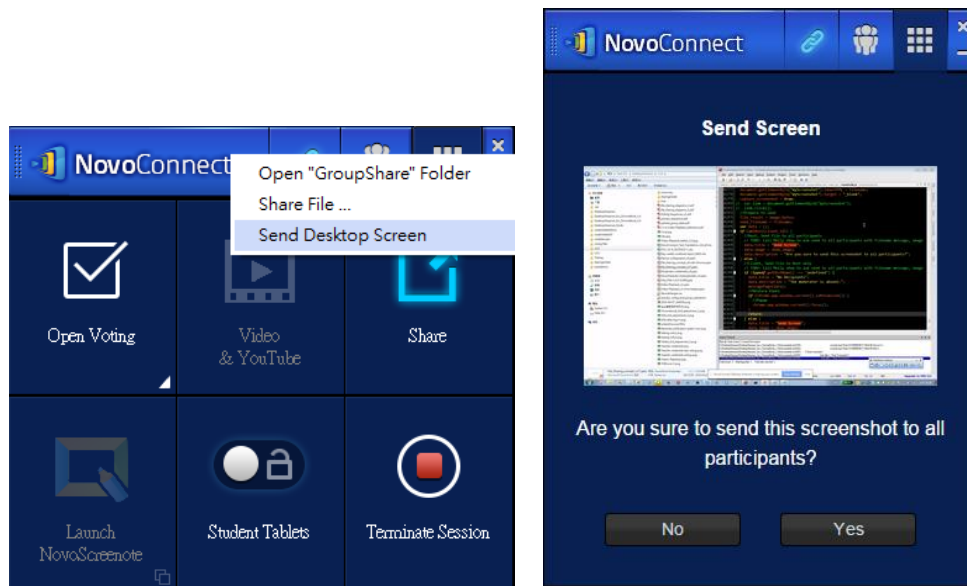
2. If you select "Yes," the screen shot will be sent to the participants and a copy will be saved to your GroupShare folder.

Receiving a file to your PC with File Sharing in NovoConnect DesktopStreamer

1. When you are sent a file from a session participant you will receive a pop-up notice. Click either "OK" to close the message or "Open Folder" to go to the GroupShare folder to view the file.

2. Note: The file will be given a file name format will be "sender-name_original-filename".
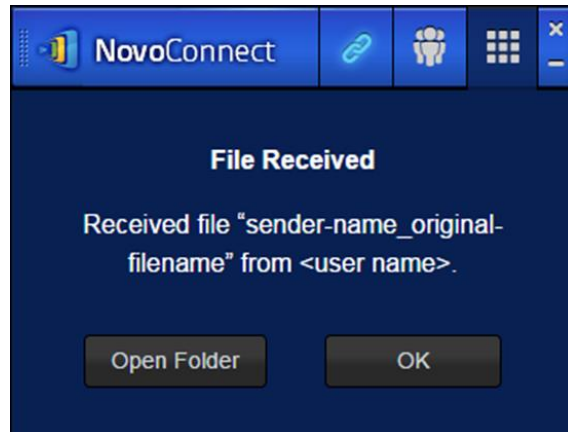
Troubleshooting and rules to remember when sharing files with DesktopStreamer

1. If a file transfer is in progress when you are attempting to send a new file you will receive the message: "System is busy. Please try again later."

2. If you attempt to share a file and no other users are logged into the session, the "Share" tool button will not be illuminated and you will receive the message: "No recipient; Nobody else is online."
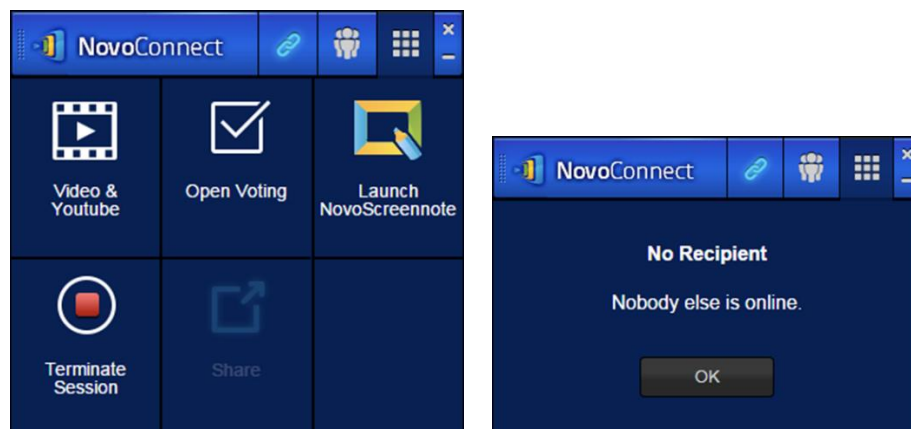

3. If you attempted share a file that is larger than 3 MB, you will received the message: "Failed to send; The file exceeds the size lime (3 MB)." File sharing cannot handle files larger than 3 MB.

How to send and receive files using NovoPresenter

Note: Make sure you have installed the latest version of NovoPresenter on your Android or iOS device (version 1.6 or later).

1. After updating, NovoPresenter will create a new folder on your device called "GroupShare". This fold can be located by tapping the file folder tab in the lower left corner of the home screen. This folder is for receiving shared files.
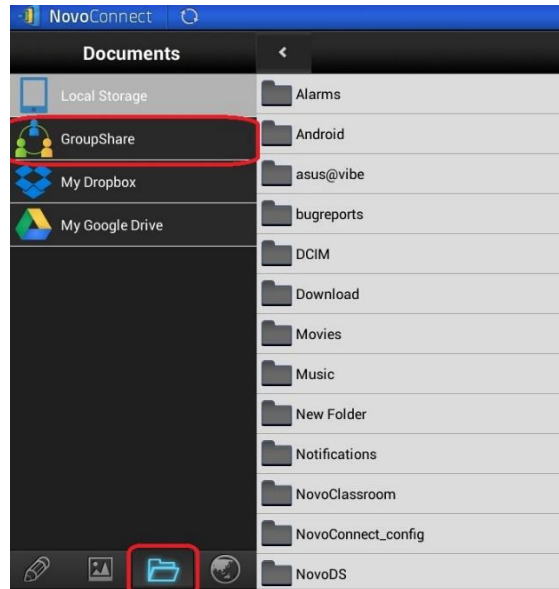
2. To share a file, first navigate to the folder where the file is stored. Tap the GroupShare tab from the Documents screen to access files in the group share folder. Tap Local Storage for files stored elsewhere on your device. For video and images in your Gallery, tap the Gallery button at the bottom of the page.

3. If you are the moderator/teacher of the session, you may send a file to all participants. Locate the files and press and hold the screen over the file until the "Send to All" button pops up. Tap the button to begin sending the file.
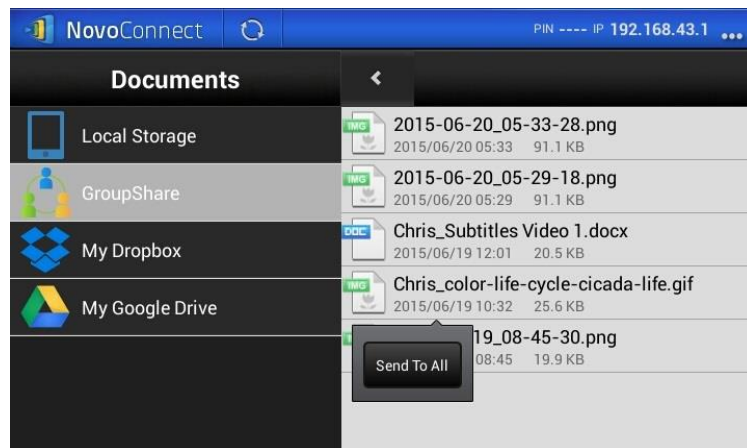
4. If you are a participant in the session, you may send a file to the moderator. Locate the files and press and hold the screen over the file until the "Send to Moderator" button pops up. Tap the button to begin sending the file.
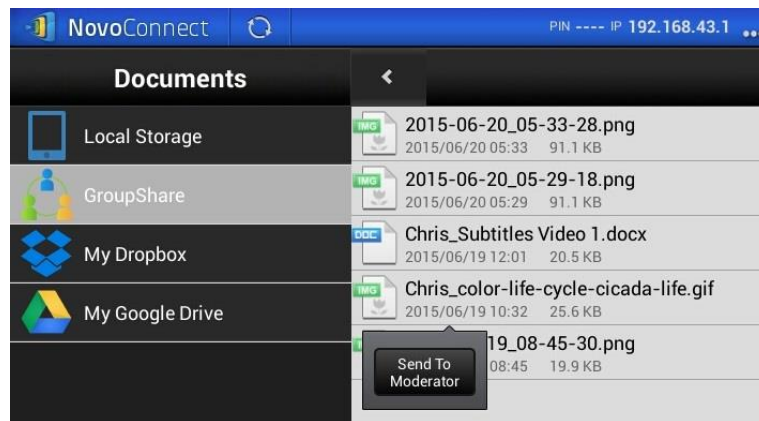

5. A confirmation box will open asking you to confirm the transfer. Tap "Yes" to continue or "No" to cancel.

6. When sending a file the system will check to make sure that a file is not already in the process of being sent. If a file is already being transferred, an error message will pop up saying "The System is Busy." You will have to resend the file when the prior transfer is complete.

7. If no other files are currently being transferred, a progress box will pop up to showing that the transfer is proceeding. You can cancel the transfer by tapping "Cancel" or tap "Close" to close progress window and continue transferring in the background.

Send a screenshot with Send Screen in NovoPresenter

1. To send a screenshot in NovoPresenter, open the tool bar and select the "Send Screen" tool.
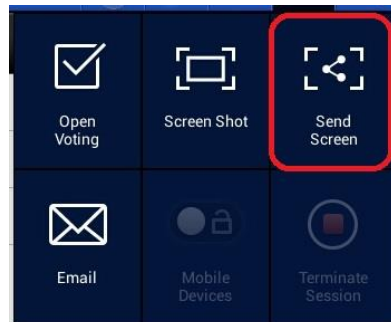

2. A dialog box will pop up asking, "Are you sure to send this screenshot to (moderator name/all participants)." The recipient will depend on whether you are the moderator/teacher or a participant. Select "Yes" to begin the transfer or "No" to cancel.
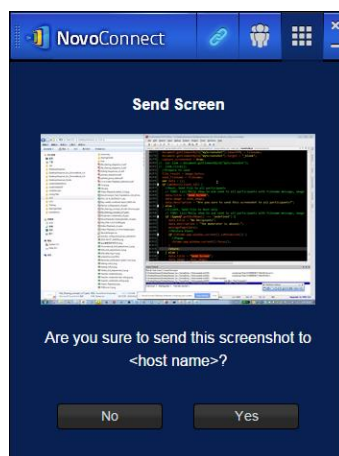
3. If no other transfer is in progress, Send Screen will appear as it does any other file sharing process.

Receiving files in NovoPresenter

1. After receiving a file in NovoPresenter, a notification box will pop up alerting you "File Received". You will be given the choice of opening and viewing the file or closing the notification and viewing the file later.
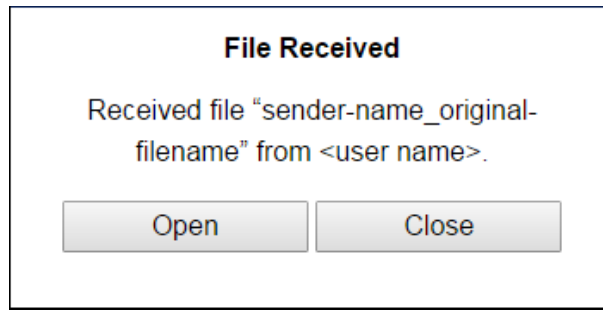
2. The file name format will be "sender-name_original-filename".

Troubleshooting and rules to remember when sharing files with NovoPresenter

1. If you attempt to share a file and no other users are logged into the session, you will receive the message: "No recipient. Nobody else is online."
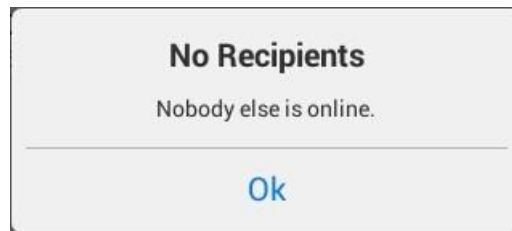
2. The moderator and all participants must be using the latest version (1.6 or later) of either NovoPresenter or NovoConnect DesktopStreamer software for File Sharing to work properly. The NovoConnect device must also be upgraded to version 1.6 or later firmware. If this is not the case, you will receive an error message stating, "To enable this feature, upgrade your NovoConnect device firmware to version 1.6 or above."

3. Files transferred with File Sharing must be no larger than 3 MB. If you attempt to share a larger file, you will receive the following error message: "Failed to Send; file exceeds size limit (3 MB)."