



Wimba Pronto Basic

Version 2.1

User Guide

Wimba Pronto Basic 2.1 User Guide

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Welcome to Wimba Pronto Basic



Wimba Pronto Basic is an academic-centric instant messaging platform designed to bring informal learning settings online. One of the main differences between Wimba Pronto Basic and other instant messaging programs is that Wimba Pronto Basic is synchronized with your institution's Course Management System (CMS). This means that students and teachers are automatically connected with other Wimba Pronto users enrolled in the same courses. Wimba Pronto Basic also includes advanced features that allow everyone at your institution to collaborate and communicate quickly and easily.

This guide will take you through all of the features of Wimba Pronto Basic. Whether this is your first time using instant messaging, or you're an advanced user, you'll find new ways to collaborate and communicate with Wimba Pronto Basic.

What's New in Wimba Pronto Basic?

If you've used Wimba Pronto in the past, but are curious about what's new, the list below includes the most recent changes so that you can get up and running quickly with all of the latest features.

Wimba Pronto Basic 2.1

- **Spanish Language Support:** Wimba Pronto is now available in both English and Spanish.
- **Improved Accessibility:** new keyboard commands and screen reader support (JAWS for Windows and Voice Over for Mac)

See Also:

[Language Settings](#)

Differences Between Wimba Pronto and Wimba Pronto Basic

You are currently using Wimba Pronto Basic, a free version of Wimba's more advanced product, Wimba Pronto. The full version of Wimba Pronto contains many new features and enhancements that can help you and your institution communicate, work, and collaborate more easily and more effectively.

Advanced Features in Wimba Pronto Include:

- **Application Sharing** for real-time display of any document or application on your computer
- **Video Calling** with blended audio and video for face-to-face contact and more natural communication
- **Queued Chat** for holding office hours and managing individual attention with a large number of users
- **Help Desks** for making all of your institution's services available online
- **Broadcast Notifications** for sending institution-wide broadcast messages to every Wimba Pronto user on campus

For more information on Wimba Pronto, or to upgrade, contact Wimba.

Getting Started

Wimba Pronto Basic System Requirements

The minimum system requirements for Wimba Pronto Basic are as follows:

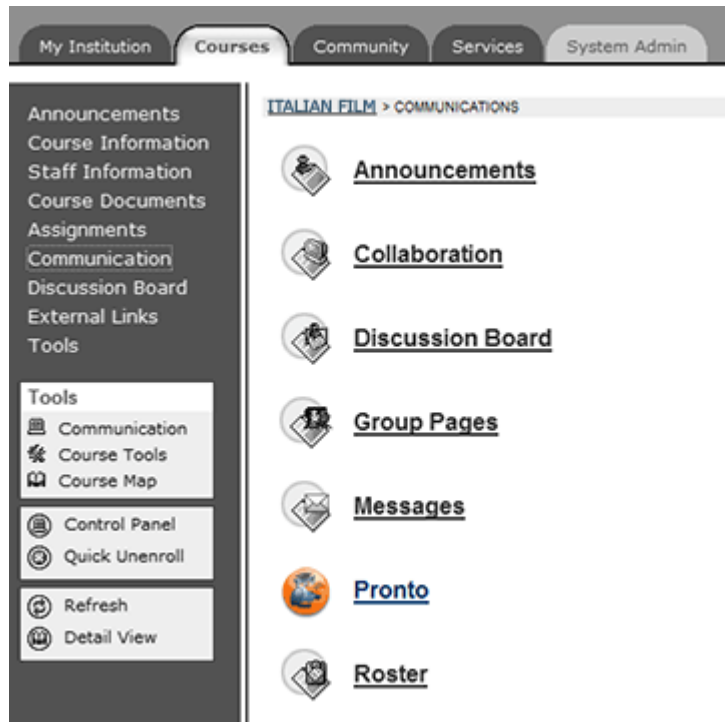
- Windows 2000+ or Mac OS 10.4+
- 128 MB RAM (256 MB recommended)
- An Internet connection at 56 kbps or higher
- Sound Card (for Audio Calling)
- Speakers and Microphone for Audio Calling (USB headset with integrated microphone recommended).

Creating a New Wimba Pronto Account

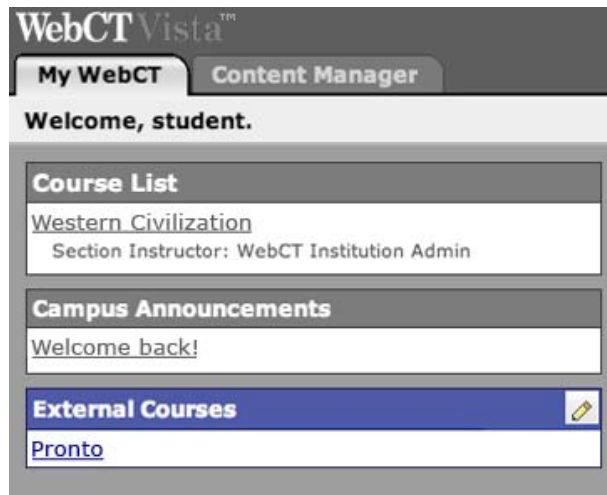
Since Wimba Pronto Basic is linked with your institution's Course Management System (CMS), you must access the Wimba Pronto Sign Up page via a Pronto link in your CMS. The first step of the account creation processes varies slightly between Course Management Systems.

To Create a New Wimba Pronto Account

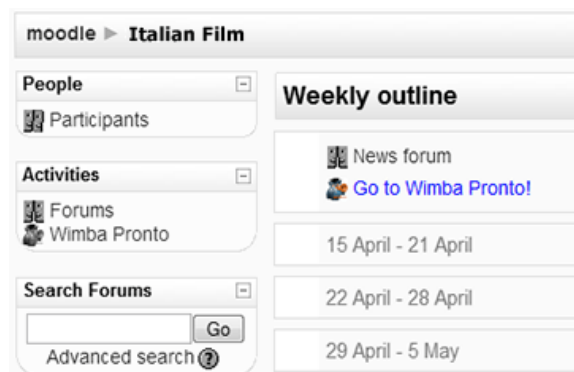
1. Log in to your Course Management System.
 2. Click any Wimba Pronto link. The Wimba Pronto Sign Up page opens.
- If you are using Blackboard Learning Systems Enterprise, the Pronto link may be located in the Communication Area, the Tools Area, or on the My Institution page.



- If you are using Blackboard Learning Systems (WebCT) or Vista 4/CE, the Pronto link may be located in the External Courses area of the My Blackboard (or My WebCT) page, or within a Section.



- If you are using Moodle, the Wimba Pronto link can either be an activity within a course, or an image within a Block.



3. Complete the account registration form.
4. Click the **Submit** button. A confirmation email is sent to the address that you provided.
5. Check your email.
6. Click the confirmation link in the email. Your account is activated.

Note:

Unlike in other instant messaging programs, in Wimba Pronto Basic, you are identified by your full name, as it appears in your institution's Course Management System. There is also a Pronto ID associated with your account, which is used for logging in, managing your account, and allowing users who are not in your classes to contact you.

See Also:

[Downloading and Installing Wimba Pronto](#)

Linking Accounts

If you change institutions and want to continue using your existing Wimba Pronto account, you can link it to your new institution's CMS server. As long as you are still active on your previous institution's server, you can also access a list of your classmates for both institutions simultaneously.

To Link an Existing Wimba Pronto Account to a New CMS Server

1. Log in to your new institution's CMS server.
2. Click any Wimba Pronto link. The Wimba Pronto Sign Up page opens.

Create a Wimba Pronto account

[I already have a Wimba Pronto account](#)

Your Pronto ID will be used for log in and will display to other users.

3. Click the **I already have a Wimba Pronto account** link. The Link Your Wimba Pronto Account page opens.
4. Log in using your existing Wimba Pronto account information. Your new CMS account is linked to your Wimba Pronto account and the Wimba Pronto Settings page opens.

Downloading and Installing Wimba Pronto Basic

After creating your Wimba Pronto account, you can download and install the Wimba Pronto Basic client. You can perform this step either immediately after activating your account, or at a later time.

Downloading and Installing Wimba Pronto Basic for Windows

1. Log in to the Wimba Pronto Settings page using your Pronto ID and password.
 - If you just activated your account, you may already be logged in to the Wimba Pronto Settings page.
 - If you did not just activate your account, or you need to download and install Wimba Pronto Basic again, go to <http://pronto.wimba.com> and sign in using your Pronto ID and password.
2. Click the **Download Wimba Pronto** for Windows graphic. The Wimba Pronto Basic installer is downloaded to your hard drive.
3. Double-click the **ProntoSetup** icon on your desktop. The Pronto Setup launches.
4. Select a default language for the Wimba Pronto Basic client.
5. Click **OK**.
6. Click **Next >**.
7. Review the license agreement and click **I Agree**.
8. Select whether you wish to install Desktop and QuickLaunch Shortcuts.
9. Click **Next >**.
10. Select where you wish to install Wimba Pronto Basic.
11. Click **Install**. Wimba Pronto Basic is installed and a confirmation screen opens.
12. Select whether you wish to run the program right away.
13. Click **Finish**.

Note:

Regardless of which language you select during installation, Wimba Pronto Basic is installed in both English and Spanish. You can change your language setting at any time from the Preferences window.

Downloading and Installing Wimba Pronto Basic for Mac

1. Log in to the Wimba Pronto Settings page using your Pronto ID and password.
 - If you just activated your account, you may already be logged in to the Wimba Pronto Settings page, or you may already be at the Wimba Pronto Settings login page.
 - If you did not just activate your account, or you need to download and install Wimba Pronto Basic again, go to <http://pronto.wimba.com> and sign in using your Pronto ID and password.
2. Click the **Download Wimba Pronto** for Mac OS X graphic. The Wimba Pronto Basic installer is downloaded to your hard drive and the Pronto EULA opens.
3. Review the license agreement and click **Agree**. The Pronto disk image opens.
4. Drag the **Pronto** icon to your Applications folder.

Tip:

You can install Wimba Pronto Basic on as many computers as you wish, making it easy to keep in touch with friends and classmates, even if you are not at your primary computer.

See Also:

[Language Settings](#)

[Creating a New Wimba Pronto Account](#)

[Accessing the Wimba Pronto Settings Page](#)

Logging In

You log in to the Wimba Pronto Basic client using the Pronto ID and password that you chose when creating your account. Whenever you launch Wimba Pronto Basic, the login window appears.

To Log in to Wimba Pronto Basic



1. Enter your Pronto ID.
2. Enter your password.
3. Click the **sign in** button.

Tips:

- a)** You can set Wimba Pronto Basic to remember your Pronto ID and password by checking the **remember me** box. If you do this, anyone with access to your computer can access your Wimba Pronto account.
- b)** You can also set Wimba Pronto Basic to automatically sign you in when you launch the program by checking the **sign in automatically** box. This setting can be changed in the Preferences window.

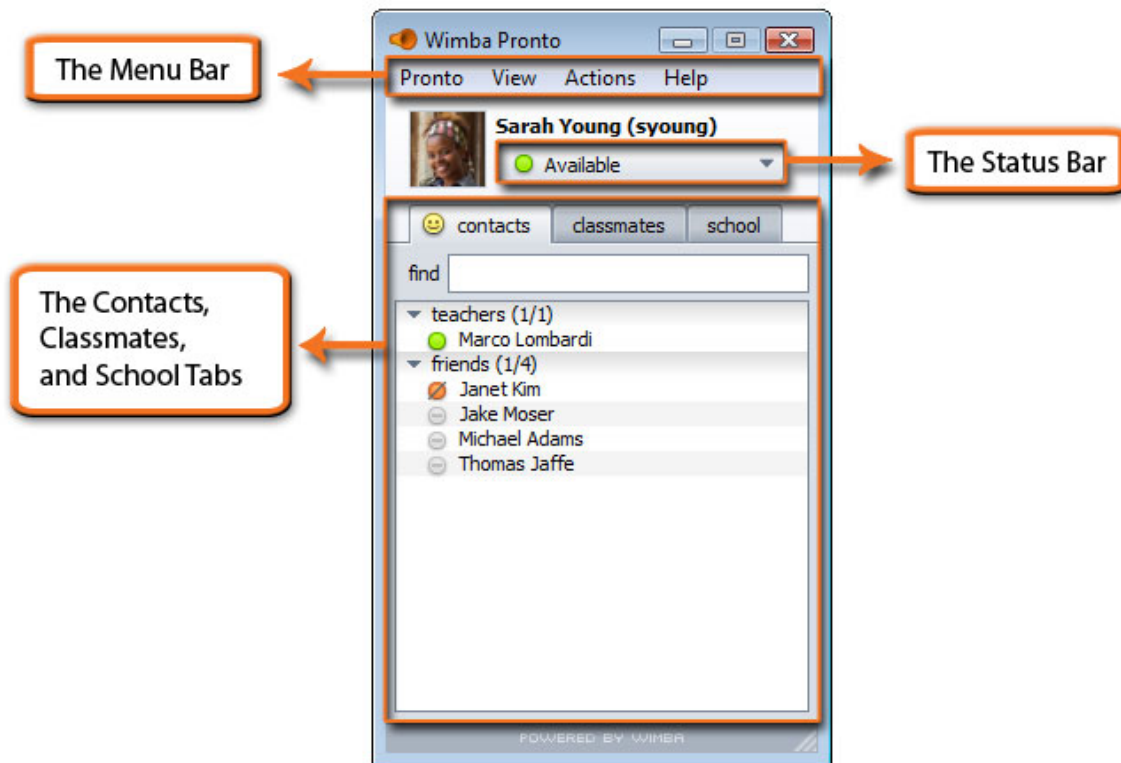
See Also:

[Creating a New Wimba Pronto Account](#)

Interface Overview

About the Wimba Pronto Basic Interface

Wimba Pronto Basic is based around the Wimba Pronto window, from which you manage communication with other users and access the program's more advanced features. The four main elements of the Wimba Pronto window are: the Contacts tab, the Classmates tab, the Status Bar, and the Menu Bar.



Note: The School tab is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

Note:

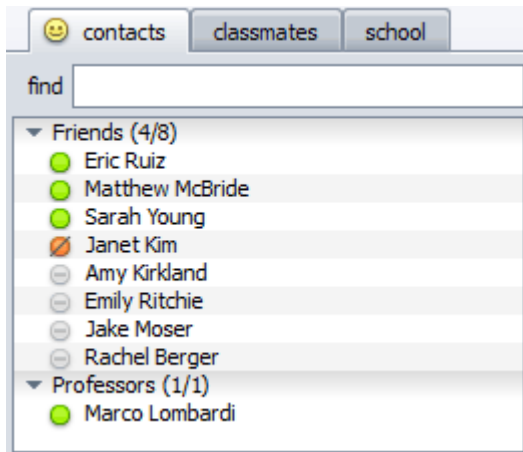
On Mac OS version, the Menu Bar is located at the top of the screen, rather than within the Wimba Pronto window.

See Also:

[Adding a New Contact to Your Contacts Tab](#)

[Changing Your Status](#)

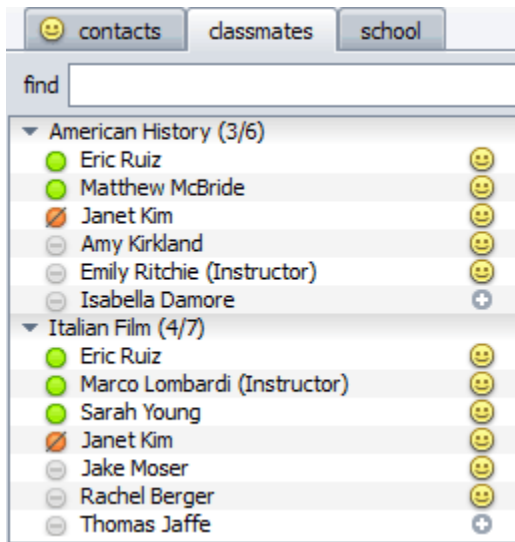
The Contacts Tab



Note: The School tab is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

The Contacts tab is where you keep track of your friends, study groups, and anyone else that you contact often. This tab is initially empty, but you can add any Wimba Pronto user, as long as you know his or her Pronto ID; the user does not need to be in one of your classes, or even at your institution. The **Find** field allows you to search for a specific user in the list. You can also add groups to keep your contacts organized.

The Classmates Tab



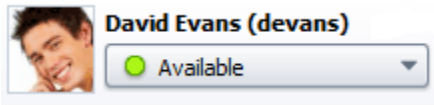
Note: The School tab is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

The Classmates tab lists all of the Wimba Pronto users who are in your classes. If the instructor of a course has a Wimba Pronto account, the label **(Instructor)** appears next to his or her name. You do not need to add users to your Classmates tab; it is automatically populated based on course enrollments within your institution's Course Management System (CMS). You also cannot manually add or delete users. The **Find** field allows you to search for users in the list.

Tip:

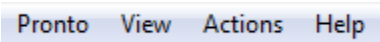
Classmates appear in your Classmates tab only while you are enrolled in a class. However, users remain in your Contacts tab indefinitely, so make sure you add classmates with whom you want to keep in touch as contacts before the semester ends.

The Status Bar



The Status Bar shows your current availability. Since other Wimba Pronto users see this status, you can use it to tell other people what you are doing and if it is a good time to contact you. Status messages are fully customizable and can be saved for future use.

The Menu Bar



The Menu Bar provides access to nearly every feature in Wimba Pronto Basic. While many of the commands can be accessed from other places in the program, the Menu Bar provides quick, convenient access to commonly used features. The Menu Bar is also where you can access the Preferences window, modify display options, and exit the program.



Managing Your Accounts and Contacts

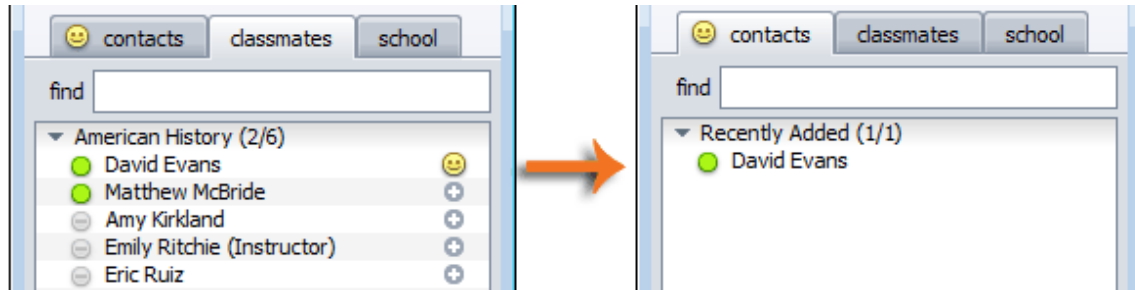
About Wimba Pronto Accounts and Contacts

One of the unique features of Wimba Pronto Basic is that it automatically populates your Classmates tab, allowing you to communicate with other Wimba Pronto users in your classes without having to know their Pronto IDs. You can quickly see how many people from each of your classes use Wimba Pronto Basic, and who is currently online. You can still keep a personalized list of users by using the Contacts tab, which allows you to add Wimba Pronto users, regardless of whether or not they are in your classes.

Adding a New Contact to Your Contacts Tab

The Contacts tab is where you keep track of your friends, classmates, instructors, and anyone else that you want to be able to easily contact. You can add any Wimba Pronto user to your contacts, even if they are not in one of your classes or enrolled at your institution.

To add a classmate to your Contacts tab, click the plus icon  next to the user's name in the Classmates tab. The smiley icon  indicates that the user has been added to your Contacts tab.



Note: The School tab is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

To Add a User to Your Contacts Tab by Pronto ID

1. Click the **Actions** menu.
2. Select **Add Contact...** The Add Contact window opens.
3. Type the Pronto ID of the user you wish to add.
4. Select the group within your Contacts tab to which you wish to add the person.
5. Click **Add**. The user is added to your Contacts tab.

Note:

You can use the Pronto ID method to add any Wimba Pronto user to your Contacts tab, even if they are in your Classmates tab. However, clicking the plus icon is the faster way to add classmates.

Tip:

If a user that is not in your Contacts or Classmates tab contacts you, a notification appears above the message giving you the option to add the user to your Contacts tab or, alternately, to block the user.

See Also:

[Adding a New Group to Your Contacts Tab](#)

[Adding a Contact To a Group](#)

[Removing a User From Your Contacts Tab or From a Group](#)

Adding a New Group to Your Contacts Tab

You can organize users in your Contacts tab by groups. For example, you could create a group for your study partners, or for your friends from high school. When you start Wimba Pronto Basic for the first time, the Contacts tab is empty. When you add a new contact, unless you specify otherwise in the Add Contact window, the user is automatically added to a default group called **Recently Added**. You can create as many groups as you wish to keep your contacts organized.

To Create a New Group

1. Click the **Actions** menu.
2. Select **Add Group...** The Add Group window opens.
3. Type the name of the group you wish to create.
4. Click **Add**. The group is created and added to your Contacts tab.

See Also:

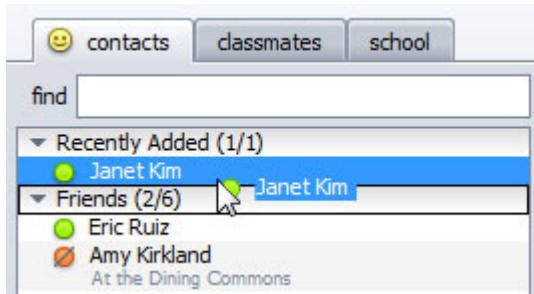
[Adding a New Contact to Your Contacts Tab](#)

[Adding a Contact To a Group](#)

Adding a Contact to a Group

Once you have created groups in your Contacts tab, the next step is to add contacts to these groups. There are a couple of different ways to add a contact to a group, depending on whether or not you have already added the user to your Contacts tab.

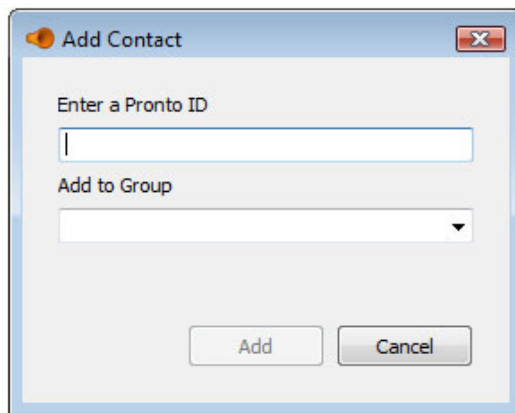
To add a user that is already in your Contacts tab to a group, simply drag and drop his or her name to the name of the group.



Note: The School tab is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

To Add a User Not Already in Your Contacts Tab to a Group

1. Click the **Actions** menu.
2. Select **Add Contact**. The Add Contact window opens.



3. Type the Pronto ID of the person you wish to add.
4. Select the group to which you wish to add the person.
5. Click **Add**. The user is added to the selected group within your Contacts tab.

See Also:

[Adding a New Contact to Your Contacts Tab](#)

[Adding a New Group to Your Contacts Tab](#)

[Removing a User From Your Contacts Tab or From a Group](#)

Removing a User From Your Contacts Tab or a Group

The process for removing a user from your Contacts tab is the same as removing a user from a group; if you remove a user from a group, he or she is also removed from the Contacts tab (unless the person is in more than one group). There are two different ways to accomplish this.

To Remove a Contact Using the Contacts Tab

1. Click the **Contacts** tab, if it is not already selected.
2. Right-click (Ctrl-click on Mac) the name of the contact that you wish to remove.
3. Select **Remove <User Name>**. The Remove <User Name> window opens.
4. Click **OK**. The user is removed from both the Contacts tab and the group.

To Remove a Contact Using the Actions Menu

1. Click the **Contacts** tab, if it is not already selected.
2. Click the name of the contact that you wish to remove.
3. Click the **Actions** Menu.
4. Select **Remove <User Name>**. The Remove <User Name> window opens.
5. Click **OK**. The user is removed from both the Contacts tab and the group.

Note:

If you remove a contact that is in one of your courses, he or she will still be listed in your Classmates tab. Since the Classmates tab is automatically populated from your institution's CMS, you cannot manually add or remove classmates.

See Also:





[Adding a New Contact to Your Contacts Tab](#)

[Adding a Contact To a Group](#)

Changing Your Status

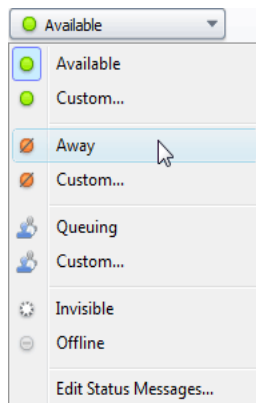
The Status Bar displays your current availability. Other Wimba Pronto users see this status, so you can use it to tell other people what you are doing, and if it is a good time to contact you. You can change your status to one of the default options, or create a new custom status.

The default status options are:

- **Available** 
The Available status lets other users know that you are free and that it's a good time to contact you.
- **Away** 
The Away status lets other users know that you are busy and that it may not be a good time to contact you. You may wish to create a custom away status to let other people know what you're doing or when you'll be back.
- **Invisible** 
The Invisible status is a way of hiding yourself from other users while still remaining online. When you set your status to invisible, you appear to others users as if you were offline, but you can still communicate with other users normally. If your status is set to Invisible and another user tries to send you message, you *will* receive the message.
- **Offline** 
The Offline status is the same as logging out of your Wimba Pronto Account; when you are offline, you cannot contact other users and other users cannot contact you. If you are offline, and another user tries to send you a message, you *will not* receive the message.

To Change Your Status

1. Click the Status Bar.



Note: Queuing is an advanced feature in Wimba Pronto and is not available in Wimba Pronto Basic.

2. Select the desired status. Your new status is set.

See Also:

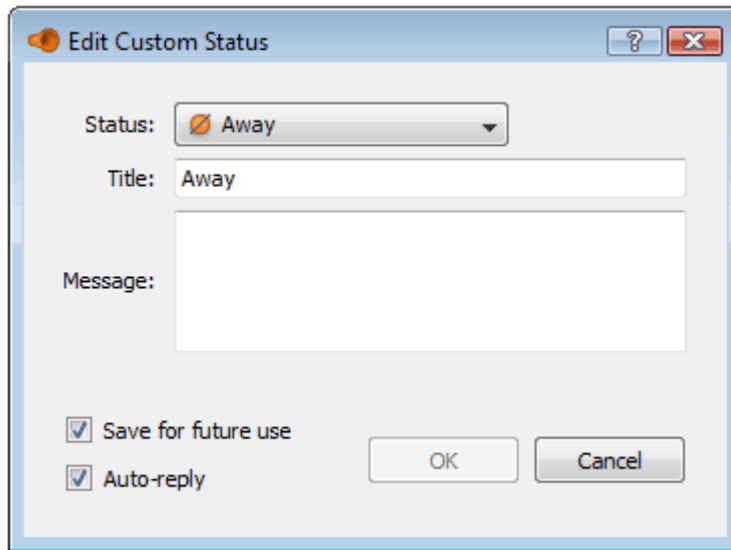
[Creating a New Custom Status](#)

Creating a New Custom Status

If you do not want to use the default status messages, or you prefer to display a more specific message, you can create a custom status. While the most common use of custom statuses is creating custom away messages, you can also create a custom available status. Custom statuses can be saved for future use.

To Create a New Custom Status

1. Click the Status Bar.
2. Select **Custom...** under either Available or Away. The Edit Custom Status window opens.



3. Type a name for the status in the Title field. This title is for your own reference only and is not seen by other users.
4. Type the status in the Message field. This is the text that is displayed to other users.
5. If you wish to be able to reuse this status in the future, check the **Save for future use** box.
6. If you want other users to automatically receive a reply message with your status when enabled, check the **Auto-reply** box.
7. Click **OK**. The custom status is created and is set as your current status.

Tip:

If you want the Title and the Message of the Status to be the same, you can simply type the text in the Message field; the Title field is filled in automatically.

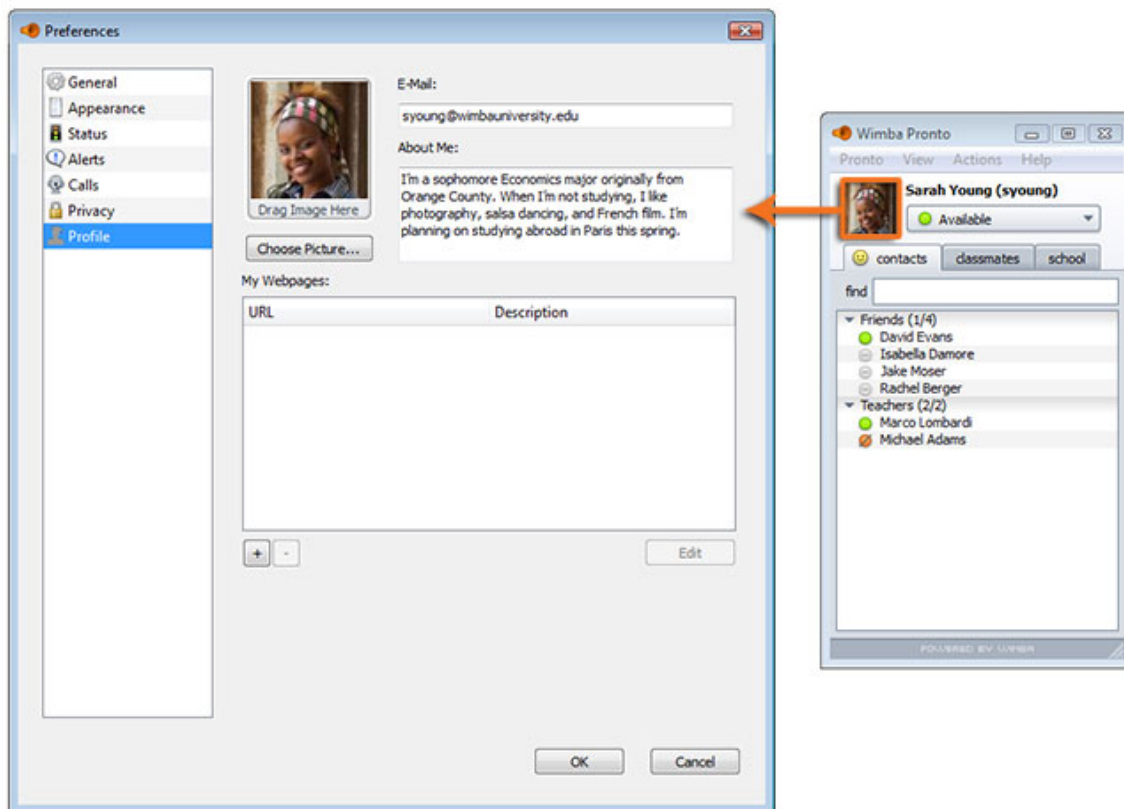
See Also:

[Changing Your Status](#)

Modifying Your Profile

You can create a personalized profile with a picture to share information about yourself with other Wimba Pronto users. Adding a picture, or other information, is optional. You can add or modify profile information from the Profile section of the Preferences window.

To access the Profile editor, click your profile picture box to the left of the Status Bar in the Wimba Pronto window.



Profile Picture

You can add a profile picture that is visible to other Wimba Pronto users to add a personal touch to your profile. Your picture is visible any time you contact another Wimba Pronto user, anytime another user contacts you, when a user views your profile, or when a user hovers his or her cursor over your name in the Contacts or Classmates tab. To add a profile picture, either drag an image file from your hard drive to the **Drag Image Here** box, or click the **Choose Picture...** button and browse your hard drive for the desired picture. The profile picture box is optimized for square images, but accepts images of any proportions.

Email

You can add an email address to make it easier for other users to contact you when you're not on signed in to Wimba Pronto Basic. This address does not need to be your school email address or the address associated with your Wimba Pronto account.

About Me

The About Me box allows you to type a brief description to introduce yourself to other users. You may wish to include your interests, your major, where you're from, or the type of people with whom you would like to communicate using Wimba Pronto Basic.

My Webpages

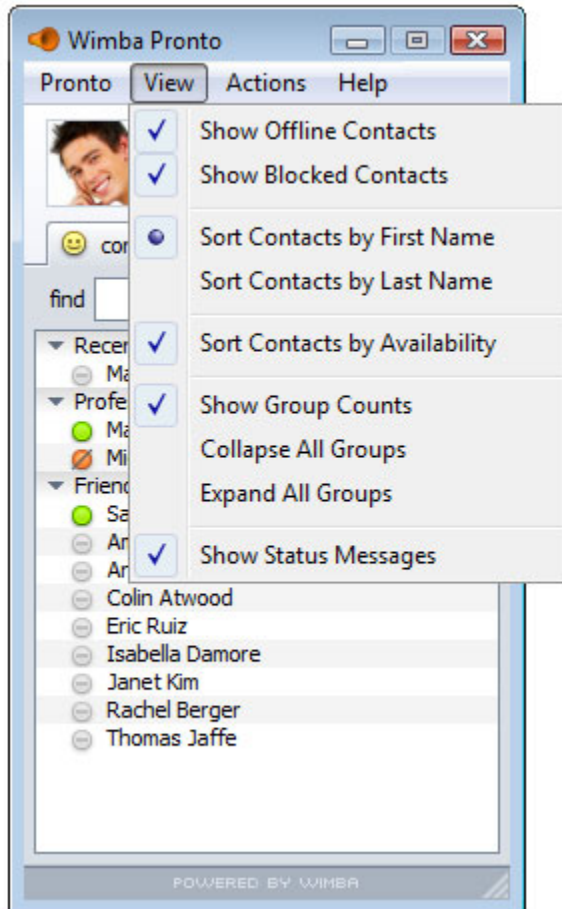
The My Webpages box allows you to include links in your profile to the websites of your choice. You may wish to add personal, course, or department webpages.

See Also:

[Profile Preferences](#)

Changing Your Display Settings

Using the View menu, you can control the way in which users are displayed in the Wimba Pronto window. These display settings apply to both the Contacts and the Classmates tabs.



Show Offline Contacts

Toggles the display of users that are not currently logged in to Wimba Pronto Basic

Show Blocked Contacts

Toggles the display of users that you have blocked

Sort Contacts by First Name

Displays users organized alphabetically by first name

Sort Contacts by Last Name

Displays users organized alphabetically by last name

Sort Contacts by Availability

Displays users that are available first, followed by users that are away, users that are idle, and users that are offline

Show Group Counts

Toggles the display of user counts for each group or course

Collapse All Groups

Hides the user list for all groups, showing only the group name. You can collapse or expand individual groups by clicking the arrow next to the group name.

Expand All Groups

Reveals the user list for all groups. You can collapse or expand individual groups by clicking the arrow next to the group name.

Show Status Messages

Toggles the display of users' custom status messages under their names in the Wimba Pronto window. If this option is disabled, you can view a user's status by hovering your mouse over his or her name.

See Also:

[Blocking and Unblocking Users](#)

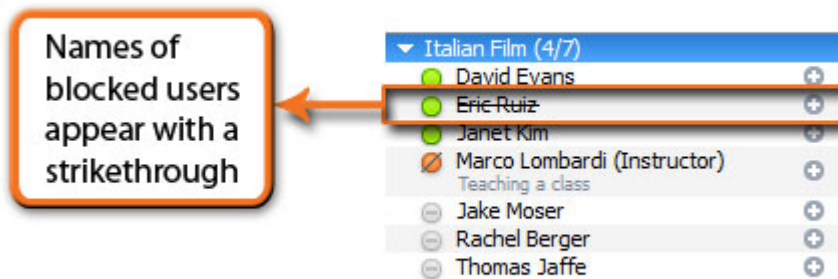
Blocking and Unblocking Users

By default, all Wimba Pronto users can freely communicate with each other, regardless of whether or not they are in same classes, or even at the same institution. However, if there are users that you do not want to be able to contact you, you can block them. Blocked users cannot contact you, and you cannot contact them. If the user is in either your Contacts or Classmates tab, you can still see his or her status, but you always appear as offline to the blocked user. Users never know that they have been blocked, and you can unblock users at any time.

You can block or unblock a user from either the Wimba Pronto window or the Preferences window. Also, if someone not in your Contacts or Classmates tab contacts you, you are given the option of blocking the user.

To Block a User from the Wimba Pronto Window

1. Right-click (Ctrl-click on Mac) the name of the user that you wish to block in either the Classmates or Contacts tab.
2. Select **Block <User Name>** from the pop-up menu. The Block Contact window opens.
3. Click **Yes**. The name appears with a strikethrough to indicate that the user has been blocked.





Note:

If the user is already blocked, the **Block <User Name>** option changes to **Unblock <User Name>**; you can use this option to unblock the selected user.

Tip:

If you do not want blocked users to appear in your Contacts and Classmates tabs, disable **Show Blocked Contacts** in the View menu.

To Manage Blocked Users from The Preferences Menu

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Preferences...** The Preferences window opens.
3. Select **Privacy**.
4. Add or remove users from your Block List as desired:
 - To add a user to your Block List, click the plus button , type the user's Pronto ID, and click **Add**.
 - To remove a user from you Block List, select the user from the list and click the minus button .
5. When you have finished modifying the Block List, click **OK**.

Tip:

Since the Block List allows you to block users by their Pronto IDs, you can use this method to block any Wimba Pronto user— even if he or she is not in any of your classes.

See Also:

[Privacy Preferences](#)

[Changing Your Display Settings](#)

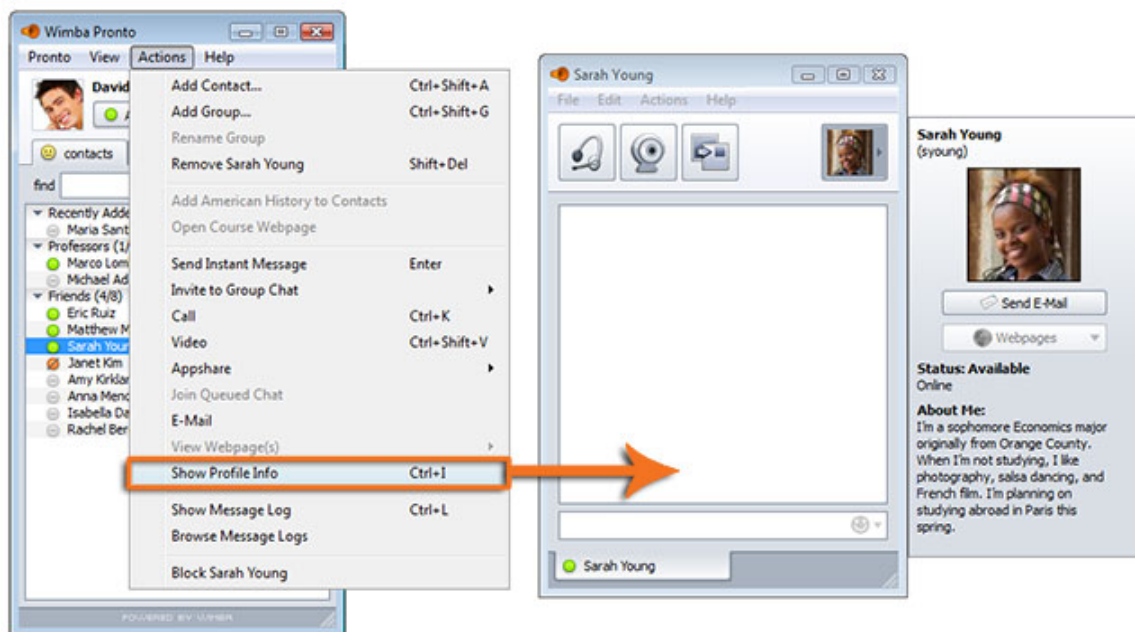
Viewing a User's Profile

Any Wimba Pronto user can create a Profile to share with friends, classmates, and instructors. You can use Profiles to find out more information about a user, or to find a user's contact information (if he or she has shared it).

You can see a partial profile by hovering your cursor over a user's name in your Contacts or Classmates tab. This view shows you the user's picture, current status, and About Me description; it does not show email addresses or webpages.

To View a User's Profile

1. Click the name of the desired user in either your Contacts or Classmates tab.
2. Click the **Actions** menu.
3. Select **Show Profile Info**. A new Text Chat window opens with the user's profile displayed.



Note: The Video Call and AppShare buttons are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

See Also:

[Modifying Your Profile](#)

Accessing the Wimba Pronto Settings Page

The Wimba Pronto Settings page is a web portal that allows you to view and manage your account settings and login information, as well as determine which of your courses appear in Wimba Pronto Basic. You can access the Wimba Pronto Settings page either from a link within Wimba Pronto Basic, or directly using your web browser.

To Access the Wimba Pronto Settings Page from Wimba Pronto Basic

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Account Settings**. The Wimba Pronto Settings login page opens in your web browser.

Wimba Pronto Sign In English

Welcome!

Sign in below to access to your account settings and to download Wimba Pronto.

Enter your Pronto ID and Password to sign in.

[Forgot your Pronto ID or Password?](#)

[Don't have a Pronto account?](#)

Pronto ID:

Password:

[Support](#) | [Privacy Policy](#) | [Terms of Service](#) | [Feedback](#)

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3. Type your Pronto ID.
4. Type your Pronto Password.
5. Click the **Sign In** button.

To Access the Wimba Pronto Settings Page from a Web Browser

1. Go to the URL: <http://pronto.wimba.com/>
2. Type your Pronto ID.
3. Type your Pronto password.
4. Click the **Sign In** button.

Tip:

You can also access the Wimba Pronto Settings page, without logging in again, from your CMS. If you forget your password and security question, this is the best way to access your Wimba Pronto account.

See Also:

[Modifying Your Account Settings](#)

[Modifying Your Course Settings](#)

Modifying Your Account Settings

From the Wimba Pronto Settings page, you can view and modify your account settings including your password, the email address associated with your account, and your security question.

Account Settings

Pronto ID:	syoung	
Password:	*****	change password...
Email:	syoung@wimbauniversity.edu	change email...
Security Question:	[not shown]	change security question...
Language:	English <input type="button" value="v"/>	

To Change Your Password

1. On the Wimba Pronto Settings page, click the **change password...** link. The Change Password window opens.
2. Type your current password in the Current password field.
3. Type your desired password in the New password field.
4. Re-type your desired password in the Confirm new password field.
5. Click the **Save** button. The Password changed confirmation page opens, indicating that your new password has been successfully updated.

To Change the Email Address Associated with Your Wimba Pronto Account

1. On the Wimba Pronto Settings page, click the **change email...** link. The Change Email window opens.
2. Type your Pronto password in the Current password field.
3. Type the email address that you would like associated with your Wimba Pronto account in the New Email field.
4. Re-type the desired email address in the Confirm New Email field.
5. Click the **Save** button. The Email changed confirmation page opens, indicating that your new email address has been set successfully.

Note:

The email address associated with your Wimba Pronto account does not have to be a school email address or the email address associated with your CMS account.

To Change Your Security Question

1. On the Wimba Pronto Settings page, click the **change security question...** link. The Change Security Question window opens.
2. Select a Security Question from the drop-down menu.
3. Type your response in the Answer field.
4. Click the **Save** button. The Security Question changed page opens, indicating that your security question has been successfully updated.

To Change the Language Setting for Your Wimba Pronto Account

1. On the Wimba Pronto Settings Page, click the **Language** drop-down menu.
2. Select the desired language.

To Delete Your Wimba Pronto Account

1. On the Wimba Pronto Settings page, click the **Support** link. The Wimba Pronto Support page opens.
2. Click the **Delete Your Account** link. The Delete Your Account page opens.
3. Select a reason for deleting your Pronto Account from the drop-down menu.
4. Add any additional comments in the Comments box.
5. Click the **Continue** button. The Confirm Delete page opens.
6. Type your Pronto password in the Password field.
7. Click the **Delete this account** button. Your account is deleted.

Note:

Reasons for deleting your Wimba Pronto account include if you are unhappy with your Pronto ID or if you accidentally created more than one account.

See Also:

[Accessing the Wimba Pronto Settings Page](#)

[Modifying Your Course Settings](#)

[Language Settings](#)

Modifying Your Course Settings

The Wimba Pronto Settings page allows you to individually enable or disable Wimba Pronto Basic for each of your courses. This can be accomplished in the Course Settings area of the page.

▼ Course Settings: Wimba University

General

Automatically enable Wimba Pronto for new courses.

Course Participant

All checked courses will appear in your Wimba Pronto client.

Italian Film (IF)

Course Instructor

As an instructor, you can enable or disable Pronto for all participants in your courses. Deselect a course below if you do not want this class to use Pronto.

Italian Film (IF)

General

Checking the box under the General heading allows you to select whether Wimba Pronto Basic is automatically enabled for new courses in which you enroll. Keep in mind that this setting will remain in effect for future semesters.

Course Participant

The Course Participant section contains a list of all of the courses for which you can enable Wimba Pronto Basic. Check the box next to a course name to enable Wimba Pronto Basic or uncheck the box to disable it.

Course Instructor

This section is visible only if you are the instructor of a course. You have the option of enabling or disabling Wimba Pronto Basic for an entire course.

Note:

All of the course settings above only affect whether or not a course is visible in your Classmates tab. Enabling or disabling Wimba Pronto Basic for a course does not affect whether or not users enrolled in the course have access to Wimba Pronto Basic via other courses, or whether or not they can communicate with their contacts.

See Also:

[Accessing the Wimba Pronto Settings Page](#)

[Modifying Your Account Settings](#)

Text Chat

About Text Chat

Text Chat is the simplest form of communication in Wimba Pronto Basic and, in many cases, it is also the most effective. Also known as instant messaging, Text Chat allows you to send a message, which is received immediately, to any user currently logged in to Wimba Pronto Basic. The user can then reply to your message and you can have a conversation via a series of instant messages.

Text Chat can also be used as a starting point for accessing Wimba Pronto Basic's more advanced features. For example, before starting an Audio Call with someone, you may wish to send the user an instant message to make sure that they have a microphone connected.

The Text Chat Window

The Text Chat window is where instant messaging conversations take place. When you start a new Text Chat, this window opens, showing you all of the messages that have been sent and allowing you to type new messages.



Note: The Video Call and AppShare buttons are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

The Audio Call Button

The Audio Call button allows you to start an Audio Call with the person with whom you are currently instant messaging. When you click the Audio Call button, the other user receives a notification of an incoming call, and can then accept or reject the call. It is possible to simultaneously use Audio Calling and Text Chat with the same user; if you start an Audio Call from the Text Chat window, your existing Text Chat remains open.

The Profile Drawer Button

Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.


The Message Area

The Message area displays all of the messages that have been sent between you and the other user. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed along the right side of the window. You can use the scrollbars to see older messages not currently visible in the window.

The Text Input Area

The Text Input Area is where you type new messages. Messages are not visible to the other user until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message Area. You can use the drop-down menu on the right side of the area to add emoticons to your message.

Chat Tabs

Below the Text Input Area are the Chat tabs. These tabs show the name and status of the users with whom you are currently messaging. They also display the pencil icon  when the other user is typing. This indication can be useful for helping you to avoid typing at the same time as another user. If you have multiple text chats open, each session is represented by a separate tab; clicking a tab brings the conversation into focus. Tabbed chat is enabled by default, but can be disabled in the Preferences window.

See Also:

[Starting a New Text Chat](#)

[About Audio Calling](#)

[Emoticons](#)

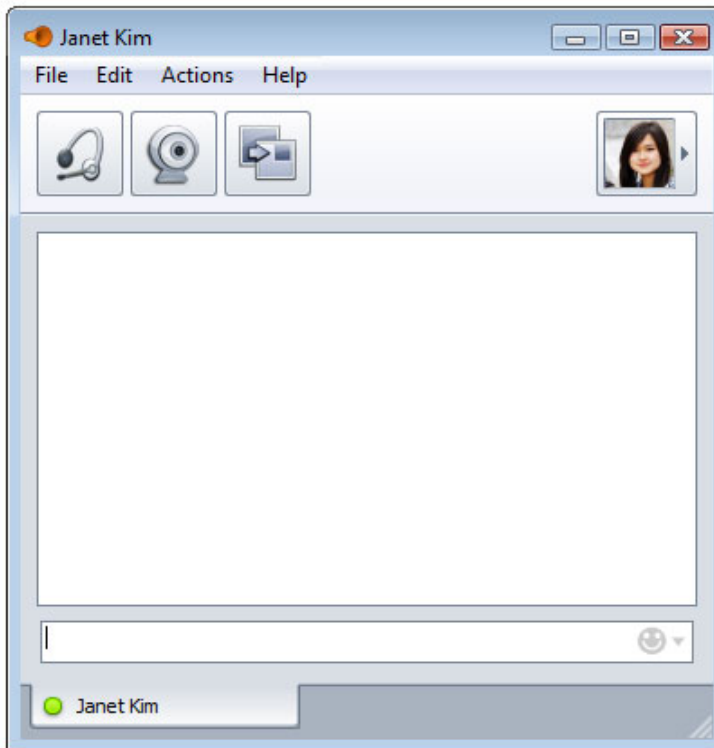
Starting a New Text Chat

Before you can start a new Text Chat with someone, the user must first be in either your Contacts or Classmates tab. There are several ways to start a new Text Chat with a contact or classmate.

To Start a New Text Chat

1. Do one of the following:
 - Double-click the name of the user you wish to contact in either the Contacts or Classmates tab.
 - Click the name of the user you wish to contact and press the **Enter** key on your keyboard.
 - Click the name of the user you wish to contact and select **Send Instant Message** from the Actions menu.

A new Text Chat window opens.



Note: The Video Call and AppShare buttons are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

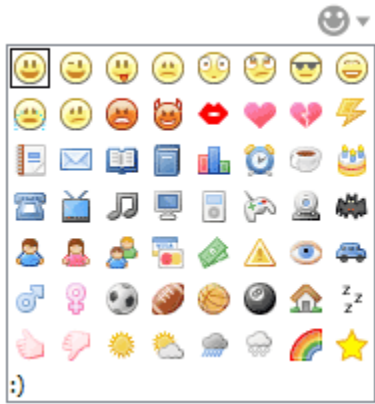
2. Type your first message in the Text Input Area.
3. Press the **Enter** key on your keyboard. The Text Chat session starts and your message is sent.

See Also:

[The Text Chat Window](#)

Emoticons

Emoticons are special graphical icons that you can insert into any text-based chat to make your conversations more expressive and fun. The emoticons drop-down menu is located on the right side of the Text Input Area in all Text Chat windows.



To insert an emoticon into your message, you can either click the image in the drop-down menu, or type its key combination (which is displayed in the lower left-hand corner of the drop down).

Note:

You can disable emoticon display in the Preferences window.

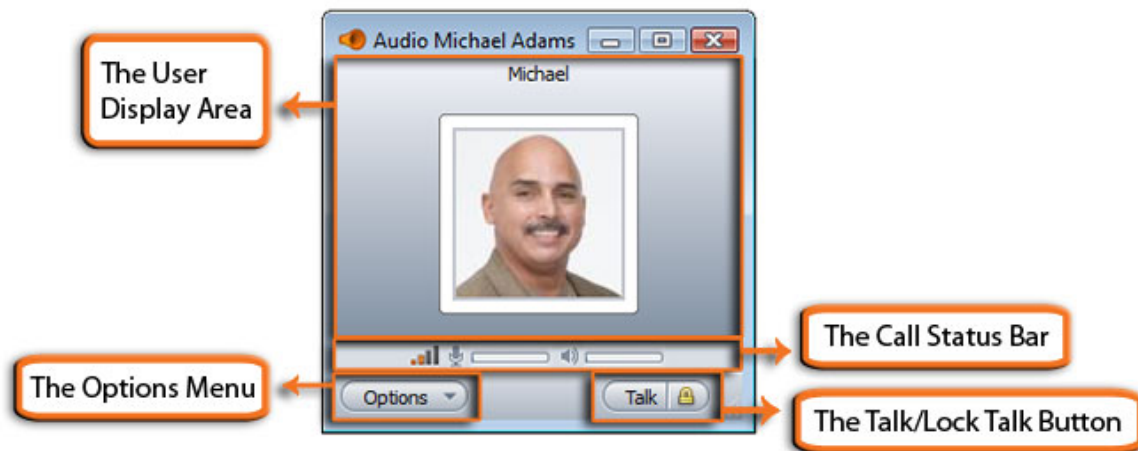
Audio Calling

About Audio Calling

Audio Calling can be used to make online communication more fluid and natural. Also known as Voice over IP (VoIP), Audio Calling allows you to have a real-time audio conversation with any user currently logged in to Wimba Pronto Basic. Audio Calling differs from Text Chat in that you must call a user and wait for him or her to accept your invitation before your call can begin. You can also use Audio Calling in combination with other Wimba Pronto Basic features such as Text Chat, and Group Chat. You can use Audio Calling with your computer's built-in microphone and standard headphones; but for best call quality, it is recommended that you have a USB headset with an integrated microphone.

The Audio Call Window

The Audio Call window opens when you accept a new incoming call, or when a call you start is accepted by another user. The window contains all of the controls and settings for managing your Audio Calling session.



The User Display Area

The User Display Area shows the first name and profile picture of the user with whom you are speaking.

The Call Status Bar

The Call Status bar shows your network signal strength, the level of your outgoing audio signal, and the level of the incoming audio signal.

The Talk/Lock Talk Button

The Talk/Lock Talk button allows you to control your outgoing audio. To talk, either click and hold the Talk button, or press and hold either **F8** or the **Space Bar** on your keyboard. If you would like to speak hands-free, either click the padlock section of the button, or press **Ctrl+T** (Windows) or **Command+T** (Mac) on your keyboard.

Note:

Unlike talking on a telephone, on an Audio Call the other user cannot automatically hear you speak. You must use the **Talk/Lock Talk** button or keyboard shortcuts to enable your outgoing audio.

The Options Menu

The Options menu contains Audio Calling settings, as well as shortcuts for launching other Wimba Pronto Basic features directly from your current call.

- **Lock Talk** has the same effect as clicking the padlock section of the Talk/Lock Talk button; select this option to lock on your outgoing audio.
- **Hide Call Status** allows you to toggle the display of the Call Status bar in the Audio Call window.
- **Preferences...** opens the Preferences window to the Calls area, allowing you to manage your audio devices and system audio settings.
- **Chat** opens a new Text Chat window between you and the user with whom you are currently speaking.
- **End Call** ends the current Audio Call.

See Also:

[Starting a New Audio Call](#)

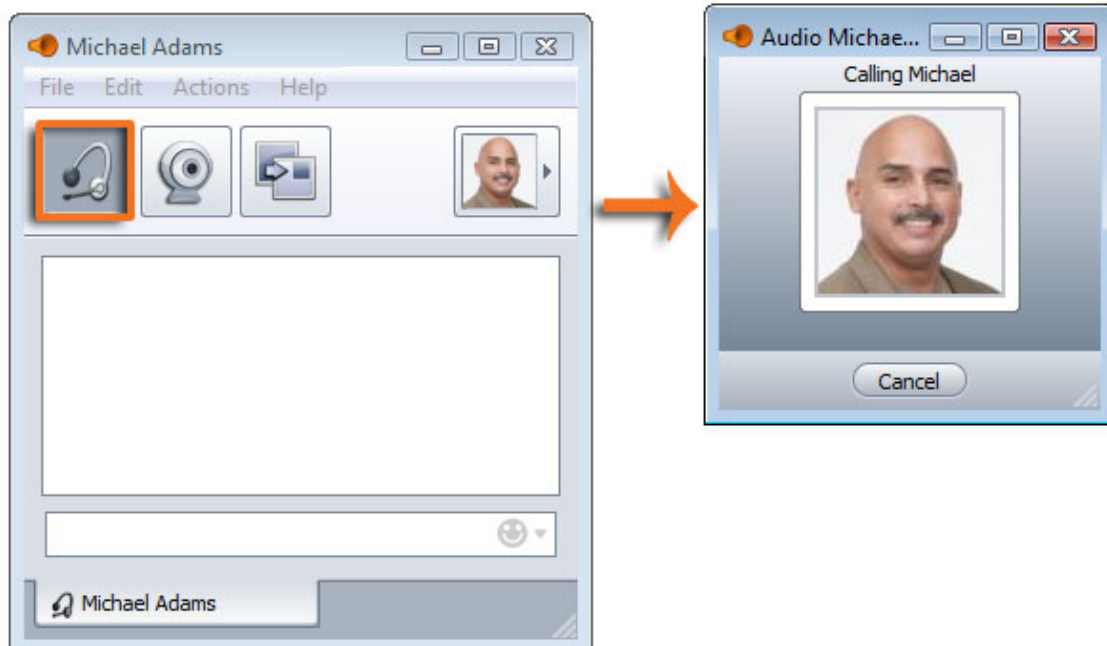
Starting a New Audio Call

Before you can start a new Audio Call with someone, the user must first be in either your Contacts tab or your Classmates tab. Once someone is either a contact or a classmate, you can start an Audio Call through the Text Chat window.

To Start a New Audio Call

1. Do one of the following:
 - Double-click the name of the user you wish to call in either the Contacts or Classmates tab.
 - Select the name of the user you wish to contact and press the **Enter** key on your keyboard.

The Text Chat window opens.



Note: The Video Call and AppShare buttons are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

2. Click the Audio Call button. A new Audio Call window opens, displaying the status Calling.

When the user accepts the call, the Calling status is replaced by the Call Status bar, Options menu, and the Talk/Lock Talk button.

See Also:

[The Audio Call Window](#)

[The Text Chat Window](#)

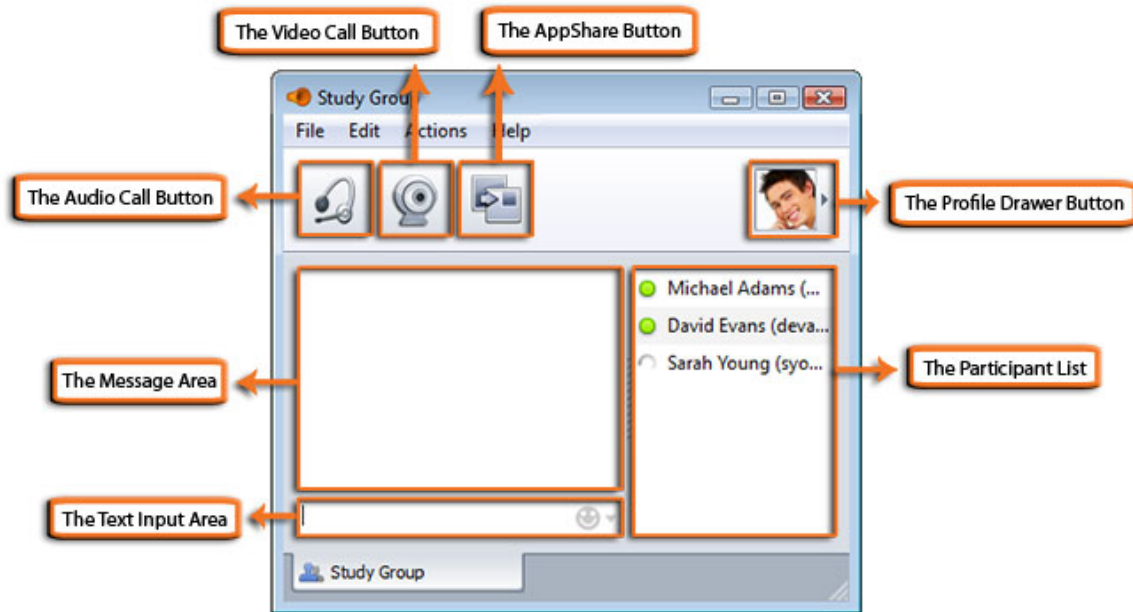
Group Chat

About Group Chat

Similar to an online chat room, Group Chat allows you to communicate with multiple users simultaneously. Group Chat starts in text-only mode, but you can access any of Wimba Pronto Basic's other features — such as Audio Calling — from a Group Chat session. For example, if you are in a text-only Group Chat session, you can add Audio Calling to create group Audio Call, similar to a telephone conference call. You can invite new participants to a Group Chat either while creating it, or after the session has already been created. Any participant, including the creator of the Group Chat, can leave a session at any time and the other participants are still able to continue the session.

The Group Chat Window

The Group Chat window is similar to the Text Chat window, but with one major difference: the Group Chat window has a Participant List to the right of the Message Area that displays the names and the statuses of all of the users currently in (or invited to) the Group Chat session.



Note: The Video Call and AppShare buttons are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

The Audio Call Button

The Audio Call button allows you to start an Audio Call with the participants of the current Group Chat. When you click the Audio Call button, all of the current Group Chat participants receive a notification of an incoming call, which they can then individually accept or reject. It is possible to simultaneously use Audio Calling and Text Chat; if you start an Audio Call from a Group Chat session, your existing Group Chat window remains open. All participants do not have to accept the Audio Call invitation for it to function, but only those who do are able to hear the audio of the call.



The Profile Drawer Button

The Profile button shows the profile picture of the last user to type a message or speak (if you are using Audio Calling). Selecting a user from the Participant List shows the user's profile picture for 15 seconds. Clicking the Profile button reveals a drawer showing the user's profile information and current status. Clicking the button again hides the drawer.

The Message Area

The Message Area displays all of the messages that have been sent between the participants of the Group Chat. The user's name appears every time the sender of the message changes; the time that each message was sent is displayed to the right of the message. You can use the scrollbars to see older messages (sent since you entered the Group Chat) not currently visible in the window.

The Participant List

The Participant List displays the names, Pronto IDs, and current statuses of all of the users in the Group Chat session. You can right-click (Ctrl-click on Mac) the name of a participant to access the user's profile, webpages, and email link. The pencil icon  is displayed next to the names of users that are currently typing a message. This indication can be useful for helping you to avoid typing at the same time as another user. The pending icon  next to a user's name indicates that the user has received an invitation to join the session, but has not yet accepted it. An invitation can be canceled at any time before a user accepts it by hovering over the pending icon and clicking the **x** that appears. Only the person that invited a user can cancel his or her invitation.

The Text Input Area

The Text Input Area is where you can type new messages. Messages are not visible to other users until you press the **Enter** key on your keyboard to send them. Sent messages then appear in the Message area. You can also use the drop-down menu on the right side of the area to add emoticons to your message.

See Also:

[Starting a New Group Chat](#)

[Inviting New Users to a Current Group Chat](#)

[About Audio Calling](#)

[Emoticons](#)

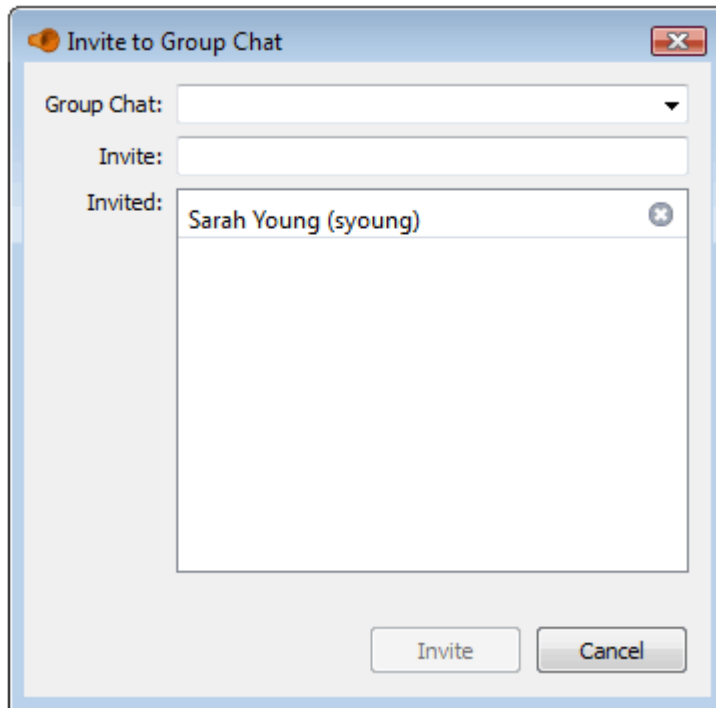
Starting a New Group Chat


Before you can start a new Group Chat, the users that you wish to invite to the session must first be in either your Contacts or Classmates tab. Once the desired users are either contacts or classmates, there are several ways to start a new Group Chat.

To Start a New Group Chat

1. Select at least one of the users that you wish to invite in either the Contacts or Classmates tab.
 - You can select multiple users to invite them all at the same time (you can always invite additional participants later).
 - To select multiple users, Ctrl-click (Windows) or Command-click (Mac) their names.
2. Do one of the following:
 - Right-click (Ctrl-click on Mac) the name of one of the selected users and select **Invite to Group Chat > New Group Chat...**
 - Press **Ctrl+G** (Windows) or **Command+G** (Mac) on your keyboard.

The Invite to Group Chat window opens.



3. Type a name for the session in the Group Chat field.
4. If you wish to invite additional participants, type their names in the Invite field. The names that you type are automatically completed based on the names in your Contacts and Classmates tabs. Press **Enter** on your keyboard to add the user to the Invited list.
5. If you wish to remove a user from the Invited list, click the x icon  next to the user's name.

6. Click **Invite**. The new session is created, a Group Chat window opens, and invitations are sent to all of the users in the Invited list.

Tips:

- a) You can return to a Group Chat by selecting **Recent Group Chats >** from the Pronto menu (Windows) or the File menu (Mac). This can be especially useful if you leave a Group Chat unintentionally.
- b) You can start a new Group Chat based on a previously created session by selecting the name of the session (instead of New Group Chat) from the **Invite to Group Chat >** menu, or from the drop-down menu in the **Invite to Group Chat** window. This preserves only the name of the session and does not allow you to see previously sent messages. It also does not automatically invite the users from prior sessions.


See Also:

[The Group Chat Window](#)


[Inviting New Users to a Current Group Chat](#)

Inviting New Users to a Current Group Chat

At any time during a Group Chat, you can invite new users to join the session. You can invite a single user at a time or multiple users. Any current participant can invite new users, not just the creator of the session.

To invite a new user, drag and drop the name of the user anywhere in the Group Chat window. The user's name appears with the pending icon  in the Participant List. This indicates that the user has received an invitation to join the session, but has not yet accepted it.

Tip:

An invitation can be canceled at any time before a user accepts it by hovering your cursor over the pending icon and clicking the **x** icon  that appears. Only the person that invited a user can cancel his or her invitation.

See Also:

[The Group Chat Window](#)

[Starting a New Group Chat](#)

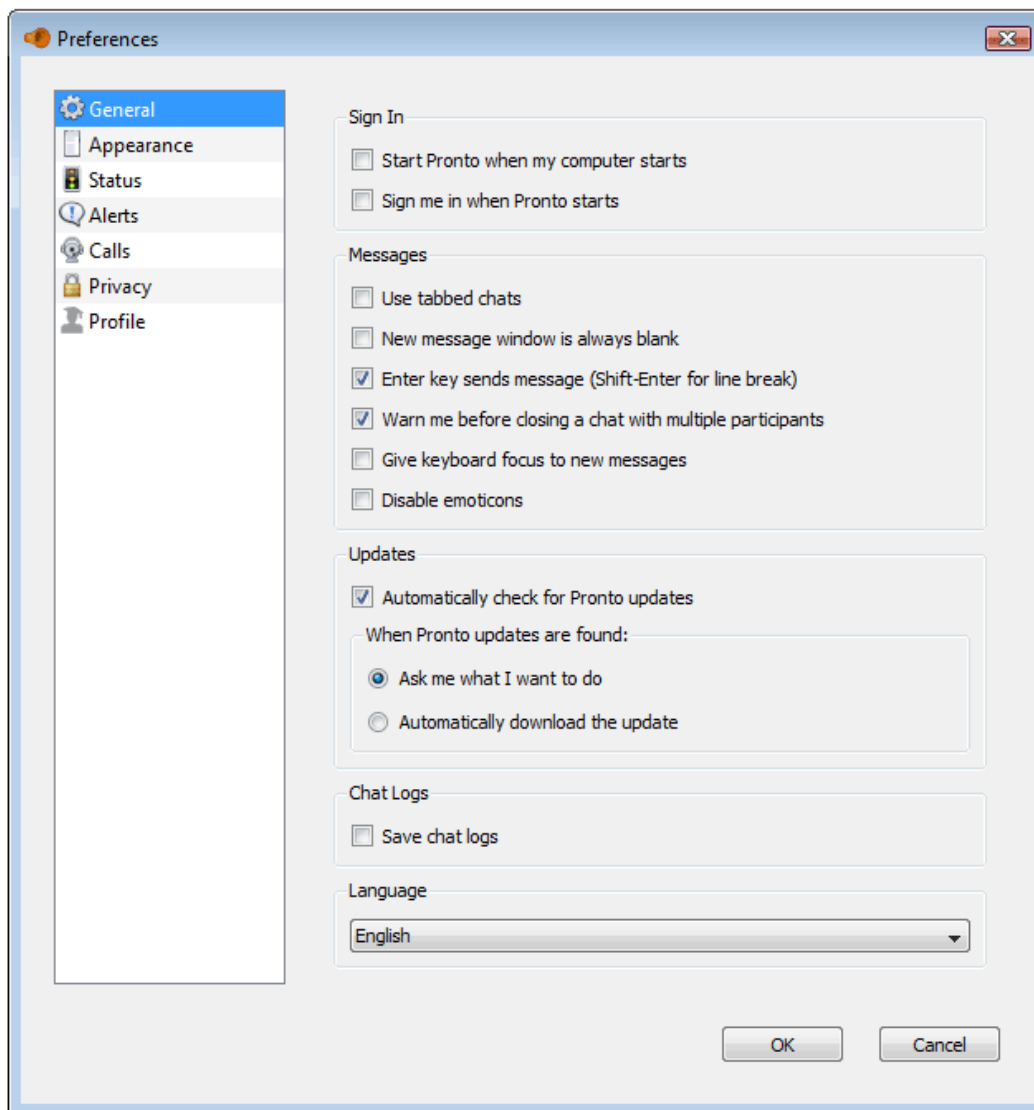
Preferences

Accessing the Preferences Window

The Preferences window gives you access to wide range of options and settings for using Wimba Pronto Basic.

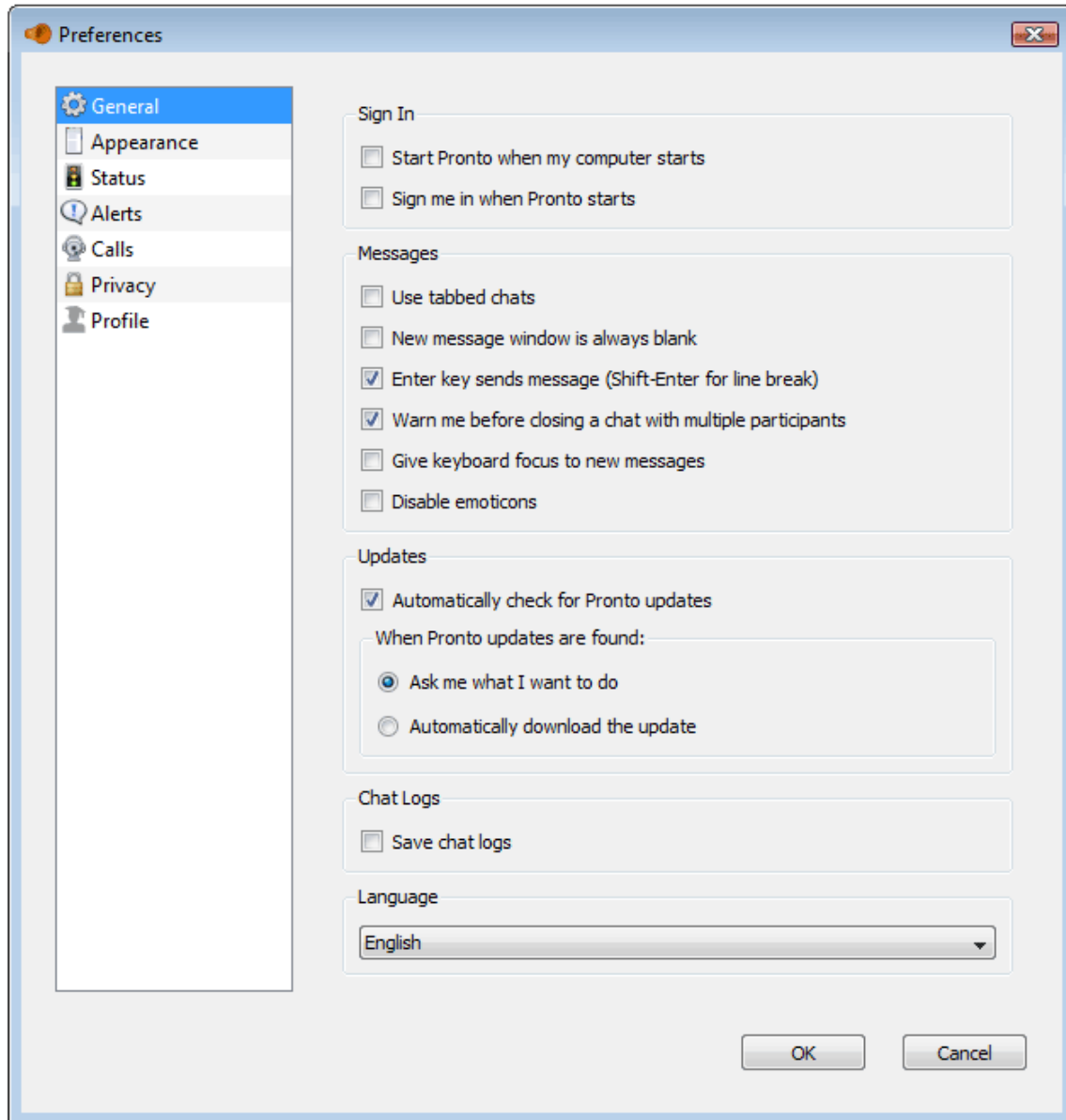
To Access the Preferences Window

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Preferences...** The Preferences window opens.



The Preferences window is separated into different sections: General, Appearance, Status, Alerts, Calls, Privacy, and Profile.

General Preferences



Sign In

- **Start Pronto when my computer starts** automatically launches Wimba Pronto Basic every time you turn on your computer.
- **Sign me in when Pronto starts** automatically signs you on to Wimba Pronto Basic using the current Wimba Pronto account every time you launch the program.

Messages

- **Use tabbed chats** opens new text chats as tabs within one window, rather than separate windows.
- **New message window is always blank** opens new Text Chat windows without showing previous messages sent between you and the other user.
- **Enter key sends messages (Shift-Enter for line break)** allows you to use the Enter key on your keyboard to send messages in Text Chat.
- **Warn me before closing a chat with multiple participants** displays a warning dialog when you try to close a chat window with more than one participant.
- **Give keyboard focus to new messages** brings incoming messages to the front or, if tabs are enabled, automatically displays the tab of the new messages.
- **Disable emoticons** disables the display of emoticon images.

Updates

- **Automatically check for Pronto updates** allows you to set whether Wimba Pronto Basic automatically checks for new software updates. If selected, the **When Pronto updates are found:** options can be modified.
 - **Ask me what I want to do** prompts you before downloading an update.
 - **Automatically download the update** downloads updates without notifying you.

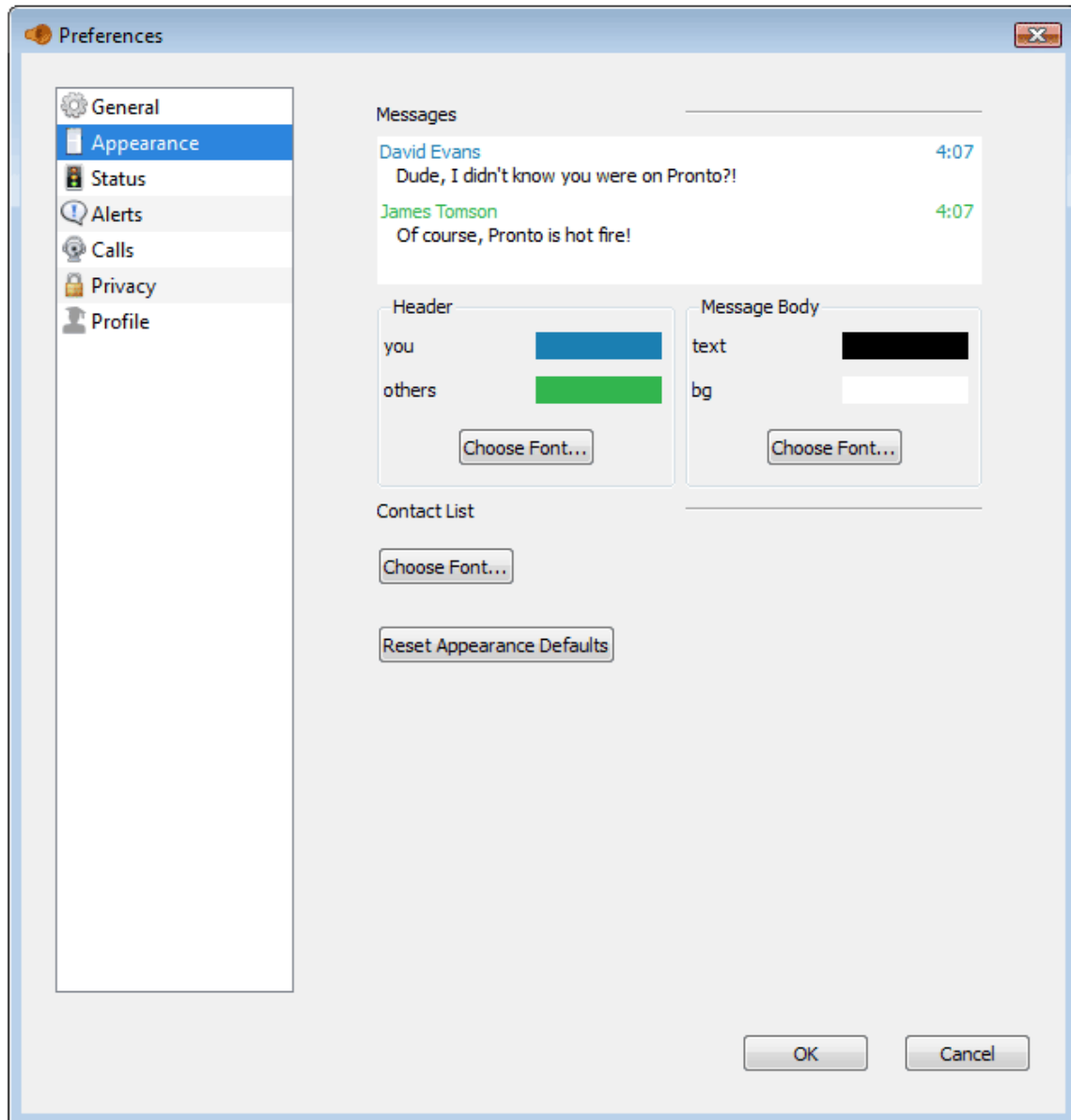
Chat Logs

- **Save chat logs** allows you to set whether or not chat logs of all of your Text Chat conversations are automatically saved on your hard drive.

Language

The Language drop-down menu allows you to set the language for the Wimba Pronto Basic interface. By default this is set to match the language setting for your computer's operating system (if possible).

Appearance Preferences



Messages

The Messages area displays a preview of the current appearance settings for the Text Chat window; any changes you make in the sections below are reflected in this preview.

Header

You can change the text color for your name and the names of other users in the text chat window by clicking the respective color boxes. You can change the font for the names by clicking the **Choose Font...** button.

Message Body

You can change the color of the message text in the text chat window by clicking the color box labeled **text**. You can change the background color of the text chat window by clicking the color box labeled **bg**. You can change the font for the message text by clicking the **Choose Font...** button.

Contact List

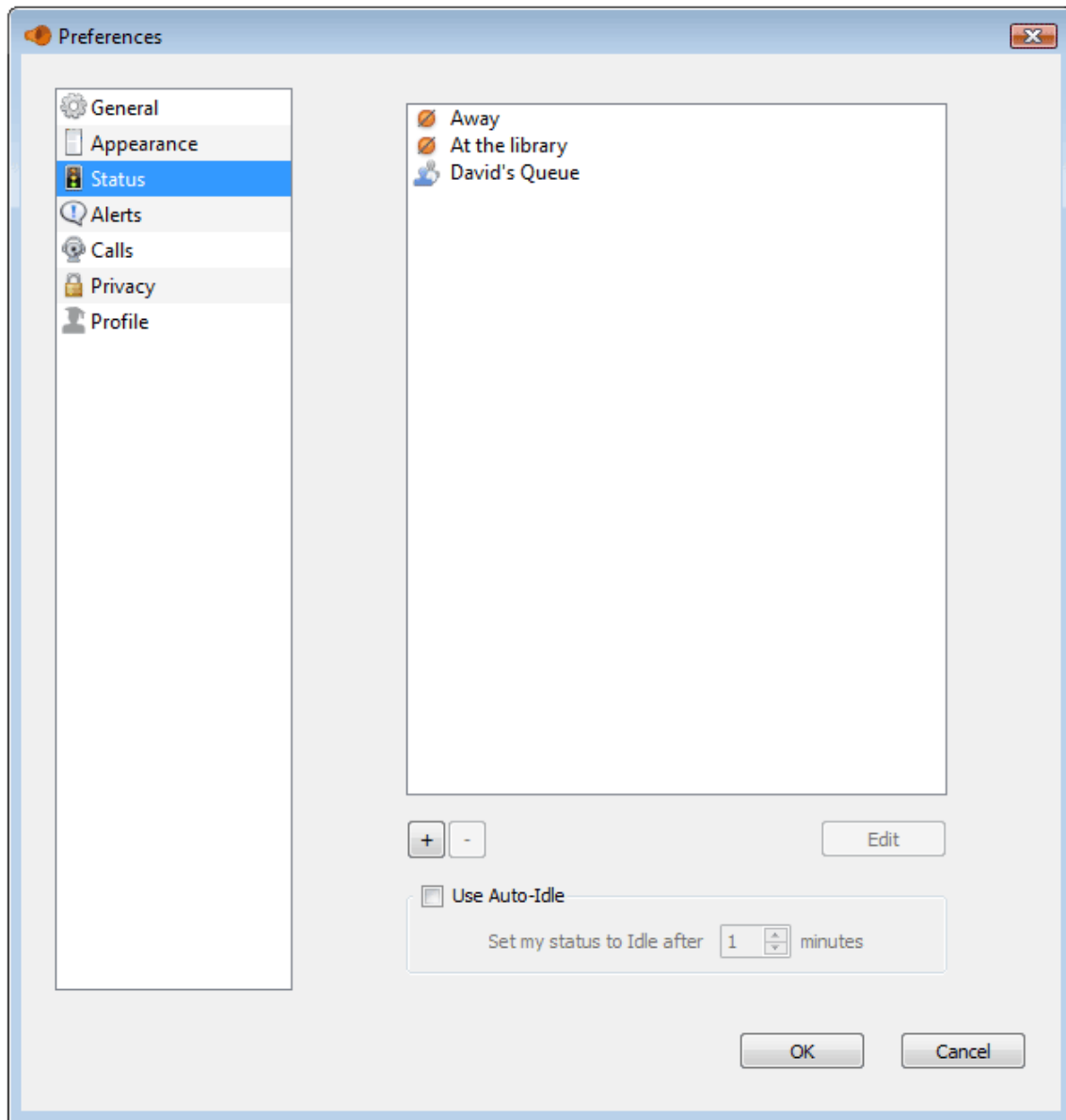
You can change the font that is used to display the names of users, groups, and courses by clicking the **Choose Font...** button in the Contact List area.



Reset Appearance Defaults

If you want to undo all changes you have made and return to the original appearance defaults, click the **Reset Appearance Defaults** button.

Status Preferences

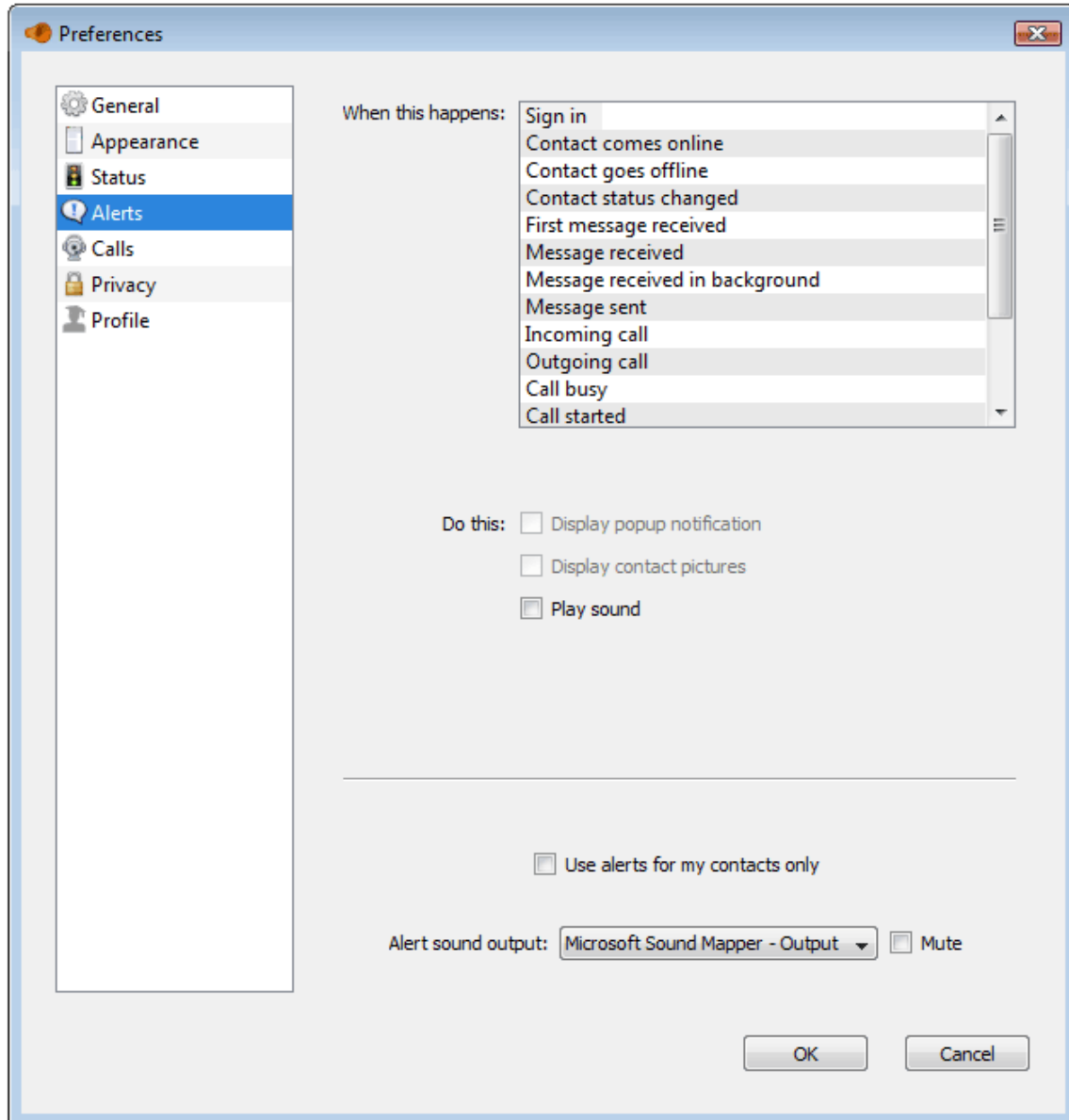
The Status section allows you to add, delete, and modify your custom status messages. Statuses that you have already created are shown in the list.



You can add a new status by clicking the plus button  or remove a selected status by clicking the minus button . Select a status and click **Edit** to modify it. The **Auto-Idle** check box allows you to set a time after which your status is automatically set to idle.

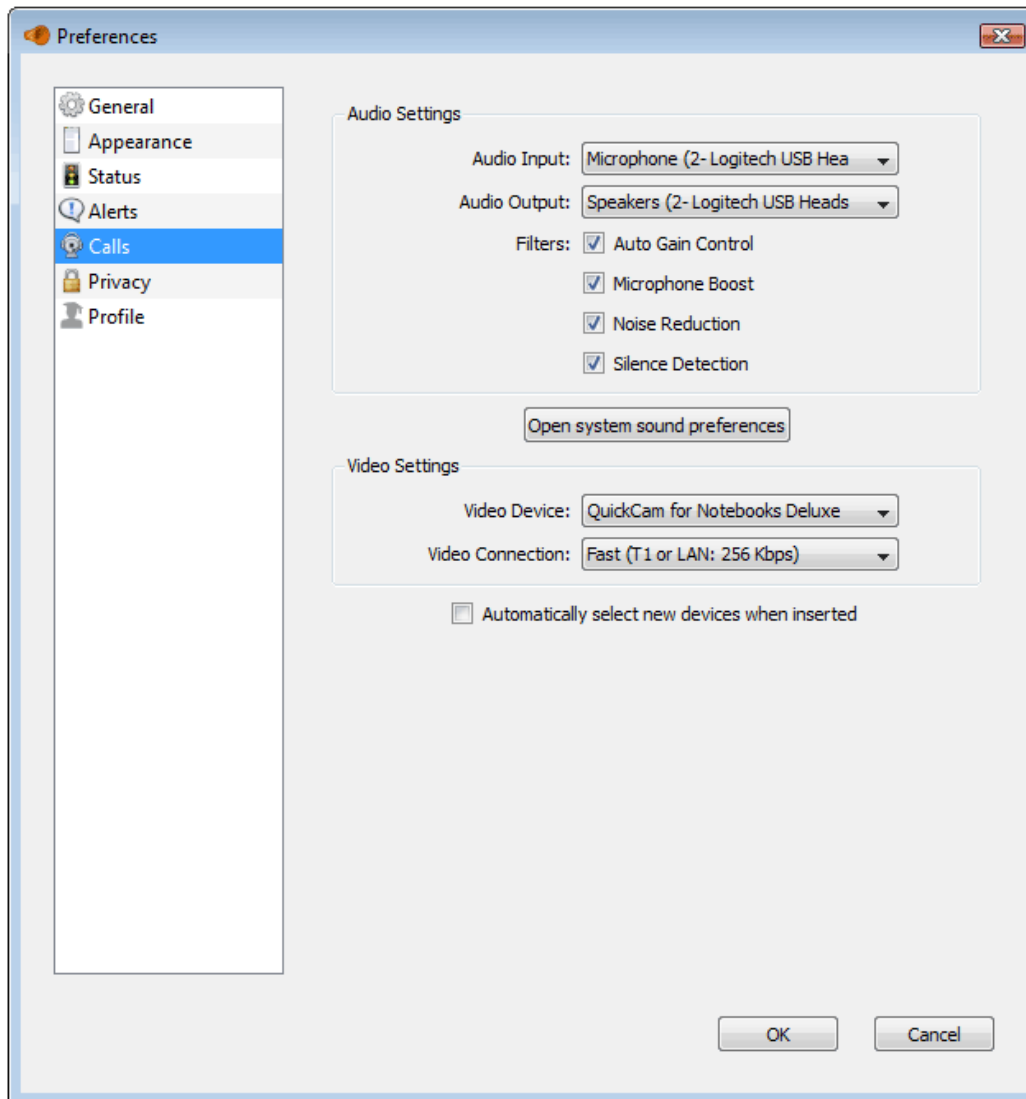
Alerts Preferences

The Alerts section allows you to set a custom alert profile for a number of different actions in Wimba Pronto Basic.



- **When this happens:** lists all of the actions for which you can set alerts.
- Once you select an action from the list, you can set which type of alert you want to associate with it in the **Do this:** area.
- The **Use alerts for my contacts only** checkbox is a global setting that allows you to apply the alerts that you have defined only to people in your Contacts tab.
- **Alert sound output:** allows you to choose the sound device used for playing alert sounds.

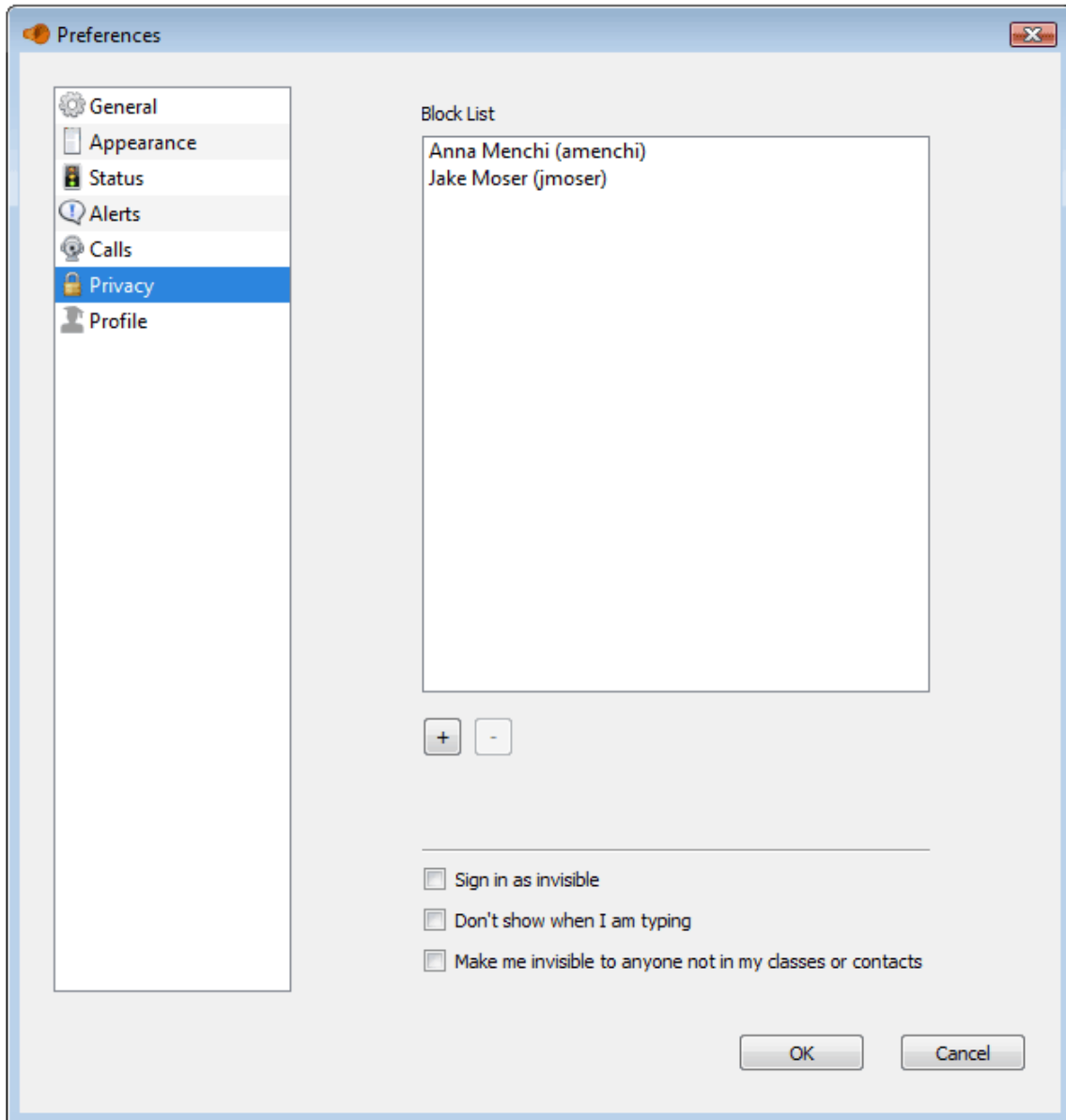
Calls Preferences






Note: Video Calling and Video Settings are advanced features in Wimba Pronto and are not available in Wimba Pronto Basic.

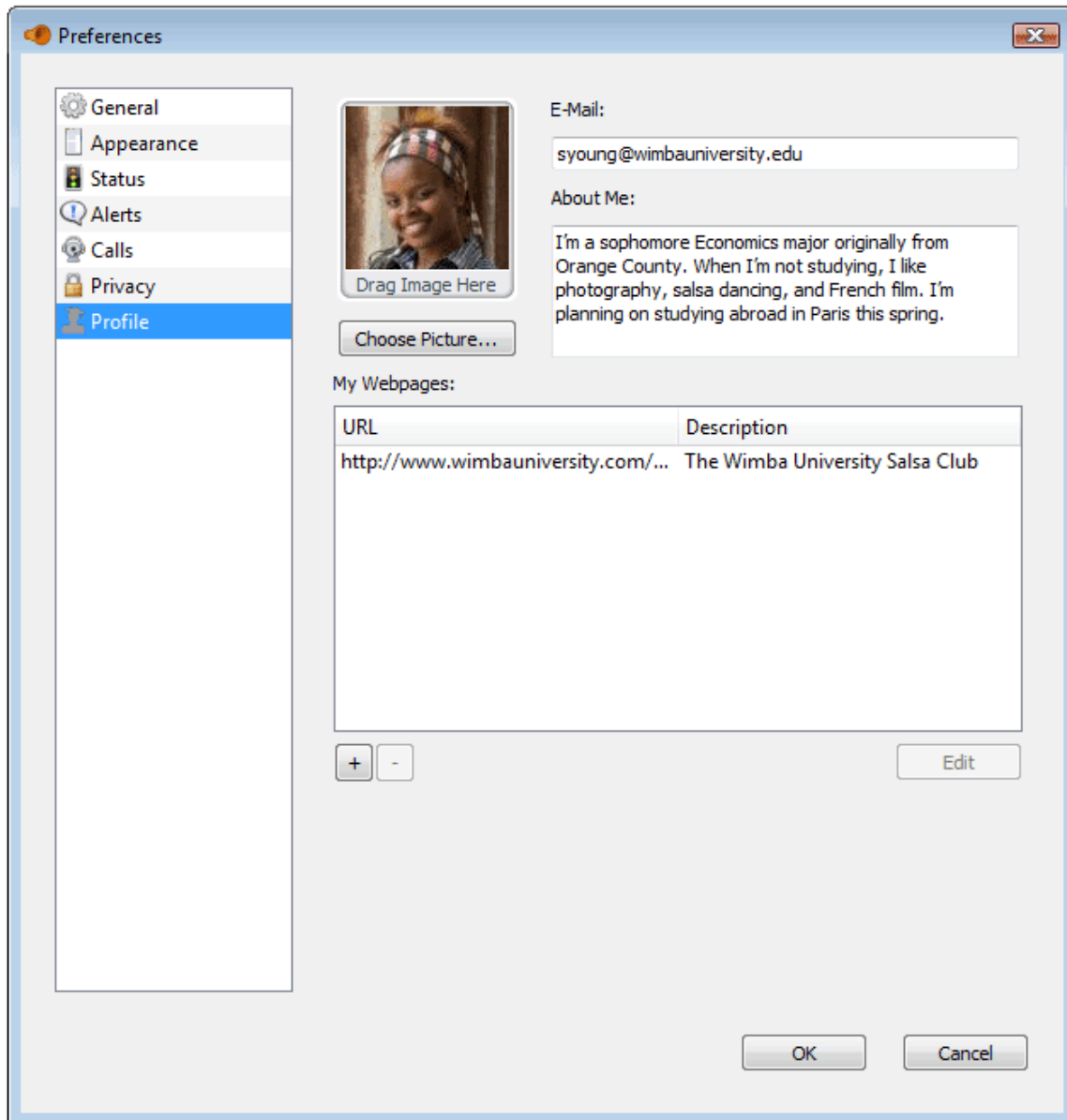
- **Audio Input** allows you to select the device that Wimba Pronto Basic uses for incoming audio.
- **Audio Output** allows you to select the device that Wimba Pronto Basic uses for outgoing audio.
- **Auto Gain Control** can help normalize the volume of incoming and outgoing audio by automatically boosting low-level audio and lowering high-level audio.
- **Microphone Boost** raises the level of your audio input if your microphone level is too weak.
- **Noise Reduction** can help reduce the level of background noise picked up by your microphone.
- **Silence Detection** allows you to transmit audio only when you are speaking, preventing static or background noise.
- **Automatically select new devices when inserted** allows you to set whether or not Wimba Pronto Basic automatically uses audio devices that are connected while the program is running.

Privacy Preferences



- **Block List** displays users that you have blocked from contacting you.
- The **plus** button  allows you to add new users to your Block List.
- The **minus** button  allows you to remove selected users from your Block List.
- **Sign in as invisible** automatically sets your status to invisible when you log in to your Wimba Pronto account.
- **Don't show when I am typing** disables the pencil icon  that informs other users that you are typing.
- **Make me invisible to anyone not in my classes or contacts** always displays your status as invisible to any user not in your Contacts or Classmates tab.

Profile Preferences



Profile Picture

You can add a picture that is visible to other Wimba Pronto users to add a personal touch to your profile. Your picture is visible any time you contact another Wimba Pronto user, anytime another user contacts you, when a user views your profile, or when a user hovers his or her cursor over your name in the Contacts or Classmates tab. To add a profile picture, either drag and drop an image file from your hard drive to the **Drag Image Here** box, or click the **Choose Picture...** button and browse your hard drive for the desired picture. The profile picture box is optimized for square images, but accepts images of any proportions.

Email

You can add an email address to make it easier for other users to contact you even if you are not online. This address does not need to be your school email address, or the address associated with your Wimba Pronto account.

About Me

The About Me box allows you to enter a brief description to introduce yourself to other users. This could include your interests, your major, where you're from, or the type of people with whom you would like to communicate using Wimba Pronto Basic.

My Webpages

The My Webpages box allows you to include links in your profile to the webpages of your choice.

Message Logs

Saving a Single Chat

While it is possible to enable Wimba Pronto Basic to automatically save message logs of all of your Text Chats, you can also save a single chat as an .html file. This feature can be useful if there is information in a chat session that you want to be able to refer to later, but you don't want to have to search through all of your message logs to find it. You can save a single chat from both Text Chats and Group Chats.

To Save a Single Chat

1. Click the **File** menu in the window of the chat that you wish to save.
2. Select **Save As...** The Save Chat Log window opens.
3. Choose the location where you wish to save the log.
4. Type a name for the log in the File name box.
5. Click **Save**.

See Also:

[Viewing Message Logs](#)

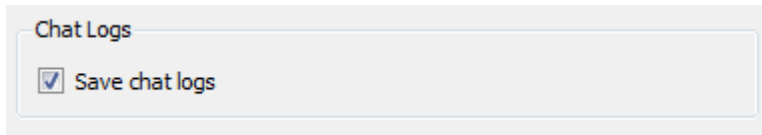
[Enabling Automatic Message Log Saving](#)

Enabling Automatic Message Log Saving

By default, automatic message log saving is disabled in Wimba Pronto Basic. If you wish to automatically store messages logs of all of your Text Chats, you can enable this feature in the Preferences window.

To Enable Automatic Message Log Saving

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).



4. Check the **Save chat logs** box.
5. Click **OK**.

Note:

If you upgraded to Wimba Pronto Basic 2.1 from an earlier version, message log saving may already be enabled by default. Uncheck the **Save chat logs** box to disable it.

See Also:

[Viewing Message Logs](#)

[Saving a Single Chat](#)

Viewing Message Logs

You can set Wimba Pronto Basic to automatically store messages logs of all of your text chats. If enabled, logs are saved to your hard drive as plain text files that contain the text, time, and date sent for each message. Messages logs are never stored on the Wimba Pronto Basic server. There are two ways to access message logs: you can either browse through all of the available logs, or you can view the message log between you and a particular user.

To View the Message Log Between You and a Particular User

1. Click the name of the desired user in either the Contacts or the Classmates tab.
2. Click the **Actions** menu.
3. Select **Show Message Log**. The message log opens.

To View Browse All Message Logs

1. Click the **Actions** menu.
2. Select **Browse Message Logs**. The directory containing all of your message logs opens.

See Also:

[Enabling Automatic Message Log Saving](#)

[Saving a Single Chat](#)

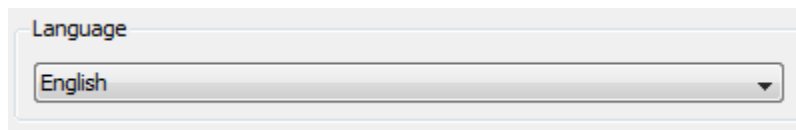
Language Settings

Wimba Pronto Basic is available in both English and Spanish. The client contains both languages; there is no need to download additional language packs. You can change your personal language preference at any time. If you do not set a language preference, Wimba Pronto Basic uses the language preference from your computer's operating system (if possible). If your computer's operating system is set to a language other than English or Spanish, Wimba Pronto Basic defaults to English.

The Wimba Pronto Settings page is also available in English and Spanish. The default language for the page is set by your institution's Wimba Pronto Administrator and can be modified individually by each user.

To Change the Language Setting for the Wimba Pronto Basic Client

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).
4. Select the desired language from the **Language** drop-down menu.



5. Click **OK**. Your language preference for the Wimba Pronto Basic client is set.

Note:

The language setting that you select in the Preferences window is maintained even if you log out and log back in to the Wimba Pronto Basic client.

To Change the Language Setting for the Wimba Pronto Settings Page

1. Access the Wimba Pronto Settings page.
2. Click the **Language** drop-down menu.
3. Select the desired language. Your language setting for the Wimba Pronto Settings page is set.

Note:

Changing the language setting for the Wimba Pronto Settings page does not affect the language display setting for the Wimba Pronto Basic client.

See Also:

[General Preferences](#)

[Accessing the Wimba Pronto Settings Page](#)

[Modifying Your Account Settings](#)

Keyboard Shortcuts

The following keyboard shortcuts can make it easier to access certain features in Wimba Pronto Basic:

General Keyboard Shortcuts

- Start a New Group Chat : **Ctrl+G** (Windows), **Command+G** (Mac)
- Access the Preferences window: **Ctrl+,** (Windows), **Command+,** (Mac)
- Add a Group to the Contacts tab: **Ctrl+Shift+G** (Windows), **Command+Shift+G** (Mac)
- Add a Selected Classmate to the Contacts tab: **Ctrl+Shift+A** (Windows), **Command+Shift+A** (Mac)
- Start an Audio Call with the Selected User: **Ctrl+K** (Windows), **Command+K** (Mac)

During an Audio Call

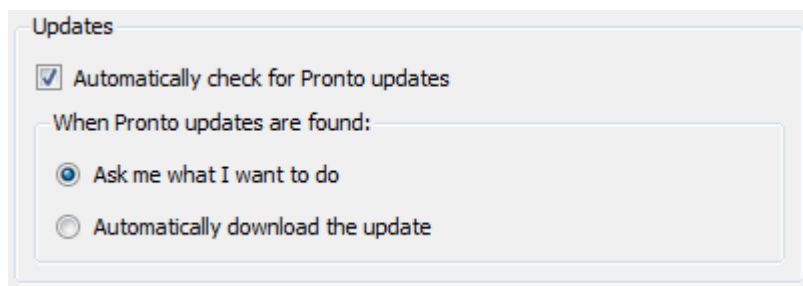
- **Talk: F8 or Space Bar (F8 works when any part of the Wimba Pronto Basic application has focus; Space Bar works only when the Audio Call window has focus)**
- Toggle Lock Talk: **Ctrl+T** (Windows), **Command+T** (Mac) (Works when any part of the Wimba Pronto Basic application has focus.)
- End Call: **Ctrl+F4** (Windows), **Command+F4** (Mac)

Software Updates

From time to time, Wimba releases new software updates for Wimba Pronto Basic. By default, the program automatically checks for updates periodically and, when an update is found, asks you whether or not you want to download it. You can change these settings in the Preferences window. You can also manually check for updates at any time.

To Change Your Software Update Settings

1. Click the **Pronto** menu (Windows) or the **File** menu (Mac).
2. Select **Preferences...** The Preferences window opens.
3. Select **General** (if it is not already selected).



4. In the Updates area, adjust the settings as desired:
 - **Automatically check for Pronto updates** allows you to enable or disable automatic update detection. If selected, the **When Pronto updates are found:** options can be modified:
 - o **Ask me what I want to do** asks you whether or not you want to download updates when they are detected.
 - o **Automatically download the update** downloads updates when they are detected without asking you first.
5. Click **OK**.

To Manually Check for Software Updates

1. Click the **Help** menu in the Wimba Pronto window.
2. Select **Check For Updates...** A dialog box appears, telling you whether or not new updates are available.

Additional Resources

To access all of Wimba's support resources, visit:

<http://www.wimba.com/support>

Technical Support

If you experience technical difficulties while using Wimba Pronto Basic, please contact Wimba at:

technicalsupport@wimba.com

Additional Documentation

For information on installing Wimba Pronto Basic in a computer lab setting, see the *Wimba Pronto 2.1 Computer Lab Installation Guide*

Community

We encourage Wimba users of all levels to join our Wimba Connect User Group, a new community in which users can share their experiences, ideas, research, and best practices with their peers via forums and user-generated blogs. In addition to bringing our users closer together, the group acts as a 365-day-a-year extension of our annual Wimba Connect Global Users Conferences.

For more information, or to register for the Wimba Connect User Group, visit <http://www.wimba.com/community>.

Product Feedback

Wimba welcomes your comments and suggestions. If you have an idea for a new feature or enhancement, or would like to send other feedback, please click the link below:

[Wimba Product Feedback Form](#)

You may also email your suggestions to feedback@wimba.com

Your suggestion will be sent directly to Wimba's Product Management Team.

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