

WEB AUDITORIUM

USER MANUAL 1.0



WINDOWS © USERS

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Getting Started - Windows

This guide is a condensed version of the manual and is recommended for first time users. We recommend first reading through this page, then browse through the rest of the manual. In this guide:

- System Requirements
- How to install and start
- Quick Steps to Joining an E-meeting
- Practical Tips
- Troubleshooting

System Requirements

On Windows, *Marratech Pro* requires a PIII processor along with Windows 98, ME, NT, 2000 or XP (Pro and Home editions) along with a minimum of 256 MB of ram. Frequent users are recommended to use Windows 2000 or XP.

Marratech recommends the use of USB web cameras such as the *Logitech Quickcam 4000* or *Notebook Pro* along with an analog headset such as the the *Plantronics Audio40*.

How to Install and Start

Step 1: Install your web camera and your headset

1. Many cameras require that you insert the accompanying CD before connecting the camera. Please follow the instructions bundled with your camera.



2. Connect your headset to your computer, matching the microphone and headphone plugs carefully.

Marratech strongly recommends the use of a good headset. See the 'Recommended Hardware' in the Support section of www.marratech.com

Hint -> For conference rooms, good echo canceling microphones are also available.

Step 2: Install Marratech Pro

1. Download *Marratech Pro* from www.marratech.com/download. Be sure you are using the latest version! You can now verify this by using *Help* menu, *Update* option in *Marratech Pro*.

2. Run the *Marratech Pro* installer program and follow the simple installation instructions.

Step 3: Running Marratech Pro the first time

From the Start menu, select Programs and the Marratech Pro program group.

From there, choose the Marratech Pro program icon.

The first time you use *Marratech Pro*, the *Startup Wizard* will appear. Fill in your identity and contact information.

a) Video

If you have a web camera connected, this step will help you test it.

Click **Preview** to see a test picture of you camera. Click **Source** to access the lighting and color settings for your camera.



b) Portal

To join an e-meeting with *Marratech Pro*, you need to access a *Marratech E-meeting Portal* server. In this step, if you know your portal's name and web address (or IP Number), add it here. (for example <http://www.myportal.com:8000/>).

Click **Add** to confirm. The portal you have added will now show up in the *Viewer's* list of available portals in *Marratech Pro*.

Hint: Marratech's public server (<http://emeetingportal.com/>) is added by default and can be used for general testing purposes.

c) Voice settings

This step is very important, as it will affect how you are heard and how you hear others. This has a big impact on the overall user experience.

First, choose what sound devices to use. Be sure to choose the ones your headset is connected to. Normally, the output channel is called *Wave* and the input channel is called *Microphone*.

Please avoid using your web camera's built-in microphone. It often gives unpleasant distorted sound.

Finally, set the volume level for what you hear. Marratech Pro 4.0 now has automatic input volume control, meaning it will adjust your volume level for your microphone automatically.



d) Recording

Simply choose a location where you wish to store your recordings on your computer.

Quick Steps to Joining an E-meeting

1. Choose *Marratech Pro* from your *Start Menu*.
2. From the *Viewer**, click on the appropriate portal's web site or enter the web address manually for example: <http://emeetingportal.com/>
3. Enter your username and password, if necessary.
4. Choose the appropriate e-meeting room

5. Click on the *join* link to enter the e-meeting room. After joining, press on the microphone button to speak and press the camera button to let others see you.

6. Use the *File* menu to open images, text files, *MS Word* or *PowerPoint* documents.

7. Use the pointer and marker to bring attention in the *Whiteboard*.

8. To lead others to your whiteboard page, press the *Lead Page Changes* button.

* Note that you can also join e-meetings from your favorite web browser like *MS Internet Explorer*, *Mozilla* and *Opera* etc. just by clicking on an e-meeting link.

Practical Tips

Join early

Joining your meeting early gives you the opportunity to test your and your colleagues volume settings, prepare the agenda and load your documents in the *Whiteboard*.

Voice

Some tips for better voice quality during your meeting:

- Be sure you are using the right audio input and output device.
- Avoid using your web camera's built-in microphone.
- Use only the microphone when you need to speak. Un-press the microphone buttons at other times.
- Avoid breathing in the microphone by placing it a little away from the corner of your mouth, not directly in front of your mouth.



Video

To adjust the quality of your own image, you can choose to raise your bandwidth and your image quality (*Tools, Options, Video* panel).

The maximum bandwidth setting is controlled by the configuration of the e-meeting room you have entered.

The image quality setting affects the sharpness of the image, higher image quality will give slower video updates, lower image quality will give a faster image.



Use the whiteboard

A picture is worth a million words! Use the *Whiteboard* to explain, sketch and present. Write an agenda.



Take meeting minutes. Import pictures, *MS Word* and *PowerPoint* documents. Copy/paste directly from *MS Excel*. Use the pointer and the marker actively to stress important information.



Share an application

Press and hold the *Window Selection* button to select an application you wish to show others. Press the *Update* button to update the view. Live application sharing is available in expert mode, more information can be found in [this manual](#).



Hold a private discussion

Click the *P* button next to your colleague's name to chat and talk privately to him or her.



Add your favorite portal

To add a new portal to the *Viewer's* start page, simply add it to your portal list. (*Tools* menu, *Options*, *Portal* panel)

Write in an easy to remember Portal Name and the exact location of your portal in the Portal URL field. Press the *Add* button to add it to your list.

After pressing the *Refresh* button in your *Viewer*, your new portal will now appear.

Use Marratech Pro in a conference/class room

You can easily setup any conference or class room for a group of people to participate in a Marratech e-meeting. Simply connect a speaker, an echo canceling microphone (The *Clear One Accumic II* is strongly recommended) and a camera. Participants from all over the world can now join your meeting or lecture.

Troubleshooting

Other users cannot hear me when I speak and my microphone is switched on.

Some headsets have mute buttons attached to the headset. Ensure that you are not muted and if there is a volume control, turn it up fully. Finally, double check your sound input and output devices as well as the input/output channels in the *Tools*, *Options*, *Audio* panel.

Other users can hear themselves when meeting with me. (Echo)

Never use open speakers and a microphone. If you do not have a headset, be sure to at least have normal headphones. Otherwise, sound may go from your speakers into the microphone, leading to echo, which you may not hear, but is very unpleasant for everyone else.

My voice is breaking up and / or there seems to be a delay in sending or receiving voice.

Entering a meeting room not configured for your bandwidth (i.e. you are using a slow DSL but have entered a room configured for higher bandwidth - 1 or 1.5 Mb/s) can cause skipping voice and/or very long delays in the conversation. This usually happens if your upload link is overloaded.

In the *Tools* menu, select *Options* and choose the *Audio* panel. From here, select the low bandwidth audio compression and press *Apply*. Then, choose the *Video* panel and reduce your bandwidth and image quality to no more than 50 kb/s. Press *OK*.

If you continue to experience degraded voice quality, here are some more tips:

- Have everyone (including yourself) stop sending video.
- Ensure that all applications using the Internet have been closed down and there are no "live updates/synchronizing applications" running in the background.
- Try leaving that meeting room and enter a meeting room with lower bandwidth settings
- If the problems do not disappear, talk to your e-meeting administrator and ask for a lower bandwidth meeting room to meet in for you and your group.

Note: *Marratech Pro 4.0* features packet loss indicators. If you see a lot of orange bars under the participants, you may be suffering from packet loss (i.e. network overload)

I cannot access meeting rooms from my home network and other internet applications work fine.

Your personal firewall may have blocked access to the Internet for *Marratech Pro*. Configure your programs settings in your personal firewall to allow *Marratech Pro* access to the Internet. (You may see a *Marratech* warning dialog when this occurs.) More information on this is also available in our user forums.

I cannot access meeting rooms from my company network.

Your corporate firewall may be blocking the meeting. Check out the short *Firewall Guide* at the end of the manual. (You may see a *Marratech* warning dialog when this occurs.)

I get a warning for too low bandwidth on my USB bus.

Try to avoid using a USB web camera along with a USB headset. In some cases, the USB bus carrying both your voice and your video will be overloaded, causing warnings, quality loss or other hard to troubleshoot problems. Newer USB 2.0 computers are more robust to such issues.

Other problems

Other stability or performance problems are often solved by upgrading to the latest version of *Marratech Pro* and your operating system as well as shutting down unused applications. Be sure your computer meets or exceeds our minimum requirements found on www.marratech.com