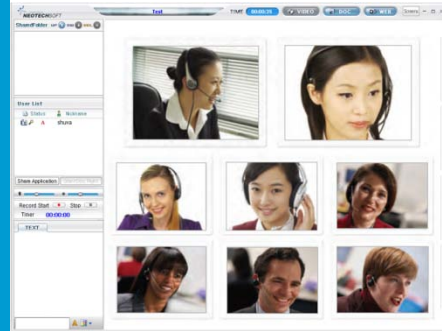


# eMEETplus C1000 User Manual

Multipoint Audiovisual Conferencing Solution  
*eMEETplus C1000* User Manual

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“Audiovisual Conferencing Solution”

Audiovisual Conferencing eMEETPlus C1000 v 3.0 User Manual

# Disclaimer

March 2009

User's guide for eMEETplus C1000® Version 3.0

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# Section 1: Before You Begin

## 1 Introduction

Welcome to the user's manual for eMEETplus C1000 Version 3.0 and thank you very much for trying our software.

This document is prepared based on windows XP. The images and the software access paths shown in this manual might differ on your OS. However the basic functions should comply as described in this manual.

This help file is organized to provide the most convenient way to make the best use of this user manual. The step-by-step architecture will guide you to make the best use of this software. Just go to the contents or sub-contents of the index to get the details.

Before you start using the software, you should be aware of a few things. Most importantly, you should check whether your audio and video systems are working properly before you start using the software. Also please check the network port issues. In this section we will discuss various issues that you should be aware of before installing and using eMEETplus.

As we constantly trying to improve our solution, your opinions, suggestions and comments are the most important input we receive. Please tell us what you like and dislike about this software and if you face any problem using this software, please feel free to contact our support team using the following contact information.

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# Section 1: Before You Begin

## 2 Product Features

### 1 Features

	eMEETplus C1000
<b>Description</b>	Enterprise video & web conferencing solution
<b>Audio</b>	Full Duplex Transmission
<b>Video</b>	Maximum 13 Video Window (Optional 20 video screen)
<b>Collaboration</b>	✦ Whiteboard ✦ Document/Image sharing (All types) ✦ Web Sharing ✦ Application/Desktop Sharing (Optional)
<b>Messaging</b>	✦ Online/Offline Messaging ✦ Personal/Group Messaging
<b>File Transfer</b>	Available
<b>Contact List</b>	Available
<b>Availability</b>	Supports users from all IP range
<b>Max Participant</b>	13 (Optional 20) Person with audio video in single conference room
<b>Connection Method</b>	Both P2P and Server distributed
<b>Conference Moderator controls</b>	Available
<b>Conference Recording/Replaying</b>	Available
<b>Image Capture</b>	Available
<b>Auto upgrading</b>	Available
<b>Personal Environment</b>	Available
<b>Customization</b>	Available
<b>Others</b>	Possible web integration, Localization

## Section 1: Before You Begin

### 2 Added Values

- ✦ Turnkey solutions
- ✦ Brings the spontaneity, naturalness and interactivity of in-person meetings to PC users.
- ✦ Communicate in a better and faster way. Share your thoughts, idea and collaborate with co-workers right from your desktop
- ✦ No more hassle and tassel with your large mail inbox
- ✦ Dramatically reduce your business travel
- ✦ Reduce long distance telephone expenditures
- ✦ Impress your business associates and clients with rich and highly interactive online meeting
- ✦ Provide greater and impressive customer support and arrange online training session
- ✦ Great return from a minimal up-front cost
- ✦ Maximize all your business opportunities
- ✦ And discover more

## Section 1: Before You Begin

### 3 Recommended System Requirement

#### 1 For Server

Server	Hardware, For MAX 100 Concurrent User System	
	CPU	Pentium IV 2.0 GHz Or better
	RAM	1024MB or More
	HDD	200 MB or More
	OS	
	Microsoft® Windows 2000 / 2003 Server	
	Software	
	<ul style="list-style-type: none"><li>• eMEETplus Server Software</li><li>• Mysql 5.0.15</li><li>• Apache 2.0.55</li><li>• PHP 5.0.5</li></ul>	
	Network	
	Speed	10 MB
	IP	Fixed IP
	Firewall	TCP/UDP Service Port Open 7084, 7085 & 7086
	VPN Support	

## Section 1: Before You Begin

### 3 Recommended System Requirement

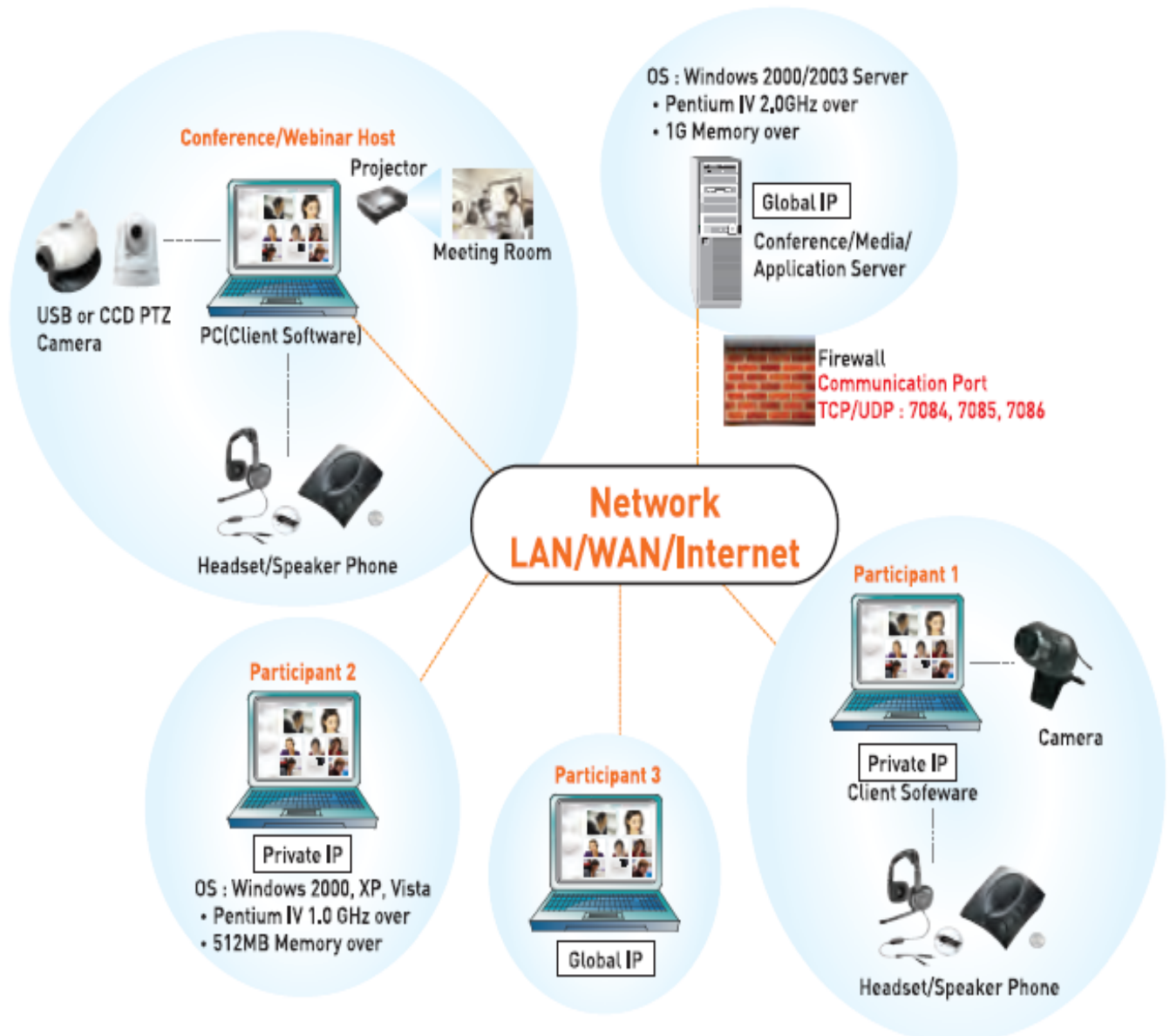
#### 2 For Client

Client	Hardware	
	CPU	Pentium IV 1.8 GHz or Better
	RAM	512MB or More
	HDD	20GB
	PC Camera	USB 1.0 / 2.0 PC Camera (RGB24, VFW support )
	Sound Card	Full Duplex
	Headset	Head set recommended (Stand Mic + Speaker, speaker phone useable)
	OS	
	Microsoft® Windows 2000 / XP/Vista	
	Software	
	<ul style="list-style-type: none"><li>• eMEETplus Client Software</li><li>• Microsoft® Internet Explorer 5.5 or Higher</li></ul>	
	Network	
	Speed	XDSL Recommended
	IP	Global IP / Private IP
	Firewall	TCP/UDP Service Port Open 7084, 7085 and 7086
	VPN Support	



## Section 1: Before You Begin

### 3 System Formation



## Section 1: Before You Begin

### 4 Network Port Issues

Like any other communication software, eMEETplus uses certain ports to communicate with server and other clients. Before you start using your eMEETplus, please make sure that the following ports are opened on your network firewall or on the personal firewall/antivirus software installed on your PC. If you are not sure about this, please ask your system or network administrator. The following ports are needed to be opened:

Port No.	Port Type	Used For
7084	TCP	Server
7084	UDP	Audio
7085	TCP	File
7085	UDP	Video/Misc
7086	TCP	Application/Desktop Sharing (Optional)

## Section 1: Before You Begin

### 5 Checking Hardware Setting

#### 1 Camera Setting

- # The USB camera is required for this software.
- # Please refer to the installation manual which is provided by camera vender
- # After installing your camera, please test the camera with test program provided by the camera vender



Connector of USB camera



Back Side of a Computer



USB Connection Port

**NOTE** It is not necessary that you connect your camera on the rear connectors of your computer. Some computer are shipped with connectors at the front panel. You can use the front side connectors too.

**NOTE** Please make sure that you install the camera driver properly and test that in hand otherwise you may not be able to send video data.

# Section 1: Before You Begin

## 2 Audio Setting

- A headset is recommended for audio communication.



Audio output connector of Headset

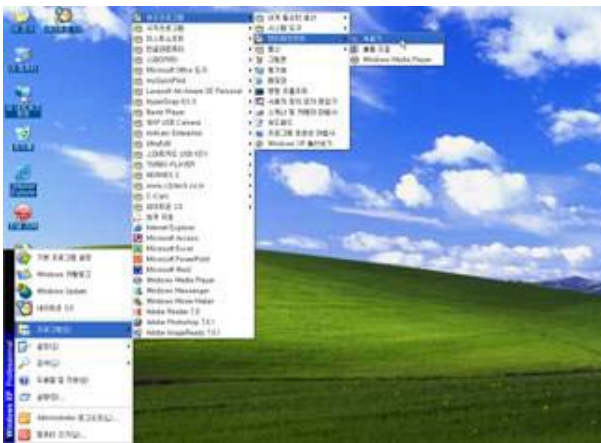


Audio input connector of Headset



Audio input port

- Self-test of your audio headset

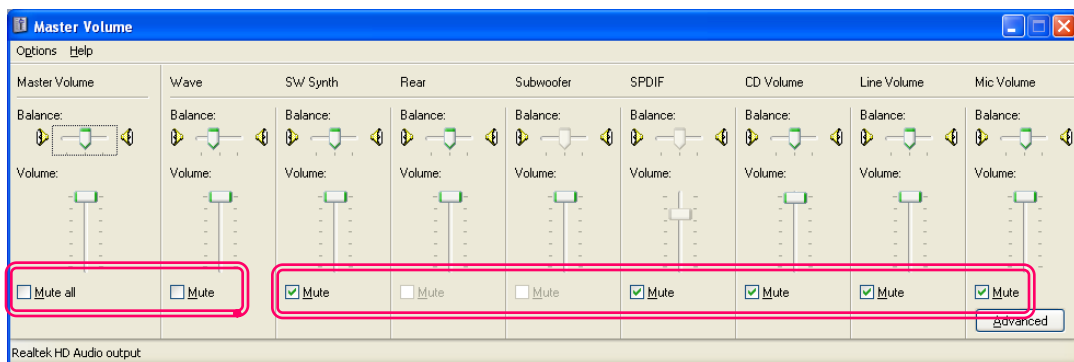


- ✎ Click Start, point to Programs, point to Accessories, point to Entertainment, and click Sound Recorder
- ✎ Test the sound input / output function by clicking the record button on the sound recorder and speaking on the microphone. You should see the varying sound wave as you speak.
- ✎ Replay recorded voice. If you can hear the recorded voice, Your sound system is working properly

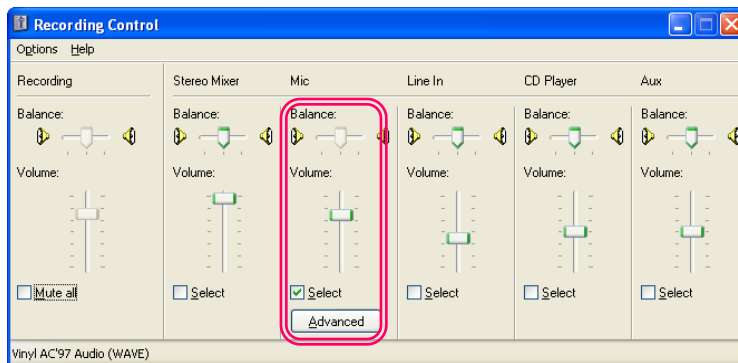
## Section 1: Before You Begin

Double click on the audio icon on your task bar. You should get the volume control window. Go to the *Options* → *Properties* to get the properties window. Now choose recording and please check if you have Mic controls enabled. If not, please enable that, press **OK** and exit volume control window and do the above sound recording test again.

An ideal volume control and recoding control setup should look like below:



Make sure that you have all other options checked except for the Volume Control And Wave In the Volume Control properties. Other wise you may experience audio problem



Make sure that you have only checked the Mic option in the Recording Control properties. Please do not check any other option which may cause audio problem like echo and hauling

**NOTE** If you have the “Stereo Mix” option available in your recording control window, please do not enable (check) that, at least while you are using eMEETplus. If you do so, it will result in massive echo phenomenon. Please also do not enable the 3D surround sound option

## Section 2: eMEETplus C1000 Client Software Installation

### 1 Client software installation

1 Simply click the setup file. The default installation option is OK for smooth running of the software. Click **Next** to proceed with the installation. At the last screen, press **Finish** to finish the installation.

2 It is strongly recommended that you exit all Windows programs before continuing with this installation.

As soon as the installation is finished, you will see a shortcut icon of eMEETplus C1000 V3.0 Eng on your desktop. Double click that to start the program.

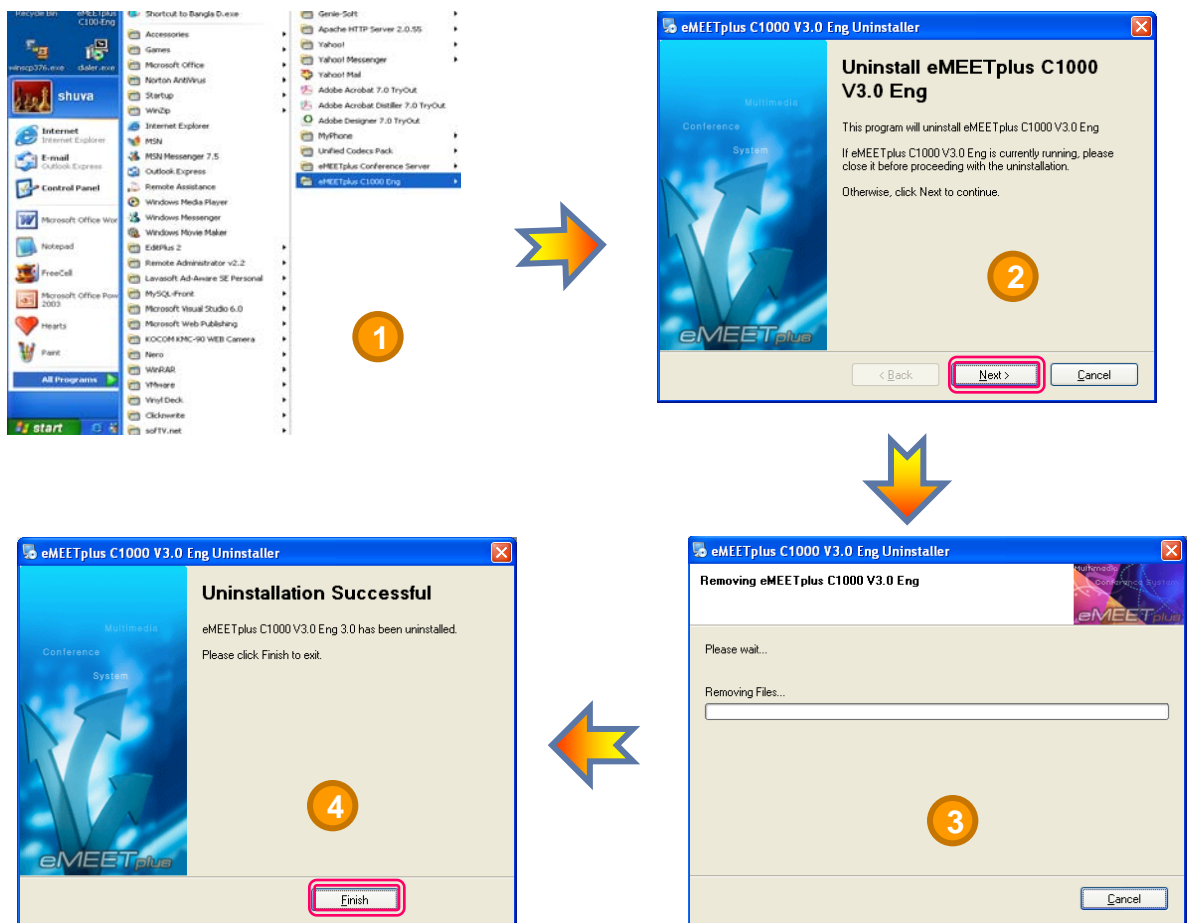
[Installation Finished]



## Section 2: eMEETplus C1000 Client Software Installation

### 2 Client software un-installation

Go to *Start* → *program files* → *eMEETplus C1000 Eng* → *Uninstall eMEETplus C1000 Eng*.  
You will get the following welcome window. Click **Next** here to start uninstalling eMEETplus.



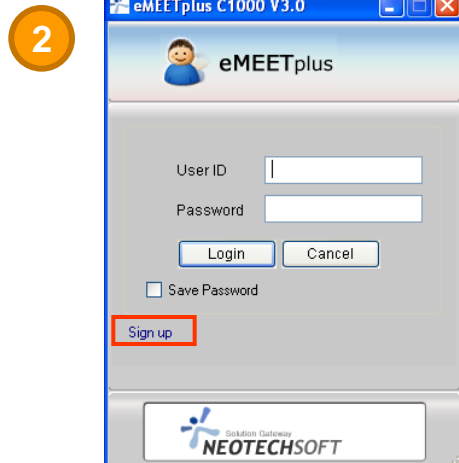
1. Start the eMEETplus Uninstall program
2. Confirm the process to start the un-installation.
3. Un-installing
4. Click Finish to finish the un-installation process.

## Section 3: GUI & Functions

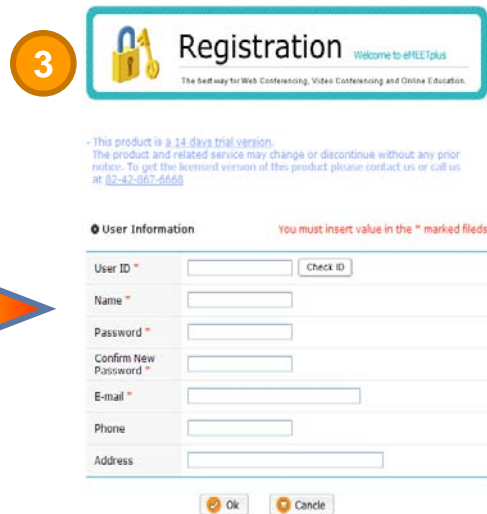
### 1 Registration & Login

**NOTE** This is an optional feature, but depending on your system configuration, you may not view this window. In most cases you may be provided with a web-based login window with a pre-registered user ID/password set by your administrator. In some cases you may login to the system through your web page. Please contact your system administrator to learn more about this.

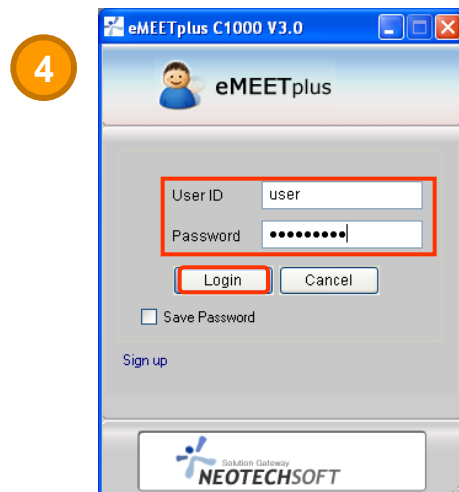
- 1 Double click the eMEETplus C1000 shortcut icon on your desktop to get the login window



Click **Sign up** to get the registration window.



Insert your registration information and get registered.



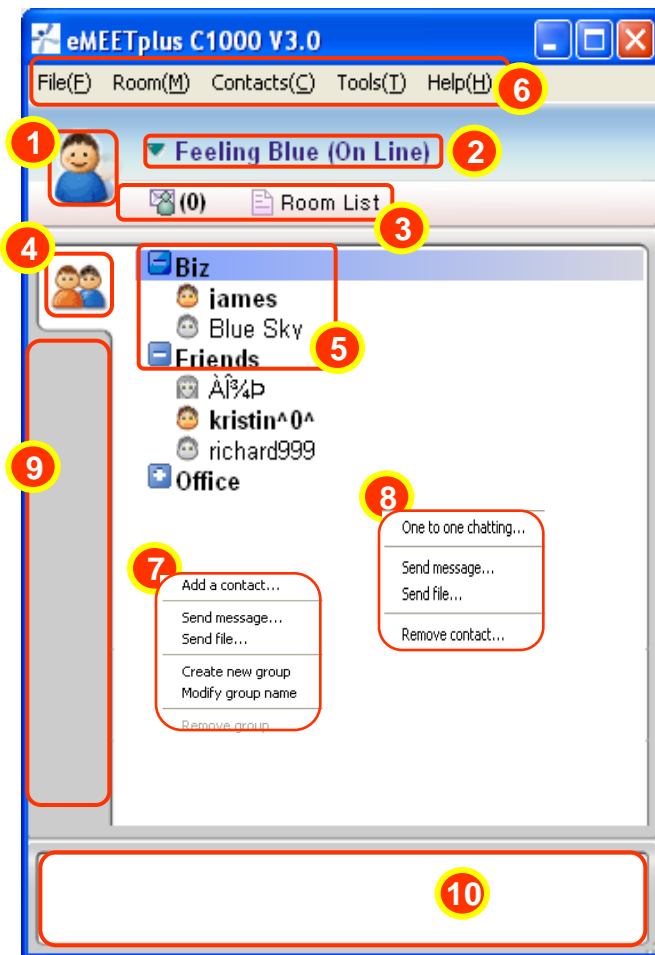
Now Insert your user ID and Password and click the **Login** button to login to the system.



## Section 3: GUI & Functions

### 2 Messenger GUI

**NOTE** This is an optional feature, but depending on your system configuration, you may not view this window. In most cases, you will see the room list right after login to the system



#### (1) My Image

Your personal image will be shown here

#### (2) Alias & Online Status

Your Alias name will appear here. You can set your activity status by clicking on it

#### (3) Message Box And Room List

You can access the message box and room list

#### (4) Messenger Tag

Default Service Tag of the messenger window

#### (5) Group And Contacts

Set your user group name through "Contacts". Then add contacts and place them under the groups.

#### (6) Main Menu

Access available features through this menu

#### (7) Group Right click menu

Right click on the group of the messenger to get this menu. You can add contact, send file and message using this menu

#### (8) Contact Right click menu

Right click on the contact of the messenger to get this menu. You can have 1:1 chatting, send file and message using this menu

#### (9) Service Tags Area (Optional)

Service provider can add various value added service links here.

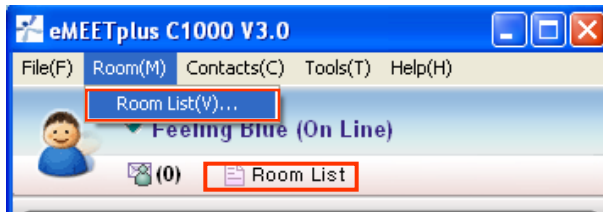
#### (10) Administrator's Notice

You can view system administrator's by double clicking on this area

## Section 3: GUI & Functions

### 3 Creating a Conference Room

1



To create a conference room or to join a conference room click the **Room** → **Room List** from the main menu. You will get the room list window. You can also access the room list window by clicking the **Room List** button right next to the message box icon on the messenger GUI

2

Various parts of room list window.



#### (1) Room Management Buttons

You can create, edit or delete conference rooms using this buttons

#### (2) Top Rooms

Top Room list area

#### (3) Room List

Room list area. The room that you will be creating will be listed here

#### (4) A/V Check

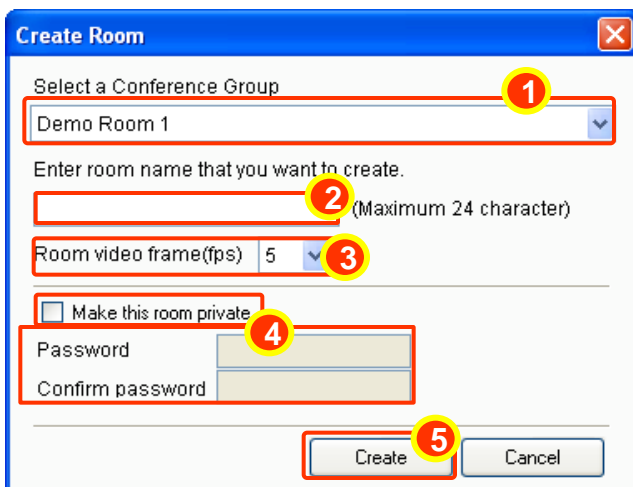
Check your Audio Video hardware through this button

#### (5) Close

You can close this room list window

3

Steps to create a conference room.



to get the room create window click "Create" button on the room list window

#### (1) Select conference group

Select the conference group under which you want to create the room

#### (2) Room Name

Enter the room name that want to create.

#### (3) Video Setting

Set the video frame for this room

#### (4) Room Type

select **Make this room private** check it and set a room password to make the room private

(5) Click **Create** after inserting all needed information to create a room

## Section 3: GUI & Functions

### 4 Entering a Conference Room



To enter a conference room, click the **Enter** button against the room name that you have created or the room created by other users. To access a private room you should have the room password. After clicking **Enter**, you will get the conference window within a few seconds.

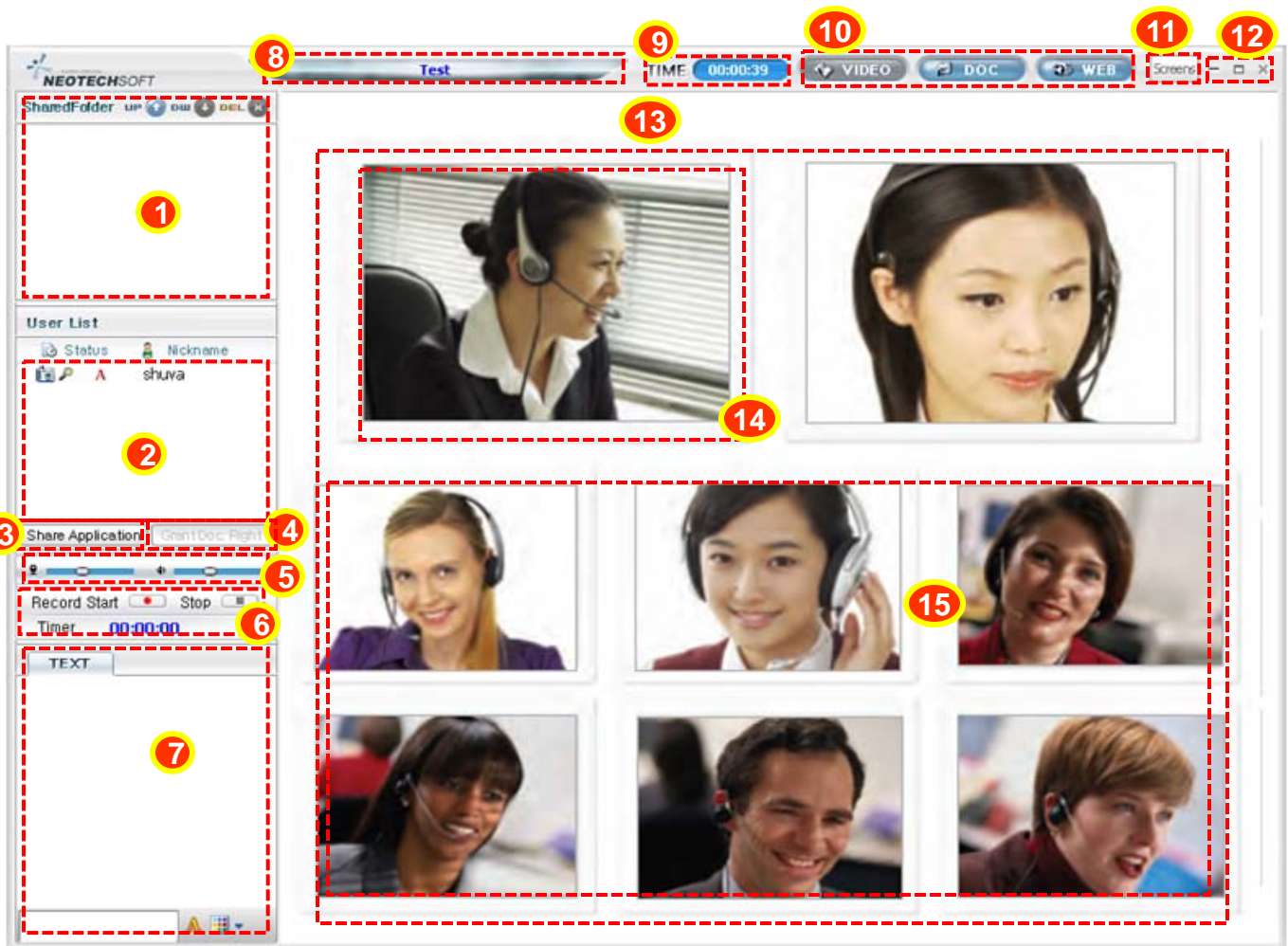
The user who created a room automatically becomes the moderator of that room. The moderator enjoys few moderation features like changing video screen layout, granting document sharing right to other persons, initiating a collaboration session, share desktop or application etc.

By default, the video layout will depend on the number of max users selected for that room when you create a room. Moderator can choose from different video layout available that does not exceed the maximum user count for that room.

Please check the following page to learn about the main conference GUI.

## Section 3: GUI & Functions

### 5 Main Conference GUI



Please check the following page to learn more about various features and options of the main conference GUI

## Section 3: GUI & Functions

### 4 Various Parts of Conference Room

#### (1) Shared Folder (NEW) :

You can upload or download and share documents from this shared folder location

#### (2) User List Area :

All the users' list in the room will be shown here. You can send message and file by right clicking on a users name. Moderator can remote control the audio (Microphone and speaker on/off) of other users here. (NEW) . Moderator also can grant/cancel document sharing right to a user from the right click menu. (New)

#### (3) Share application (New):

Moderator (and the user with permission from moderator) can share a application or desktop by clicking this button. All users in the room can view the shared application or desktop.

#### (4) Moderator ship transfer :

Room moderator can transfer the room moderator ship using this button. After getting this permission, general user will be able to share a document or a web page. Room moderator can cancel the moderator ship using the same button.

#### (5) Volume control area:

Adjust your speaker and microphone volume here.

#### (6) Session Recording area:

You can record the session using the record button and can save that as local file. The recorded file will be saved as AVI format and you can playback the recorded file using windows media player.

#### (7) Text and Documents area:

Use the Text tab to send and receive text message (Text chatting). Document tab will appear in document sharing mode. Use the Document tab to view the list of shared documents and web pages.

#### (8) Room Tile:

Displays the title of this conference (Room name)

#### (9) Session Timer :

Displays the time elapsed on this session

#### (10) Video/Document/Web sharing Mode (New) :

Use these buttons to switch between Video, document and web sharing mode. Only room moderator and the user with moderator ship can use these buttons.

#### (11) Change Video Screens (New) :

Change the video screen layout using this buttons. You can choose from screens with 2, 4, 7, 8 and 13 video windows. Also you can change the screens with a conference room like video window. Only room moderator and the user with moderator ship can use these buttons.

#### (12) Close/minimize/ maximize Buttons:

Use these buttons to close the conference room, to minimize it or to Maximize (NEW) it. Maximizing effect will take place locally only.

#### (13) Video Array (New) : T

The video of the participants will appear here. Next pages shows a few example of various video arrays.

#### (14) Video of Room Moderator :

The video of room moderator will appear here. Moderator will always occupy this video Place.

#### (15) Video of Participants :

Videos of general participants will appear here.

## Section 3: GUI & Functions

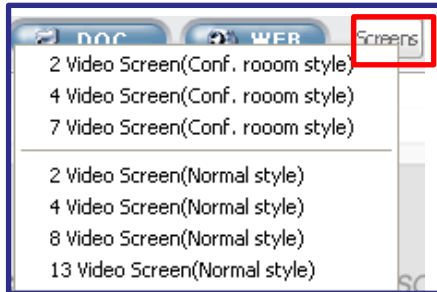
### 4 Conference room style video array



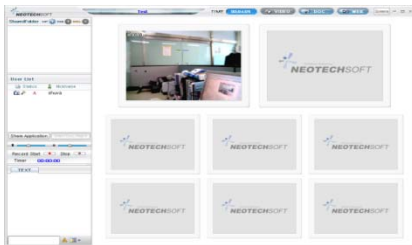


## Section 3: GUI & Functions

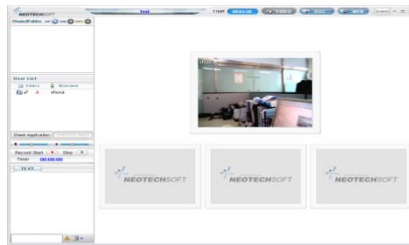
### 4 Video Window Array- Various window formation



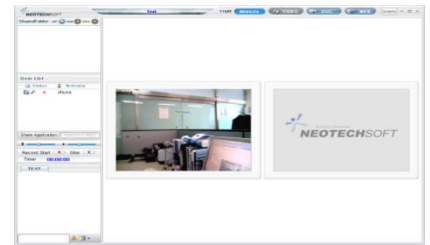
Using the screens button the room moderator or the users with granted room moderator-ship can change the screen layout. The following figure s illustrates a few available screen type.



8 Video window for 1:7 conferencing



4 Video window for 1:3 conferencing.



2 Video window for 1:1 conferencing.



7 Video window for 1:6 conferencing with conference room background.



4 Video window for 1:3 conferencing with conference room background.



2 Video window for 1:1 conferencing with conference room background.

## Section 3: GUI & Functions

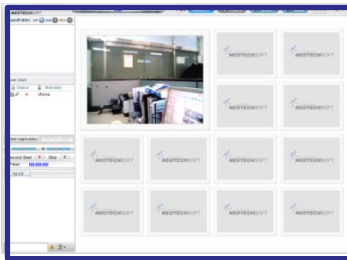
### 4 Collaboration Mode- Various TABS

Click this to view the main video window. The Screens button will be enabled in this mode only

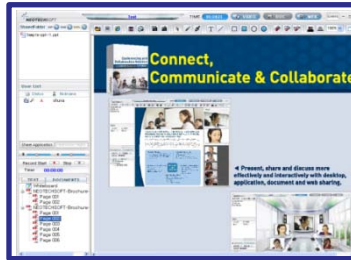
Click this to move to the document sharing and whiteboard mode

Click this to move to the web sharing mode.

Click this to change among various video window formation. This button will be enabled in video mode only



See Page No. 5 & 6 for details



See Page No. 9 ~ 15 for details



See Page No. 16 for details

The grey color button means the system is now in that mode. Otherwise the buttons will be in blue color.



See Page No. 7 for details



## Section 3: GUI & Functions

### 5 Collaboration Window- Description of various Sections

By clicking the **Doc** button moderator or the user with granted moderator-ship can initiate the collaboration window. Initially the whiteboard will appear. You can share document in this window. Following page describes the various section of this window.



## Section 3: GUI & Functions

### 5 Collaboration Window- Description of various Sections

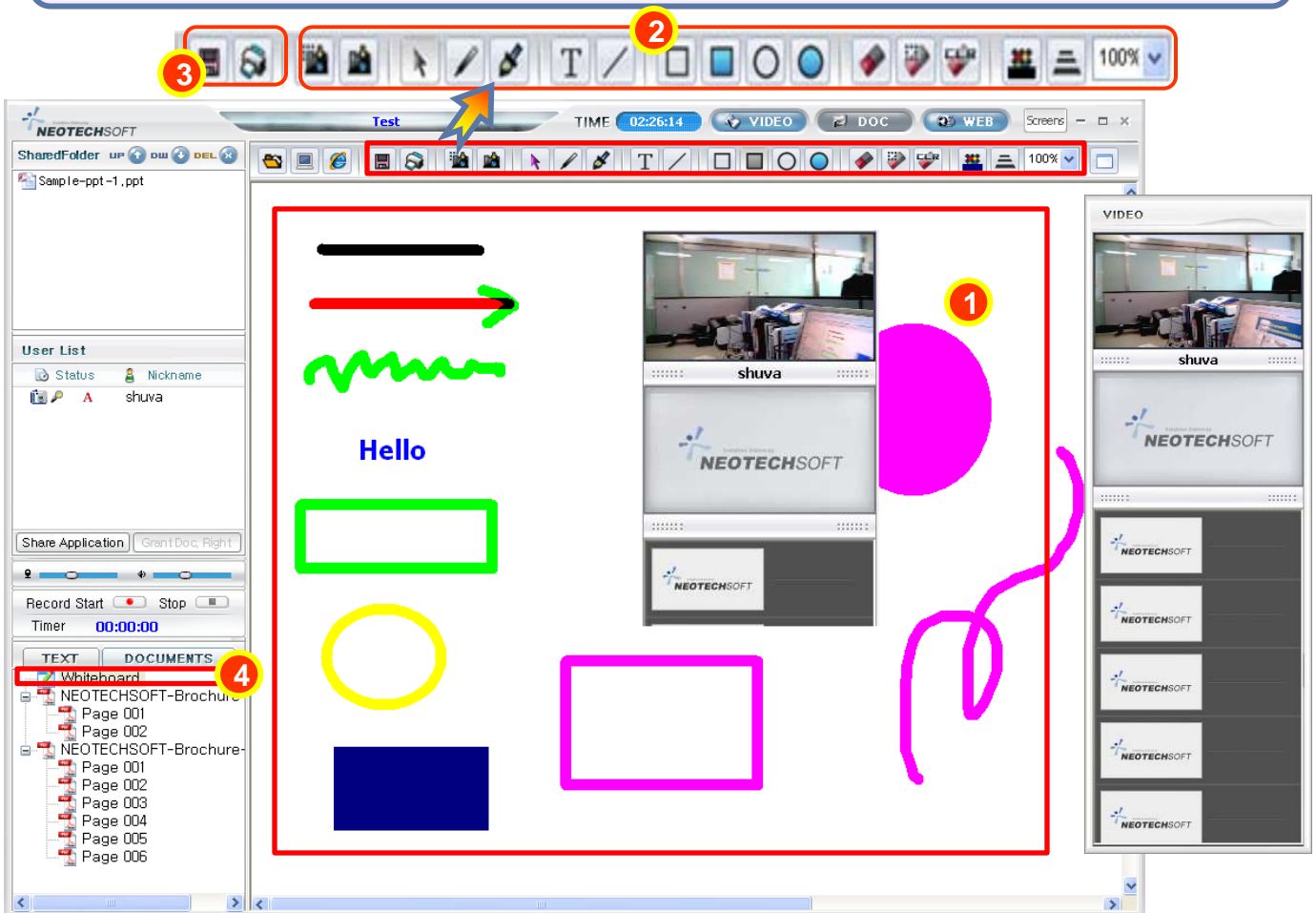
1. **Video/Document/Web Sharing Mode (NEW) :**  
Switch between Video, document share and web sharing mode.
2. **Application Sharing/Moderator ship transfer (NEW) :**  
Share application/desktop and transfer room moderator-ship from here. Room moderator can transfer the room moderator ship using this button. After getting this permission, general user will be able to share a document or a web page. Room moderator can cancel the moderator ship using the same button.
3. **Text and Documents Tab:**  
Switch between text chatting and document list windows
4. **Text and Documents area:**  
Use the **Text** tab to send and receive text message (Text chatting). Use the **Document** tab to view the list of shared documents and web pages.
5. **White board/Shared document Display Area:**  
When the collaboration mode is invoked, by default whiteboard will appear. User can switch between white board and shared documents using the whiteboard button and the list of shared documents. User can draw on the whiteboard using the various annotation tools. The currently shared page of a document will also be displayed here.
6. **Whiteboard Button:**  
Click this button to invoke the whiteboard. To change to document sharing mode, click the page of a shared document that will appear below this button.
7. **Document/Web Sharing Buttons:**  
Uses these buttons to open a document (From local pc or from a server) and web page for sharing.
8. **Drawing Tools :**  
Use these tools to draw on whiteboard or shared documents/web pages.
9. **Presentation Mode (NEW) :**  
Use this button to invoke the presentation mode. This will enable you to give PPT like presentation of the shared documents. Only room moderator and the user with moderator ship can use this button. No video will appear in this mode.
10. **Video Pan (NEW) :**  
All the videos of the users will appear here. This is a floating window that you can place anywhere on your screen by dragging it.
11. **Moderator Video:**  
Video of room moderator will appear here.
12. **Video of User with Moderator ship :**  
The video of user who has the moderator ship from the room moderator will appear here
13. **Users' Video:**  
Video of all other participants will appear here.

## Section 3: GUI & Functions

### 6 Collaboration Window- Whiteboard with various annotation

#### Note

• When you move to collaboration mode from conferencing mode, by default the Whiteboard mode appears. You can start drawing on the whiteboard as soon as you start the collaboration mode. When you are in other collaboration mode, click on the Whiteboard On Documents tab to get the whiteboard mode. Use the available annotation tools to start drawing on it.



(1) Drawing : Various drawn object on the whiteboard

(2) Drawing Tools : You can draw line, free hand drawing, circle, rectangle, insert text and can choose color and line thickness, zoom in or zoom out from various drawing attributes.

(3) Accessories : Print the whiteboard or save the whiteboard contents as Image file.

(4) Whiteboard Button: Click this to return to whiteboard window

#### How to Use

- Draw on whiteboard using the various drawing attributes.
- Capture image using the Screen capture function
- Choose color and line thickness
- Use the zoom controls to magnify or resize the whiteboard contents..

## Section 3: GUI & Functions

### 7 Document Sharing

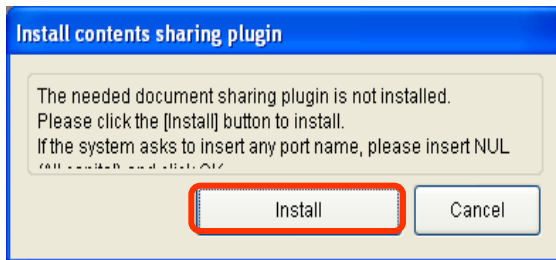
1



Click the document open button located on the far left corner of the drawing tools to open and share a document. you can either share a document from your local PC or from the server.

The Document Sharing button

2



#### Opening a document

- Click the Doc. Open button to open a document for sharing. The document sharing requires a printer tool. If you are using it for the first time, it will ask you to install that. Please click yes and accept any message that appears. Chose from the list whether you are trying to share document from local PC or from server.
- Select the document that you want to share. The window will prompt with the red blinking message as it prepares the document.

3



A Shared Document



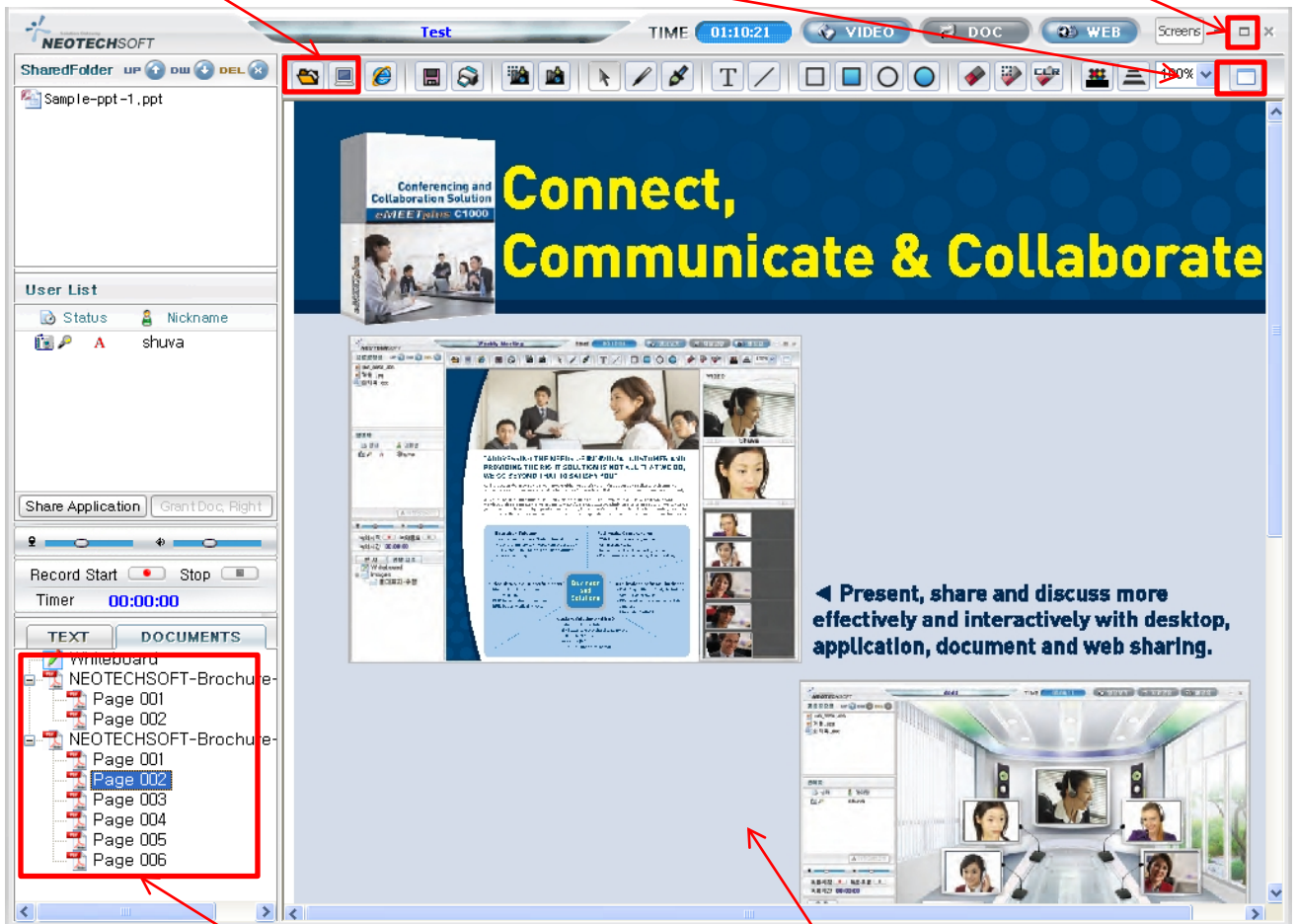
## Section 3: GUI & Functions

### 7 Collaboration Window- A shared document and the Video pan dragged to different location

Click this buttons to open a document from local PC or server for sharing

Click this button to share the document in full screen mode (Presentation mode). All user can view the shared document in full screen mode.

Click this button to Maximize the window. This will give you wider view of the application. But this will effect locally only.

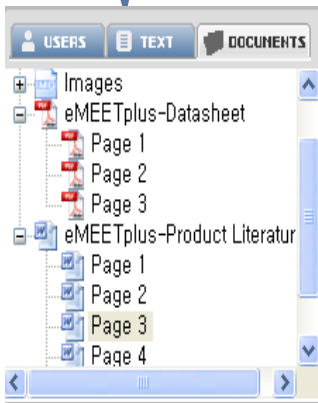
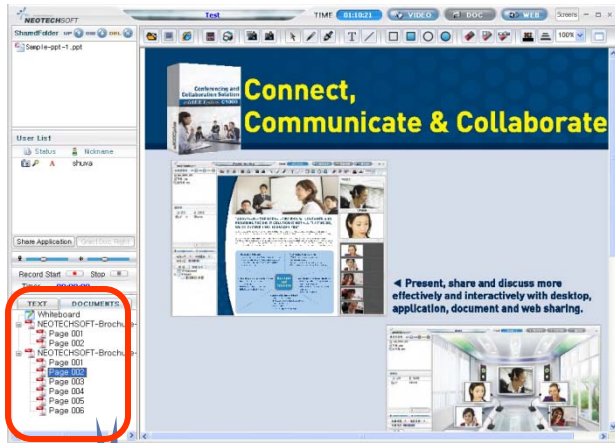


List of shared documents. Click on a page to share that page. All user in the room will view the same page.

A Shared document Page

## Section 3: GUI & Functions

### 7 How to share a document



Documents tab showing various types of opened and shared documents. You can view the corresponding icon of the document type



click the button located at the end of the drawing tools to initiate the full screen presentation mode. Only room moderator and the user with granted talk permission can invoke this feature. The document will now be displayed in full screen mode (like PPT slide show). Teacher and the user with granted talk permission can move the pages as well. All other users will see the document in full screen mode. No video will appear in this mode

#### How to Share a document

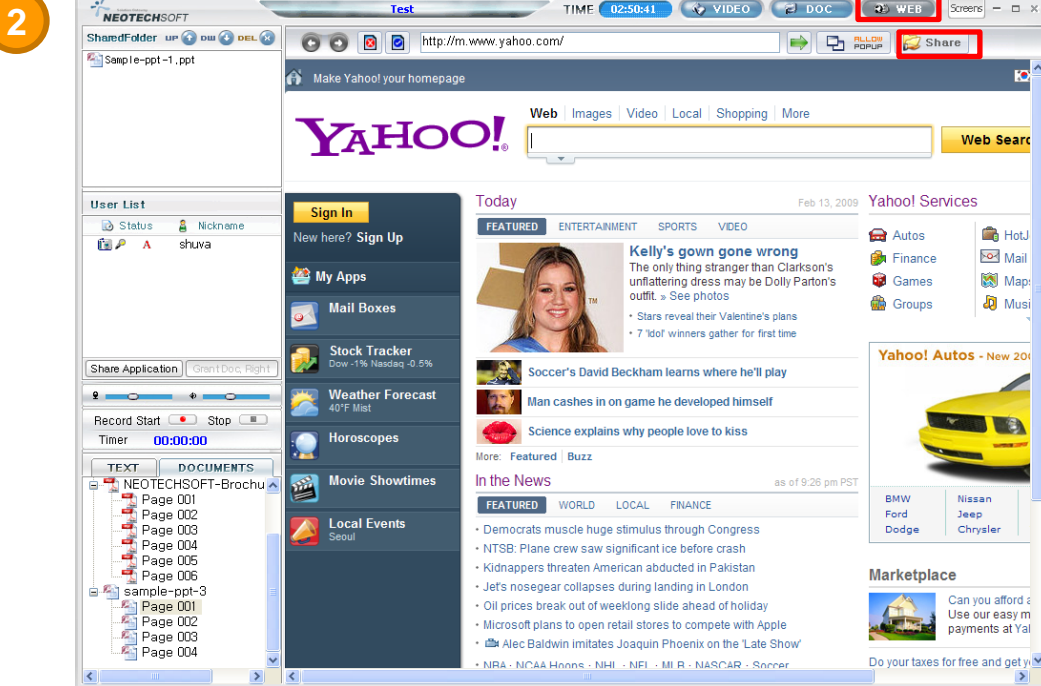
- (1) After you open a document the name of the Document along with its pages will appear in the Documents tab. This will also show you the type of Document.
- (2) Click on a page that you want to share. It will be Shared among participants immediately. But if you would like to view the document preview before sharing That, you can choose that option from your program Configuration menu.
- (3) By default, only room moderator can open and share a page. Go to the users tab and right click on a user. Now you can give the document sharing permission to that user using the **Grant Document Sharing Permission** menu item. This user will now be able to open and share a document.
- (4) You can draw lines and other drawing objects using the drawing tools after sharing the page.
- (5) You can share the document in full screen mode By clicking the presentation button.
- (6) You can also view the video by clicking the video Button next to exit/close button.

# Collaboration Window– Web page sharing

## Section 3: GUI & Functions

### 8 Web Page Sharing

1 You (Room Moderator) can share a web page among the e-learning participants. Click the Web tab to start the web sharing mode. All the opened And shared web page will appear in the Documents tab.



#### How to Share a document

- (1) After opening the web-sharing mode, Type the URL that you want to share. The page will be shared among user immediately
- (2) Click Share to prepare this page for Drawing on it.
- (3) You can share as much web pages as you want.
- (4) You can draw on the shared web pages using the drawing tool.
- (5) Click on the Whiteboard or any document to go back to whiteboard or document sharing mode
- (6) You can share the web page in full Screen mode like the document sharing

## Section 3: GUI & Functions

### 9 The Drawing Tool



#### Description of various drawing tools

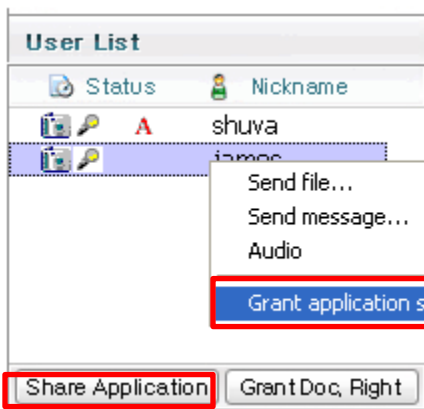
- (1) **Save:** Save the current content as image file. The content can be whiteboard contents or shared document or web pages.
- (2) **Print:** Print the current content.
- (3) **Image Capture:** Capture an image. You can capture an area or a window. A corresponding help menu will appear.
- (4) **Cursor :** Change to mouse cursor icon
- (5) **Pen:** Draw freely on the whiteboard or shared documents.
- (6) **Transparent Pen:** Put transparent mark on any object
- (7) **Text :** Inset text. You can change the font, color and style of text.
- (8) **Line:** Draw lines on
- (9) **Rectangle:** Draw rectangles
- (10) **Filled Rectangles:** Draw filled rectangles
- (11) **Ellipse :** Draw circle and ellipse
- (12) **Filled Ellipse:** Draw filled circles and ellipse.
- (13) **Eraser:** Erase a drawn object manually
- (14) **Area Eraser:** Erase objects from a selected area
- (15) **Clear All:** Clear all the drawing contents
- (16) **Color:** Choose color for pen, transparent pen, line, rectangles and ellipses.
- (17) **Line Thickness:** Choose line thickness for pen, transparent pen, line, rectangles and ellipses.
- (18) **Zoom:** Zoom in or Zoom out the collaboration contents.



## Section 3: GUI & Functions

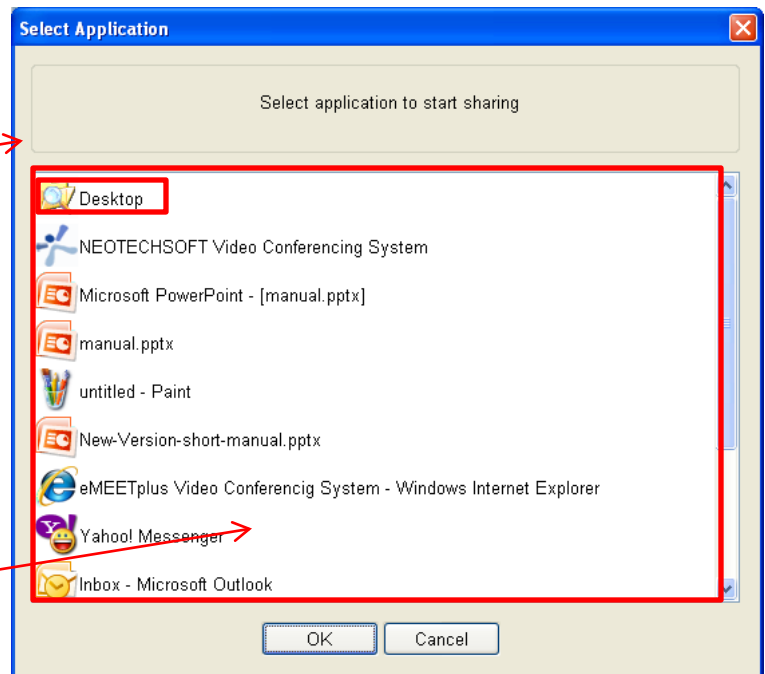
### 10 Desktop & Application Sharing

**NOTE** This is an optional feature, So you may not have these button enabled unless you choose these features. Please contact your system administrator to know about this.



Right click on a user name in the user list area and Grant Application sharing right to a user (Moderator function). You can cancel the application sharing permission of a user in the same way

Invoke application/Desktop Sharing. A window with list of open application (program) will appear.

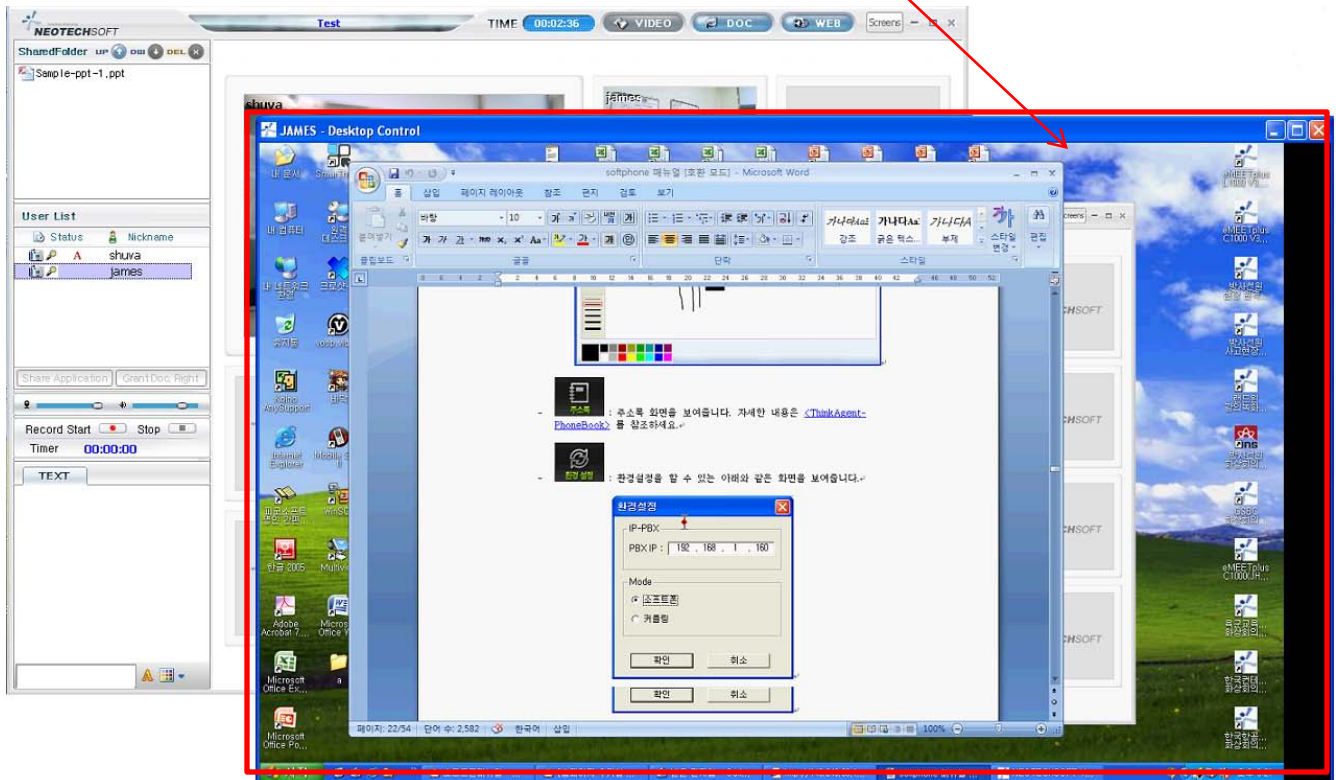


Select a application for the list for sharing and click OK. Selecting the desktop will invoke Desktop sharing.

## Section 3: GUI & Functions

### 10 Desktop & Application Sharing

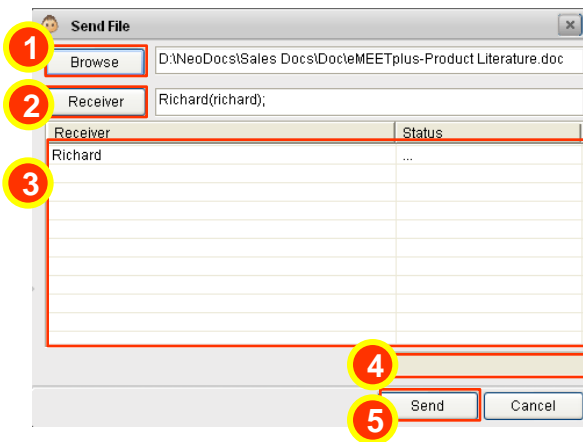
A shared desktop of a user. In general all user can view the shared desktop or application, but can not control that. If the host of shared application or desktop grants the control right, other user can control the shared desktop or application. The shared application/desktop will appear in a separate window out side of main eMEETplus window



## Section 3: GUI & Functions

### 11 Other Features

#### 1 File Send



##### (1) Select File

Select the file that you want to send.

##### (2) Receiver

Insert the user ID of the file receiver

##### (3) Sent File List

Area shows the list of files that have been sent

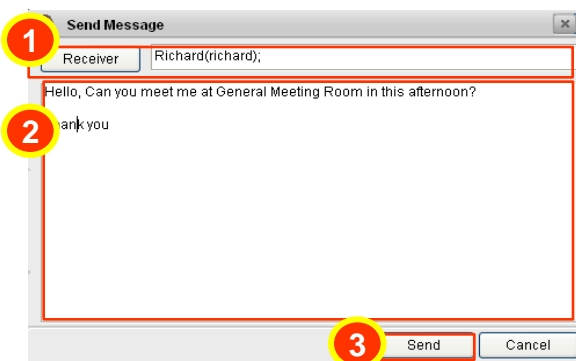
##### (4) Progress Bar

Shows file send progress

##### (5) Send Button

Click this button to send a file

#### 2 Message Send



##### (1) Receiver

Shows the name(s) of the message receiver

##### (2) Contents

Insert your message contents here.

##### (3) Send Button

Hit this button to send message to the receiver.

## Section 3: GUI & Functions

### 3 One to One Chatting

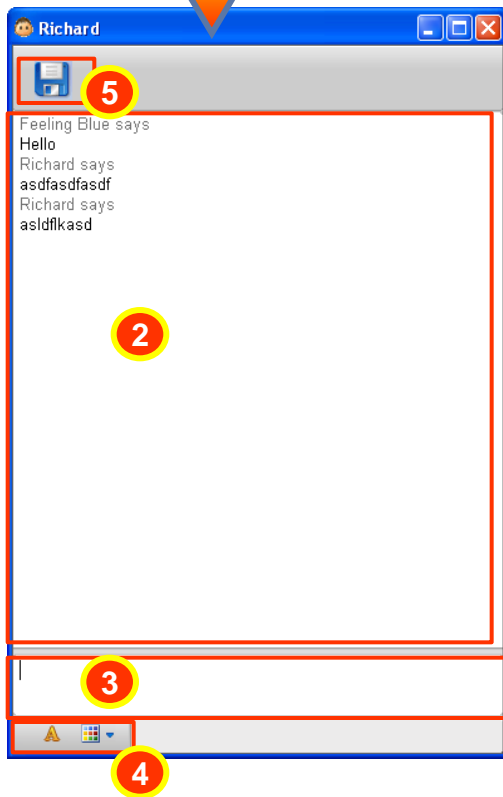
1 One to one chatting...

Send message...

Send file...

Remove contact...

**NOTE** This is an optional feature, but depending on your system configuration, you may not view this window



You can do 1:1 chatting with your contacts listed In your messenger.

#### (1) Start Chatting

Right click on a contact with whom you wish to have the 1:1 chatting. Select **One to one chatting** From the menu. You will get the chat window

#### (2) Chat Contents Area

Your chat contents will be show here

#### (3) Text Input

Input your txt here and press enter to send.

#### (4) Font and Colors

Chose your font type and color here.

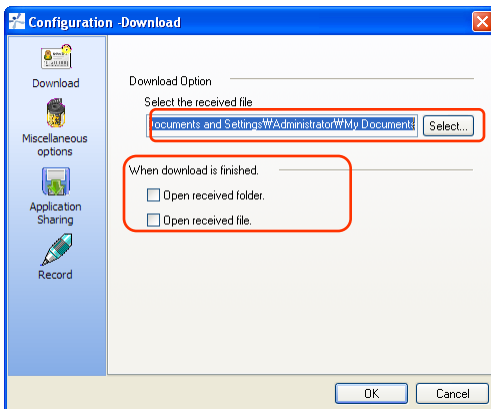
#### (5) Save Text

Save your text chatting contents

## Section 3: GUI & Functions

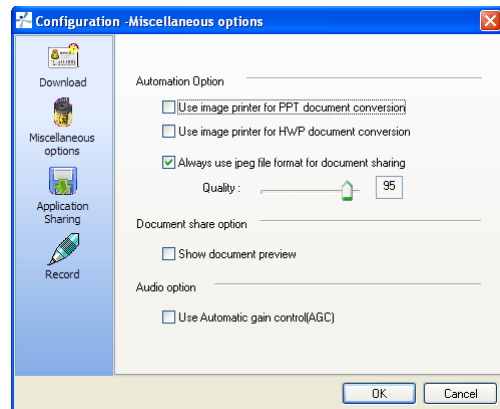
### 4 Configuration

#### 1 Download



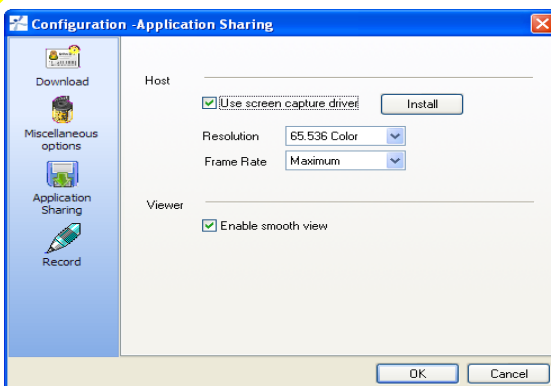
- Change file download location.
- Select what to do after receiving a file.

#### 2 Miscellaneous



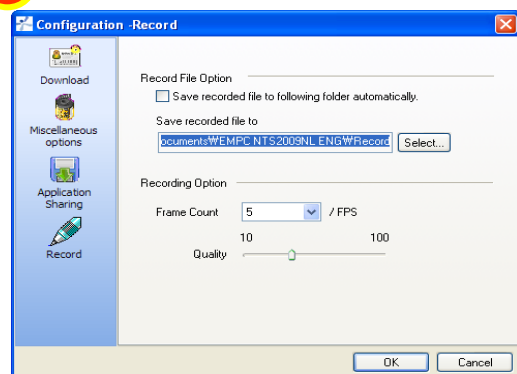
- Choose from a list for various options related to Document sharing and audio

#### 3 Application Sharing



- Choose from various option related to application Sharing

#### 4 Recording



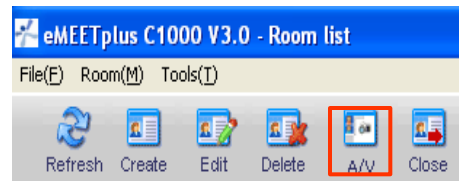
- Choose from various options related to recording feature

## Section 3: GUI & Functions

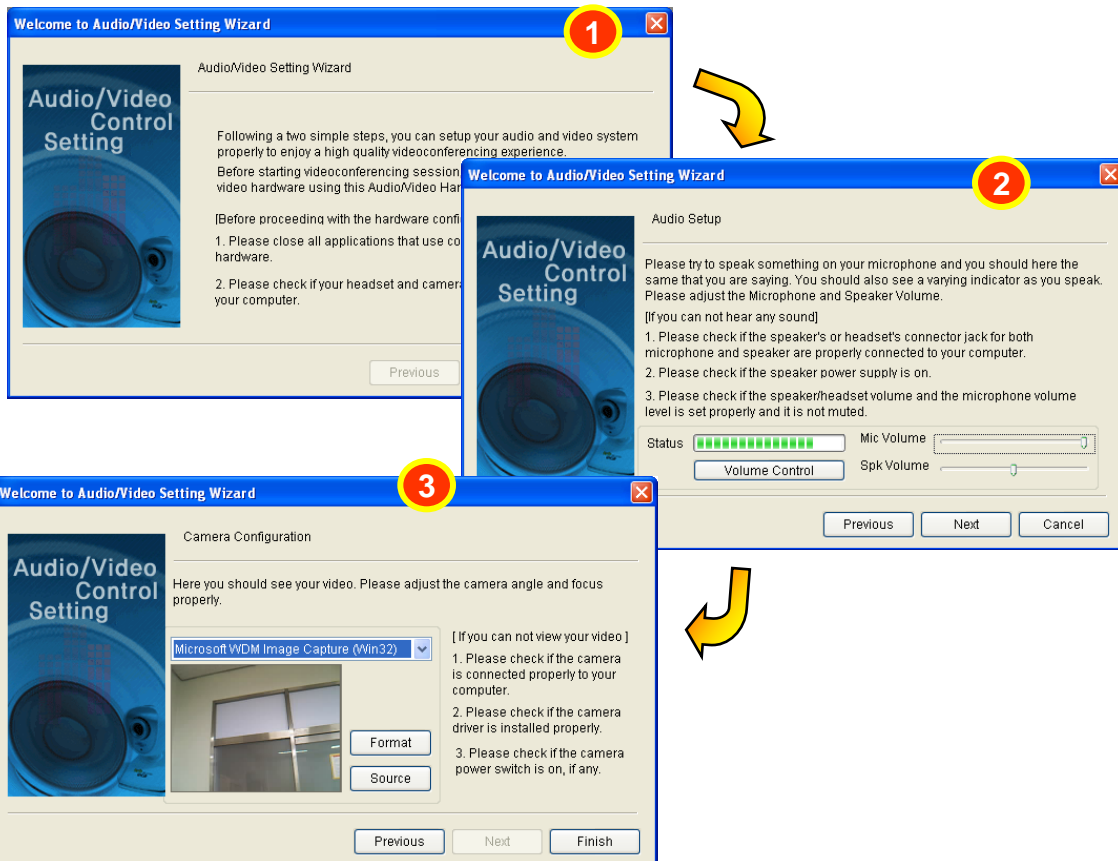
### 6 A/V Hardware Checking

You can check the settings of your Audio and Video hardware using this tool. You should do this before joining a conference to make sure that everything is working fine.

You can access this tool either from the Tools menu on Messenger GUI or from the A/V button from the room list window.



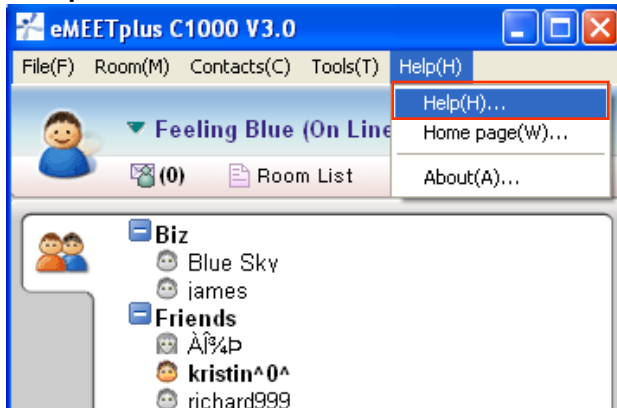
Follow the on-screen instruction to complete the AV hardware checking wizard



## Section 3: GUI & Functions

### 12 Others

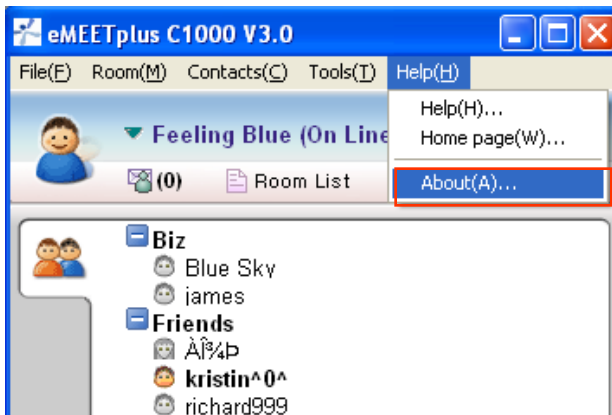
#### 1 Help



#### Help Menu

- Click here to get the online help file for eMEETplus C1000.

#### 2 About the Program



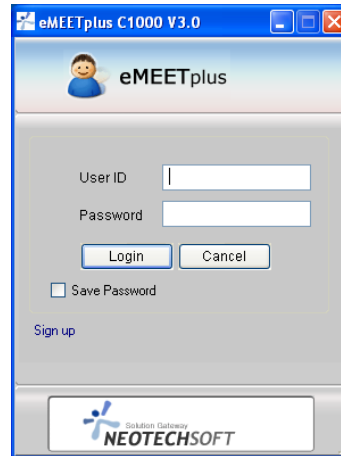
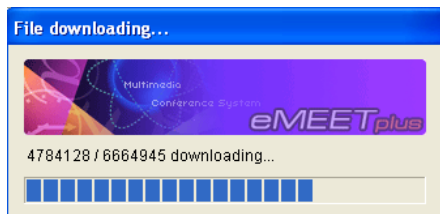
#### About the Program

- Click here to get the program version information and copyright notice



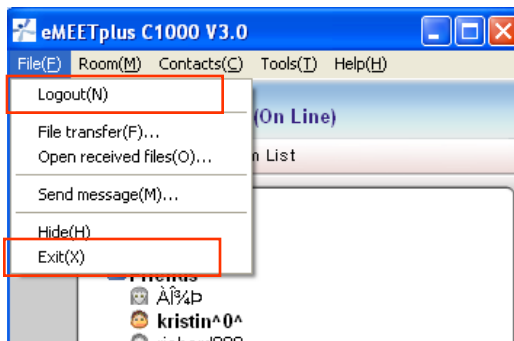
## Section 3: GUI & Functions

### 3 Auto Upgrade

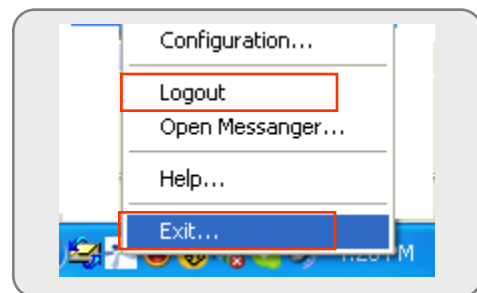


- When ever there is a new version of eMEETplus available, your currently installed eMEETplus will be upgraded to the new version automatically.
- If the new version is available, as soon as you start eMEETplus, it will connect to the server and will automatically start downloading and installing the upgrades. When it is finished, the login window will appear. You can login to the system with the existing user ID and password.

### 4 Logout & Exit from Program



[From Program Menu]



[From Task Bar]

You can Logout and Exit from the program

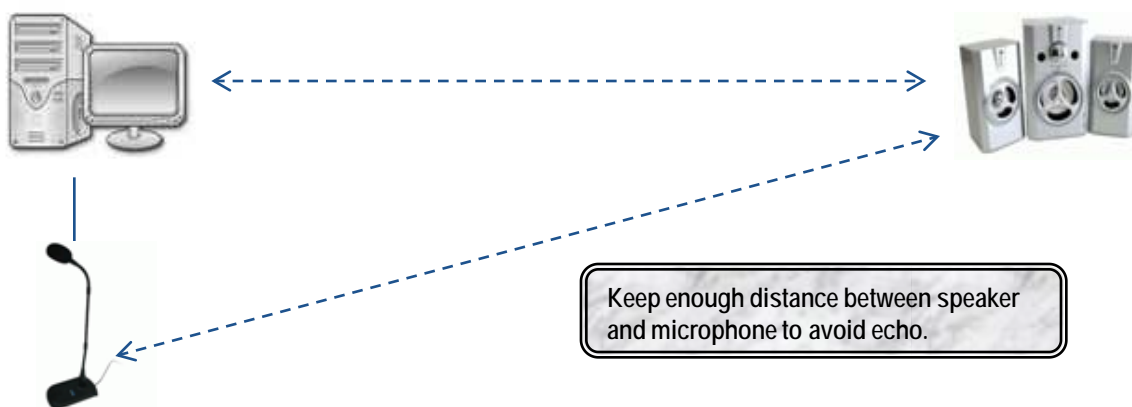
- By clicking the Exit from the File menu on messenger GUI. Click logout to logout,
- By clicking the right click on task bar.



## Section 4: Trouble Shooting

1

In case the echo or hauling phenomena happens while you use the stand-type microphone and Speaker



Please keep long distance between microphone and speaker as much as you can.

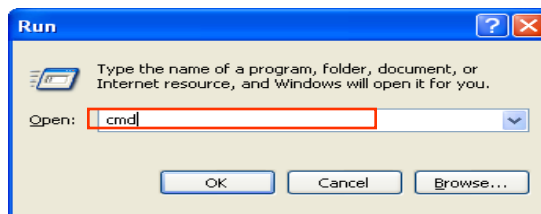
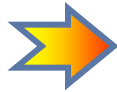
In case of using speaker and stand microphone, the output voice of speaker can be re-transmitted to remote user as input voice of microphone. To avoid this phenomenon, you are recommended to keep long distance between microphone and speaker or to turn down the volume of speaker.

Please also make sure that you did not check the “Stereo Mix” option on the Recording Properties of the volume control panel. Please also make sure that you have turned of the “Surround Sound” and “3D Surround Sound” effects on your sound card properties.

## Section 4: Trouble Shooting

**2** In case you are behind the firewall or NAT (Network Address Translation), and if you fail to login to the system with correct user ID and password.

- (1) Start the command prompt from the Windows Start Menu. Windows start → Run and then type cmd and click Ok

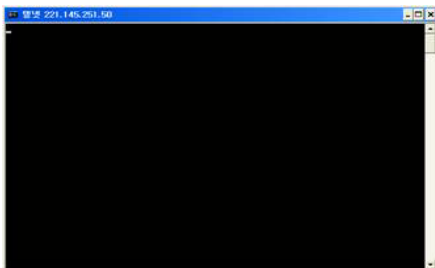


- (2) telnet to Server IP and Port

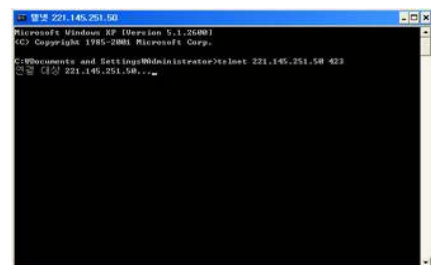


### How to Test

- Telnet to the server IP along with the Port
- If server IP is "192.168.1.1" type as follows  
"telnet 192.168.1.1 7084"
- Check if it returns a message like "Could not open connection to host ...". If you see this message that means you can not connect to the server and most probably you are behind a firewall. If so, please check your firewall settings and open the ports as suggested in the document.
- If the connection is successful, you should see a blank command prompt window.



[Telnet to server port Successful]



[Telnet to server port failed]

## Section 4: Trouble Shooting

### 3 Voice Noise

- In case if you hear audio noise

Please check if you have connected your headset or mic to the front panel of your Computer. Please use the back panel of sound card to avoid noise. Also please Check if the connector is connected properly to sound card jack

### 4 Voice Cut

In case if you face voce cut problem during the conversation, please check the following points

- Check Firewall Setting

Check your firewall setting on your computer. Also check if any antivirus software Is blocking the ports required by eMEETplus.

- Network Status

Check your network status. Low bandwidth can cause voice cut problem. If you Are downloading any file or viewing online streaming video, please close that.

- Network Status

Please check if there is any packet filter installed on your Network. Packet filters can cause this problem. Try to Increase the value for the filtered packet.

## Section 4: Trouble Shooting

### 5 Video Not Clear

Check your camera focus



Use the camera's focus controller to adjust your focus .

#### Note

- It is important that you adjust your focus before using the software, otherwise other participants can not view your video clearly

### 6 Do not hear participant's voice

In case if you can not hear other participant's voice, please check the followings

#### • Headset

Please check if your head set is working properly. Use the windows sound recording Feature to test your head set. Also please check if you connected your head set to The proper jack of sound card

#### • Volume control setting

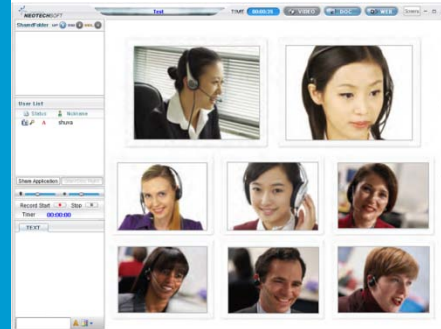
Please check if you have checked mute on Master Volume and Wave options on the Volume Control properties .

#### • On The program

Please check if you have enabled the mute on the program volume control panel



# Thank You for Using eMEETplus C1000



## Your comments are welcome

We value and appreciate your comments as a valued eMEETplus user and reader of this manual. As we write, revise and evaluate our documentation, your opinions, suggestions and comments are the most important input we receive. Please tell us what you like and dislike about this manual. If you would like to contact us, please use the following address or FAX number or call us at:

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