

eMEETplus L1000 User Manual

Interactive e-Learning Solution
eMEETplus L1000 User Manual

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Disclaimer

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User's guide for eMEETplus L1000® Version 3.0

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Section 1: Before You Begin

1 Introduction

Welcome to the user's manual for eMEETplus L1000 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 L1000 |
|------------------------------------|--------------------------------------------------------------------|
| Description | Distance Learning/e-learning/Webinar solution |
| Audio | Full Duplex Transmission |
| Video | 2~5 video window |
| Collaboration | ✦Whiteboard ✦Document/Image sharing (All types) ✦Web Sharing |
| Messaging | ✦Online Messaging ✦Personal/Group Messaging (Optional) |
| File Transfer | Available |
| Contact List | Available |
| Availability | Supports users from all IP range |
| Max Participant | 2~5 person with audio video in single e-learning session |
| Connection Method | Both P2P and Server distributed |
| Moderator controls | Available |
| Session Recording/Replaying | Optional |
| Image Capture | Available |
| GUI | Messenger Style (Customizable) |
| Auto upgrading | Available |
| Personal Environment | Available |
| Grant/deny Talk Permission | Optional |
| Others | Possible web integration, Localization & customization |

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 | 100 MB or More |
| | OS | |
| | Microsoft® Windows 2000 / 2003 Server | |
| | Software | |
| | <ul style="list-style-type: none">• eMEETplus Server Software• Mysql 5.0.15• Apache 2.0.55• PHP 5.0.5 | |
| | Network | |
| | Speed | 1.2 MB (T1 or More) |
| | IP | Fixed IP |
| | Firewall | TCP/UDP Service Port Open 7084 and 7085 |
| | VPN Support | |

Section 1: Before You Begin

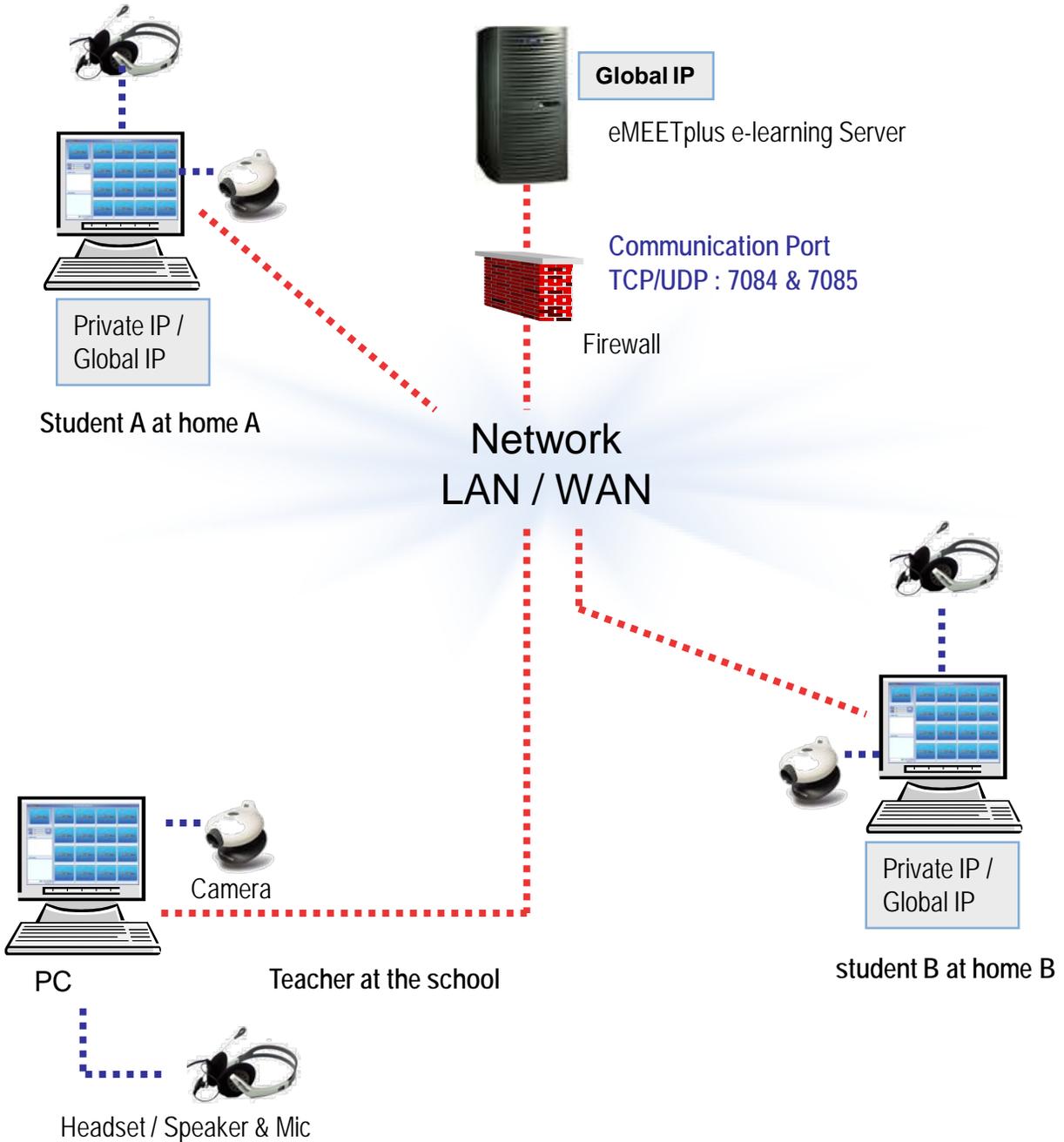
3 Recommended System Requirement

2 For Client

| | | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| Client | Hardware | |
| | CPU | Pentium IV 1.8 GHz or Better |
| | RAM | 512 MB 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 useable) |
| | OS | |
| | Microsoft® Windows 2000 / XP | |
| | Software | |
| | <ul style="list-style-type: none">• eMEETplus Client Software• Microsoft® Internet Explorer 5.5 or Higher | |
| | Network | |
| | Speed | XDSL Recommended |
| | IP | Global IP / Private IP |
| | Firewall | TCP/UDP Service Port Open 7084 and 7085 |
| 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 |

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

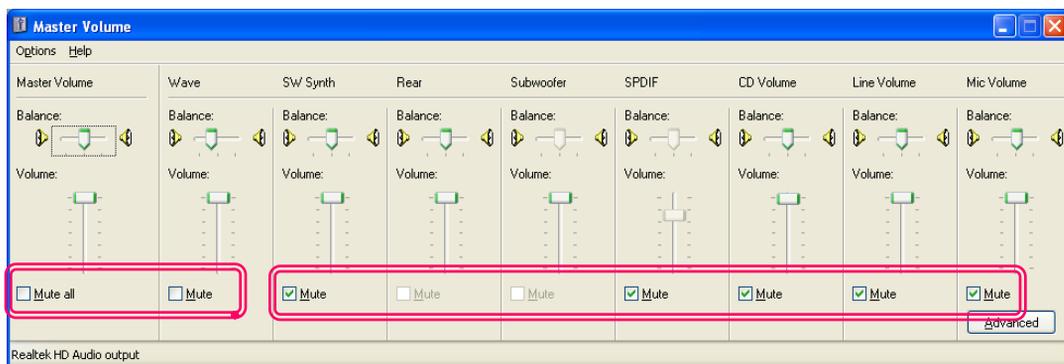


- Click Start, point to Programs, point to Accessories, point to Entertainment, and click Sound Recorder
- Test the sound input / output function by clicking the record button on the sound recorder and speaking on the microphone. You should see the varying sound wave as you speak.
- Replay recorded voice.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

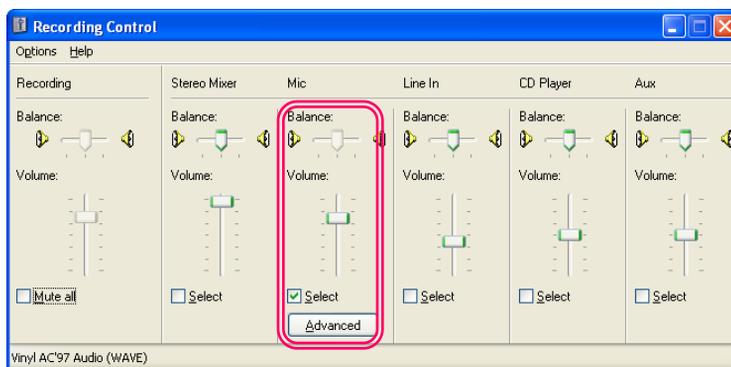
Section 1: Before You Begin

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 recording 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

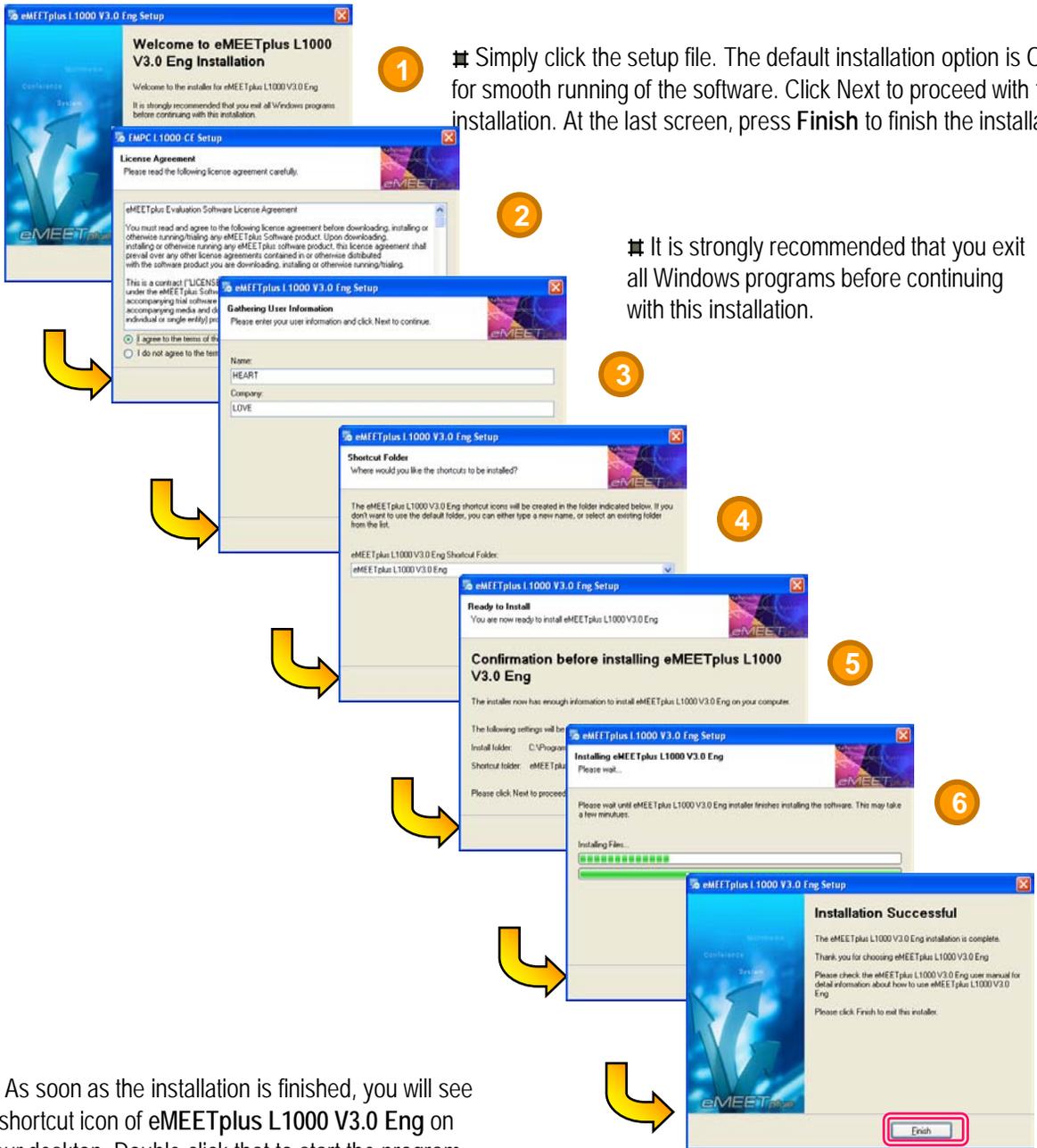


Make sure that you have only checked the Mic option in the Recording Control properties. Please do not check any other option which may cause audio problem like echo and hauling

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 L1000 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.

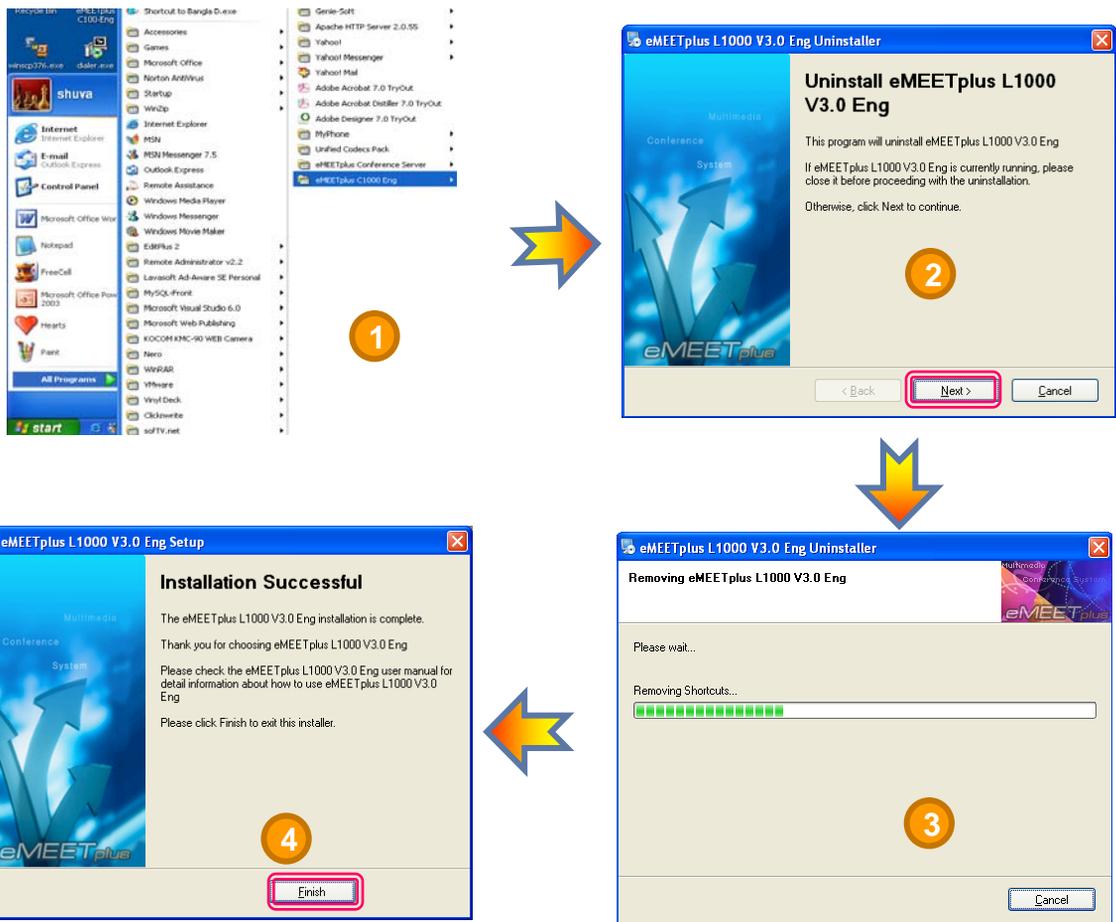
As soon as the installation is finished, you will see a shortcut icon of eMEETplus L1000 V3.0 Eng on your desktop. Double click that to start the program.

[Installation Finished]

Section 2: eMEETplus L1000 Client Software Installation

2 Client software un-installation

Go to *Start* → *program files* → *eMEETplus L1000 Eng* → *Uninstall eMEETplus L1000 Eng*. You will get the following welcome window. Click **Next** here to start uninstalling eMEETplus.



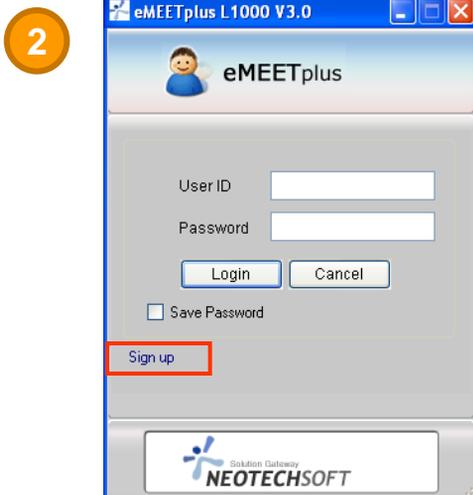
1. Start the eMEETplus Uninstall program
2. Confirm the process to start the un-installation.
3. Un-installing
4. Click Finish to finish the un-installation process.

Section 3: GUI & Functions

1 Registration & Login

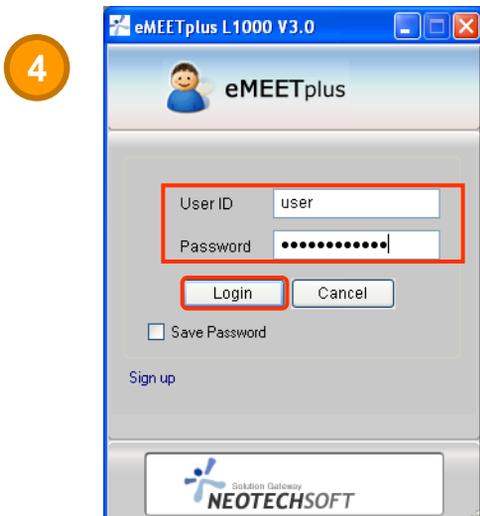
NOTE This is a basic feature, but depending on your system configuration, you may not view this window. In most cases, this system is integrated with your Lecture management system, so you may not require to login to the system separately. In that case, you login the system directly from your homepage or LMS.

1 Double click the eMEETplus L1000 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.

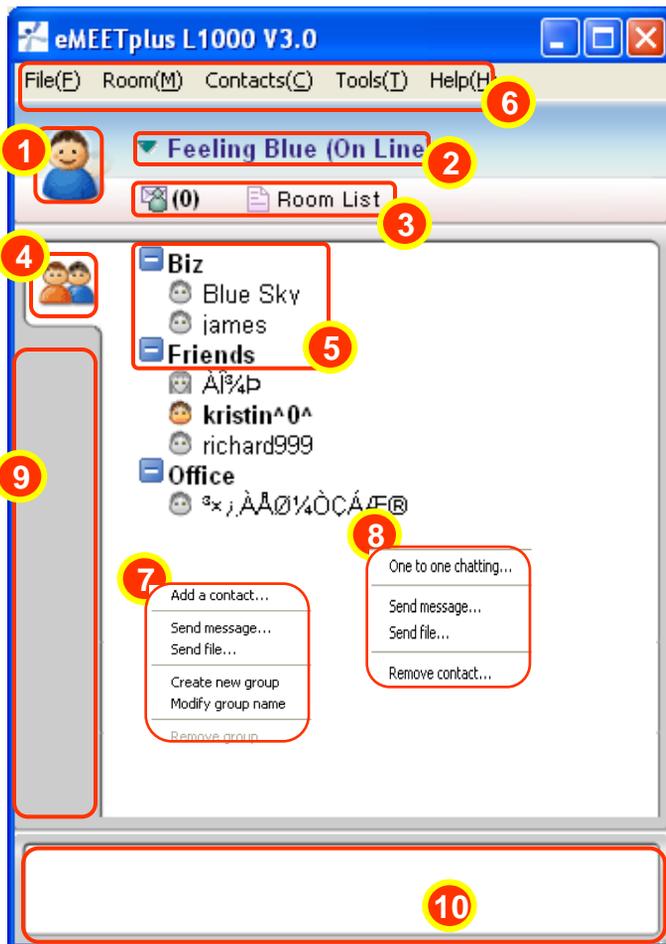


Now Insert your user ID and Password and click the **Login** button to login to the system.

Section 3: GUI & Functions

2 Messenger GUI

NOTE This is a basic feature, but depending on your system configuration, you may not view this window. In most cases, this system is integrated with your Lecture management system, so you may not require to use this window.



(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

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 an e-learning Room

NOTE This is a basic feature, but depending on your system configuration, you may not view this window. In most cases, this system is integrated with your Lecture management system, that manages the room list. So you may directly enter your room without viewing this room list from your homepage or LMS System.

1



To create an e-learning room or to join an e-learning 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 e-learning rooms using these 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.

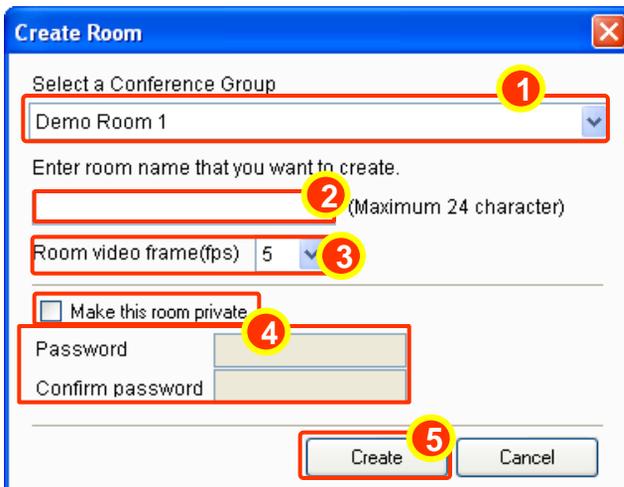
(4) A/V Check

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 you 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.

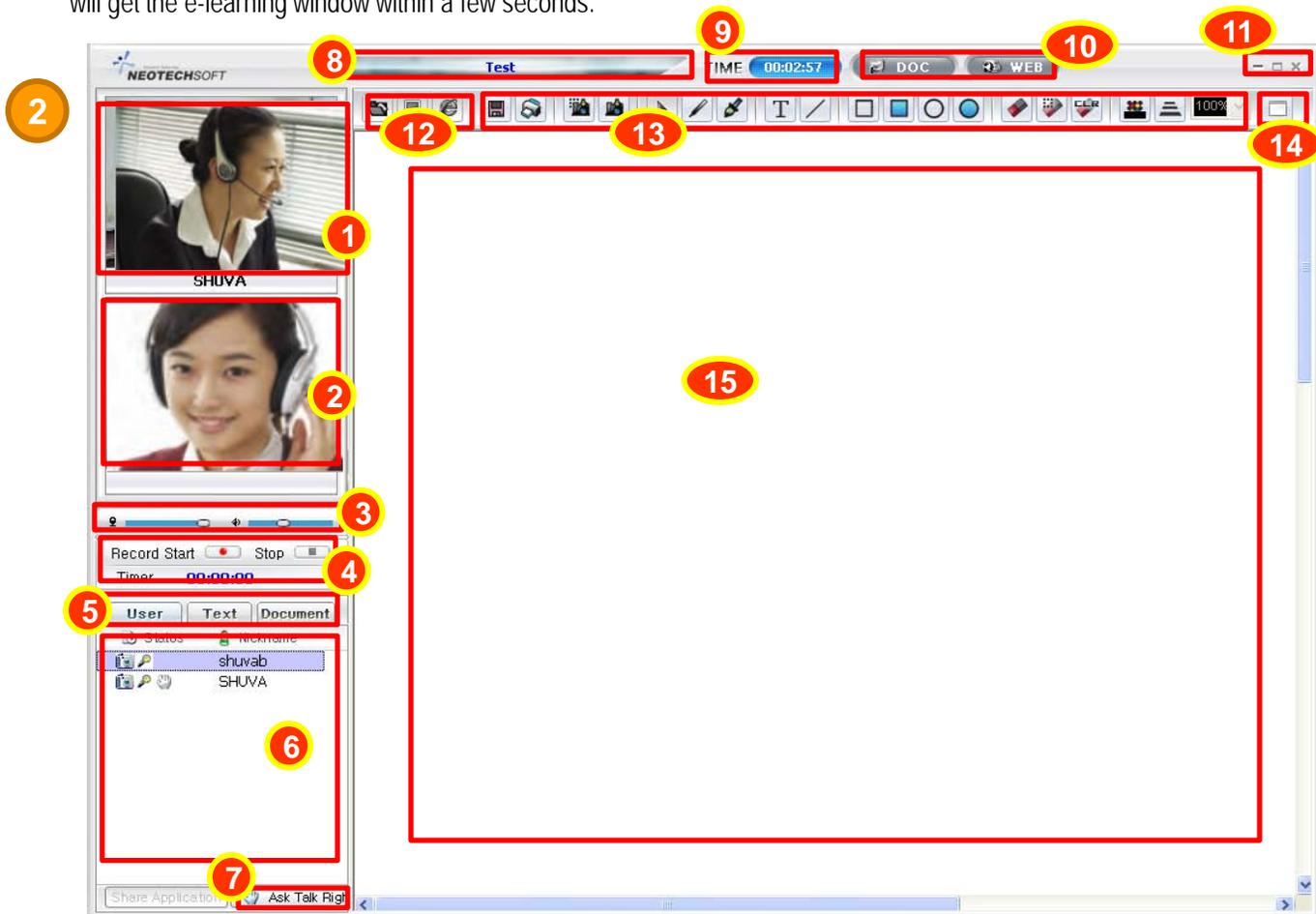
Section 3: GUI & Functions

4 Entering a e-learning Room

1



To enter a e-learning 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 e-learning window within a few seconds.



The e-learning room GUI and its different parts. Please see the next page for detail description of various tools available on this window

Section 3: GUI & Functions

4 Various Parts of e-learning Room

(1) Tutor Video

Video of the tutor or trainer will appear here. All users in the room can always view and listen to the tutor/Trainer.

(2) Student Video

The video of the student with talk right granted by the tutor will appear here. Once he/she appears, all users in the room can view and listen to him.

(3) Volume control area

Adjust your speaker and microphone volume here.

(4) 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.

(5) Users, Text and Documents Tab

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. Use the Users tab to view the user list in the e-learning room

(6) Users, Text and Documents

The user list, text chatting contents and the shared whiteboard/share documents/shared webpage list will appear in this area depending on the corresponding tab selected.

(7) Ask talk Right/Hand Raise Button

User can click this button to ask the tutor a question. Tutor will be notified with a message. If tutor grants the permission, student's video will appear and everybody now can hear him/her.

(8) Room Title

Displays the title of this conference (Room name)

(9) Session Timer

Displays the time elapsed on this session

(10) Document/Web sharing Mode

Use these buttons to switch between document and web sharing mode. Only room moderator and the user with granted talk permission can use these buttons.

(11) Close/minimize/ maximize Buttons

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

(12) Document/Web Sharing Buttons

Uses these buttons to open a document (From local pc or from a server) and web page for sharing.

(13) Drawing Tools

Use these tools to draw on whiteboard or shared documents/web pages.

(14) Presentation Mode

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 granted talk permission can use this button. No video will appear in this mode.

(15) White board/Shared document/Shared web page Display Area

By default whiteboard will appear. Use can switch between whiteboard 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. Similarly a shared web page will also be displayed here.

Section 3: GUI & Functions

5 Collaboration Mode



Unlike eMEETplus C1000, In e-learning room, the collaboration mode is by default available. Only room moderator can initiate the collaboration activities. Other participants will not be able initiate the collaboration mode. The user who creates a room becomes the room moderator of that e-learning room

(1) Collaboration Window

The initial window of the collaboration mode. By default it opens in the whiteboard mode.

(2) Collaboration features

Available collaboration features. Use these buttons to share a document or a web page. Separate tree will be opened in the Documents tab for corresponding shared document types

(3) Available function tabs

In the user list area, you can see three different tabs. Use these tabs to view and interact with users using the **Users** tab, send text message using **Text** tab and view and interact with the shared documents in the **Documents** tab.

Section 3: GUI & Functions

White Board

Note

• When you move to collaboration mode from conferencing mode, by default the Whiteboard mode appears. However, if you are in other collaboration mode, you can always move to other collaboration mode by clicking the corresponding button. 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.

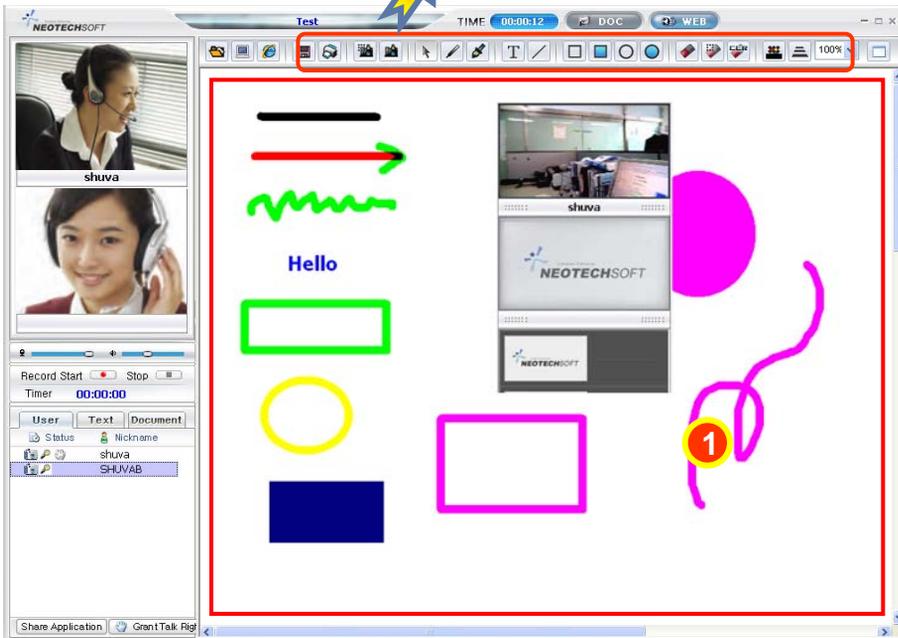
1



2



3



(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.

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..

Note

- Please check the section **The Drawing tools** on page 25 to learn more about the drawing tools.

Section 3: GUI & Functions

7 Document Sharing

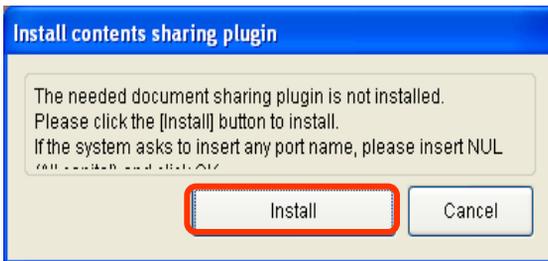
1



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

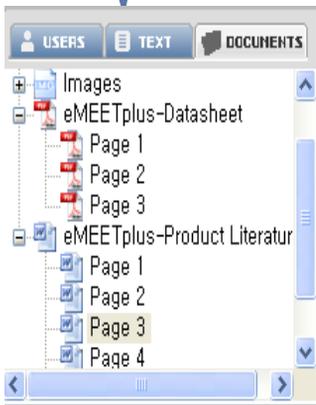
Section 3: GUI & Functions

4

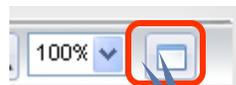


How to Share a document

- (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.



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



click this button 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

Section 3: GUI & Functions

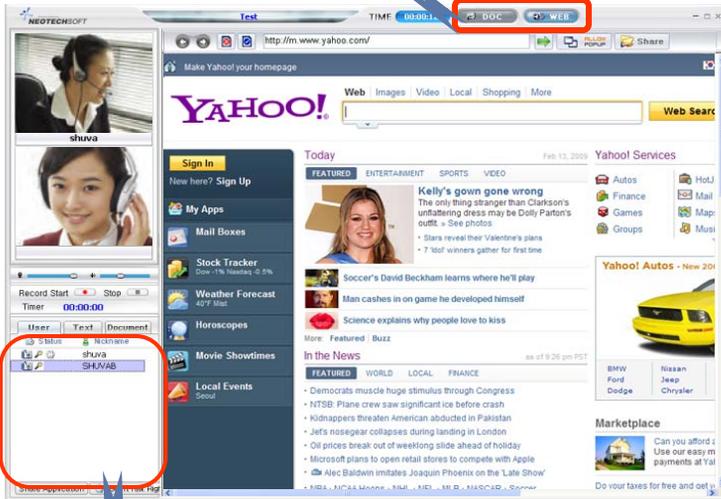
8 Web Sharing

1



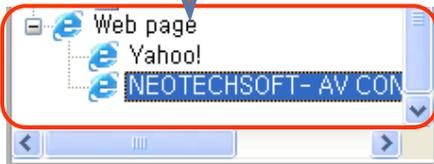
You can share a web page among the e-learning participants. Click the Internet Explorer icon located Right next to the document open button. All the opened And shared web page will appear in the Documents tab.

2

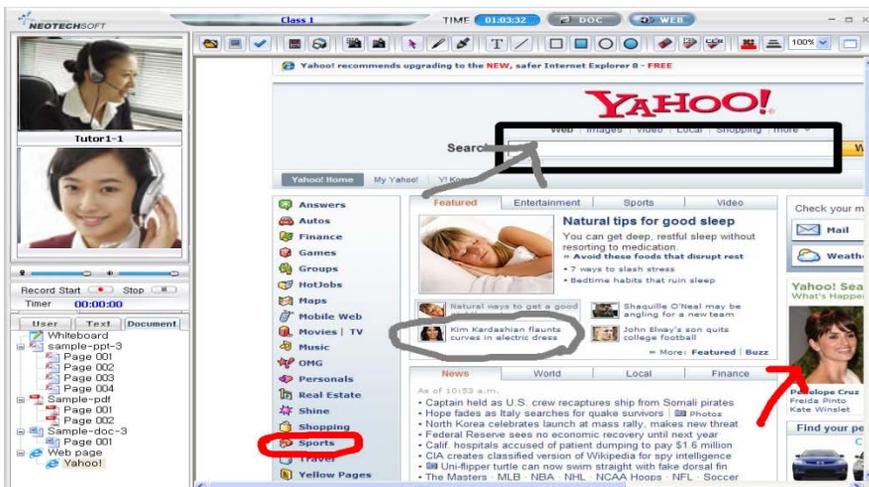


How to Share a document

- (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



3



A shared web page with drawing on it

Section 3: GUI & Functions

9 The Drawing Tool



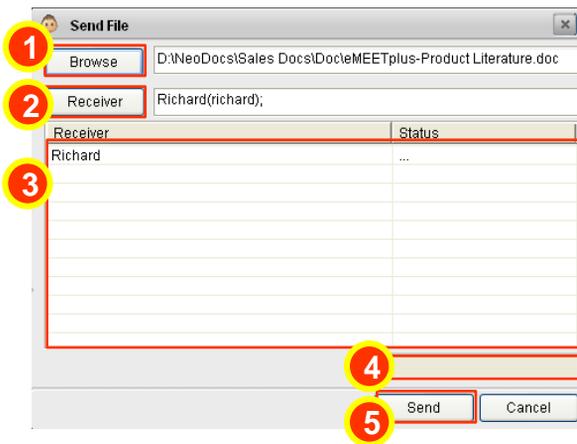
Description of various drawing tools

- (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

9 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

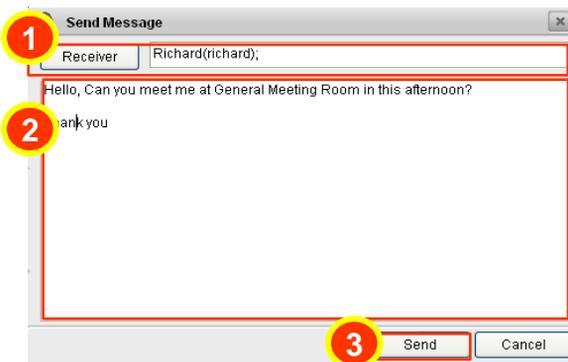
(4) Progress Bar

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

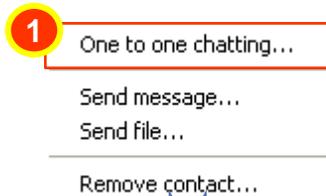
Insert your message contents here.

(3) Send Button

Hit this button to send message to the receiver.

Section 3: GUI & Functions

3 One to One Chatting



NOTE This is a basic 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 shown here

(3) Text Input

Input your text here and press enter to send.

(4) Font and Colors

Choose your font type and color here.

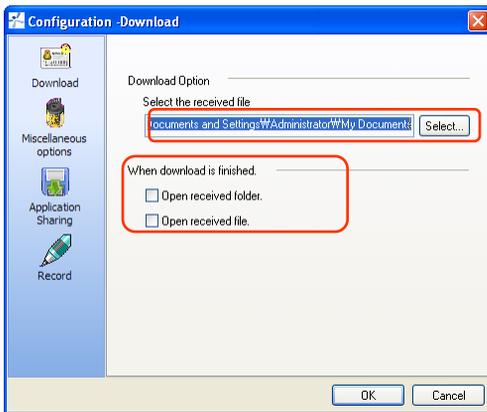
(5) Save Text

Save your text chat contents

Section 3: GUI & Functions

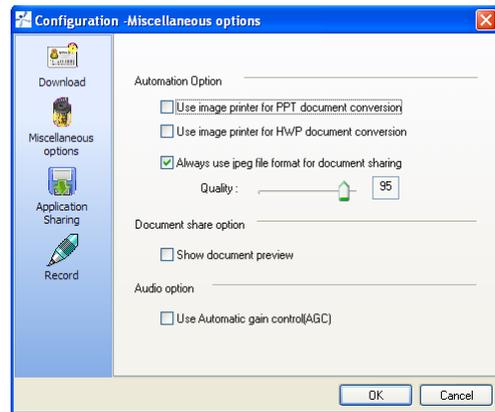
4 Configuration

1 Download



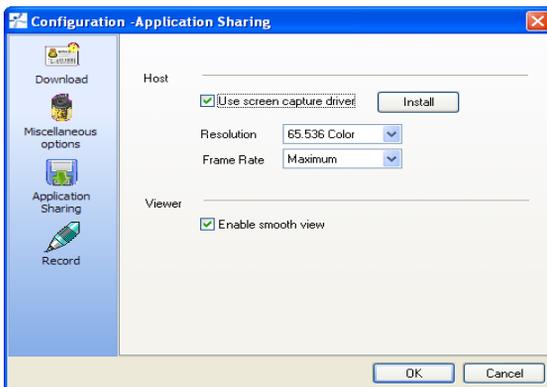
- Change file download location.
- Select what to do after receiving a file.

2 Miscellaneous



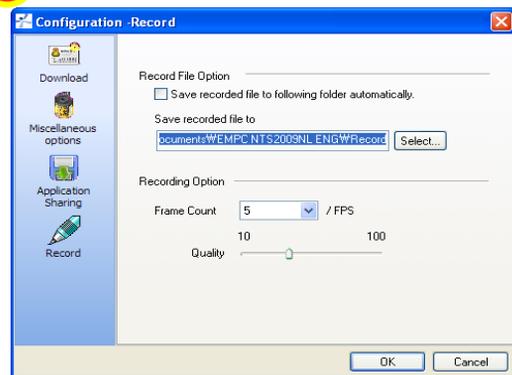
- Choose from a list for various options related to Document sharing and audio

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

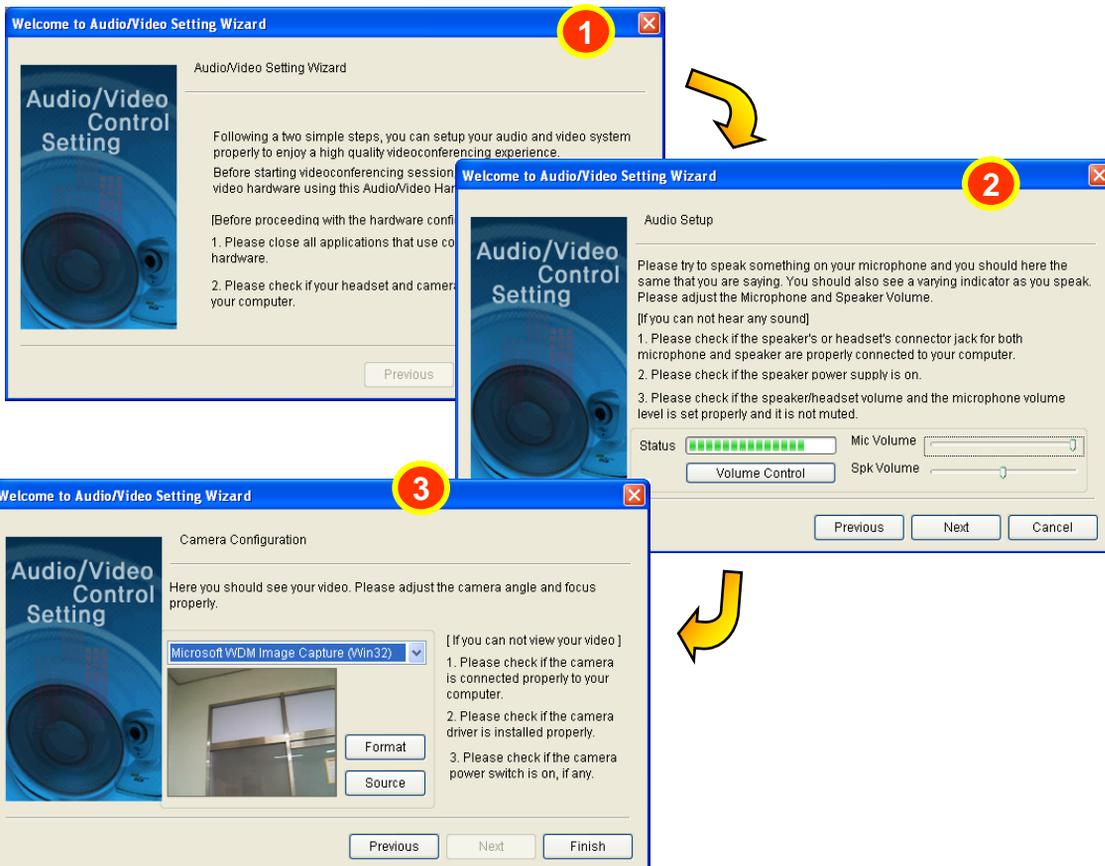
6 A/V Hardware Checking

You can check the settings of your Audio and Video hardware using this tool. You should do this before joining a e-learning session 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

10 Others

1 Help



Help Menu

- Click here to get the online help file for eMEETplus L1000.

2 About the Program



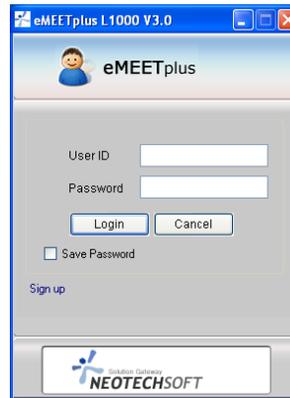
About the Program

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



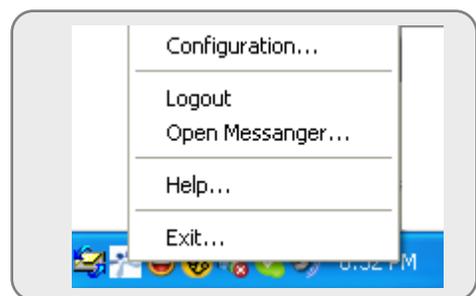
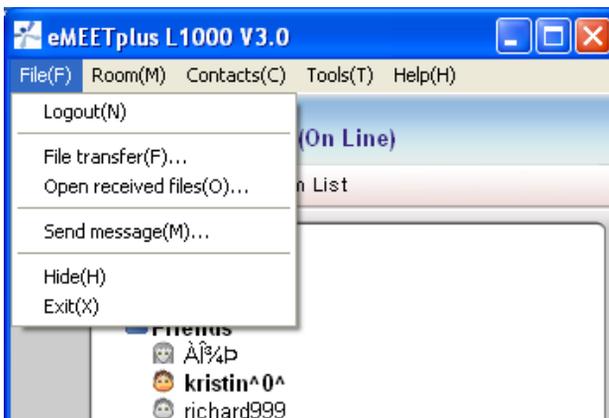
Section 3: GUI & Functions

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



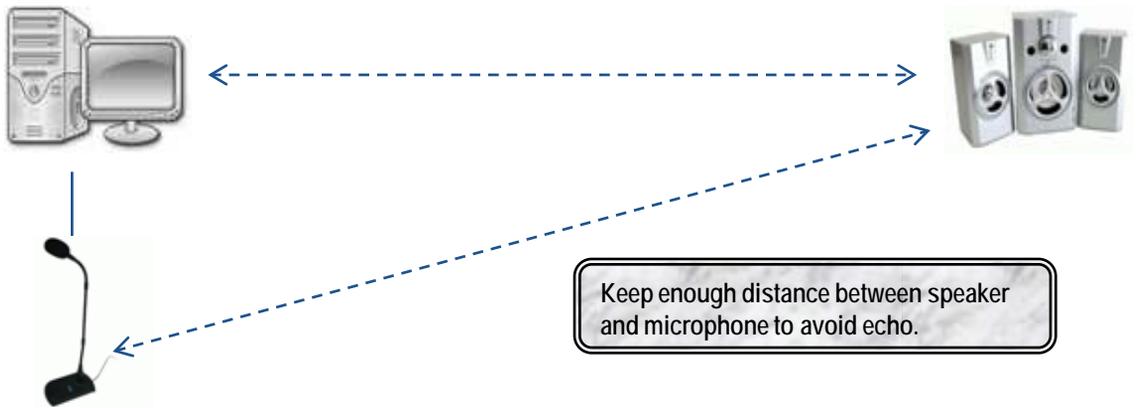
[From Task Bar]

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

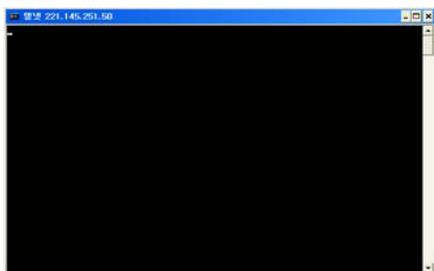


(2) telnet to Server IP and Port

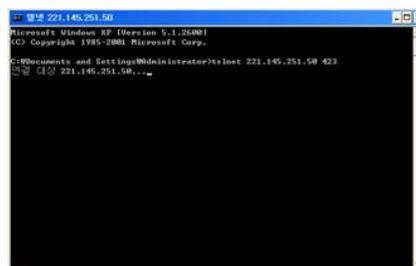


How to Test

- 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 have 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 L1000



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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