

WEB AUDITORIUM

USER MANUAL 1.0

X

MAC OSX © USERS

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X Getting Started Mac OS X

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 the Mac, *Marratech Pro* requires a G4 processor along with Mac OS 10.2.8 or higher along with a minimum of 256 MB of ram.

Marratech recommends the use of the *Apple iSight* firewire camera along with a USB headset such as the *Plantronics DSP-300*.

How to Install and Start

Step 1: Install your *iSight* camera and your USB headset or headphones

1. Before starting *Marratech Pro*, be sure that your *iSight* camera is connected.



Connecting the camera after starting the software will not work. Other firewire cameras have been tested, but *Marratech* recommends the *Apple iSight* for its ease of use.

2. Before starting *Marratech Pro*, be sure to connect a USB headset or a *Griffin iMic* with a headset. Plug these in and select them (in the System Preferences) as your primary input and output device.

Hint: If you do not have a USB headset or a *Griffin iMic* with a headset, then use normal headphones, such as the ones provided with the *iPod* along with the *iSight* camera's built-in microphone.

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

Not using a headset or headphones will cause echo, which is disturbing to the other participants. Unfortunately, the *iSight's* echo canceling does not work with *Marratech Pro*.

Step 2: Install *Marratech Pro*

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

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

Step 3: Running Marratech Pro the first time

From the *Applications* folder, double click the *Marratech Pro* 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 an *iSight* connected, this step will help you test it. Make sure that you have selected *DV Video* as capture device.



Click **Preview** to see a test picture from your camera. The default settings should work. Close the preview window to continue.

Hint The *Marratech User Forum* has hints on different settings for this preview window.

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), you may add your portal's name and web address or IP number, for example <http://www.myportal.com:8080/>.

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 your USB headset, the *Griffin iMic* or the built-in device if you are using headphones.

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. Double-click the *Marratech Pro* icon from your *Applications* folder.

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 or PDF 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 *Mozilla*, *Camino* or *Opera*. *Safari* does not support handling of MIME types at the time of publishing. For info, consult our user forums.

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. Starting *Marratech Pro* without the proper devices plugged in may cause it to use the wrong ones.
- ♦ 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.

Video

To adjust the quality of your own image, you can choose to raise your bandwidth and your image quality (*Marratech Pro* menu, *Preferences*, *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, PDF documents.



Copy/paste directly from *Safari*, *MS Excel* or your favorite application.

Use the pointer and the marker actively to stress important information.

Share an application

 Click the **Window Selection** button, the cursor will change into a camera. Point the camera on the window you want to show and click.

Hint Press <space> before selecting the window to capture to select an area instead of a whole window.

Hint Live application sharing is available in expert mode, more information can be found in [this manual](#).

Hold a private discussion

Press 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. (*Marratech Pro* menu, **Preferences**, **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 in the *Marratech Pro* menu, **Preferences**, **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. Try to use, at the minimum, a pair of headphones, such as *iPod* headphones.

My audio is constantly breaking up.

On the Mac, we recommend connecting your USB headset (or *iMic*) directly to your computer's USB connector and avoid using a USB hub. These often cause audio quality loss.

I suddenly lose all audio.

This problem is caused by an overloaded USB bus. Try to avoid bluetooth syncs and limit your usage of other USB devices while using *Marratech Pro*. If you do lose all audio, shut *Marratech Pro* down and unplug and replug your USB headset (or *iMic*)

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.

Open the *Marratech Pro* menu, *Preferences, Audio* tab. From here, select the low bandwidth audio compression and press *Apply*. Then, choose the *Video* tab 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.)



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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.