

Vivicom v2c Client

Manual



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Chapter 1. Getting Started

1. Connecting to the Internet

Connect to the Vivicom homepage via Internet. Vivicom homepage URL may differ depending on the companies, thus please refer to your company for further information.

(□ *Vivicom Homepage URL : IP or URL where Vivicom server is installed*)



Enter ID & password, and click 'Log in'. Vivicom program will be installed automatically.



When double-clicking 'Vivicom' icon created on desktop, Vivicom log-in page will pop-up.

2. Audio/Video Settings

When program is installed for the first time, Audio/Video Setting page will be initiated. To continue with set-up procedure, please click [Next].



* Adjust volume bar until volume gauge stays steadily in yellow zone

Next step is to set up speaker volume. Adjust the volume properly, and click [Next]

 *Tip: If only a single sound card is available for use, Windows Default Device will be used. To check the status of default device, please refer to 'Control panel -> Sounds and Audio Devices'.*



* In case two kinds of sound cards are set up, select device name.

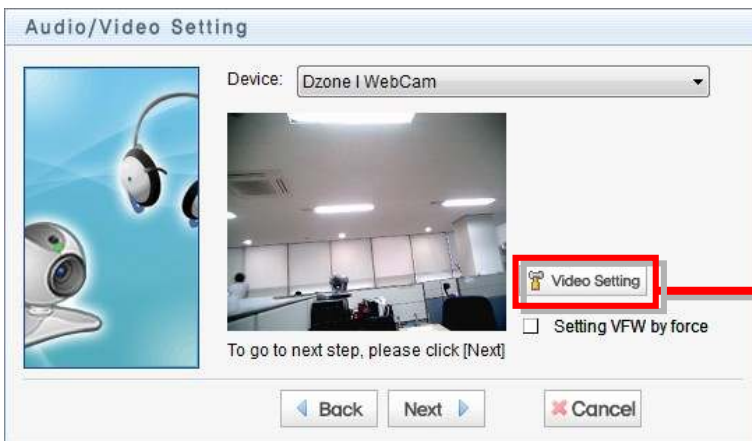
* If you don't put a check mark next to 'Play Sound', you can't listen to your own voice.

Next, please set up your Mic volume. Click [Next] once Mic volume is set properly.



* Put a check mark next to 'Play Sound' to listen to your own voice.

This is the last step of setting up procedure. Please click on 'Video Setting' for further video set-up. Click [Next] to continue.



 *Tip: Put a check mark next to 'Set VFW by force' in case no image is shown in video screen.*

Now, Audio/Video setting is finished. Please click 'Finish' to complete.





Note: To manually execute set up wizard, go to Start->Program->Vivicom->Audio Video Setting.

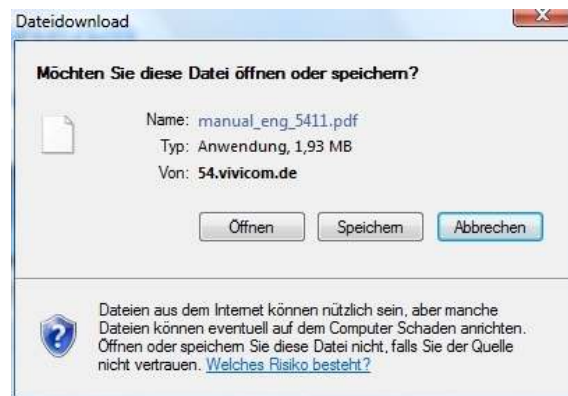


3. Downloading Program File and Manual

If necessary, user may download program and manual files by clicking download buttons located below the log-in box. (use only if automatic program installation is not available)

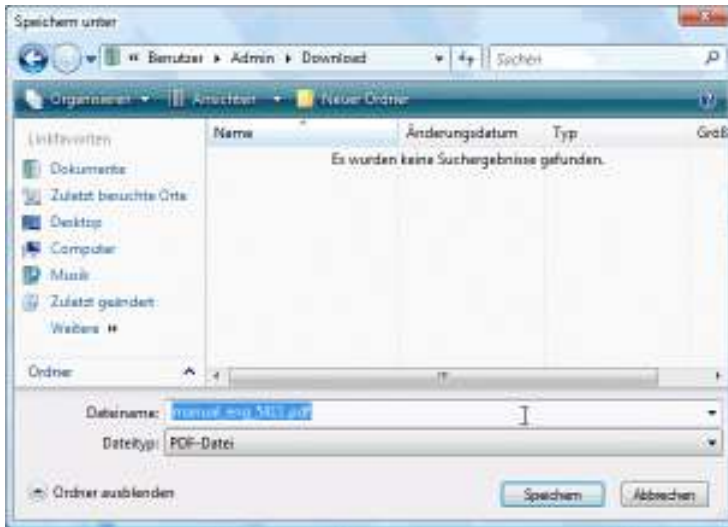


Click 'Save' after clicking program/manual files.



After assigning where to locate the save file, and clicking on 'Save', downloading procedure will be initiated.

To see the manual, Adobe Reader application is required.

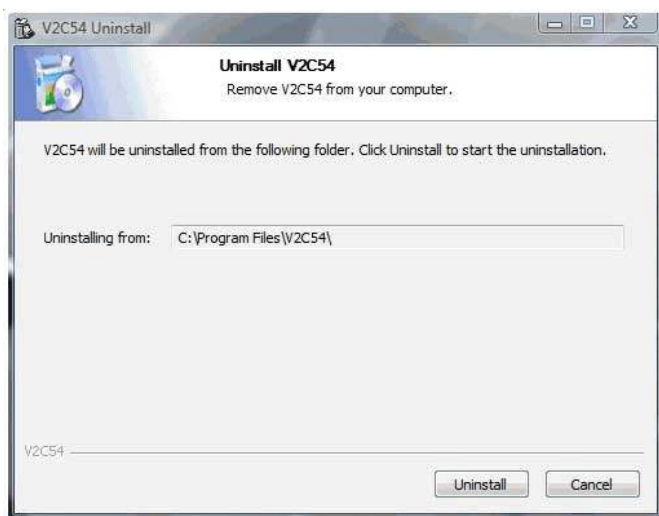


4. Un-install Program

To remove the program, go to 'Start->All Programs->m2c54->Uninstall'



Click 'Uninstall' button when 'Uninstall' window pops up



Chapter 2. Tutorial

1. Main Screen

Main menu of this program, located at the upper part of the screen, is consisted of Conference List, Start Conference, Statistics, Previous Conference, and Bulletin Board.

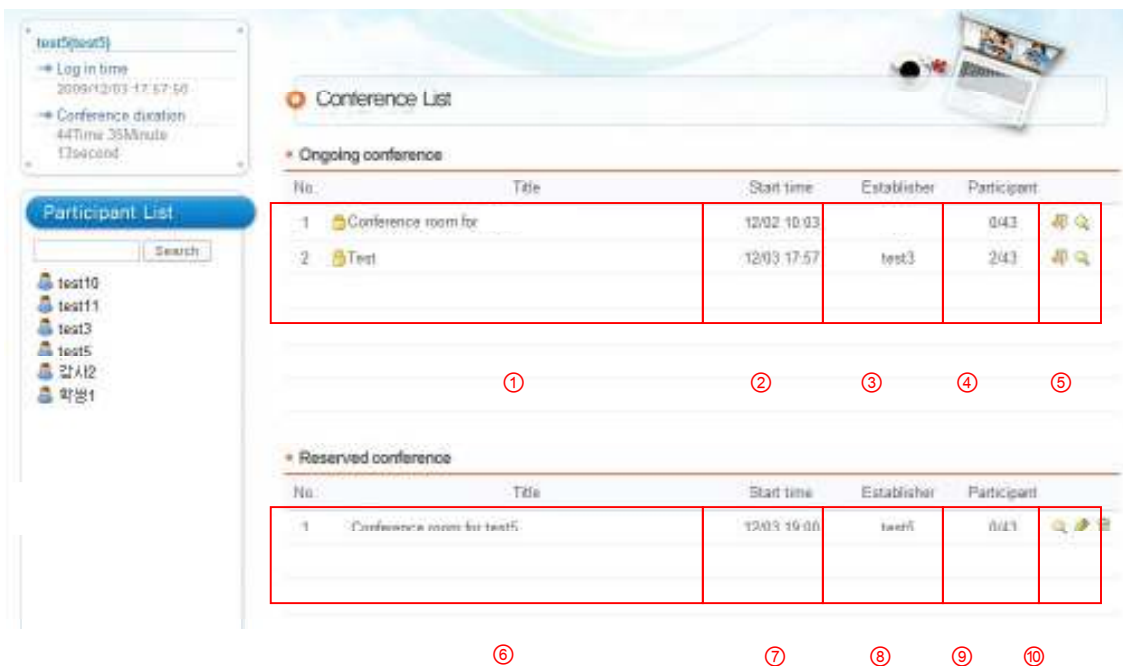
On the left side of the screen, user ID, name, log in time, and conference duration are displayed.

By right-clicking on users on-line, user can talk, make a video call, and invite the other users to the conference. In addition, users are enabled to obtain the information on ongoing conference, and ones that are reserved.






2. Conference List




Click on 'Conference List'. User can find out about ongoing conference, and reserved conference.



2.1 Ongoing conference

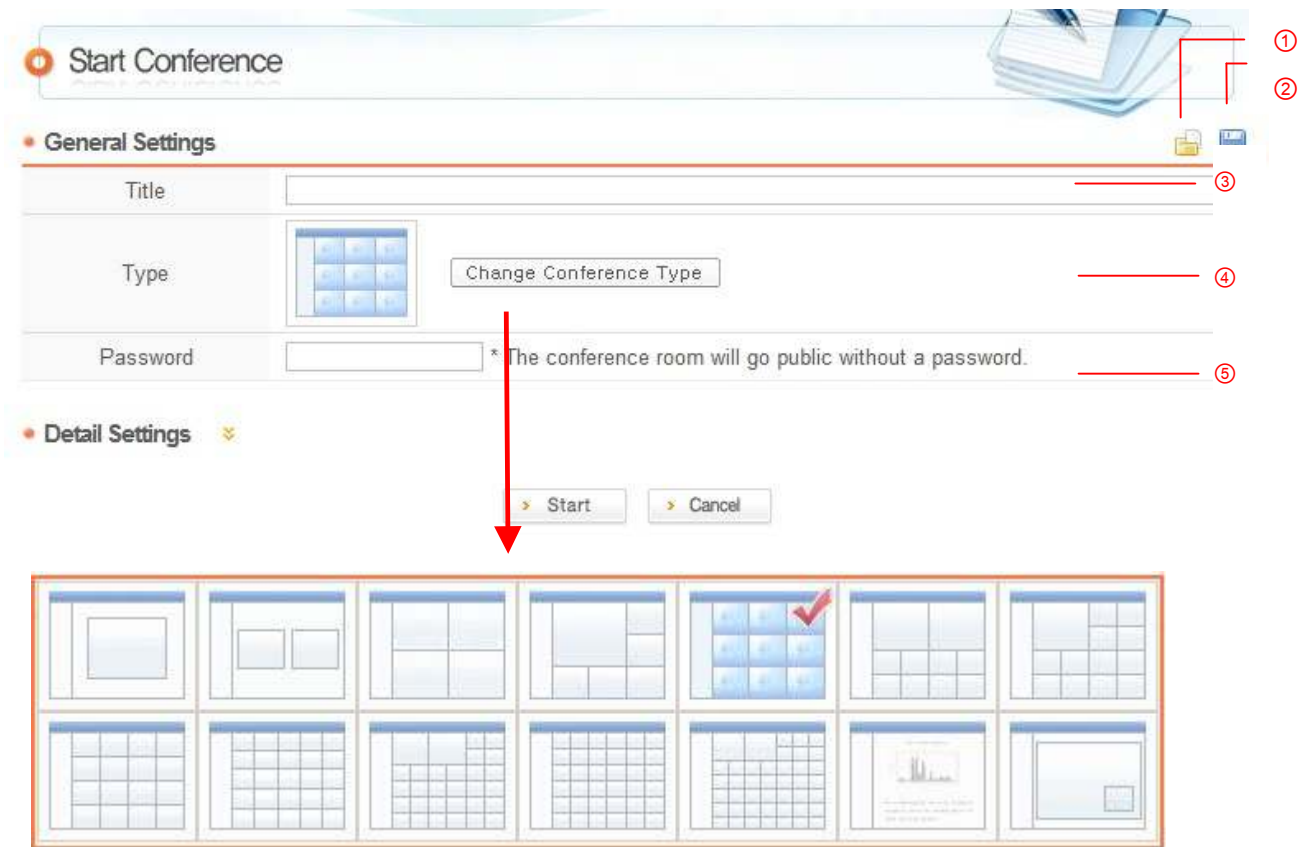
- ① Title : Subject of the conference or title of the conference room
- ② Start time : Date & time when conference room(s) is created (Month/Day/Time)
- ③ Establisher: Shows who initiated the conference room(s)
- ④ Participant: Number of participants currently in the conference room/ Max. capacity
- ⑤ Attributes of conference:
 -  Participate: Direct participation to the conference room
 -  Information.: Various information of the ongoing conference such as time of establishment
 -  Delete: One who established the conference room has the authority to remove the room from the list

2.2 Reserved conference

- ⑥ Title : Subject of the conference or title of the conference room
- ⑦ Date : Time and date when reserved conference is created
- ⑧ Establisher: Shows who reserved the conference room
- ⑨ Participant: Number of participants expected to be in the conference / Max. capacity
- ⑩ Attributes of conference :
 -  Information : Various information of the ongoing conference such as time of establishment
 -  Modify: One who reserved the conference room has the authority to modify attributes such as time of establishment and participants
 -  Delete: Only user who reserved the conference has the authority to remove the conference room


3. Starting Conference

This section consists of four parts regarding opening conference room: Starting conference, Registering conference agenda, Reserving conference, and Setting up option on participants & Sending an invitation mail. After filling out the entries and clicking on 'Start', video conference program will start automatically. The rest of hidden menu will re-appear on demand of the user.

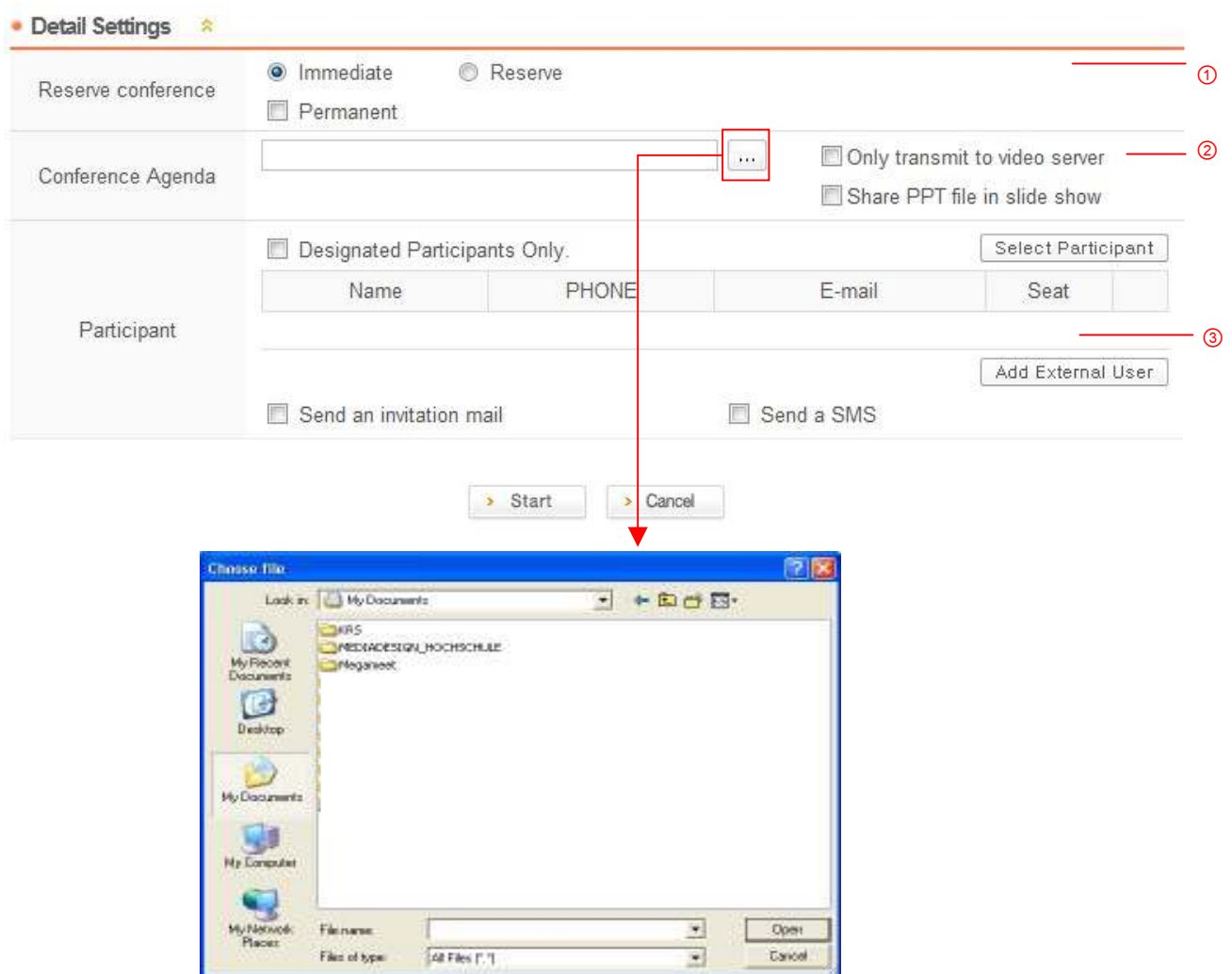


3.1 General Settings (Title & type of the conference)

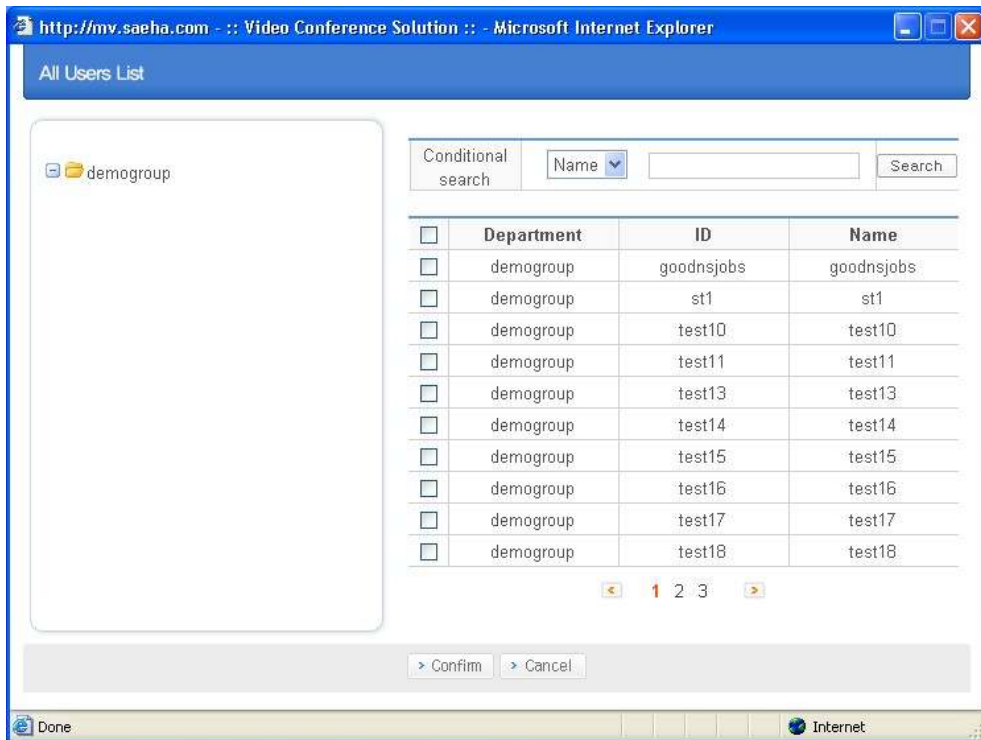
- ① Load conference: Load saved conference list
- ② Save conference: Save desired conference title (note: reserved conference/agenda won't be saved)
- ③ Title of the conference: Title of the conference or subject of the conference
- ④ Types of conference (screen structure):
(Even in the middle of conference, user may switch the type of conference room w/o having to log out)
 - Document Conference : No video/audio conference with maximum capacity of 500 users
 - Video Conference : Various screen structure of 1/2/4/6/9/10/13/16/25/30/36/43
 - PIP : Only two screens of the participants are shown on the video.
The host can choose and change the screens of participants to be shown on the video. (Maximum of 500 users)
- ⑤ Password : Setting as of public or private conference. Without password, conference room will be opened public

(Private conference will be indicated by  icon)

3.2 Detail Settings (registering conference agenda)



- ① Reserving conference: Immediate/Reserve/Permanent
 - I. Starting date and time: Click to reserve conference date and time
 - II. Duration: Set up duration of conference
 - III. Repeat: Set up repetition (frequency) of conference
(select from Once/Daily/Weekly/Monthly, repeating time and ending date)
- ② Conference agenda: Establisher can choose and register document needed for conference /seminar. Conference agenda will be registered at the same time as starting conference/seminar. Document registration can be done by clicking on and selecting file to load.
(support keeping conference agenda and loading PPT file in a form of slide show)
- ③ Participant: Users joining conference
(Ones not chosen won't have access to conference / support invitation mail or SMS)



<Select Participant>

3.4 Participant Setup and Invitation e-mail

- I. Select Participant: To select those who will attend the conference, click 'Select Participant'. This will give you a list of people to choose from. Put a check mark next to the ones you want to invite, and click 'Confirm'. (designated seat option available)
- II. Add External User: Click on 'Add External User' to select external users.
- III. Invitation mail & SMS: Write the invitation message. Invitation mail & SMS will be sent automatically according to the address of each participant.

To send SMS, such tool must be installed.

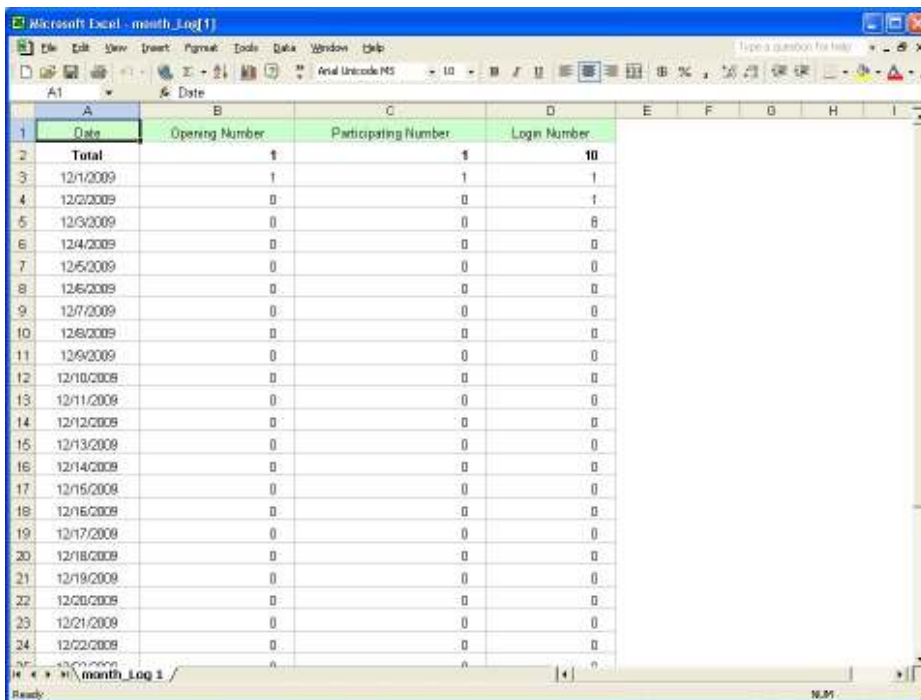
4. Statistics

This shows the total usage history of the program by the demonstration of graphs and tables.

4.1 Statistics



① Save / Print: Print out or save the data as an Excel file

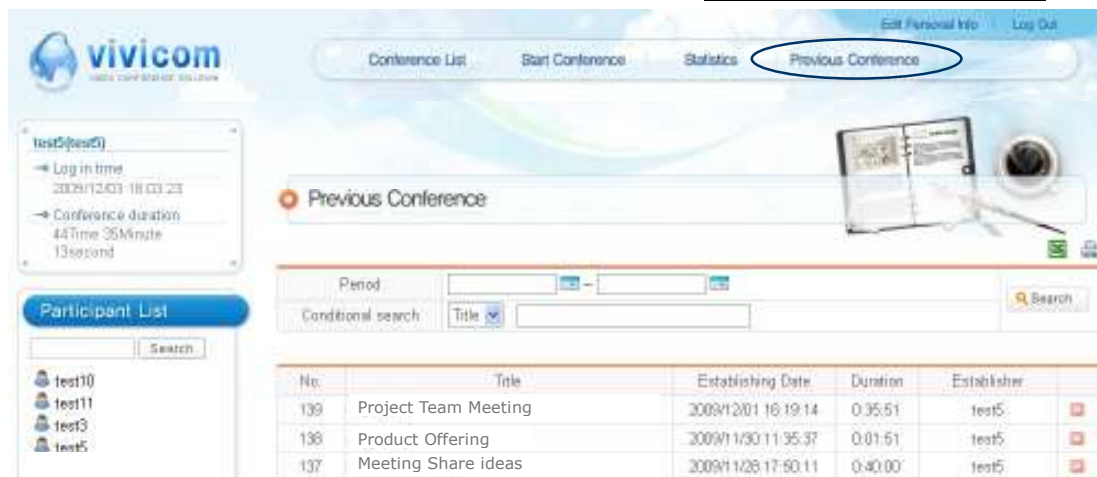


② Set up a period: Provides statistics of data by year/month

- ③ Graph: Statistics are expressed as multi-colored graphs
- ④ Statistics: Number of times conference room is started / Number of times user participated in conferences / Number of times user logged in

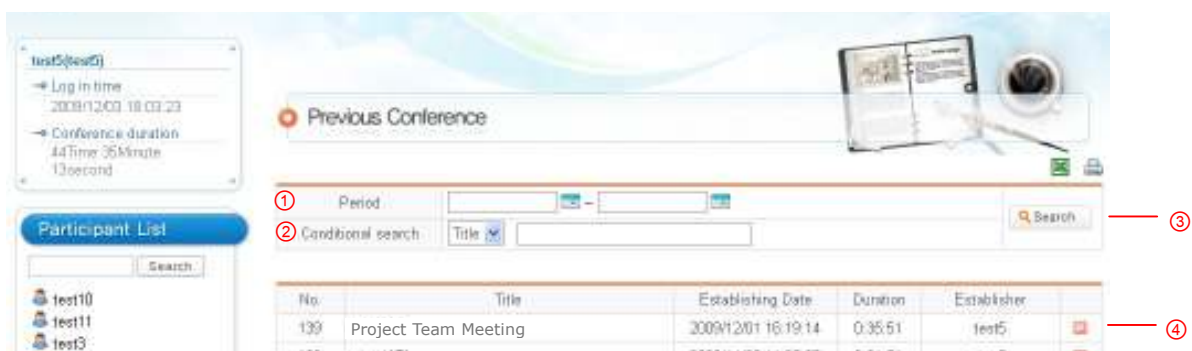
4.2 View Statistics

When user clicks on the specific date, conference result of that specific date will be shown. The way to check conference results is the same as of **5. View Past Conferences**.



5. View Previous Conferences

This section is for managing and checking the results of previously held conferences. Only the establisher of the conference can post/manage the results of conferences.



5.1 Searching for the result of conference

- ① Period: Click on to set period
- ② Conditional Search: Title of conference / Establisher
- ③ Search: After filling-in the first two entries, user can initiate search by clicking 'Search' icon
- ④ Delete : Establisher can delete the result of the conference by clicking icon

5.2 Checking conference result

Upon registering conference result, ones who participated in the conference will be enabled to check conference result: download agenda, result file, record file, or write opinion.


The screenshot displays the 'Previous Conference' page. On the left, there is a sidebar with a 'Participant List' section containing a search box and a list of participants: test10, test11, test3, and test5. The main content area is titled 'Previous Conference' and includes several sections:

- Conference Details:** A table with fields for Title, Starting Time (2009/11/26 10:39), Ending Time (2009/11/26 10:47), Establihor (test5), Max Capacity (243), Agenda, and Result File. A red line points to this section with a circled '1'.
- Participant List:** A table with columns for No., Name, Participating Period, and Participating Time. It lists two participants: test5 and test7. A red line points to this section with a circled '2'. Another red line points to the 'test7' entry with a circled '3'.
- Conference Opinion:** A text input field with a 'Write Opinion' button. A red line points to this section with a circled '4'.

① Conference Details: Check details of specific conference

② Register result file: Post and download result file(s)

③ Participant List : Check participants who were invited.

 *Tip: those who were invited, but did not participate are indicated in grey color*

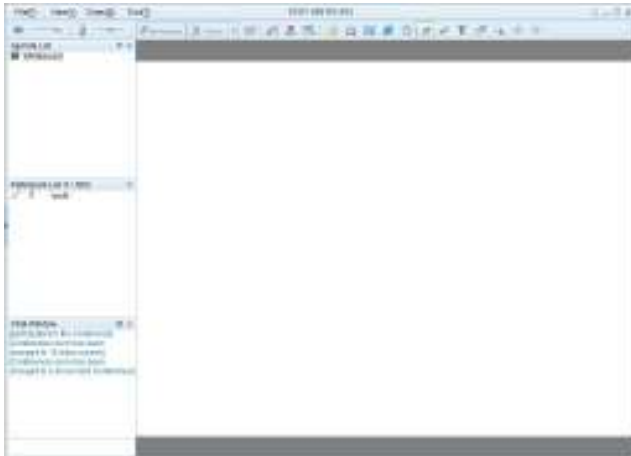
④ Write Opinion : Leave comments about the conference

Chapter 3. Doc/Video Conference Program

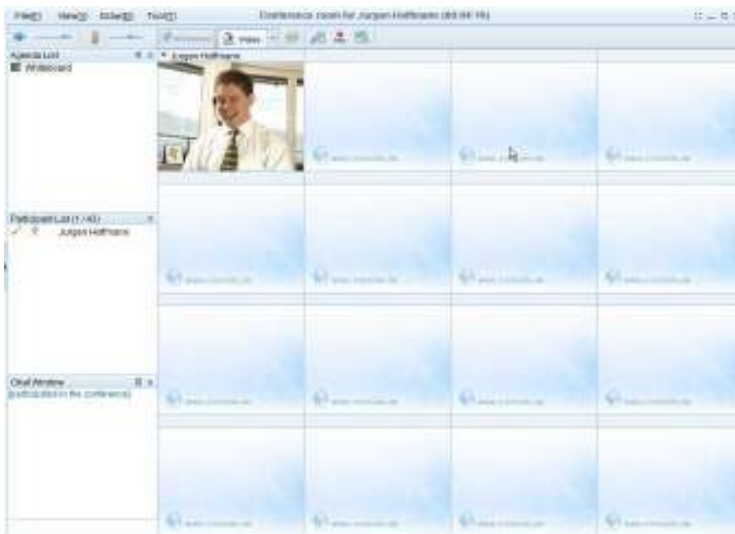
1. Screen Structure of Each Type of Conferences

Basic screen structure and function of conference are shown below:

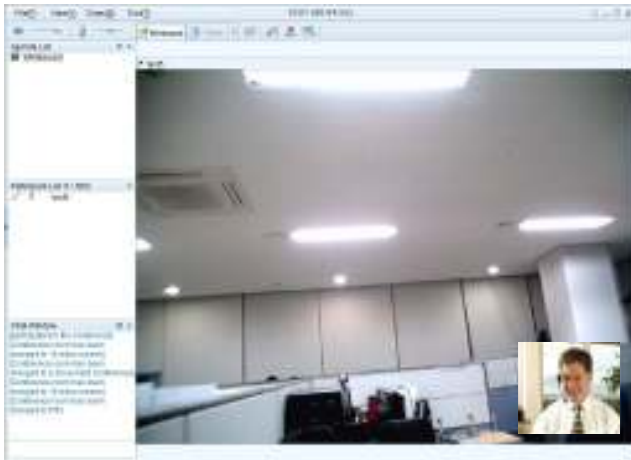
■ Document Conference



□ Video Conference

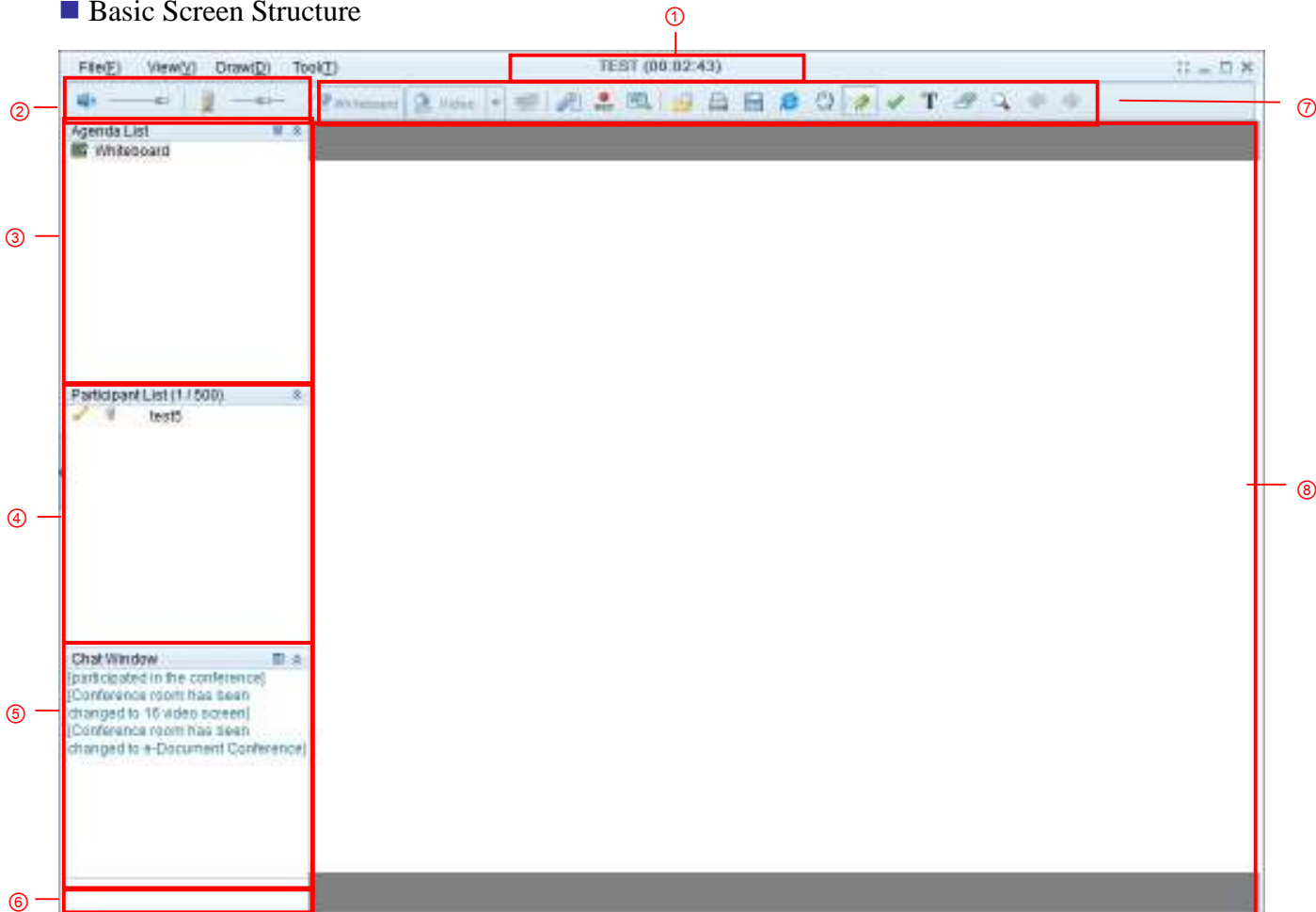


■ PIP




1.1 Screen Structure of Document Conference


■ Basic Screen Structure



① Conference title & duration bar : Title or subject of conference, and conference duration

② Volume control : Volume control of Mic and speaker

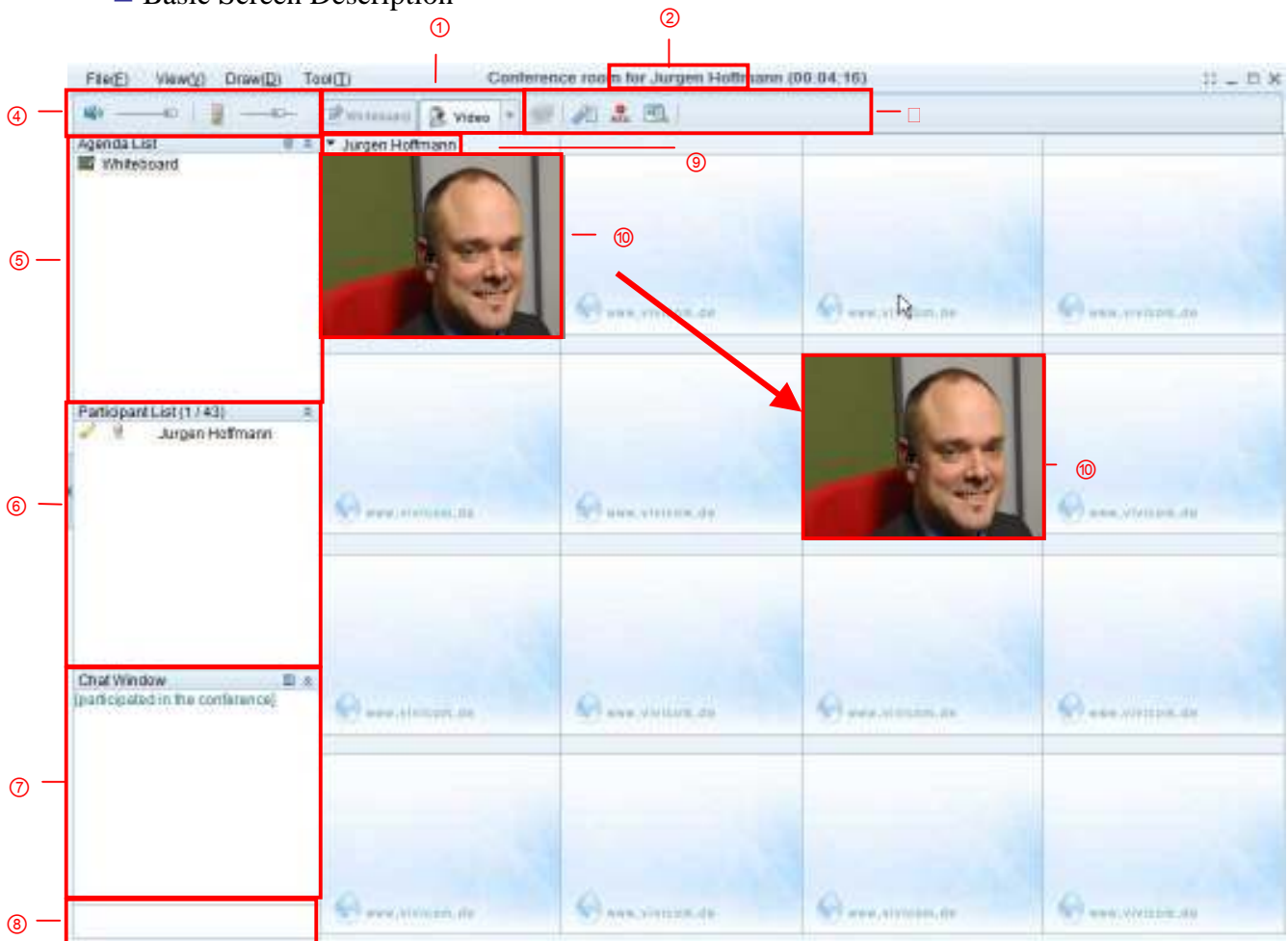
- ③ Agenda List : List of agenda (clicking on  will delete document)
- ④ Participant List : Indicates each user's audio/doc. authority (controlled by host)
- ⑤ Text-chatting Window : Notifying message and chatting
- ⑥ Text Box for Chatting and Chatting Menu : Type in for chatting, saving the chatting and changing color of font
- ⑦ Whiteboard/Viewer Menu : Common functions for Document Conference / Video conference / PIP

 *Tip: Please refer to [pg.31](#) for whiteboard menu*


- ⑧ Whiteboard : Write freely on the whiteboard using whiteboard menu

1.2 Screen Structure of Video Conference

■ Basic Screen Description



- ① Video / Whiteboard Mode : Using the tab menu, user can choose between video mode and whiteboard mode
- ② Conference title & duration : Title or subject of conference, and indicates duration.
- ③ Conference Menu : Share PC / Setting (F11) / Recording / Preview

- ④ Volume control : Volume control of Mic and speaker (on/off enabled)
- ⑤ Agenda List : List of agenda (clicking on  will delete document)
- ⑥ Participant List : Indicates each user's audio/doc. authority (controlled by host)
- ⑦ Text-chatting Window : Notifying message and chatting
- ⑧ Text Box for Chatting and Chatting Menu : Type in for chatting, saving the chatting and changing color of font
- ⑨ Name of participant and video menu : Name of participant and zoom in video or video stop
- ⑩ Position change of Video Screen : The chairman can change the position of participant's video screen freely

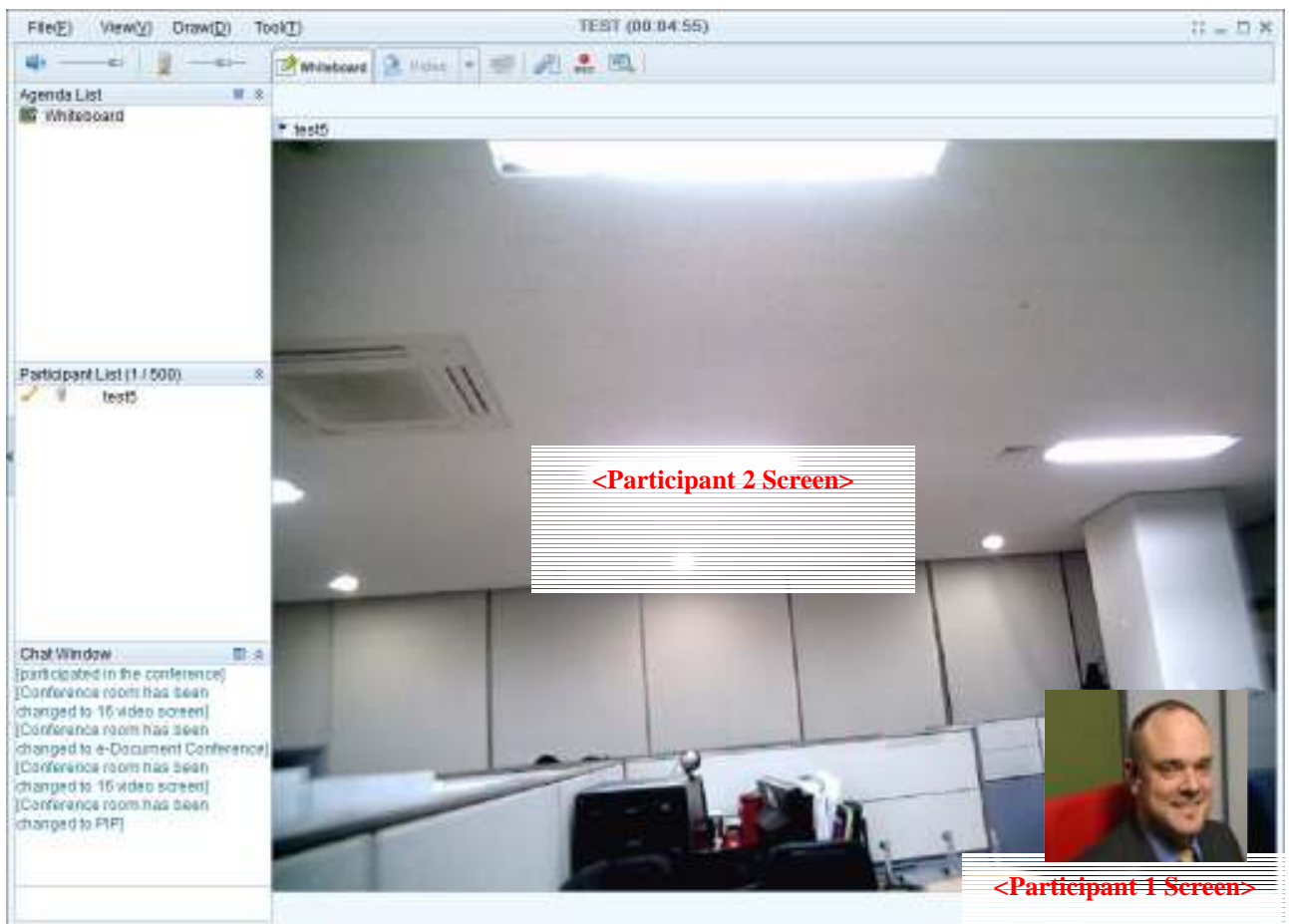
 *Tip: If you drag video screen to Participant's List area, you can hide video screen*

1.3 Screen Structure for PIP

■ Basic Screen Description

PIP can contain maximum of 500 people.

When there are 2 participants (1 would be myself), the other participant's video will be bigger than mine in my point of view. This works the same the other way around.



 *Tip: If more than 3 people join conference, one who enters second will have video displaying, the remainders' video can be displayed by the authority of host.*

2. Conference Menu

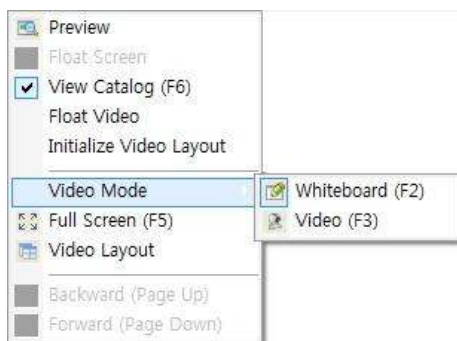


① File menu



- Open: Load saved file (refer to page 32)
- Save: Save conference file
- Print: Print out conference file
- Memo: Write memo during conference
- File Transfer: Send files
- Recording: Record conference
- Close: Leave conference

② View

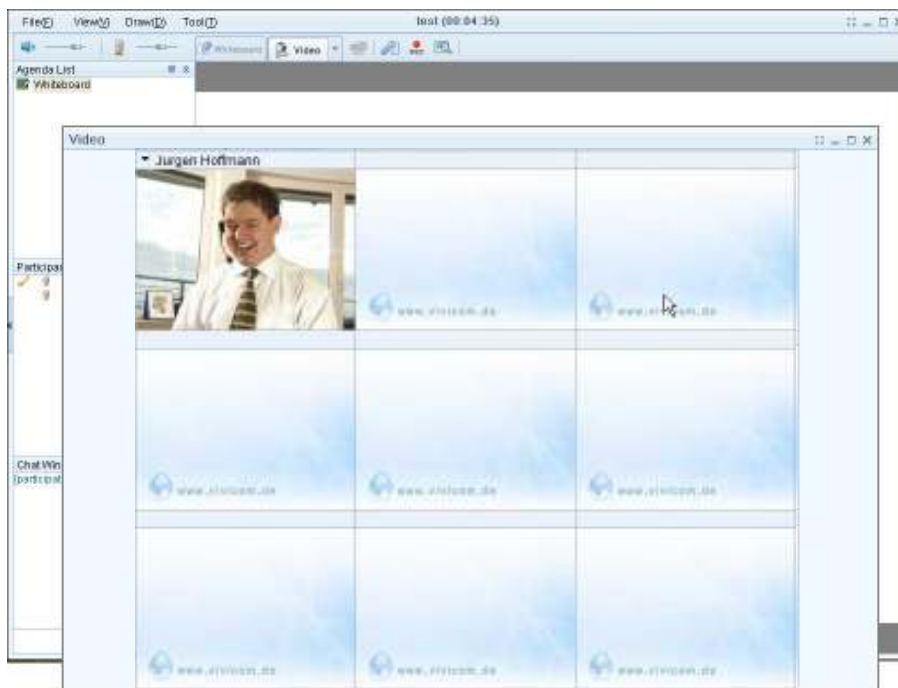


- Preview: Individually view uploaded file
- Float Screen: Separate window of Share PC
- View Catalog (F6): Reveal or hide Agenda List / Participant List / Chat Window
- Float Video: Separate video screen only
- Initialize Video Layout: Bring back client position to default
- Video Mode: Whiteboard (F2)/Video (F3)
- Full Screen (F5): Switch to full size screen
- Video Layout: 1/2/4/6/9/10/13/25/30/36/43/Doc/PIP

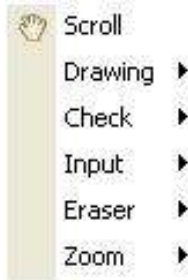
■ Float Screen

- a. Separating shared screen on whiteboard by using 'Float Screen'
- b. While in 'Share PC' mode, 'Float Screen' button will be activated from the participant's menu. Clicking on it will separate the shared document from Vivicom screen as shown below.

■ Float Video



③ Drawing Menu




- Scroll: Scroll document using mouse
- Drawing: Drawing/Straight
Line/Marker/Color/Line-width
- Check: Check/Pointer
- Input: Input/Font
- Eraser: Eraser/Clear(Ctrl+E)
- Zoom:25/50/75/100/125/150/200/300/
Width/Page

④ Tool Menu



- Setting(F11): Audio, Video and other settings.
- Video Adjustment: Adjust video
- Properties of conference room(F12):
Basic setting/Participants' authority
- Invite: Invite users to conference
- Share PC: Share desktop/application
(available when 2 or more participants
in conference)

□ How to share desktop screen

- a. Click on 
- b. Select and click on a specific program to share



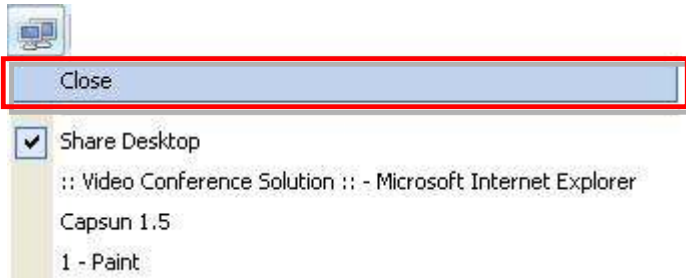
- c. Shared program will be displayed on Whiteboard



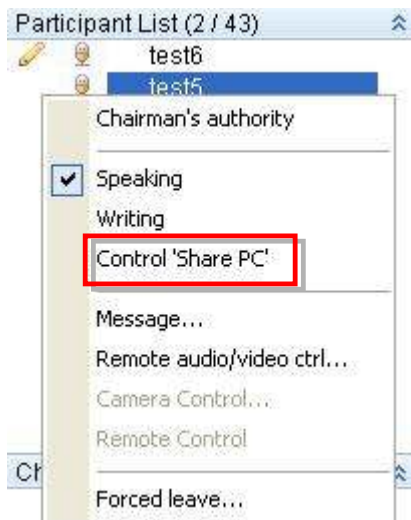
Tip: *One who shares desktop screen has the authority to draw.*



- Terminate Desktop Share :



- Control 'Share PC' :

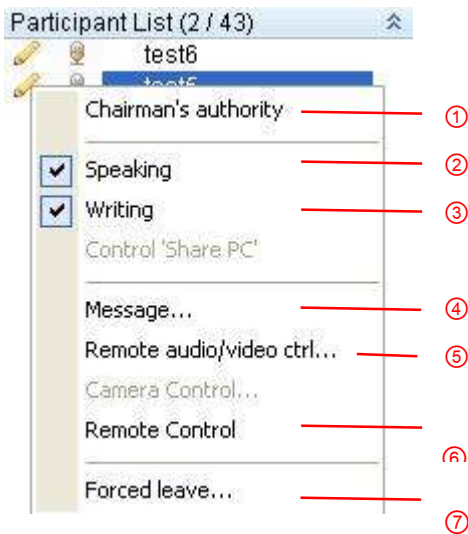


- Web sharing: Share web-page in between participants (refer to page.)
- Capture: After executing application program, capture screen and upload to whiteboard. To capture screen, right click on mouse.

 *Tip: To cancel capture, press ESC button.*

3. Participant's List Menu

3.1. Common Menu (Document Conference, Video Conference, PIP)



- ① Chairman's Authority : Originally, establisher has this authority. The authority can be given to and taken away from the other participants by the establisher
- ② Speaking : Ordinarily, every participant involved in the conference is given the audio authority. By left-clicking participant's ID, chairman can decide whether to give the authority to control audio
- ③ Writing : General participants do not have the authority to documents. (neither write on it nor open it) Authority distribution can be done by right clicking on the participants' ID
- ④ Message : Able to send messages to specific participant
- ⑤ Remote audio/video ctrl : Remote control other participants' audio/video
- ⑥ Remote Control: Remote control other participants' PC.
Once clicked, a message for requesting remote control will be sent to the other user. Remote control will be initiated upon agreement
- ⑦ Forced leave : Chairman can kick-out specific participant from the conference room by left-clicking from the participant's list

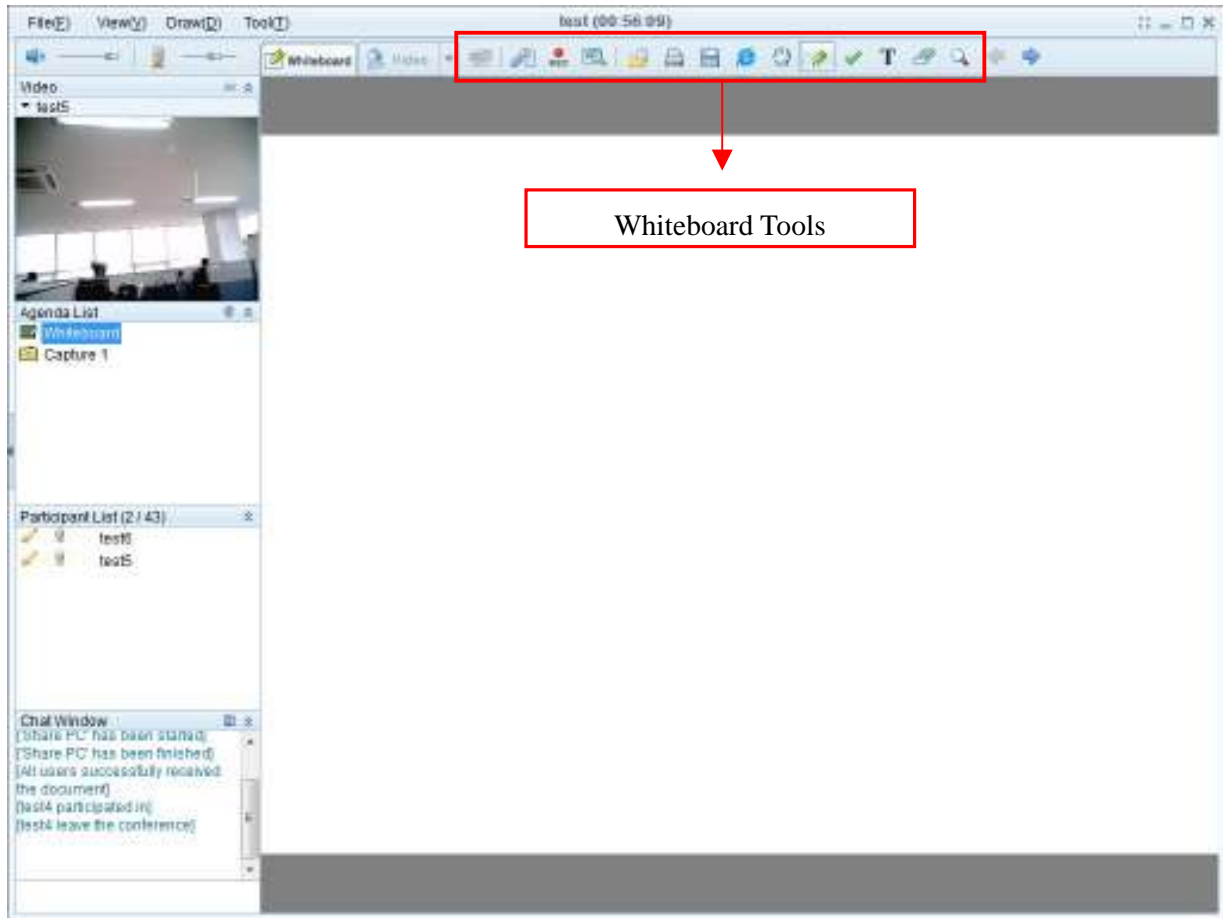
4. Viewer Menu

Various viewer menu enables users to write on the whiteboard for more enriched conference. Only participant, who gets the authority to write on the whiteboard from the host, can use viewer menu.

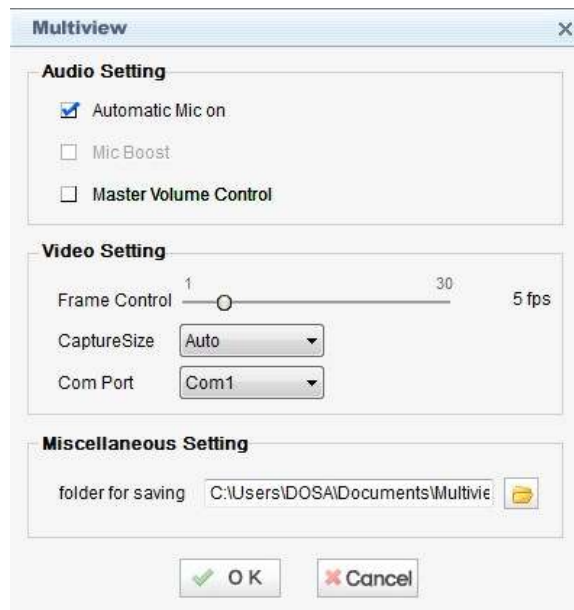


- Whiteboard : Basically supports whiteboard function. Participants who have the authority

to write on the whiteboard can use whiteboard simultaneously. Writing on the whiteboard is transmitted to all participants at the same time as writing on it.






- ① Setting(F11): Set up audio, video and miscellaneous settings by clicking on  icon.





- Audio Setting
 - Automatic Mic on: When user enters the conference room, mic. will be turned on automatically
 - Mic Boost: When mic. input volume is low, mic volume can be increased by using mic boost function. However, mic boost function may cause the occurrence of noise that it is not recommended to adjust the volume with mic boost, but with volume control. If you experience excess of noise, turn off mic boost.
 - Master Volume Control: Master volume of OS will increase/decrease in accordance with the volume controller of the conference room.
- Video Setting
 - Frame Control: Frame can be adjusted from 1 to 30 frames.
 - Warning: Raising level of frame, even if your system specification is poor (CPU no better than Pentium III), can cause malfunctioning of the program)*
 - CaptureSize: Automatically detected (640x480/320x240 selectively)
 - a. 640x480: Good quality of video, but high take-up CPU percentage. May not be supported depending on web cam.
 - b. 320x240: Poor quality of video, but low take-up of CPU percentage.
 - Com Port: Support remote control of Sony camera (pan/tilt/zoom)
 - If not automatically set up, select the appropriate communication port.
- Miscellaneous Setting
 - folder for saving: Assign folder for saving chatting, and recording files.

② Recording: All of conference contents such as audio, video, chatting, and whiteboard can be


recorded.


- How to record
 - a. Click on 
 - b. Assign file name and location to save
 - c. Click on  once more to terminate recording
- Recording file will be saved with extension file name of xxx.mv
- Recording file can be played by double-clicking on 

③ Preview: Clicking on  will enable each individual to preview document uploaded

④ Open Document: If user needs to share other document during the conference, user can open directly from local PC for sharing with other participants by clicking on . Supported file formats for sharing are Ms-Word, Power Point, Ms-Excel, Hwp, Pdf, Jpg, Gif, Bmp, etc.. In addition, user can drag and drop desired file on whiteboard.

 *Tip: Turning page of shared document can be done with arrow keys, and PageUp/Down keys.*

⑤ Print: Click on  to print out whiteboard screen

⑥ Save: Click on  to save whiteboard screen as an image file

⑦ Web sharing: Web browser can be shared among the participants. By typing URL address in the URL bar, web page will appear on the whiteboard

- Web drawing : User can write on web browser screen with whiteboard tools.
Web browser on the board will be captured and shown as an image file.

5. Whiteboard Menu

User can write or draw on the whiteboard with various whiteboard tools.



- ① ② ③ ④ ⑤ ⑥ ⑦ ⑧

① Scroll : User can scroll document using mouse

② Drawing



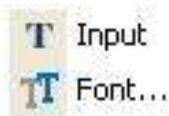
- a. Drawing: Just like writing with a pencil, it is a tool for drawing
- b. Straight line: A tool to draw straight lines
- c. Marker: Marker
- d. Color: Select color
- e. Line-width: Width of line

③ Indicate emphasis :



User can make multiple emphasizing indications for the important matters on whiteboard screen

④ Text tool : Tool for inputting text



- a. Click text tool icon and choose the location of text box on the screen
- b. When text box appears, input text
- c. Click text tool icon once more to change font size
 - ✓ Size of text box : Bring mouse pointer to the vertex of the text box. When the cursor changes its shape to , drag it to adjust the size of text box
 - ✓ Location of text box : Bring mouse pointer to the dotted line of text box. When the cursor changes its shape to , drag it to adjust the location of text box
 - ✓ Switching line in text box : Press 'ENTER' to move to the next line

⑤ Eraser: Erase writings and drawings on the whiteboard

- ✓ Eraser: Erase specific part of the screen

- ✓ Erase all: Erase the entire writings & drawings on the screen
- ⑥ Zoom in/out: Zoom in/out document for desired view. Ratios available are 50%, 75%, 100% (default value), 125%, 150%, 200%, Width, and Page. Width is shown with full width view and Page is shown in full screen.
 - ✓ Eraser : Erase specific part of the screen
 - ✓ Erase all : Erase the entire writings & drawings on the screen
- ⑦ Previous Page: Go back to previous page
- ⑧ Next Page: Go to next page

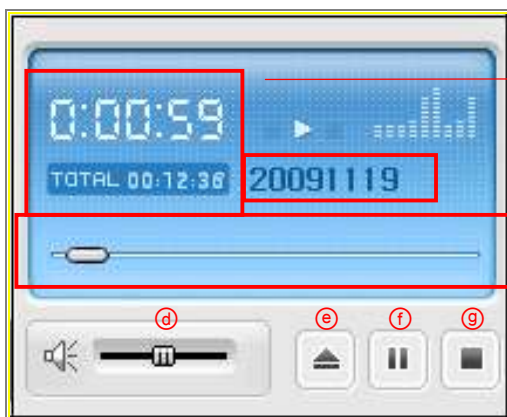
6. How to Use Player (Play after Recording)

User can play recording file from the past conference with Vivicom Player.

- ① Before playing a file, please make sure that Vivicom program is terminated. Double-click recording file from the previously selected saving location, and click 'Open'.
- Recording file will be played automatically with the player shown below.



- Vivicom Player playing recording file

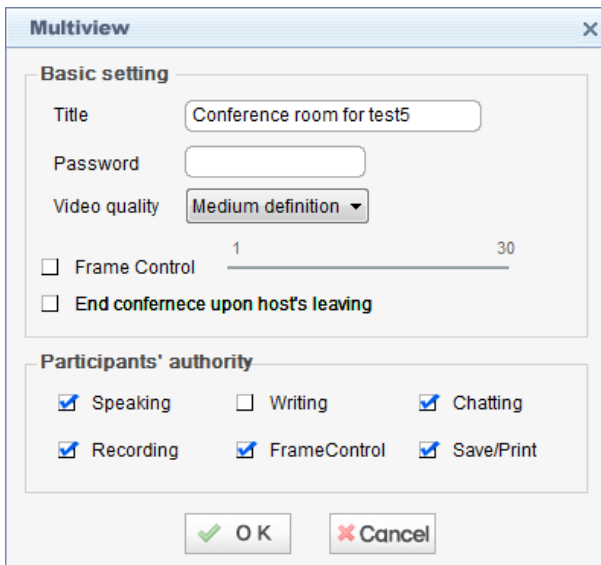


- ① Time : Played time / Total time
- ② Name of File : Indicates file name
- ③ Location Selector for Player:
Select location of the file
- ④ Volume Control : Volume control while playing
- ⑤ Open File : Select which file to play
- ⑥ Play : Play selected file
- ⑦ Stop : Stop playing

 *Note: As shown below, going to 'start→Programs→Vivicom→Vivicom Player' will also execute the player.*

⑤ etc

● Properties of conference



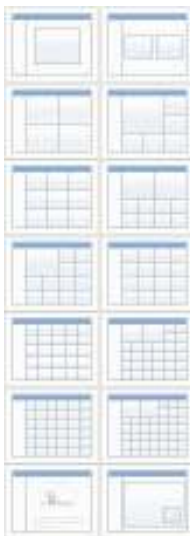
(Basic Setting)

- Title of conference modifiable
- Input password to set conference private
- Video quality: choose from high/medium/low definition
- Frame Control: 1~30 frame rate
- End conference upon host's leaving

(Participants' authority)

- FrameControl: control every participant's video frame at once
- Participant's speaking, writing, chatting, recording, frame, save/print authority control

● Type of conference



- Select video type depending user number

- Supported video types: 1/2/4/6/9/10/13/16/25/30/36/43, Doc, PIP

- Video adjustment

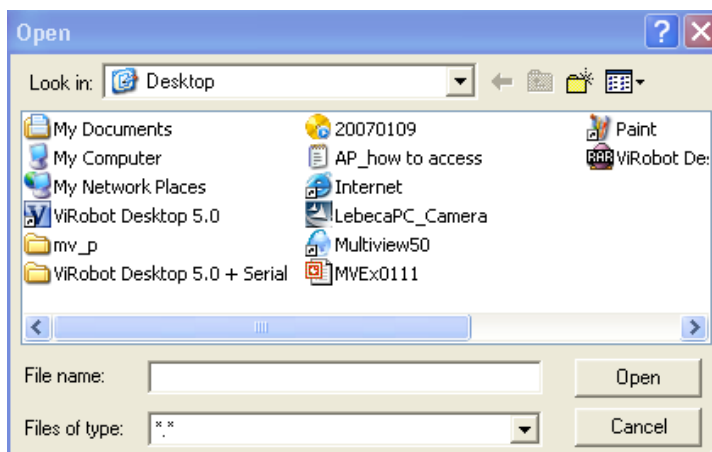


In the middle of the conference, user can adjust brightness/contrast by using his/her own video control menu of video card.

- Brightness: Adjust degree of brightness
- Contrast: Adjust contrast of screen
- Gamma: Adjust level of light and shade
- Saturation: Adjust clarity of screen

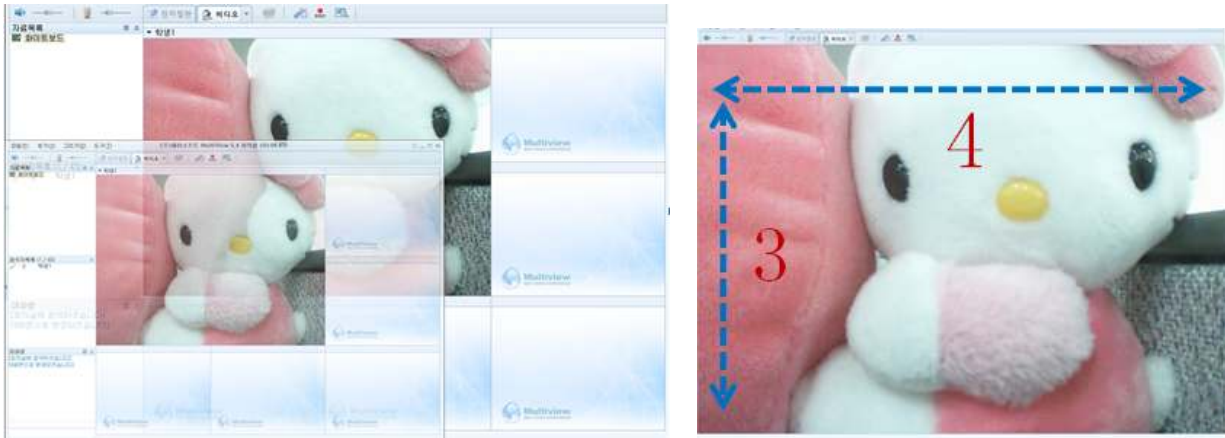
- File Transfer (Push)

User can force to transfer files to all or specific participant. File will be transmitted by simply clicking 'file transfer' and choosing the file to transmit

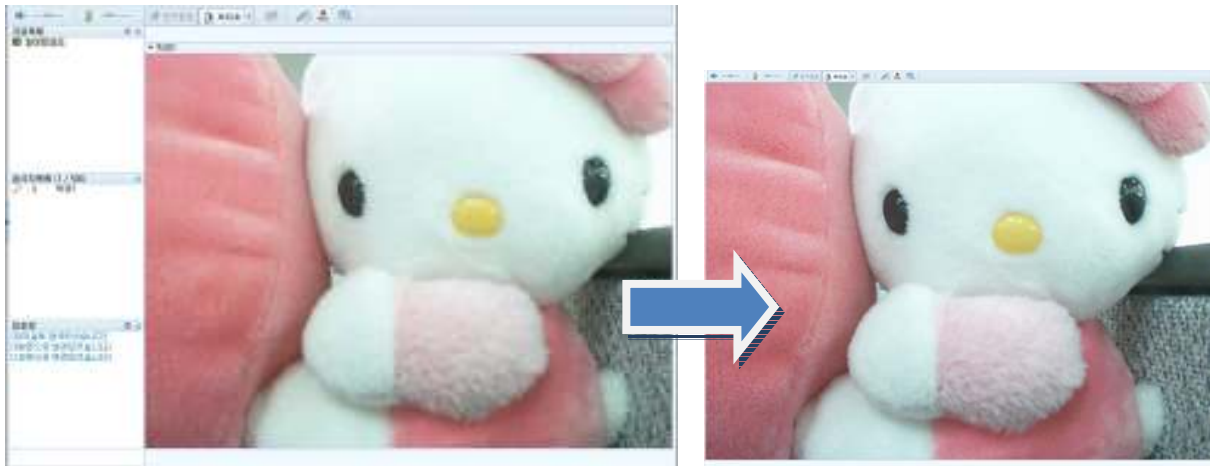


7. Miscellaneous

- ① All resolution and resizing supported
 - Supports all monitor resolutions starting from 800x600 up to maximum resolution size
 - For consistent qualitative video, video rate remains at 4:3, thus preventing from distortion of image



- ② Full Screen Mode supported
 - Full size screen supported
 - Use F5 for shortcut



Chapter 4. Problems and Common Errors

This Chapter provides information on how to use Vivicom program correctly.

The most important issues for reliable connection are clear sound and video quality. In case of having trouble with sound/video, please check the following basic sound/video setting.

1. Sound Setting

First, check to see if Mic is working properly by using recorder at ‘Accessory’ [Start→Program→Accessory→Entertainment→Record]. If you can see wave movements in the recorder, Mic is working properly.

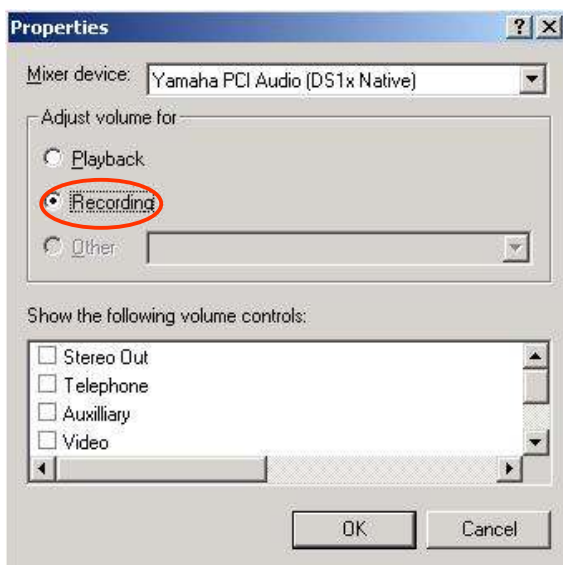


■ **There is no wave, Mic is not working properly.**

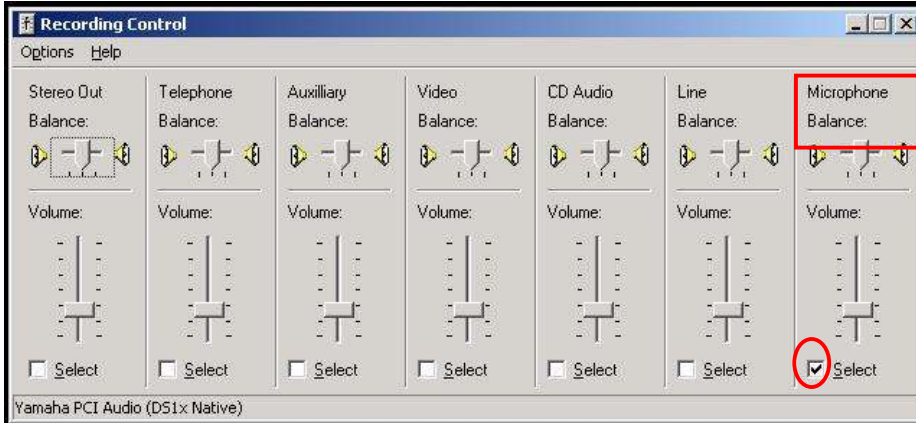
- 1) Make sure that Mic and speaker are plugged in properly.
- 2) Even if Mic and speaker are properly plugged in, double click volume control at the lower-right side of window screen.



- 3) Go to [Volume Control → Option → Property], select ‘Recording’ and then ‘OK’.

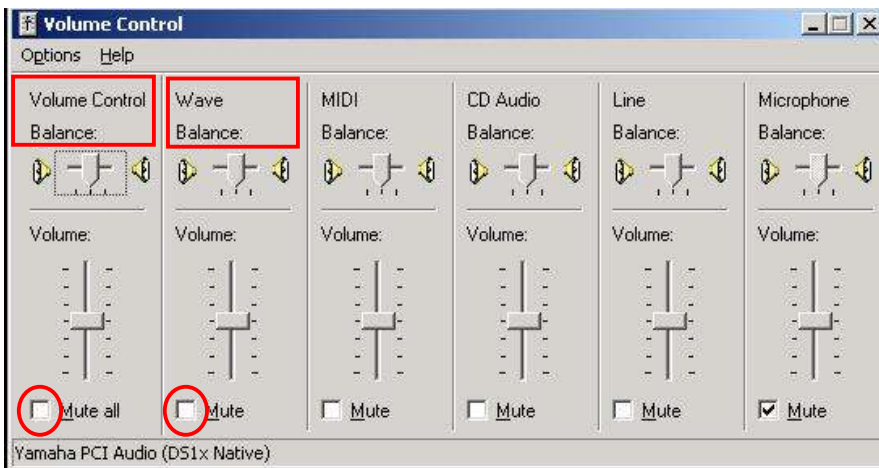


4) Mic in 'Recording Control' pop-up should be off. Please make sure that Mic is off.



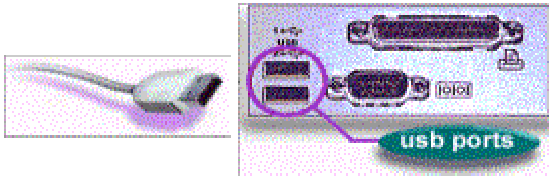
■ **If recording is working well, but no sound, the problem lies on speaker.**

In this case, check if volume control balance or wave balance is muted. If so, please uncheck the boxes in order to be able to hear the other's voice. Be cautious before un-checking the boxes since depending on the soundcard, you may be allowed to uncheck one or more.



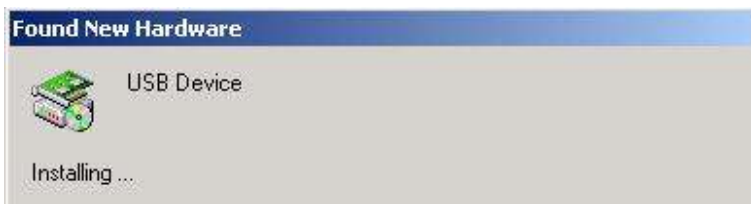
2. Camera Setting

Check if your computer has USB port.

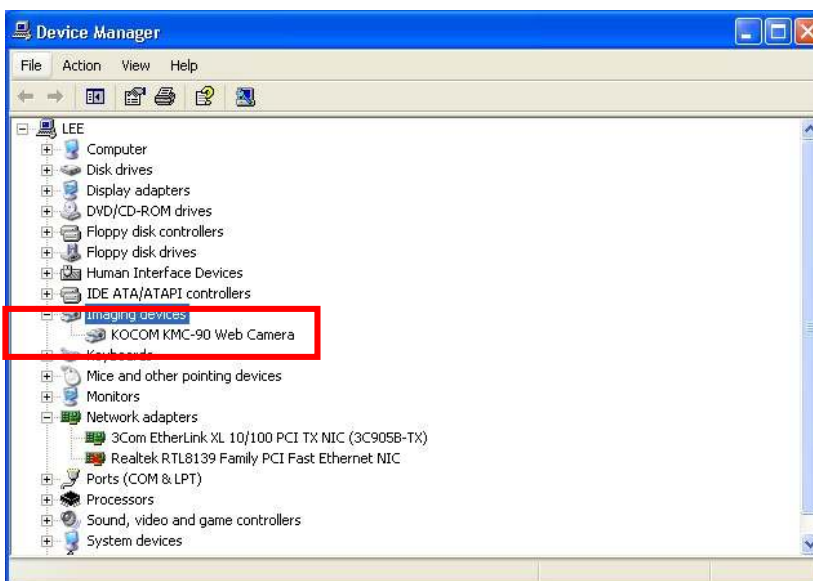


- 1) Install a driver for camera from the CD provided.
- 2) After the installation, reboot computer.
- 3) Plug camera into USB port.
- 4) USB device will be automatically recognized as shown below. Camera driver will be installed.

In some cases, window for assigning location for the installation may pop up. In this case, assign the location for installation.



- 5) Check if set up is completed properly.
(Start → Control Panel → System → Device Manager)



- 6) If camera driver is not installed properly, re-install PC cam driver after deleting previously installed one.



Note: Please contact camera manufacturer if above cannot help dissolving problems.

4. FAQ

4.1 Log in

Q1. Error occurrence while ActiveX is being installed for Log In.

→On window explorer window, go to Tool->Internet Options->Security->Custom Level. If any of them are set to 'Disabled', make sure to change them all to 'Enabled'.

(SHLaunch control is signed and marked as safe)

- Download signed ActiveX control
- Initialize and Script ActiveX controls not marked as safe for scripting
- Run ActiveX controls and plug-ins

→If you are logged-in Windows with no authority to install ActiveX, you may not be able to install ActiveX

→In the case where your system blocked a pop-up for security reason (located right below URL as in yellow bar). Click on it, and make sure to install ActiveX

Q2. 'Sever is not connected' message box might pop up during log in

→Windows of DBIS, Confserver, SVRserver should always be executed on the screen of conference server in case server is not working.

→Go to Start->Run->Enter 'CMD' ->Enter 'telnet server IP 5001' If it is not connected, check network firewall setting of your server.

Q3. 'ID is already in use. Do you want to proceed logging-in after disconnecting existing connection?' appears.

→Someone is already using the ID you have entered in. If you click 'OK' to connect, previous user will be automatically logged out and you will be logged in.

4.2 Sound Setting

Q1. User cannot hear the other's voice, and there is no movement in Mic gauge.

→Please check the followings:

1. There is no soundcard in the system or driver is not set up properly. To use audio function (speaking and listening), soundcard is necessary. Also, status for driver can be verified at the sound, video and game controller. If driver is not set up properly, please un-install the driver and, try re-installing it.
2. Check to see if headset (Mic and speaker) is connected to soundcard socket properly.
3. Check the status of play and record part of volume control. In case of playing, user cannot hear the other's voice when cancellation box of wave is checked. In case of recording, user's voice will not be transmitted when cancellation box of Mic is checked. Soundcard is not working properly if 2, 3 are checked. Please contact soundcard manufacturer for further assistance.

Q2. Voice is cut-off or there is a serious noise problem.

→Check soundcard setting. If there is no problem with soundcard setting, please make sure soundcard's driver is updated to the latest version. Latest version is found at soundcard manufacturer's homepage.

Q3. Echo problem

→1. Check to see if Mic volume balance in 'Volume Control' is muted. If the person you are talking to is using speaker instead of headset as hearing device, echo problem can be found.

2. If Mic booster box is checked ('Record->Mic->Advanced' in Volume Control), please undo it. Booster may help to increase the sound of voice, but can be the reason for echoing.

Q4. Echo problem with YAMAHA YMF701 OPL3-SA soundcard

→WINDOWS:[Start]-[Setting]-[Control Panel]-[System]-[Device Manager]-[Sound, Video, and Game Controller]-[Property]-set up for using [Full duplex].

Q5. User experience one or two seconds of lagging in audio-wise

→Short lagging in audio-wise is very common transferring network. Depending on the condition of network, the length of lagging may differ, however, one or two seconds of lagging is considered to be normal.

Q6. I am using USB soundcard. The problem is that whenever entering conference room, audio is not working

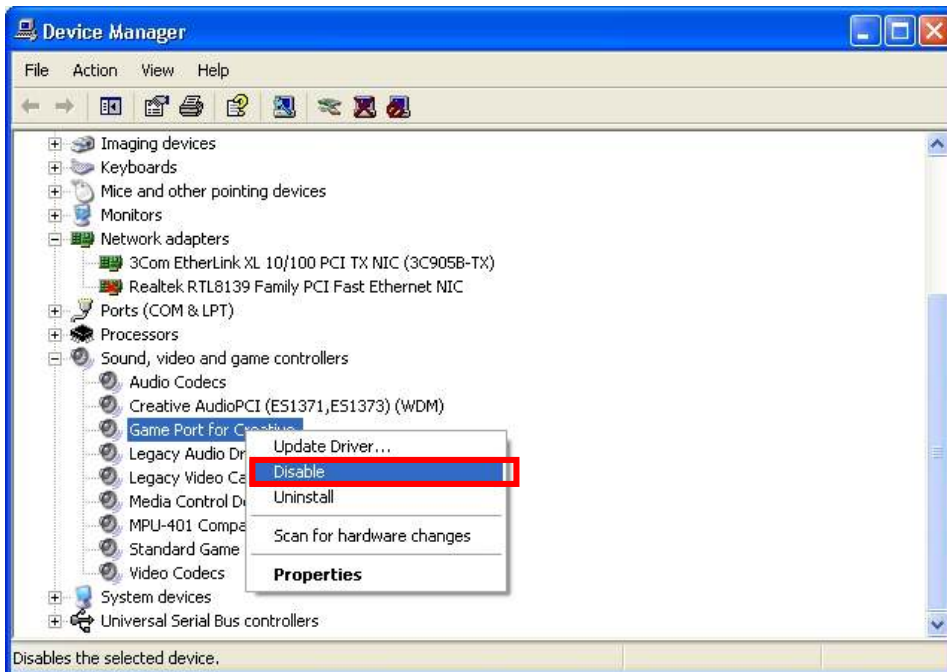
→If USB soundcard and USB web-cam is being used at the same time, USB bandwidth may get overloaded. Possible answers for this case are:

- If USB hub is used, try connecting your soundcard and web-cam directly to USB ports on your computer.
- Enter conference room. Click on 'Video adjustment' from 'etc.'. When you see the window as shown below, uncheck 'Auto Enable' of 'USB Bandwidth', lower it down to 4 or below, and click 'OK'. Once re-entering the conference room after terminating current conference room, audio will function well.



Q7. I have a Mic built in web-cam

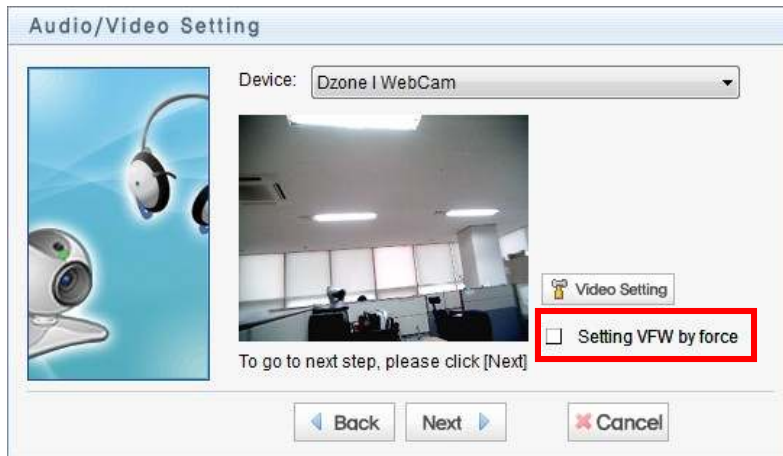
- If both web-cam and built-in soundcard drivers are installed and used, echo & noise problem can get severe.
- Go to Control Panel→System→Hardware→Device Manager. Find built-in Mic driver, and right-click to 'Disable' it.



4.3 Video Transmission

Q1. Video works well on programs such as MSN and Skype, but not with Vivicom program.

- Go to 'Start→Programs→Vivicom53→Audio/Video Setting'. Insert a check mark on 'Setting VFW by force'. Some of the cameras may only support VFW mode to transmit video data.



Q2. No video at all even on MSN, Skype, etc.

→Please check the followings

- See if your camera driver is installed and working properly.

The status of camera driver can be confirmed by the device image from 'Device Manager'. If the device is installed properly, it will show the name of the device. If not, you will see an yellow exclamation marked icon or red 'X' icon. Try re-installing the driver if it is in abnormal status.

- See if camera is connected to the computer. Furthermore, make sure that USB terminals of both camera and computer are connected to each other. Depending on camera type, terminal may not be USB type.

Q3. My video screen is blurry.

→Adjust focus using focus setting button on web cam. Different web cam has a different focus setting button, and some do not have focus setting button.

In addition, there is 'Source' on menu of my video screen using right-click. Using this menu, you can adjust brightness, contrast, and other things for optimal quality of video screen.

Q4. Window for choosing driver appears with program start-up.

→Screen for choosing driver appears when there are more than two cameras or capture drivers in your system. You can choose one that works the best with your system, and carry on with the program.

Q5. My video screen has nothing showing, but blue screen.

→Old version of driver may cause this problem. Please upgrade your driver to the latest version from the web-cam manufacturer homepage.

Q6. I would like to use analog camera for video. What should I do?

→High-quality cameras or camcorder with zoom-in/out feature would require a converter to be able to play on PC. 'Handycap' and 'GrabbeeX' are examples of those so-called 'video capture device'.

4.5 File Sharing

Q1. The message 'The application is not installed or not supported with this version' is shown during file sharing

→Sharing documents is supported only if both PC have the original program file installed. Viewer, which is not the original program but just a tool to view document files, does not support document sharing.

5. System/Equipment Specification

5.1 Minimum/Recommended Specifications for PC

	Minimum	Recommended
OS	Windows 98 SE	Windows 2000,XP
CPU	Pentium 3 700MHz	Pentium 4 2GHz
RAM	256MB	512MB
HDD	100MB	300MB
Network	ISDN	Cable, ADSL, VDSL
etc	USB web camera, Headset+Mic	USB web camera, Headset+Mic

5.2 Recommended Web Camera/Headset

	Web Camera	Headset
Product	KOCOM KMC90	PLANTRONICS DSP-400
	KOCOM KMC95	Gold Stereo headphones
	Lebeca PLUS	GOWOONSORI GW-3003 MV
	Lebeca PRO	COSY HS581BSFD
	LOGITECH QuickCam STX	GeoLink GHI-B201

6. Appendix

Here, it is explained how to contact Vivicom International GmbH in order to obtain information on sales and technical support.

1. <http://www.vivicom.de>

Vivicom homepage provides useful information such as technical support, product information, and demo version of our new product.

2. Support via e-mail

To better serve you, please contact us via e-mail with your name, company, e-mail address & phone number if you have any inquiries.

■ Product Inquiry

Department : vivicom International GmbH

Tel: +49 (0)421 16512900

Fax: +49 (0)421 16512906

E-mail: info@vivicom.de

■ Technical Support

Department : vivicom International GmbH

vivicom-International GmbH

Haferwende 27,

28357 Bremen

Germany

Tel: +49 (0)421 16512900

Fax: +49 (0)421 16512906

E-mail: info@vivicom.de