



Installation Instructions for "Live" Communicator

Before you get started make sure your system meets the following requirements:

- PC Pentium III or higher (Live Communicator does not operate on Macintosh systems)
- High-speed internet connection (we recommend a physical line, not a wireless connection)
- Microsoft Internet Explorer version 6 or higher (download update, if necessary, under <http://www.microsoft.com/windows/ie/downloads/default.msp>)
- "Live" Communicator Quick Connect Kit – Camera and Headset with Microphone
- Webcam with or without microphone (headset required)

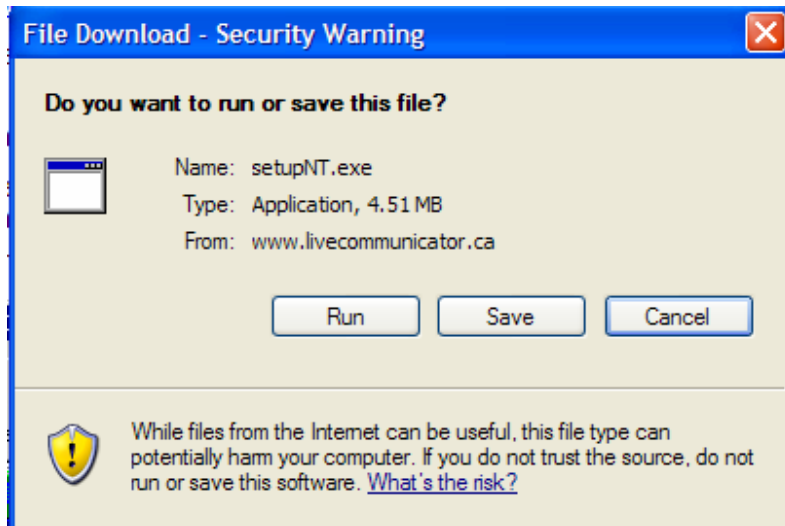
Before you log on:

- **Connect your headset.**

Two Options:

1. Connect the headset to the soundcard of your computer (connections are located on the back of your desktop CPU or if you have a laptop locate the headset icon).
2. Plug your headset into the outlet on your remote speakers.

- **Install your web camera driver-** put the install CD that came with your camera into your CD drive – follow the install instructions carefully. **Important: install the web camera driver before connecting the camera to your computer.**
- If your camera has a built-in microphone AND your headset includes a microphone, we suggest that you use only the microphone built into your camera. Do not plug the microphone cord from your headset into your sound card.
- If you are using Windows XP, you can test your headset and microphone by following these directions. Go to your Control Panel and select the Sounds and Audio devices button. Click on the voice tab and select the Test Hardware button. Follow the directions to complete the testing of your headset and microphone.
- You are now ready to use the system for the first time. To activate your account please go to www.livecommunicator.ca. - select the product: "Live" Communicator. If this is the first time you have used "Live" Communicator or if your system is not configured to operate "Live" Communicator, you will be re-directed to a help screen to resolve any connection issues. You will be asked to download the "**Active X control**" or to check your Internet Explorer configuration. Start by choosing the Live Communicator Active X control that is appropriate to your operating system. You will see the following screen:



Please save this file to your hard drive. When the file has been downloaded choose run and install the saved file. You will receive a security warning from Microsoft at this point, please choose run as our software has been fully tested to operate without conflict with the Microsoft operating systems. After you click on **run**, the installation process will begin, please follow the instructions that will appear on your screen.

After the installation has finished, you can now return to www.livecommunicator.ca. Your screen should look like this:



Welcome to the "Live" Communicator

Our innovative and leading edge technology provides a wide range of opportunities for business leaders, educational institutions, entrepreneurs and consumers to take advantage of the power of "real time" video and voice communication over the Internet. Our technology features:

- Unlimited access to Peer to Peer synchronous video and voice communication for one to one "live" sessions at a cost of pennies per day.
- Access to Server based synchronous video and voice communication for small groups to facilitate presentations at a base cost of less than \$50 per month.
- Ability to create your personal web space for your synchronous functionality.
- Many other customizable features.

SELECT A PRODUCT

"Live" Communicator

"Live" Tutor

"Live" Conference

Brochure Download



Installation Instructions

Test your system by selecting the product “**Live**” **Communicator**. If you have chosen our product to work with **MyTutor.ca** please select that product to test your system and when you are at the MyTutor.ca web site, go to the Test and Chat room to set up your account.

If your system will still not connect properly with the “Live” Communicator you should know that “Live” Communicator utilizes multiple windows in Internet Explorer. Pop-up Blockers may interfere with these windows, causing audio and video streaming to work improperly or not at all.

There are two things you can do.

1. If you are trying to access the program from an office, check with the administrator of your network system to review the status of your firewall and/or anti-virus program.

If the administrator requires additional information to run our technology through your firewall, please go to the following location and download the PDF document “running “Live” Communicator behind a firewall”. www.livecommunicator.ca/firewalldoc.htm

2. You may have reset your security control to “**Run Active X Controls**”. If this is the case go to the following link and follow the instructions that appear in Part B:

<http://www.livecommunicator.ca/scripts/help.asp>

The “Live” Communicator System

When your “**Live**” **Communicator** appears, you should be able to see yourself in the video window located at the top left of the screen. Adjust your camera to make sure you are in the picture. This is the image that the person you are communicating with will see when you meet on-line. Make sure there are no mirrors, windows or strong light sources interfering with the image. Place your camera close to your monitor so that you will appear to be looking at the person you are connecting with.

Take a moment to familiarize yourself with the “**Live**” **Communicator** screen.

System Features:

- Note the **Text Message** box beside the video image windows. Here you will be able to communicate in text format with your student.
- Information about whom else is in your session and the time that you have been logged in will appear in the “**Information**” window.
- Under the video images you will see **volume control bars**. Use the slider to turn the volume down to approximately 50%. After the connection has been completed you should adjust these control bars as required.
- Next to the volume control bar are three icons. The first icon on the left stops your video output (your picture will be frozen). The second one from the left is for “Settings”. You can click on that icon to make sure your microphone and camera device settings are correct. The third icon from the left will mute your microphone output.
- The use of other features such as **Whiteboard, Send E-mail, Send File, Applications,** and **Administration** will be explained during your orientation session.
- **Now to begin your session**, please enter your username and password in the spaces provided at the top of the screen. The User Names and Passwords are case sensitive. Enter the **room number** that we have given you and click login.
- If you have successfully logged in a time clock will appear under your picture indicating the amount of time that you have been in your session.

- If you have arranged to meet with someone in the room assigned to you they should appear in the space next to your picture.

The screenshot displays the 'LIVE' COMMUNICATOR interface. At the top, the I.C.C. logo and 'INTERACTIVE COMMUNICATIONS CORPORATION' are on the left, and the title '“LIVE” COMMUNICATOR' is on the right. Below the title bar, there is a login section with fields for 'UserName' (grayline2), 'Password' (masked with dots), and 'Room' (101), along with a 'Login' button.

The main interface is divided into several sections:

- Participant Area:** Two video feeds are shown. The first is labeled 'grayline2' and shows a man with a headset. The second is labeled 'grayline1' and shows a man with glasses and a headset. To the right of these feeds is a message box containing the text: 'Empty User ID. Logged in to Meeting Room.'
- Message Input:** A text input field with the placeholder 'enter message here' and a 'Send' button.
- Control Panel:** A vertical sidebar on the left containing:
 - Information:** Shows the date 'Tuesday, January 04, 2005' and a timer '0:27:20'. Below this, the names 'grayline2' and 'grayline1' are listed.
 - Control Panel:** A list of menu items: 'Log Out', 'Help (FAQ)', 'Send E-mail', 'Send File', 'Whiteboard', 'Applications', and 'Administration'.
- Whiteboard / Powerpoint:** The central area displays a large blue text message: 'WELCOME TO “LIVE” COMMUNICATOR'. The I.C.C. logo is visible in the bottom right corner of this area.

- At the end of the session click **Log Out** in the Control Panel.

If you have any questions or require additional information, please don't hesitate to e-mail us at administration@livecommunicator.ca.