±userplane Web Chat^{TM} Help Doc v1.5.3

1. **What do I need to use the Instant Communicator^{TM}?**

   You will need a connection to the internet, a web browser (e.g. Internet Explorer, Netscape Navigator, Safari or Opera) and the Macromedia Flash Player 6.0+. The Macromedia Flash Player is a plugin for your web browser which allows you to view Flash content on the web. Most current web browsers come with the Flash Player plugin installed. If you receive a notice—when trying to connect to the Instant Communicator^{TM}—that the Flash Player is *not* installed, you may download it and install it for free from Macromedia at:

   http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

   For more information on Macromedia Flash and the Macromedia Flash Player, please visit www.macromedia.com

2. **How do I use the Web Chat^{TM}?**

   a. **How do I send a message?**

      In order to send a message type in the field below the text display area and either press return or enter, or press the 'Send' button.

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b. How do I send a message in bold, italic or underlined?

In order to change the font attributes you use the 'Style' menu,

This is located next to the text input area, when you click on it a menu will open that looks like this, simply select the color and/or style you want to use, then click the 'Style' button again to close the menu.

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c. How do I add information to my profile?

Your profile is determined by the site hosting the Web Chat^{TM}. Please contact your webmaster to edit your profile.

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d. How do I add a user image to my profile?

Currently users are not allowed to add images to their profiles. Only administrators can add user images. Please contact your webmaster to find out if this option is available to you.

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e. Where can I see a user's profile?

To see your friends profile simply click on their name either in the chat area or in the room list. Their profile info will be displayed directly below that room list.

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f. How do I know if somebody is sending AV?

In the room list next to everybody's name there is a section that tells you who is sending their AV. The column to look at is labeled 'OUT'. If the person is sending both audio and video they will have a small 'A' and 'V', likewise I they are sending only audio an 'A' will be present, etc.

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g. How do I know if somebody is watching my AV?

In the same way that the AV being sent is displayed next to the users name in the room list, the users viewing your AV stream will also be labeled. This time in the 'ME' column there will be logos that show who's watching your stream.

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h. I can't see my friend's video. What's wrong?

Most likely this means that your friend is not sending AV. If you can see that they are sending AV then you need to click on their name in either the text area or in the room list, then their video will show below the room list.
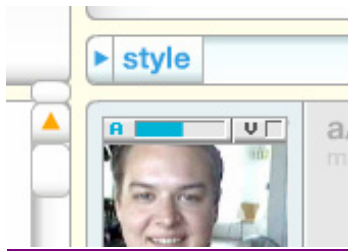
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i. My friend can't see my video. What's wrong?

You will need to make sure that you are sending your AV. To do this click on the 'Start A/V' button.   Once you are sending AV you will see the AV icons in the column labeled 'OUT' next to your name in the rims user list.

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j. I can't hear my friend's audio. What's wrong?

Most likely this means that your friend is not sending AV. If you can see that they are sending AV then you need to click on their name in either the text area or in the room list, then their audio will start. If they are sending audio you should see their audio level in at the top of the AV frame.

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k. My friend can't hear my audio. What's wrong?

You will need to make sure that you are sending your AV. To do this click on the 'Start A/V' button.   Once you are sending AV you will see the AV icons in the column labeled 'OUT' next to your name in the rooms user list.

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l. How do I add friends?

The option to add friends using the Web Chat is determined by the website. If the site has implemented this feature you simply click the 'ADD FRIEND' button and the selected user will be added to your list. Please consult the webmaster of the site for more details about how they handle this feature.

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m. How do I block users?

The option to block somebody using the Web Chat is determined by the website. If the site has implemented this feature you simply click the 'BLOCK' button and the selected user will be added to your blocked user list. In addition to this the user who is now blocked will not be able to send text audio or video to you, so in the text window their messages will not show up. Please consult the webmaster of the site for more details about how they handle this feature.

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n. How do I send smileys?

To send a smiley you can either click the smiley button next to the text input area or you can type the smiley into the text area. When you click on the smiley button a list of smileys will open up showing all the smileys that work with the chat and also their text counterparts

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o. Can a blocked user see if I have blocked them?

Users that you block will not be made aware of it. Thus if you block a user they will not get any message on their end at all.

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p. How do I logout?

It is not necessary to logout of the Web Chat app. Simply close the window and the system will know that you have stopped using the app. To logout of the site consult the webmaster to find out how they handle this.
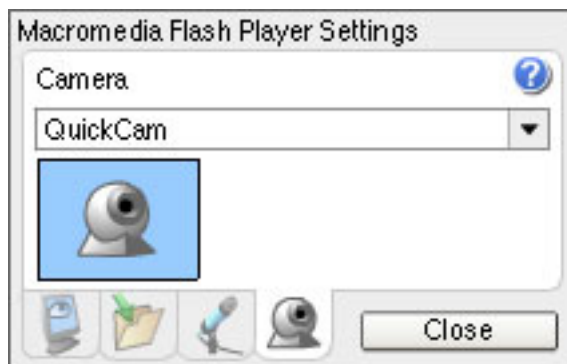
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3. How do I configure my web video camera to use the Web Chat^{TM}?

Select 'START A/V'. Then click the 'SETTINGS' button. You will see the following Macromedia Flash Player Settings dialogue box. Select 'Allow'. Click the webcam icon. Once you are in the Camera Settings dialogue box, select your camera from the drop-down list. If your camera is not available, your camera is not properly connected. Check to make sure that you have the proper drivers installed for your camera and that your device is plugged in and turned on, if applicable. Please contact your peripherals support for specific troubleshooting solutions.

Most web video cameras and digital cameras will work with the Web Chat^{TM}. If you are having a problem connecting your device, check for its compatibility with your operating system.

Close this dialogue box.

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4. **How do I configure my microphone to use the Web Chat^{TM}?**

Select 'START A/V'. Click the 'SETTINGS' 'Settings'. You will see the following Macromedia Flash Player Settings dialogue box. Select 'Allow'. Click the microphone icon. Once you are in the Microphone Settings dialogue box, select your microphone (or 'Built-in Audio' if available) from the drop-down list. If your microphone is not available, your microphone is not properly connected. Check to make sure that your device is plugged in correctly and turned on, if applicable. Please contact your peripherals support for specific troubleshooting solutions.

Most microphones will work with the Web Chat^{TM}. If you are having a problem connecting your device, contact your device manufacturer.

Close this dialogue box.

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