

Getting Started with Video Conversation

Using your Logitech® webcam and MSN® Messenger

The following steps will guide you through setting up and using the Video Conversation feature of MSN Messenger:

Installing the Logitech hardware

Follow the installation instructions in the Logitech set-up guide, included in your packet. The Logitech headphones need no special software or installation.

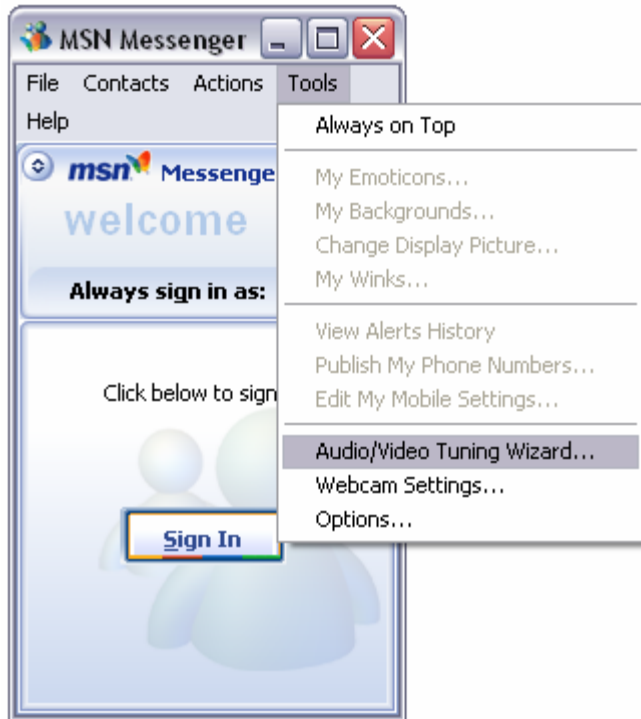
Accessing Video Conversation

You must have the latest version of MSN Messenger in order to have a Video Conversation. If you are already using MSN Messenger, check which version you are running by clicking on **Help** and **About MSN Messenger** in the main menu. You can download MSN Messenger from <http://messenger.msn.com> . **Make sure you are not using Windows Messenger, which has a similar interface.**



Setting up Your System for Video Conversation

Once MSN Messenger is installed, ensure that the webcam is plugged into your USB port and that the headset is plugged into the microphone and headset ports. Then launch the **Audio/Video Tuning Wizard** located in the **Tools** menu of MSN Messenger. The wizard will guide you through the webcam and headset setup for Video Conversation. **Leave the “I am using headphones” box unchecked to ensure the best audio even when using headphones..**



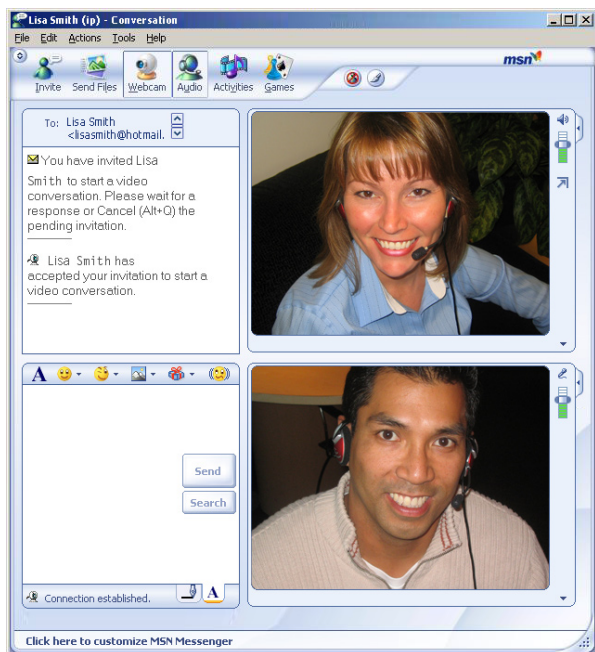
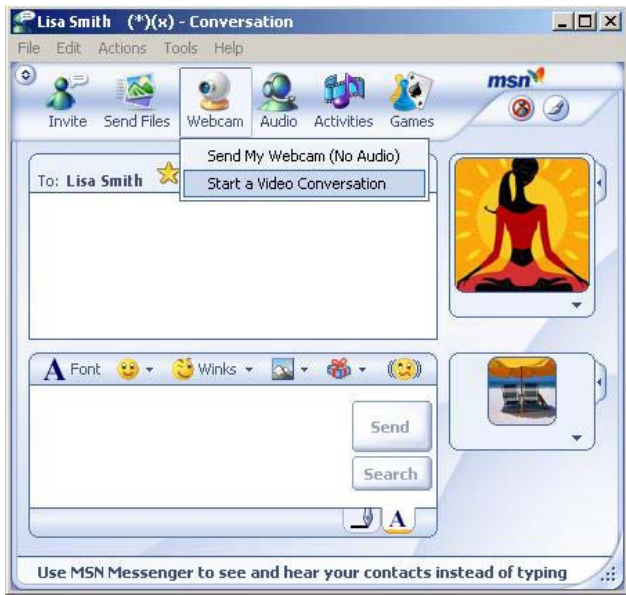
Adding a Contact

You can add people to your contact list by clicking **Contacts** and **Add a Contact**. The PCs located at Santa Clara Valley Medical Center will already have the application installed, so it will be easy to add your family member once you're up and running. Simply type their user name into the invitation to add a contact, and your message will pop up on their screen if they are logged in. Once the contacts are in place, you will each see a little icon with your person's name. When the icon is blue, they are online and available. When it is red, they are offline and not able to receive your messages.

Because each participant must be online, you will need to schedule a time when you can communicate with each other. In the interest of consistency across the program, it is strongly suggested that the person located at the hospital initiate the Video Conversation.


Starting a Video Conversation

To invite a person into a Video Conversation, launch your webcam, put on your headset, and double click on that person in your contact list to open up a chat window. Next, click on **Webcam** and **Start a Video Conversation**. An invitation will be sent to the other person in the instant messaging conversation asking him or her to accept or decline the invitation. Once the invitation is accepted, the two computers begin the connection process, which may take up to 10 seconds, depending on the network configuration for each computer.



When the connection is established, you will see live video presented in place of your current display tile, and you will begin to hear audio as well. This mode of audio-video conversation allows for simultaneous instant messaging activities while having the conversation.

Full-Screen Mode:

To experience full-screen video, either click the  icon in the upper right portion of the screen, or choose **Full Screen** from the dropdown menu below the video. In full-screen mode, the computer screen turns into a video display, covering all other applications.

You will see a preview window from your own webcam in the lower right corner of the full-screen image of the person you are talking to. To return to a smaller image, simply click on the lower left corner of the screen, where there is an icon for restoring the size.



Answers to Some of Your Questions:

Can't see or hear one another?

End the Video Conversation and run the **Audio/Video Tuning Wizard** again. Also, encourage the person with whom you would like to have a Video Conversation to run the tuning wizard. Make sure your microphone and/or speakers are not muted.

Hearing echo?

Enable acoustic echo cancellation by deselecting "I am using headphones" in the **Audio/Video Tuning Wizard**. This will reduce echo even for those using a headset.

Experiencing choppy audio or video?

Stop and restart the Video Conversation, or have the other person initiate the Video Conversation. It is also a good idea to make sure that both conversation participants have sufficient bandwidth for a Video Conversation.

Which webcams will work with Video Conversation?

MSN Messenger webcam applications will work with any webcam. However, Logitech webcams are the only ones recommended by Microsoft for use with MSN Messenger. Logitech is the world's leading manufacturer of webcams, and consumers can trust that Logitech cameras will deliver a premium experience for this application.

Recommended by
Microsoft for



Do you have a question that we haven't answered?

Please call Logitech Support at 1-800-732-3099 and identify yourself as a participant in the Santa Clara Valley Medical Center Virtual Visit program. Logitech support is available between 6:00 A.M. and 6:00 P.M. Pacific Time, Monday through Friday.