

The Problems: Weather & Distance

From Sussex County in NW New Jersey to Cape May at the SE tip of the state, VALE's libraries stretch across the state. Our many committees and willing participants are involved in dozens of activities within the consortium. *But many members can't participate due to time and travel constraints.*

The winter months add another difficulty: *inclement weather*. We lose momentum. Projects and activity sometimes slow to a crawl.

Let's work smarter!
Freely available software, the Marratech client is easily installed on your computer. Marratech gives you access from your office to a secure group work environment with crystal clear voice over IP, an interactive whiteboard, the ability to share information and documents, talk and chat in groups or in private and – the option to see each other using web cameras.

Once installed on your computer, *Marratech* lets you enter a meeting by simply clicking a link on a web page.

Participants
The Participants area gives you an overview of who is currently present

Video
If desired, video can be used within your environment, enabling you to meet others with high quality video

Whiteboard
The Whiteboard area is where all users can interact by sharing applications, MS Office documents, images and drawings.

Voice over IP
To talk to your group, simply press the microphone button. Low delay, crystal clear Voice over IP provided by Global IP Sound

Chat
Send a small message or a web link to everyone or to only one person

Significant increase!!

Category	Q1	Q2	Q3	Q4	Q1	Q2
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100	611	611	611	611	611	611

Computer requirements

Marratech runs on a variety of platforms. Most computers manufactured in or after 2005 are probably compatible. We recommend these hardware specifications:

	PC Windows	Mac OS X	Linux
Processor	Pentium III, 1GHz	G4 processor, 1GHz	Pentium III, 1GHz
RAM	512 MB	512 MB	512 MB
Display	Min 1024x768, 16 bit color depth	Min 1024x768, 16 bit color depth	Min 1024x768, 16 bit color depth
Video Capture	Most USB web cameras and PCI based solutions	Firewire web cameras, Apple iSight is strongly recommended	Most USB web cameras and PCI based solutions
Operating system	Windows 2000 or Windows XP*	Mac 10.4 Tiger* Panther Works but is unsupported with older Marratech client	Red Hat 9.1, SuSE 9.1, or Fedora Core 2 and up or Madriva 10/2 or later

Use of H.264 video requires Pentium IV 3.0 GHz, Dual Power PC or equivalent.

http://reviews.cnet.com/7004-7254_7-0.html

Most campus networks (with T1 lines) and home connections (DSL or cable modems) are adequate. Marratech is not recommended over a wireless system.

You can download the full Marratech client for your operating system from www.marratech.com. Follow the wizard directions to download and install.

Audiovisual requirements

You can use Marratech WITHOUT ANYTHING ELSE. You will be able to participate in remote/virtual meetings. You will be able to see and hear other participants. You will be able to interact using text chat, whiteboard, co-browsing (sharing web pages), and document sharing.

But it's more fun with the full ability to participate using audiovisuals

Recommended webcams and headsets

<http://www.marratech.com/forum/index.php?showtopic=1250>



Logitech Quickcam Fusion



Plantronics 400 DSP USB headset

Using a webcam's built-in microphone can produce feedback echo loops that can be a big distraction in your meeting.

Once in a Marratech session press **and hold** the microphone button to speak to all other participants. To keep the microphone on, press the CTRL key while clicking the microphone button.



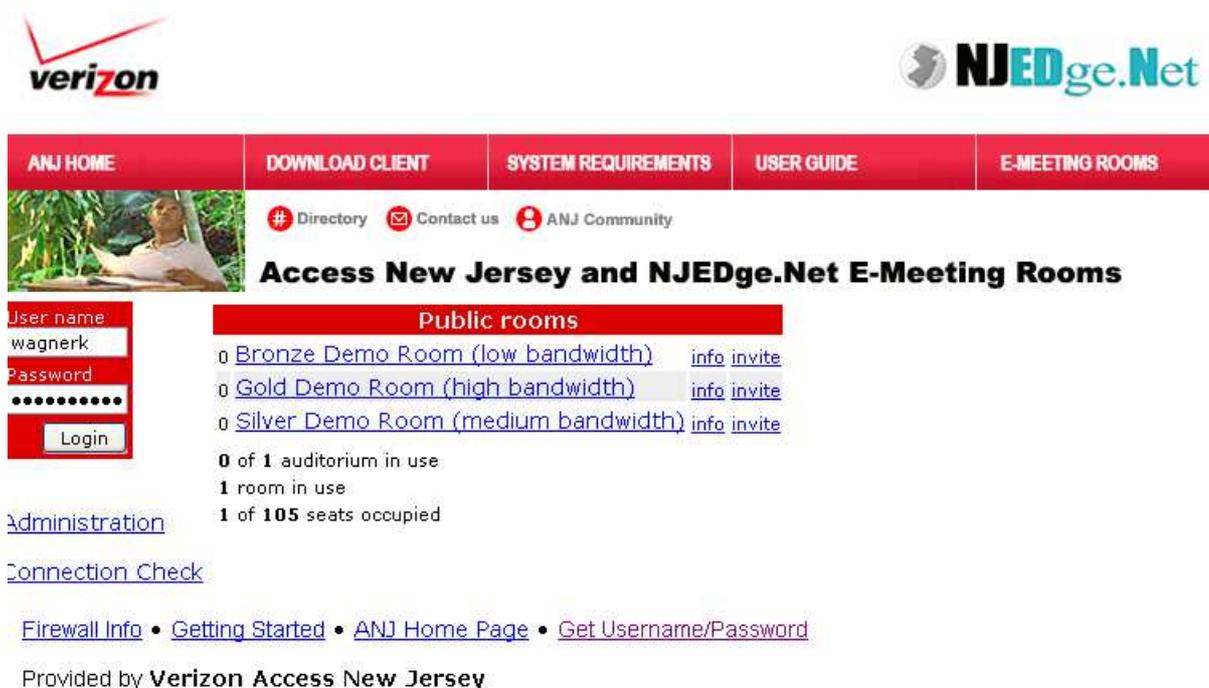
If you have a web camera, press the camera button to be seen by all other participants.



Marratech account – Creating & Joining meetings

New Jersey higher ed Library staff members may request accounts at: http://www.accessnewjersey.net/anj/emeeting/user_request.asp or <http://www.njedg.net/marratech/request-account.html>

You can use practice rooms and learn more about Marratech from <http://www.anjvideoportal.net:8000/>



The screenshot shows the Verizon Access New Jersey and NJEdge.Net E-Meeting Rooms interface. At the top, there are logos for Verizon and NJEdge.Net. Below the logos is a navigation bar with links: ANJ HOME, DOWNLOAD CLIENT, SYSTEM REQUIREMENTS, USER GUIDE, and E-MEETING ROOMS. There are also icons for Directory, Contact us, and ANJ Community. The main heading is "Access New Jersey and NJEdge.Net E-Meeting Rooms". On the left, there is a login form with fields for "User name" (containing "wagnerk") and "Password" (masked with dots), and a "Login" button. On the right, there is a section titled "Public rooms" with a list of three rooms: "Bronze Demo Room (low bandwidth)", "Gold Demo Room (high bandwidth)", and "Silver Demo Room (medium bandwidth)". Each room has "info" and "invite" links. Below the list, it shows "0 of 1 auditorium in use", "1 room in use", and "1 of 105 seats occupied". At the bottom, there are links for "Administration", "Connection Check", "Firewall Info", "Getting Started", "ANJ Home Page", and "Get Username/Password". The text "Provided by Verizon Access New Jersey" is also visible.

*Note - you need to have [software client](#) installed to use this web conferencing portal.

Click on a room name to join, click on the invite link to generate a link which you can then send via email to other participants. When joining a room a Java software client will need to load and install. You should verify that your computer will allow installation of software. It is also recommended that you close other applications before joining a meeting.

Participants window – Chat & Controls

Once you have joined a meeting you will see a screen like this:

The screenshot shows a web browser window titled "Silver Demo Room (medium bandwidth) - Marratech". The browser address bar shows the URL: <http://www.anjvideoportal.net:8000/session.jsp?pid=-7300208338065363738>. The page features a Verizon logo and navigation links: ANJ HOME, DOWNLOAD CLIENT, SYSTEM REQUIREMENTS, and USER GUIDE. Below these are links for Directory, Contact us, and ANJ Community. A message states: "Access New Jersey and NJEdge.Net E-Meeting". A login form with fields for "User name" and "Password" and a "Login" button is present. A confirmation message reads: "You have successfully entered the e-meeting room Silver Demo Room (medium bandwidth)".

On the right side, there is a video feed of a man wearing a headset, labeled "Active video". Below the video feed is a "Participants" window showing two participants: "Kurt W. Wagner" and "Nicole", each with a "P" icon next to their name. A red arrow points to the "P" icon with the text "Click for private chat".

At the bottom of the page, there is a "Chat" window with a "Public" tab. The chat history shows: [2:16 PM] Nicole: joined. [2:16 PM] Kurt: hi nicole. thanks for helping [2:16 PM] Nicole: no prob [2:16 PM] nengard: i don't have my headset [2:16 PM] Kurt: taking my shots now. Below the chat box is a "Send" button and a text input field.

At the bottom of the browser window, there is a control bar with icons for "Toggle white board", "Share web pages", and "Camera, speakers, microphone switch".

Red annotations with arrows point to various elements: "Toggle white board", "Share web pages", "Camera, speakers, microphone switch", "Active video", "Participants", "Click for private chat", and "Chat".

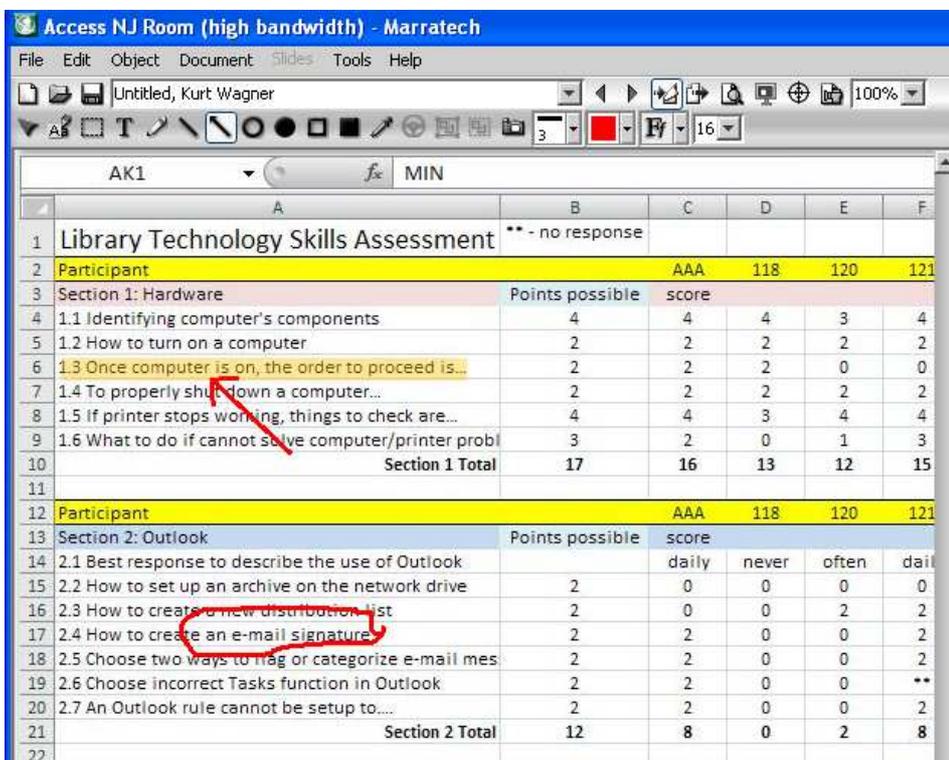
To send a chat to all participants, type in the chat box and press the send arrow. Click the **P** to the right of a participant's name to chat only to them.

Using the Whiteboard

Toggle the whiteboard for sharing and commenting on documents and for scribbling and sketching. The whiteboard supports PDF, MS Word, and MS Powerpoint documents and .gif, animated .gif, .jpg and .png images.

Whiteboard tools:

-  L: telepointer – point and click and your name appears, pointing where you designate. R: markup pen – highlight whiteboard items
-  create new whiteboard page, open a whiteboard document, save current page
-  selection, text, freehand drawing, lines, arrows, circles (open), circles (filled)
-  desktop sharing, select window to capture, update captured window
-  take control of remote desktop



The screenshot shows a whiteboard application window titled "Access NJ Room (high bandwidth) - Marratech". The spreadsheet displays a "Library Technology Skills Assessment" with columns for points possible and scores. Handwritten annotations include a red arrow pointing to row 7 and a red circle around row 17.

	A	B	C	D	E	F
1	Library Technology Skills Assessment	** - no response				
2	Participant		AAA	118	120	121
3	Section 1: Hardware	Points possible	score			
4	1.1 Identifying computer's components	4	4	4	3	4
5	1.2 How to turn on a computer	2	2	2	2	2
6	1.3 Once computer is on, the order to proceed is...	2	2	2	0	0
7	1.4 To properly shut down a computer...	2	2	2	2	2
8	1.5 If printer stops working, things to check are...	4	4	3	4	4
9	1.6 What to do if cannot solve computer/printer problem	3	2	0	1	3
10	Section 1 Total	17	16	13	12	15
11						
12	Participant		AAA	118	120	121
13	Section 2: Outlook	Points possible	score			
14	2.1 Best response to describe the use of Outlook		daily	never	often	daily
15	2.2 How to set up an archive on the network drive	2	0	0	0	0
16	2.3 How to create a new distribution list	2	0	0	2	2
17	2.4 How to create an e-mail signature	2	2	0	0	2
18	2.5 Choose two ways to flag or categorize e-mail messages	2	2	0	0	2
19	2.6 Choose incorrect Tasks function in Outlook	2	2	0	0	**
20	2.7 An Outlook rule cannot be setup to....	2	2	0	0	2
21	Section 2 Total	12	8	0	2	8
22						

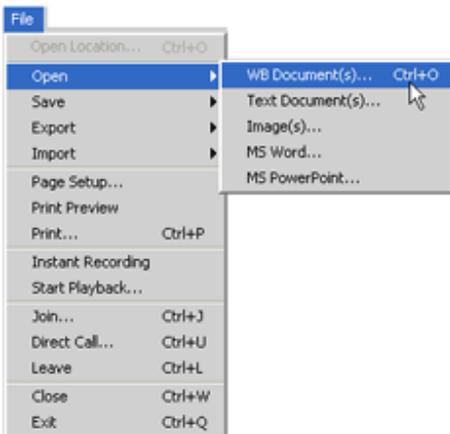
Sharing Documents

Use *File, Open* to open a *Marratech Whiteboard* document, text document or image.



Windows users can open *MS Word* and *MS PowerPoint* files directly in the *Whiteboard*. To do this, *MS Office* must be installed on your computer.

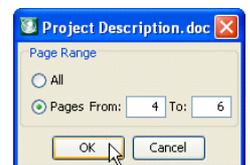
One *Whiteboard* page is created for each *Word* page or *PowerPoint* slide.



Marratech for Mac OS X can open *PDF* files directly into the *Whiteboard*.

All *Mac OS X* applications capable of printing can export to the *PDF* format. *Marratech* also has extensive copy/paste capabilities. You can copy/paste from *MS Excel*, *Word*, *PowerPoint* etc.

When opening an *MS Word* document on a *Windows* machine, you may open the whole document, or a range of pages from it.



You can also select what range of pages to open when opening *Adobe PDF* files in the *Mac OS X* version of *Marratech*.

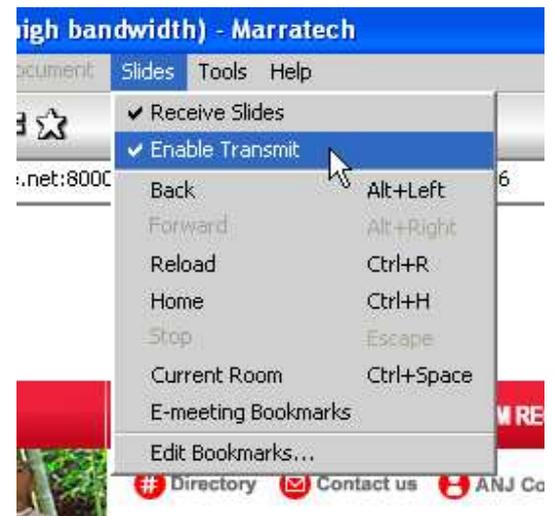
Co-browsing Web Pages



Click the “globe” tab at the lower left corner of the screen to activate the “Viewer”, or built-in web browser. First off, you’ll see *Marratech Manager*. Make sure the following is enabled from the “slides” menu



Next, make sure the “Send” checkbox, to the right of the Viewer’s link box, is checked.



Now, browse to any web page and all participants will also see the page.

Recording & Playback

From Marratech file menu click **Instant Recording**

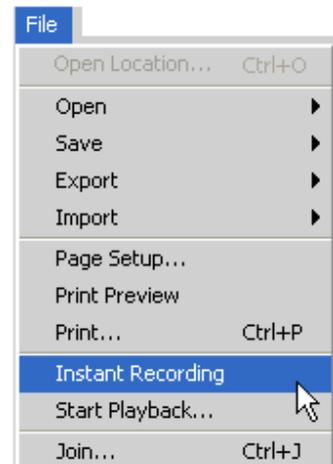
- You can choose to encrypt the file by providing a key or password (optional)
- You will see a VCR-like toolbar. Press the **record** button to start recording.



Press the **stop**

(square) when finished.

- You'll be prompted to save the file
- **Playback** – from the file menu, click **Start Playback**
- Browse to the folder > file where you saved the recording
- In the control toolbar, press **play** 
- The recorded session will appear in the main video window



A Caveat

A successful experience using Marratech for virtual meetings relies on the **TWO Ps Preparation and Patience**

Preparation – thorough preparation will pay off.

- Acquire your webcam and headset as soon as you can. Test them out. Make sure all connections are correct. Contact someone familiar with Marratech (like one of us) and do a one-on-one runthrough to confirm your equipment works.
- Make sure unneeded applications are closed on your computer. Close all other programs. Turn off tools that may be running in the background that use up needed computer resources.
- Make sure that your workspace has adequate lighting, a background without distractions, and a way to control excessive noise.

Patience – you must allow for a glitch or two and accept that virtual meetings are different.

- Network conditions and other technical issues may interfere with your meeting. You might need to leave the meeting, close Marratech, and rejoin for the situation to improve.
- In a virtual meeting it is very important for everyone to speak more slowly and clearly and to take turns speaking. The meeting convener should establish some simple ground rules so that there is some order.



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