

U S E R S
G U I D E

VIDEOMAIL PRO 1.1

Email You Can See

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VIDEOMAIL PRO

Version 1.1 for Macintosh

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<http://www.shout.net/~dtrinka/videomail.html>

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Acknowledgments

The VideoMail Pro program was written by Darald Trinka; this manual was written by Eric Schieler and Norm Olsen. Portions of this program are based on code from Eudora, MPack, and NewWatcher. Thanks to David Ries for the nicknames code. Finally, thanks to John Locke and the other beta testers for their helpful suggestions and ideas.

Revision history

August 15, 1996

This manual was printed in the U.S.A.

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INTRODUCTION

VideoMail Pro allows you to create and send QuickTime movies over the Internet. By using digitally recorded audio and visual communication, VideoMail makes it possible to convey emotions online. With VideoMail, your recipients can *see* your facial expressions and *hear* your voice.

VideoMail Pro 1.1 Release Notes

VideoMail Pro 1.1 incorporates several new features:

- You can now attach and send other types of files as well as audio-video messages
- The file encoding portion of the program has been rewritten to be much faster than before
- The program supports InternetConfig 1.2 for intelligent file-type mapping and getting mail configuration information
- A registration program makes it easy to register your copy of VideoMail Pro

System requirements

To create and send audio-video messages with VideoMail Pro, you need the following:

- Macintosh computer with System 7.5
- 700 Kb or more free memory
- QuickTime and Thread Manager extensions installed; the PowerPlug extension is required for Power Macintoshes (System 7.5 installs these extensions by default)
- Microphone if you want to record audio messages
- Video camera such as Connectix QuickCam or a camera and an AV card
- MacTCP 2.0.4 or Open Transport 1.0.8
- Internet connection (direct, SLIP, or PPP)
- Color monitor recommended
- Internet Config 1.2 (optional); this application is available at:

http://consult.ncsa.uiuc.edu/docs/mosaic-m/News/download3_0.html

<ftp://ftp.ncsa.uiuc.edu/Mac/Mosaic/Helpers>

<http://hyperarchive.lcs.mit.edu/HyperArchive/Archive/comm/tcp/internet-config-12.hqx>

<http://www.mcis.duke.edu:443/duke/software/mac.html>

For additional information, see “Using InternetConfig 1.2” on page 12

To see and hear VideoMail messages, recipients need:

- QuickTime video player (included with System 7.5)
- QuickTime players for MS Windows and Unix platforms are available at:

<http://www.astro.nwu.edu/lentz/mac/qt/home-qt.html>

- MIME-compliant email application

Installing VideoMail Pro

To install VideoMail Pro:

1. Drag the VideoMail Pro folder to your hard disk.
2. Double-click the VideoMail Pro icon to start VideoMail Pro.

If your version of VideoMail Pro is not registered, you will be prompted for your user name and mail server name each time the program is started.

3. If using VideoMail Pro for the first time, enter your user name and mail server name in the dialog that appears.

If necessary, ask your Internet access provider or system administrator for your user name and the name of the mail server you are using.

4. Test your configuration by sending a VideoMail Pro message to yourself (for instructions, see “Creating an audio-video message” on page 5).

To configure VideoMail Pro, see page 11.

USING VIDEOMAIL PRO

The chapter explains how to create and send different types of messages.

Things to keep in mind

- Organize your thoughts before recording to keep messages short.
- Use a compression method that is compatible with the platforms to which you are sending.
- Position your camera at eye-level, if possible.
- Look at the camera while recording, not the Movie Recorder window.
- Playback your message before sending it, and redo it if necessary.
- Avoid sending movies and other large files to a listserv, or to anyone who may not want mail from you.
- You do not have to wait until a message is sent before sending another message. VideoMail Pro can send multiple messages at the same time.

About the toolbar buttons



Audio—creates an audio message



Video—creates an audio-video message



File—attaches a file



Send—sends message

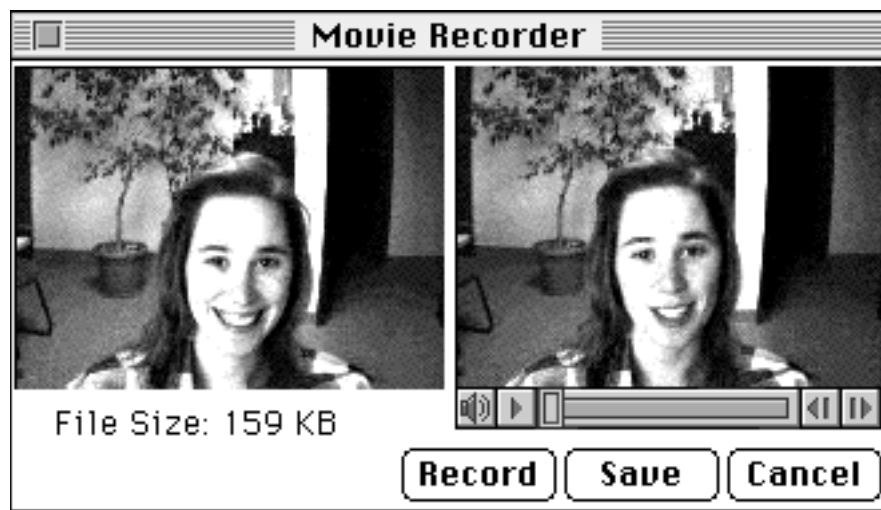


Trash—deletes current video or “forgets” which file is attached

Creating an audio-video message

To create and send an audio-visual message:

1. From the Message menu, choose New Message.
2. Click the Video toolbar button.
3. When you are ready to start recording, click Record.



The size of the video file is displayed as you record.

4. Click Save to stop recording.



The video is displayed in the Message window. To view the video, click the “Play” button. To replace the video, click the Video toolbar button again.

5. In the To field, type the email address of the recipient. You can send the message to multiple recipients if each address is separated by a comma.

Note: Do not delete or change the To, Cc, or Subject field labels.

6. In the Cc field, type the addresses of secondary recipients, if any.
7. In the Subject field, type a brief description of your message.

The first 15 characters from the Subject field are used for the name of the audio-video file, so type a description that is appropriate for a file name.

If you attach a file, the actual file name is used instead of any text you have entered in the Subject field. (See “Attaching a file” on page 8 for information on how to send a file as an email attachment.)

8. Type a text message, if you wish.
9. To send the message, click the Send toolbar button. Or, choose Send from the Message menu.

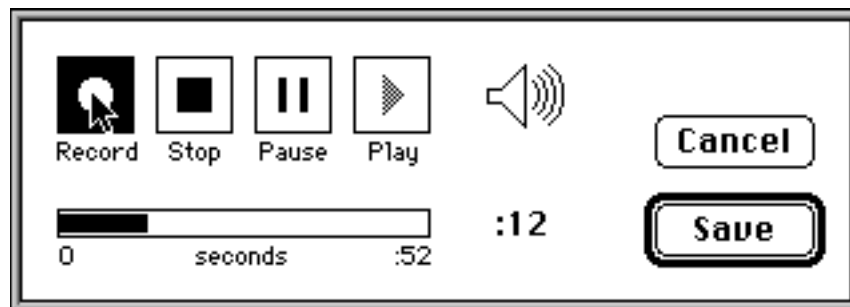
Mailed VideoMail Pro messages are not saved. To save a VideoMail Pro message, send the message to yourself by typing your email address in the Cc field.

Creating an audio-only message

VideoMail allows you to create audio messages without a movie. Instead of a movie, a static image is displayed while the audio message is played. To change the default still image, see “Changing the default snapshot” on page 12.

To create an audio-only message:

1. From the Message menu, choose New Message.
2. Click the Audio toolbar button.



3. Click Record to begin recording.

The Pause button can be used to stop and resume recording. The length of the recording is displayed in seconds. Unlike movies, the length of audio messages is limited. The maximum length of audio message varies according to the compression method selected.

4. When done recording, click the Stop button.
5. Click the Play button to listen to the recording.
6. To delete the current recording and start over with a new one, click the Record button again.
7. When you are satisfied with the recording, click the Save button.



The audio message will be sent with the static image shown in the Message Window. To change the default image, see “Changing the default snapshot” on page 12.

8. In the To field, type the email address of the recipient. If you are sending a message to multiple recipients, separate each recipient by a comma.

Note: Do not delete or change the To, Cc, or Subject field labels.

9. In the Cc field, type the addresses of secondary recipients, if any.
10. In the Subject field, type a brief description of your message.

The first 15 characters from the Subject field are used for the name of the audio file, so type a description that is appropriate for a file name.

11. Type a text message, if you wish.
12. To send the message, click the Send toolbar button. Or, choose Send from the Message menu.

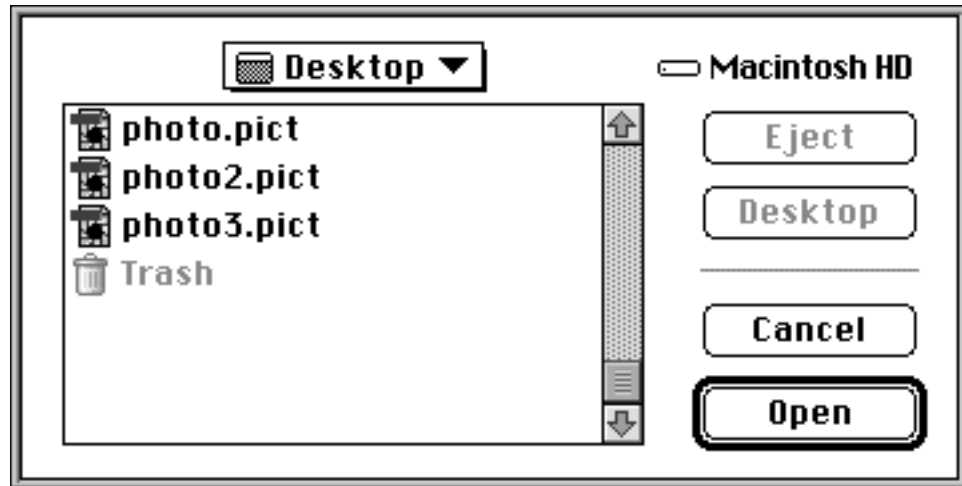
Mailed VideoMail Pro messages are not saved. To save a VideoMail Pro message, send the message to yourself by typing your email address in the Cc field.

Attaching a file

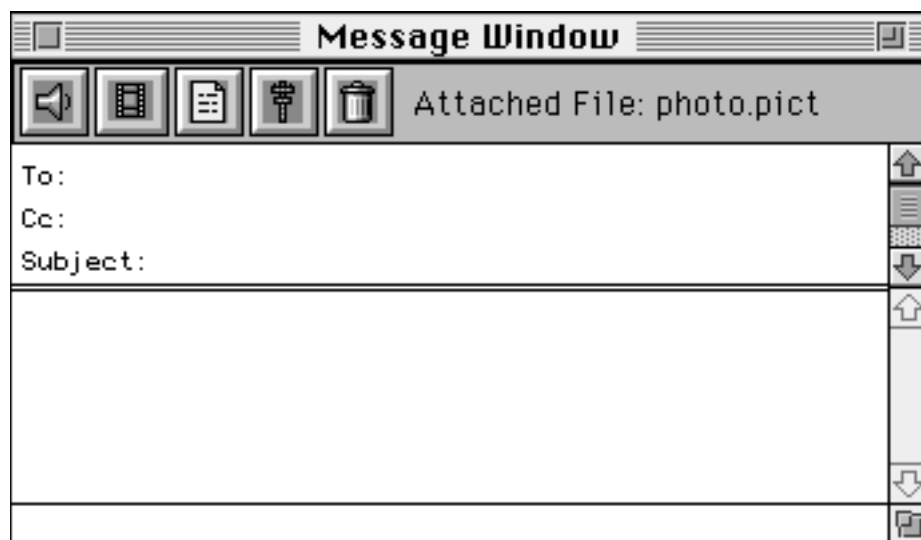
VideoMail allows you to send any type of file (not just an audio-video or audio-only message) as an email attachment. This include pre-recorded movies.

To attach a file to your email message:

1. From the Message menu, choose New Message.
2. Click the File toolbar button. The Open File dialog is displayed.



3. Choose the file you want to send. The file is attached to your email message.



Note: You cannot send a recorded message and an attached file simultaneously. If you attach a file to the message, any audio-video or audio-only message you've recorded will be deleted. If you record a new audio-video or audio-only message, the file you've attached will no longer be sent.

Playing VideoMail messages

VideoMail messages are sent as email attachments.

If you are using Eudora as your email program, you can play an attached message by simply clicking the filename, which is appended to the end of the Eudora message (as shown below).

Attachment converted: Macintosh HD:VideoMail_Pro.B.MOV (MooU/TU00) (0000E949)

If you are not using Eudora, go to the folder where the attachment is saved and double-click the message.



Click the "Play" button to start playing the message.

CONFIGURING VIDEOMAIL PRO

This chapter describes how to configure VideoMail Pro.

Settings

This section describes how to configure options in the Setting menu.

Colors

The Colors control sets the number of colors on your monitor. The default setting is the current system setting. Colors not supported by your display are dimmed.

Playback Volume

The Playback Volume setting controls the playback volume for your system. This control has the same affect as changing the volumes in the Sound control panel. This setting does not effect the recording volume which is controlled by the distance between you and the microphone.

Compression

The Compression settings controls how messages are compressed before they are sent. Generally, file compression settings are a compromise between file size and quality.

Compression setting	Video quality	Audio quality	File size	Recommended use
Large	Excellent	Excellent	Large	Fast network, or local area network
Medium	Good	Good	Medium	For general use
Small	Low	Good	Small	Audio quality is more important than video quality

Compression setting	Video quality	Audio quality	File size	Recommended use
Smallest	Low	Low	Smallest	Slow network (i.e. modem) or when length of message is more important than quality
Windows/Unix Compatible	Good	Excellent	Large	Sending messages to Windows or Unix users

Encoding

All files are encoded using Base64 in an Apple-double format.

Using InternetConfig 1.2

InternetConfig 1.2 is an application that creates a single central preference file for information used by various Mac Internet applications. This file can contain information such as your e-mail address, preferred ftp download folder, default text viewer, etc. InternetConfig 1.2 is available from the sites listed in "System requirements" on page 2. Instructions downloaded with the application tell you how to install and configure it for your system.

Note that your internal system settings take precedence over the settings you specify in the InternetConfig 1.2 preference file.

Changing the default snapshot

You can replace the static image displayed with audio-only messages with one of your own.

To change the default snapshot:

1. Create a PICT file named **Snapshot** that is 160 pixels wide by 120 pixels tall.
2. Put the file in the same folder as VideoMail Pro.

Using nicknames

VideoMail Pro supports the use of nicknames on the To and Cc fields. A nickname is a name that can be entered in place of one or more addresses. A nickname is usually used to shorten the number of characters that need to be typed to address a piece of

mail to one or more addresses. For example, the name “team” can be entered instead of entering the addresses of all the members of the team.

In order to use a nickname, the nickname must be defined to be equal to one or more addresses. You can define nicknames for VideoMail Pro in two ways:

1. You can define nicknames in a VideoMail Pro nicknames file.
2. If you are also using the Eudora email program, you can use the nicknames already defined in the Eudora nicknames file and include in the Eudora nicknames file any additional nicknames for use with VideoMail Pro.

To be able to use nicknames defined in the Eudora nicknames file, VideoMail Pro must be able to find the Eudora nicknames file. For VideoMail Pro to be able to find the Eudora nicknames file, one of the following conditions must be met:

- the Eudora nicknames file must be in the Eudora folder and the Eudora folder must be in the System folder, or
- if the Eudora nicknames file is in the Eudora Folder but the Eudora folder is not in the System folder, you must put an alias for the Eudora nicknames file in the same folder as VideoMail Pro and the alias must be called “Nicknames”.

If you wish to create your own VideoMail Pro nicknames file, it must be located in the VideoMail Pro folder and it must be called “Nicknames”. You can use a text editor to create your own nicknames file using the following syntax:

```
alias name address1, address2, ...
```

Example:

```
alias VideoMailHelp videomail@duracef.shout.net  
alias Friends bob, sue@abc.com  
alias bob 73272.3434@compuserve.com
```

The nicknames file is loaded each time VideoMail Pro is started. If the nicknames file is changed while using VideoMail Pro, choose Reload Nicknames from the File menu to reload the file without restarting.

To use a nickname, just enter it on the To or Cc field. For example:

```
To: Friends
```

This sends mail to bob and to sue@abc.com.

VideoMail Pro does not display a list of the nicknames contained in the loaded nickname file. It is up to you to remember the nicknames you’ve assigned. If necessary, you can use Eudora or a text editor to view the contents of a nickname file.

Note: If your local network has system-wide mail aliases and one of your defined nicknames is the same as a system-wide alias, your defined nickname will take precedence over the system-wide alias. For example, if there is someone on your local network to whom you can send mail by just addressing it to "janer" (and whose real address is janer@ abc.com) and you define a nickname called "janer" to send mail to janer@xyz.com, every time you send mail to janer, it will go to janer@xyz.com.

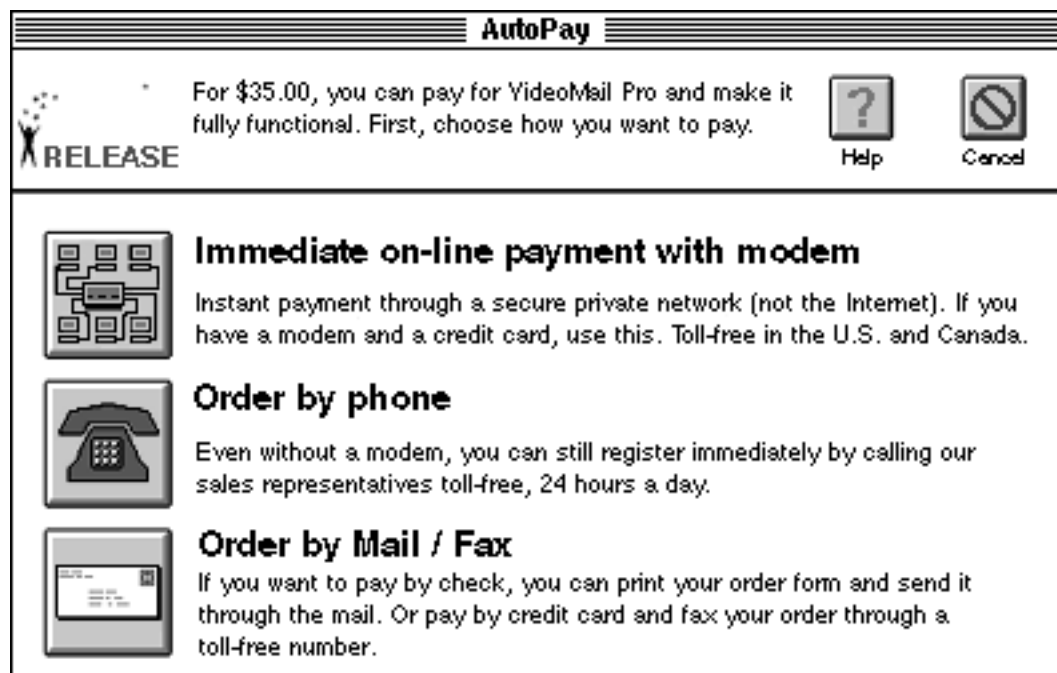
REGISTERING VIDEOMAIL PRO

This chapter describes how to register VideoMail Pro.

Online Registration

This section describes how to register your copy of VideoMail Pro using the online registration program:

1. Quit VideoMail Pro.
2. Make sure your modem is not in use (close any active network connections) if you intend to pay by modem.
3. Double-click the Register VideoMail Pro icon to start the registration program.
4. Confirm that your modem is not in use when prompted.



The main registration screen is displayed.

5. Select a registration method and follow the online instructions to complete the registration process. You can register and pay using the modem, or by telephone, postal mail, or fax.

FREQUENTLY ASKED QUESTIONS

Where can I get a MIME-compliant mail program?

Pine (Unix)

<ftp://ftp.cac.washington.edu/pine/>

Eudora (Macintosh and Windows)

<http://www.qualcomm.com/ProdTech/quest/freeware.html>

How do I know if the recipient has a MIME-compliant mail program?

Ask the recipient.

How can I report a problem?

Send email to:

videomail@duracef.shout.net

Does VideoMail Pro work with Connectix's QuickCam?

Yes, of course.

Can VideoMail Pro receive mail?

No. VideoMail is designed to create and send digitally recorded audio and video messages which complements other fine mailers such as Eudora.

Where can I get an evaluation copy of VideoMail Pro?

<http://www.shout.net/~dtrinka/videomail.html>

Can I send video messages to Windows and Unix users?

Yes, if you use the Windows/Unix Compatible compression setting.

Where can I get a QuickTime viewer?

QuickTime players for all platforms are available at
<http://www.astro.nwu.edu/lentz/mac/qt/home-qt.html>

TROUBLESHOOTING

The video window is all black or white. Why?

Check the brightness setting on your camera.

A "Cannot connect to server" error occurred. Why?

Check that the name in the Mail Server field (in the Mail Setting dialog) is correct. For your user name and the name of the mail server you are using, see your system administrator or access provider.

I have a Quadra 840/660 AV, and I cannot use the geoport and Movie Recorder at the same time. Why?

The Quadra 840/660 AV computer uses the same chip (DSP) for the geoport and for video capturing, so only one can be used at a time. To use VideoMail with a Quadra 840/660 AV, you need an external modem or a direct network connection.

My setting in the Audio and Video dialogs were not saved between sessions. Why?

Audio and Video dialog settings are saved for the current session only.

GLOSSARY

encoding

Converting binary data to text (ASCII) data which is more portable over networks.

munpack

Program that decodes MIME encoded messages. Available at:

<ftp://ftp.andrew.cmu.edu/mpack/>

MIME

Multipurpose Internet Mail Extensions is a standard system for sending different file formats over the Internet.

