

literacy live



Using the ACAL Literacy Live Voice and Text Meeting Room

The Australian Council for Adult Literacy have made this meeting place available to Adult Literacy groups around Australia. The room provides a great way to connect and talk from a distance, in a group. It's always a good idea to head into the room 10-15 minutes before the start of the event to make sure everything is working OK. We'll provide an opportunity for you to test and adjust your mic/headphones volumes.

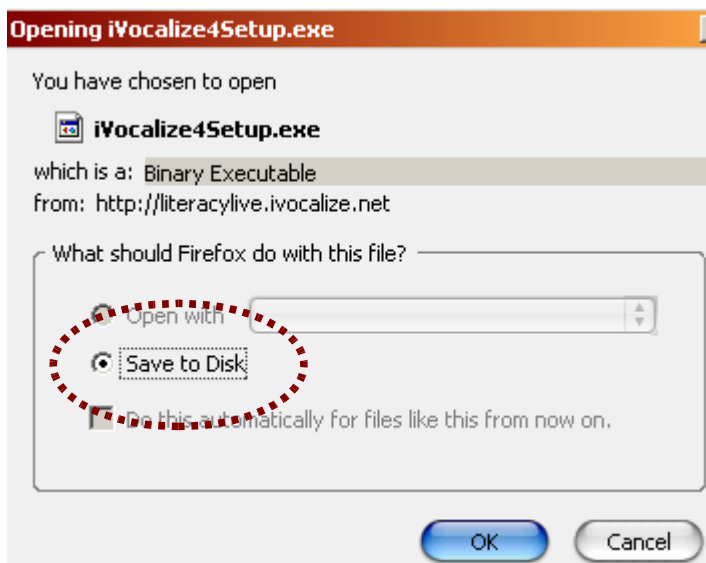
INSTALLING THE SOFTWARE ("Client")

Go to <http://literacylive.ivocalize.net/>

The first time you access the room you need to allow the software to download and install on your computer. It will often do this for you automatically.

Name:
Password:

[Install Plugin](#)
Online Now:



If it does not – click on the INSTALL PLUGIN link and choose the SAVE (rather than RUN) option provided.

Remember where you saved the Install Plugin File, and run it from Windows Explorer.

Once the software is installed type your name and password into the text box provided and click "Login"

(Installing the plugin should be ONCE ONLY. You don't have to reinstall the software each time you access the room.)

Name:
Password:

[Install Plugin](#)
Online Now:

When you enter the room, you will notice several sections:

Messages appear next to the writer's name, in the window above the text box.

How to Write Messages
Above the names you'll see a small white text box where you can type messages.

Tap the ENTER button, on your keyboard, to post what you've written.

You don't have to type your name.

The bottom left window shows who is in the room at that time. The name you chose when you logged in, shows up to identify you.

How to Speak to the Group
Below the names you will see a volume control for your microphone and speaker/headphones.

The microphone is usually set around two-thirds of the way along.

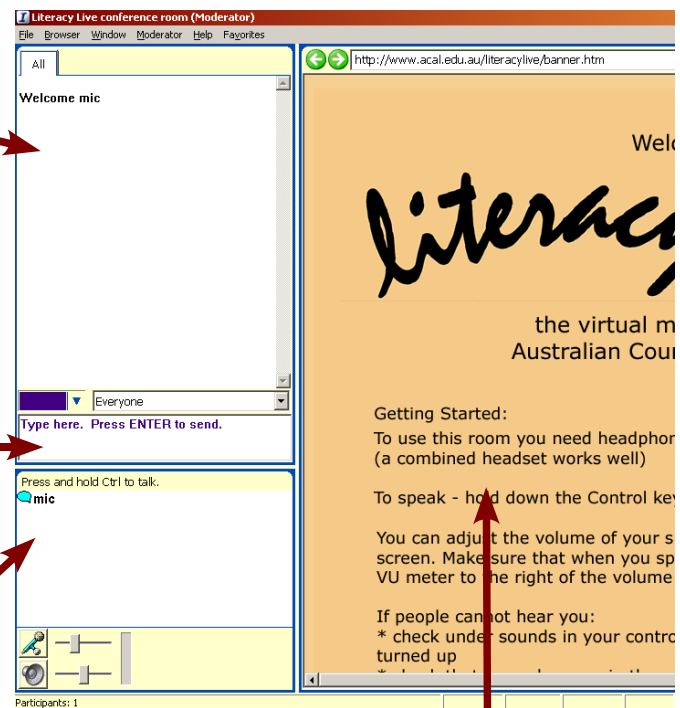
To speak, you need to hold down the CONTROL (CTRL) key on your keyboard.

You should see green/blue bars rising in the meter to the right of the volume controls.

The large window on the right is a shared space for viewing files and websites, and a whiteboard area.

This section is controlled by the meeting 'moderator', who can synchronise viewing, to ensure that everyone stays in the one place.

It is possible to send **private messages** to another participant by selecting their name from the drop down menu that defaults to EVERYONE. You can also change the colour of your text with the colour menu.



If you have trouble with the sound

if you can't hear people speaking:

Test that your headphones or speakers are working beforehand by playing a music or sound file on your computer.

Make sure your computer's main volume control is not muted, and that the volume is turned up.

Often there is a small grey volume icon in the bottom right hand corner of your computer screen. (In the 'system tray', near the clock.)

Otherwise you'll need to get into the computer's CONTROL PANEL to adjust these.

Make sure that you have the headphone/ mic plugs in the correct sockets on your computer – they are often colour coded or have small icons to assist. (Usually Green for Listen/Out, and Pink for Record/In

(.. although the Listen/Out can be Orange :(

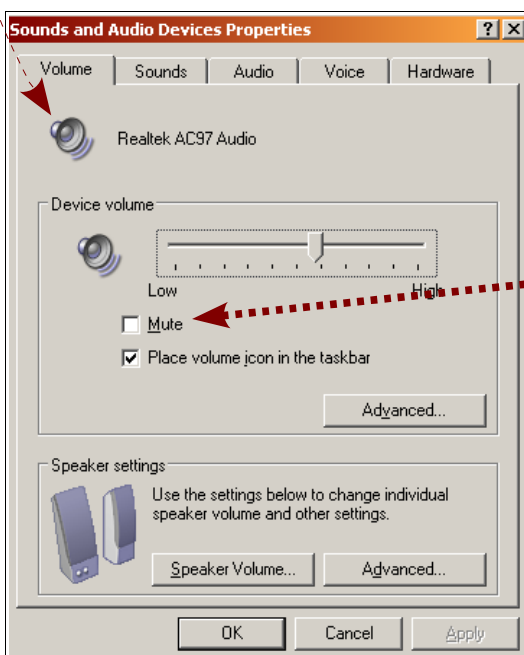
if people can't hear you speak:

- ★ Again, make sure your mic is plugged into the correct socket.
- ★ If your mic has a control switch (half way down the cord) make sure that is switched ON and the volume is turned UP
- ★ Make sure your MIC is selected and turned up in your volume controls on the computer.
- ★ Try an alternative microphone – they don't last for ever!

How to change sound properties, via the control panel (Windows)

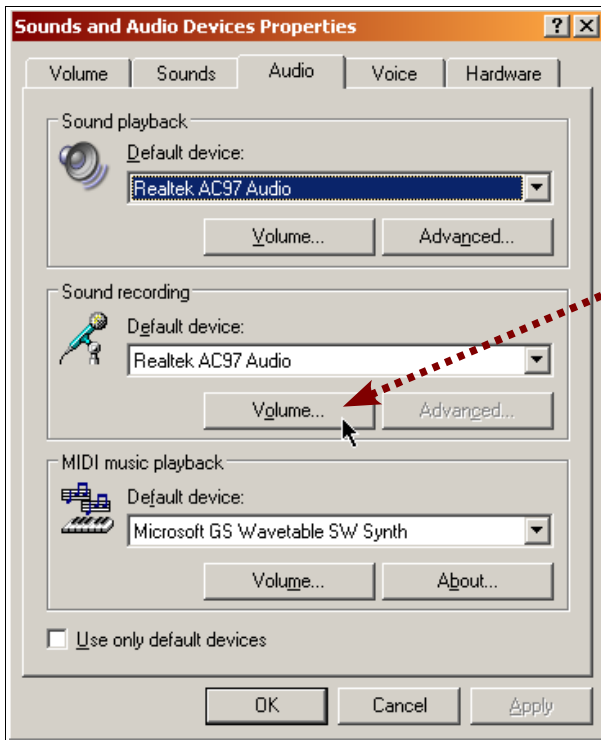
Open your Control Panel (Click on the START button at the bottom left of your screen and then choose CONTROL PANEL from the options.)

In the CONTROL PANEL select the SOUNDS and DEVICES option.



SOUNDS and DEVICES will automatically open at this screen...

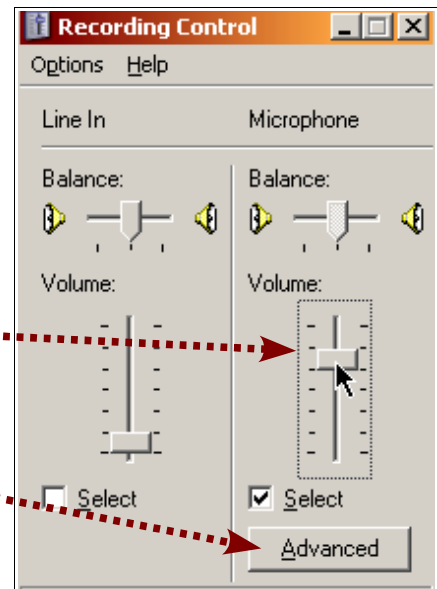
Make sure the DEVICE VOLUME does NOT have a tick in the MUTE box and that the volume is turned up to high.



Click on the tab at the top that says AUDIO and then on the VOLUME control in the SOUND RECORDING section.

The MIC should have a tick in the SELECT box and the volume should be at least 2/3 up.

Click on the ADVANCED button in the MIC section and tick the BOOST box (you may need to turn this on or off according to your equipment)



By clicking on the VOICE tab at the top you also have an option to test your hardware before entering the room.

Technical Details for network administrators: FIREWALLS

Some workplaces have very tight security measures in place. You may need a technical support person to download the software for you. If you get any kind of error message at work this is most likely a result of a block on software downloads.

Your workplace's firewall (like a brick wall stopping access by outsiders) may also stop you entering and using the room even once the software is installed. If you cannot access the room you will need to speak with your technical support person regarding opening of the 'Port' to allow the room through. I'm told it's a fairly straightforward procedure – here are some notes for your technical person...

In relation to the setup of the ivocalize client, ... "Our server appears to use TCP ports 9000 for client data connections. The client operates on Port 443, which is the Secure Sockets Layer (SSL) protocol used by Web browsers when they access secure sites (the padlock appears on the bottom right of the browser, banks that sort of thing!). Therefore, there should be minimal configuration required from a client point of view, unless the firewall is blocking any ports required."

You shouldn't have this problem via laptops or home computer systems. Some people needing to access the room from the workplace simply use a laptop with modem plugged into a phone line rather than the workplace network.

NOTE: Before accessing the room you need the password, which you'll receive by registering for a Literacy Live Event. Please ask Don MacDowell, if you haven't got this already.
[Email] [acal\[at\]pacific.net.au](mailto:acal[at]pacific.net.au) or [Tel.] 03 9546 6892

Text originally by Robyn Jay, NSW Literacy Genius and ACAL Moderator, slightly adapted by Michael Chalk, February '06, for ACE Connects Research Circle, and again March '07 for ACAL Literacy Live.