



Users Guide

**Online and secure one-on-one meetings
using text, audio and video chat**

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GETTING STARTED

SynergyChat™ is a provider of powerful, feature rich “Cloud Based” communication tools delivering video email, live chat, online meeting services, and proactive web chat services utilizing the power of video as their core technology to the B2B MarketSpace. These “easy-as- email” applications require no downloading or implementation and are designed to meet the growing online communication needs of companies in this hyper-competitive business environment.

vChat™ allows the user to talk face-to-face to anyone, anywhere, and for any length of time over the world wide web in a private, safe and secure business environment using streaming text, audio and video. These one-on-one conversations can take place between employees in an organization with only a single click on your vChat company directory. Users can also send email “Invitations to vChat” to anyone- a sales prospect, a customer, a vendor, etc. and hold instant video meetings without requiring the invitee to join a public membership.

vChat™ incorporates industry-standard security features and end-to-end SSL encryption to ensure that all video chat, login information and data sources are secure. This high level of security allows vChat users to confidently hold secure one-on-one video meetings with prospects, customers, vendors, co-workers and others using our robust cloud-based applications.

USING THIS GUIDE

This User Guide starts with showing how you create and login to your individual user account. It is then separated into six major segments that correspond to the major areas of the product. Each section will walk the user through the complete functionality of the vChat application in a clear and concise manner. A list of recommended system requirements for hardware and connectivity is also included as well as a FAQ's & Troubleshooting section for easy reference.

SYSTEM REQUIREMENTS

The following is a listing of recommended minimum system requirements for optimum performance while using the vChat application:

◆ **For PC-based users:**

- Required: Windows® 7, Vista, XP or 2003 Server
- Required: Internet Explorer® 7.0 or newer, Mozilla® Firefox® 3.0 or newer or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled)
- Required: Internet connection, with cable modem, DSL or better recommended
- Recommended: Minimum of Pentium® class 1GHz CPU with 512 MB of RAM (2 GB of RAM for
- Windows® Vista.



◆ **For Mac-based users:**

- Required: Mac OS® X v10.4.11 Tiger or newer
- Required: Safari™ 3.0 or newer, Firefox® 3.0 or newer or Google™ Chrome™ 5.0 or newer (JavaScript™ and Java™ enabled)
- Required: Internet connection, with cable modem, DSL or better recommended
- Required: PowerPC G4/G5 or an Intel processor, with 512 MB of RAM or better recommended.

Camera, Microphone & Speakers Device Recommendations:

Camera quality dictates the clarity and resolution of the video meetings held with the vChat application. Standard cameras found in most laptops and add-on PC webcam peripherals will provide basic video viewing and recording. To further upgrade video quality, you may consider purchasing a Hi-definition webcam.

When using Microphones & Speakers, audio quality can vary based on your audio software/hardware Manufacturer, as well as your operating system. The following table lists tested hardware devices in order of best quality to poor quality.

- USB headset connected to your computer- highest recommendation
- Headphones and USB* microphone connected to your computer- good
- Analog headset connected to your computer- good
- Headphones and analog microphone connected to your computer-good
- External speakers and analog microphone
- Laptop built-in microphone and speakers- fair
- External speakers and USB Webcam microphone- Fair

Note: For best results, we recommend using a USB headset. Using your computer speakers or a non-USB headset can possibly result in multiple audio issues including echo.

CREATING YOUR VCHAT ACCOUNT

Before you can start using the power of vChat to communicate with leads, clients and co-workers you need to set up your individual user account. This is an easy 3 step process and only takes a few minutes.

Note: If your vChat account has already been created by your company's IT Administrator you can skip this step and go directly to the next section- "Logging into your Account."

◆ **To create your account**

1. Go to www.synergychat.com then click on the Products and Services menu.
2. Now click on the **Try It** button to register for the 30 day free trial- then complete the Registration form and click on Signup, **OR** click on the **Buy It** button to purchase vChat- select the type of product /number of seats, click on purchase, then enter your credit card information and click Purchase again.
3. A temporary password will be automatically sent via email to you, click on the email link and login.

LOGGING INTO YOUR ACCOUNT

Once you have created your vChat account, you need only to login to begin using the application.

◆ **To Login to your account**

1. Go to www.synergychat.com then click on the Login button in the upper right hand corner of the website home page.
2. Enter your email and password and click on the Login button.

THE PRODUCTS HOMEPAGE

The Products Homepage is a central place where you can access basic information such as a calendar and quick links to training videos and tutorials, User Manuals, and Contact information. You will also find “What’s New” user updates from SynergyChat, User Tips of the week, and much more. Additionally, integration plug-ins for Outlook and many popular CRM solutions are also available for download directly from the Homepage.

PRODUCTS HOMEPAGE



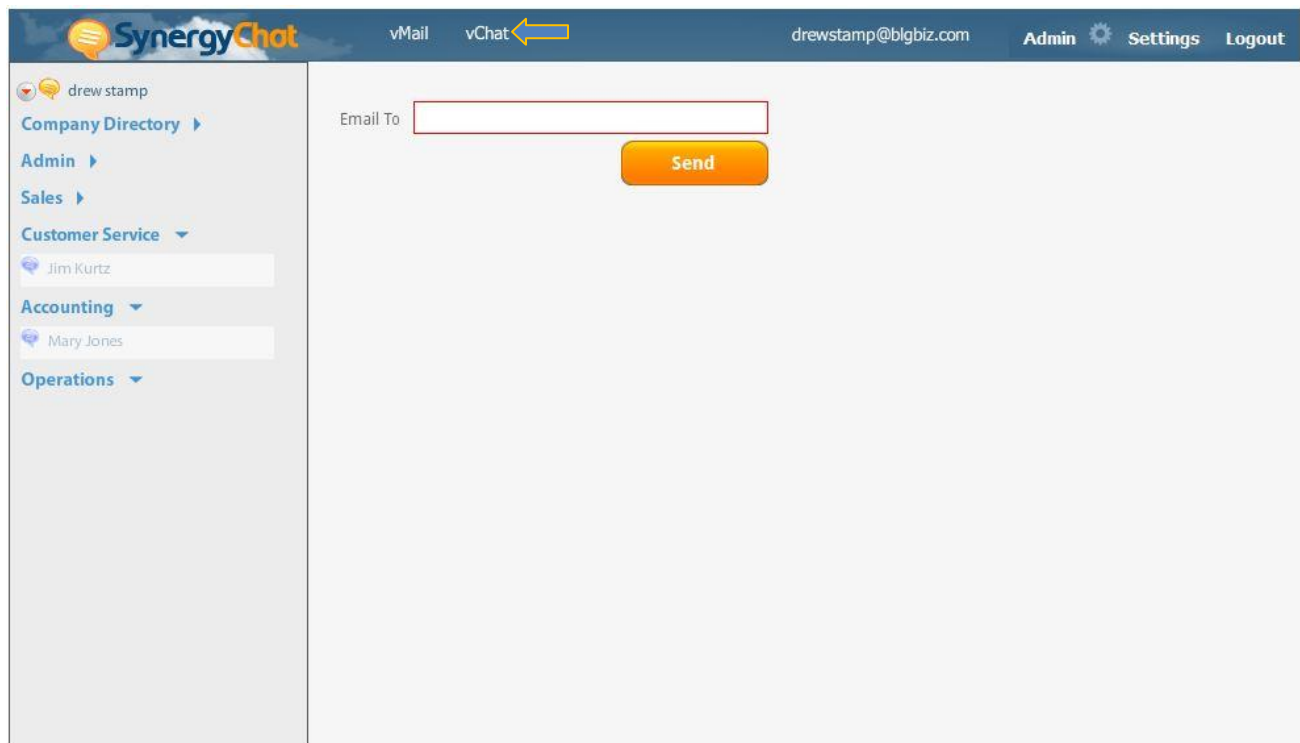
The screenshot displays the SynergyChat Products Homepage. At the top, the SynergyChat logo is on the left, and navigation links for vMail, vChat, and the user email (drewstamp@synergychat.com) are in the center. On the right, there are links for Admin, Settings, and Logout. A left sidebar shows the user profile (Drew Stamp) and a Company Directory with names like Brian Fruman, Patrick Piper, Fabiano Modos, Carol Gonzalez, and Rene Piper. The main content area is titled "Welcome to Synergichat" and features a "What's New" section with a callout about live video chat integration in vMail. Below this, there are sections for "Customer Support Resources" including Training Videos and Tutorials, Online Help Documentation, and Contact Our Technical Support Team. A "Go to Downloads" button for the Outlook Plugin is also present. The bottom of the page features a large SynergyChat logo watermark.

SENDING AN EMAIL “INVITATION TO VCHAT”

Sending an email “Invitation to vChat” is quick and easy. Once you send your vChat invitation, the recipient simply opens the email and clicks on the link to begin your live one-on-one video chat.

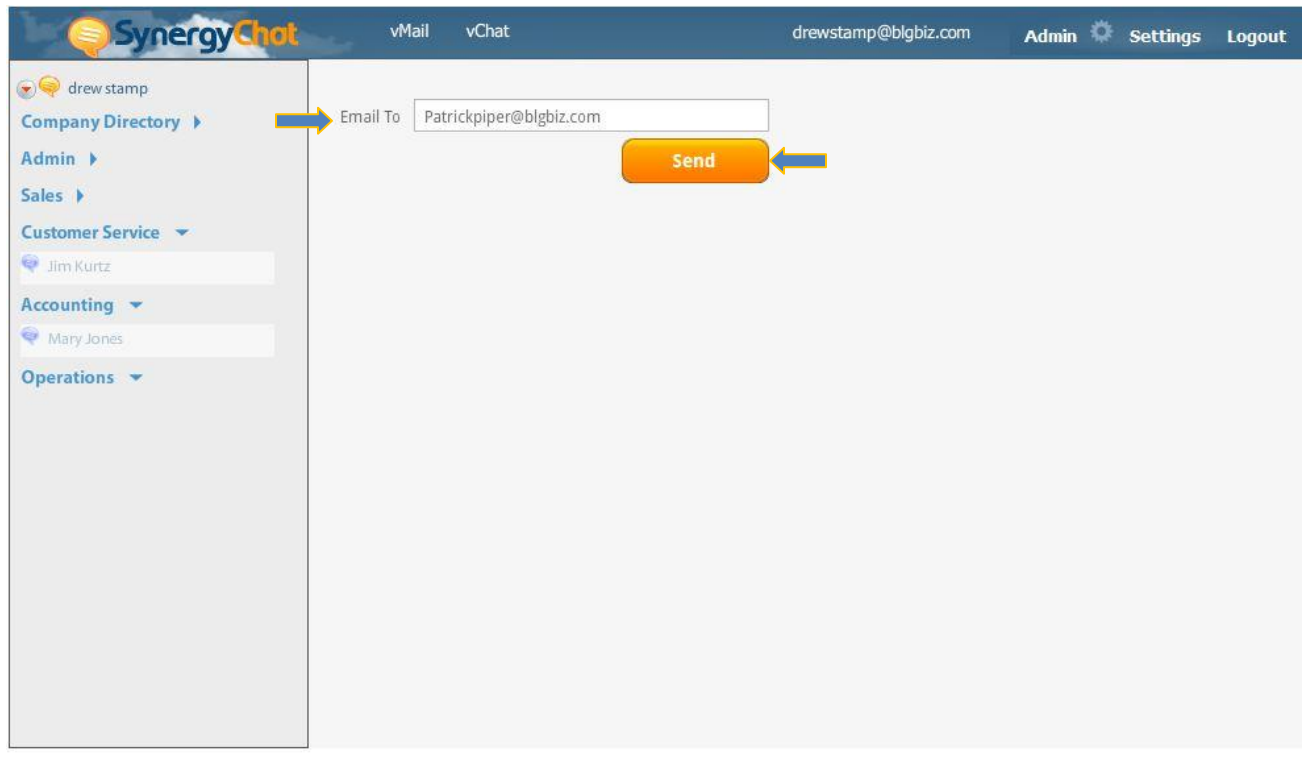
You can chat live with traditional text, audio and video depending on whether or not the invitee has a working microphone and camera. Your text chats are saved and stored in the **Logs** section of the **Admin Module** for future reference.

SENDING A VCHAT INVITATION

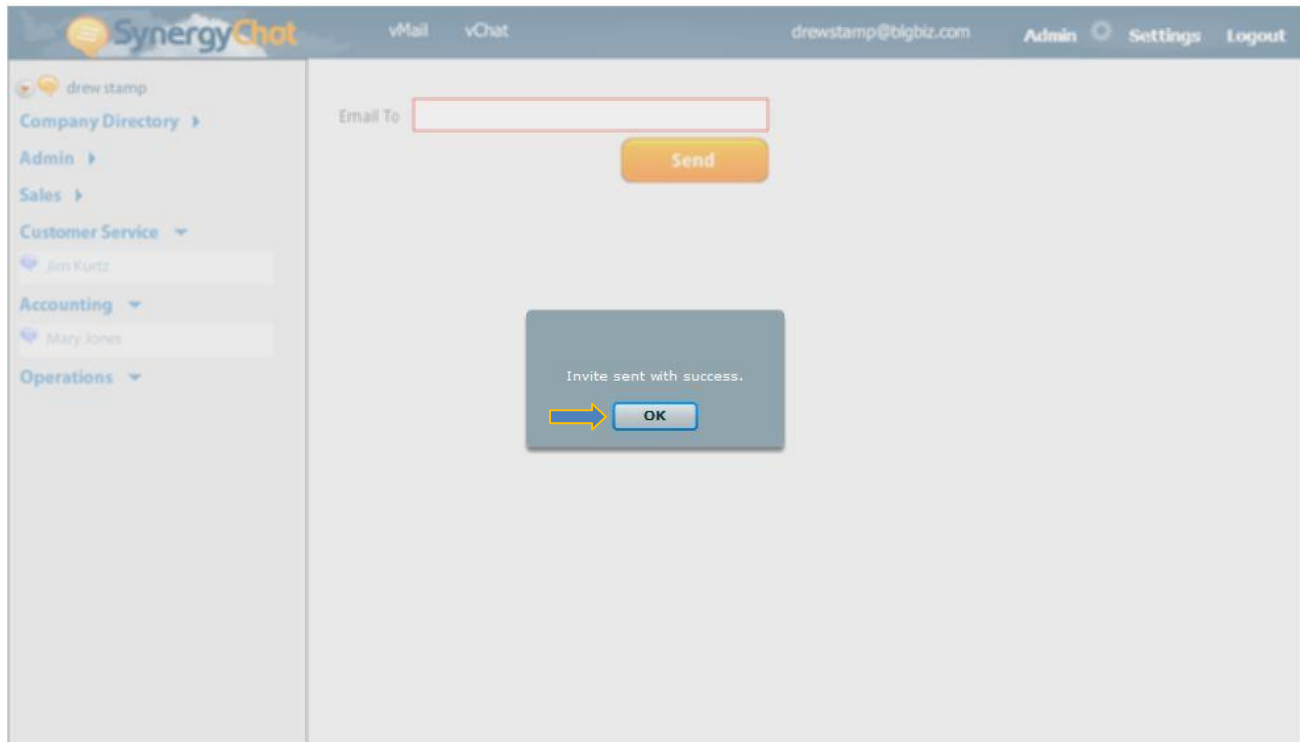


The screenshot shows the SynergyChat vMail interface. At the top, there is a navigation bar with the SynergyChat logo, a 'vMail' link, a 'vChat' link with a yellow arrow pointing left, the user email 'drewstamp@blgbiz.com', and links for 'Admin', 'Settings', and 'Logout'. On the left side, there is a sidebar menu with the user name 'drew stamp' and several categories: 'Company Directory', 'Admin', 'Sales', 'Customer Service' (with a dropdown arrow), 'Accounting' (with a dropdown arrow), and 'Operations' (with a dropdown arrow). Under 'Customer Service', there is a list of users: 'Jim Kurtz' and 'Mary Jones'. The main content area is titled 'Email To' and contains a text input field and a yellow 'Send' button.

Click on the product at the top of the menu bar to access the vChat application.



Enter the vChat invitee's email address in the **Email To:** field, then click on the **Send** button.



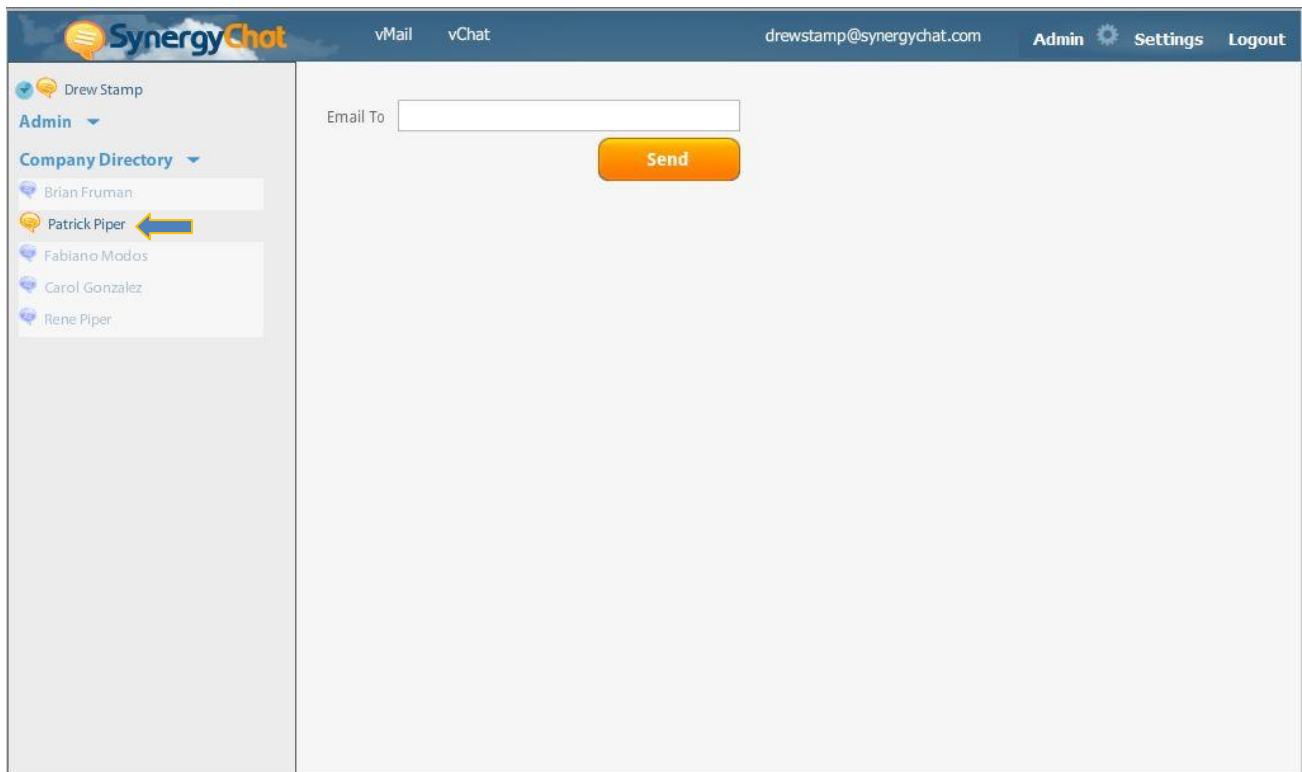
The invitation has been successfully sent- click on the **OK** button. Now the invitee simply opens the email when received and clicks on the link to start the live vChat.

USING YOUR ONLINE COMPANY DIRECTORY TO VCHAT

Once you or your company's System Administrator has created the company directory and activated all employee accounts, you can vChat with anyone in the organization with live text, audio and video using a single click.

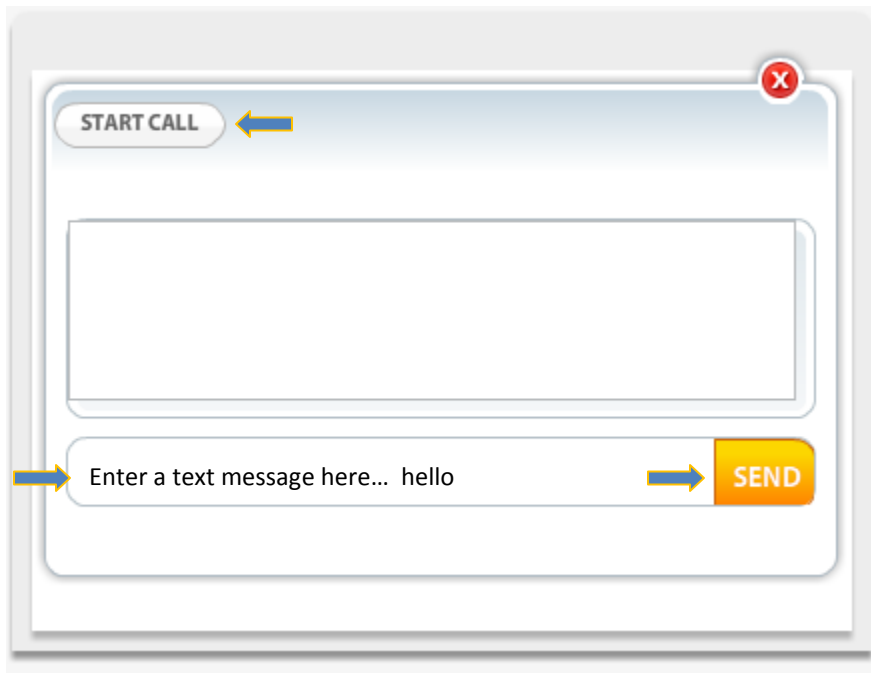
To learn more on how to create the vChat directories for your company, please refer to the [vMail & vChat for System Administrators User Guide](#) and [video tutorials available for download in the Synergychat Support Center at \[www.synergychat.com\]\(http://www.synergychat.com\)](#).

USING THE VCHAT DIRECTORY

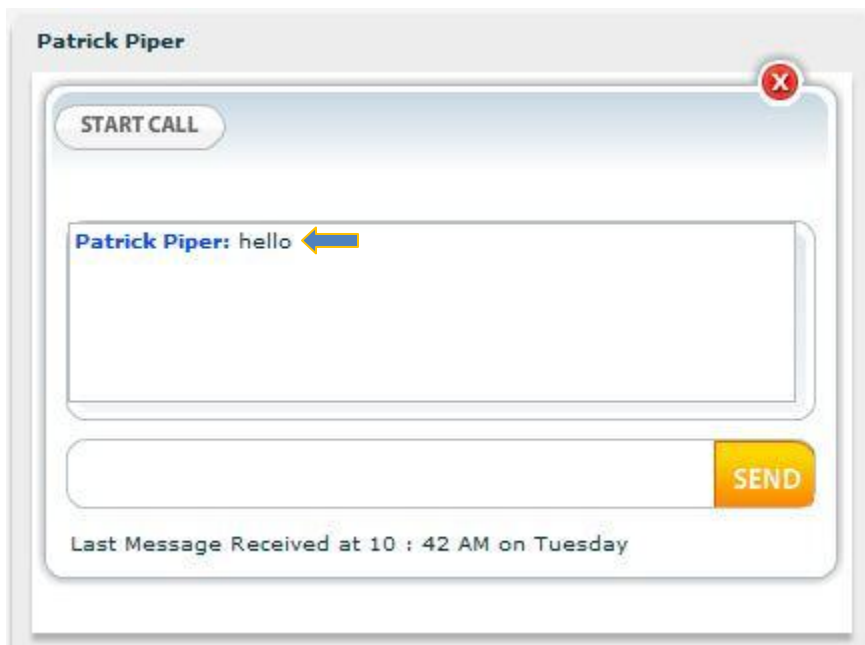


The screenshot shows the SynergyChat vChat interface. At the top, there is a navigation bar with the SynergyChat logo, 'vMail', 'vChat', the user email 'drewstamp@synergychat.com', and links for 'Admin', 'Settings', and 'Logout'. On the left side, there is a sidebar with the user's name 'Drew Stamp' and an 'Admin' dropdown. Below that is the 'Company Directory' section, which lists several names: Brian Fruman, Patrick Piper (highlighted in bold with a blue arrow pointing to it), Fabiano Modos, Carol Gonzalez, and Rene Piper. The main area of the interface contains an 'Email To' text input field and a yellow 'Send' button.

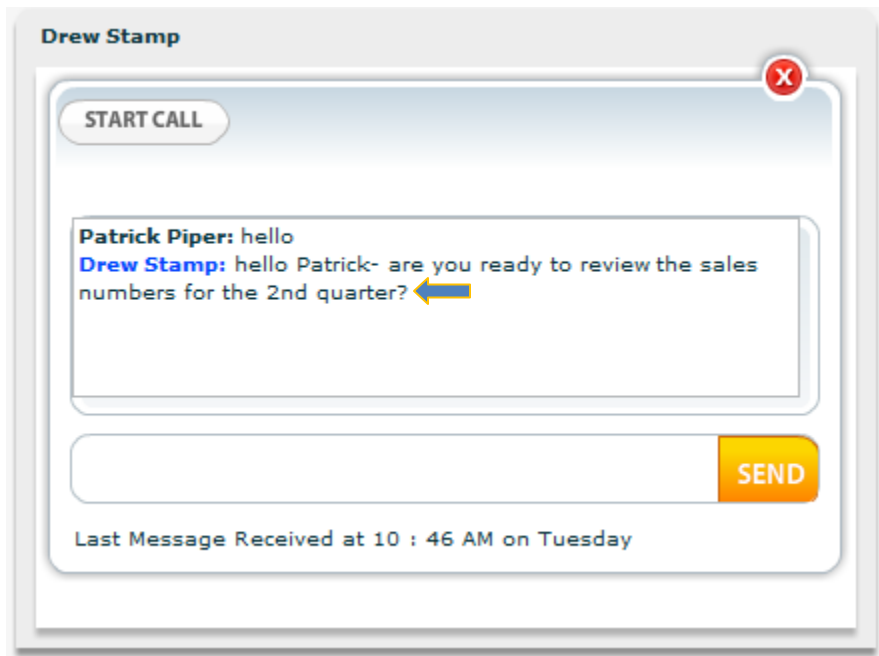
Click on an individual name to start the chat with a co-worker or contact in the vChat Directory. Names highlighted in bold type indicate the user is currently online.



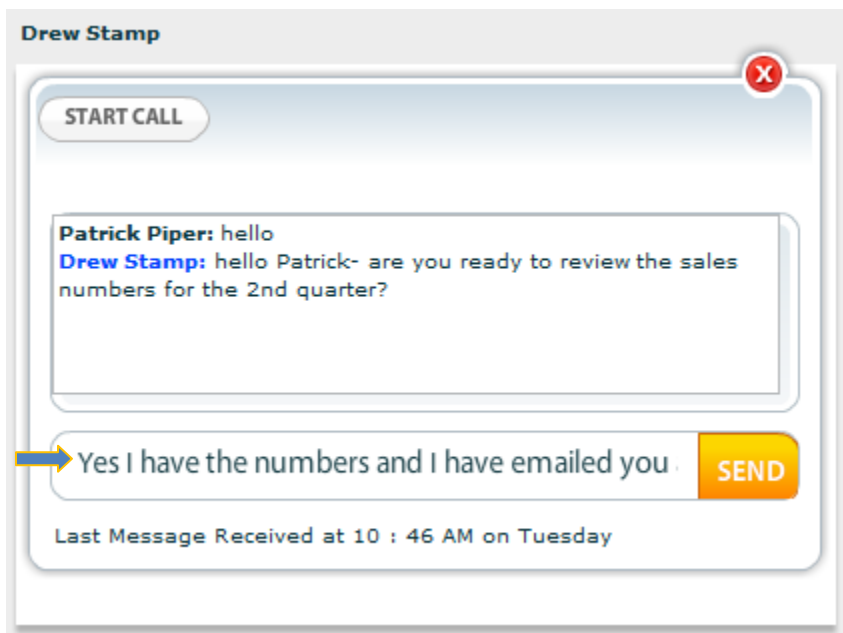
Click on the **Start Call** button and enter a text message in the blank chat texting box. Then click on the **Send** button when finished.

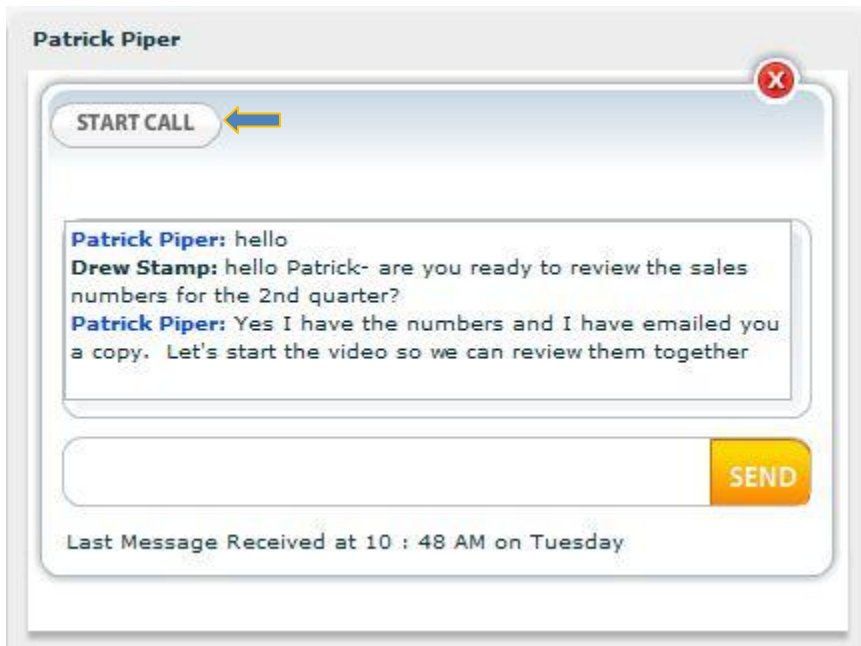


The text chat has been started between each user.

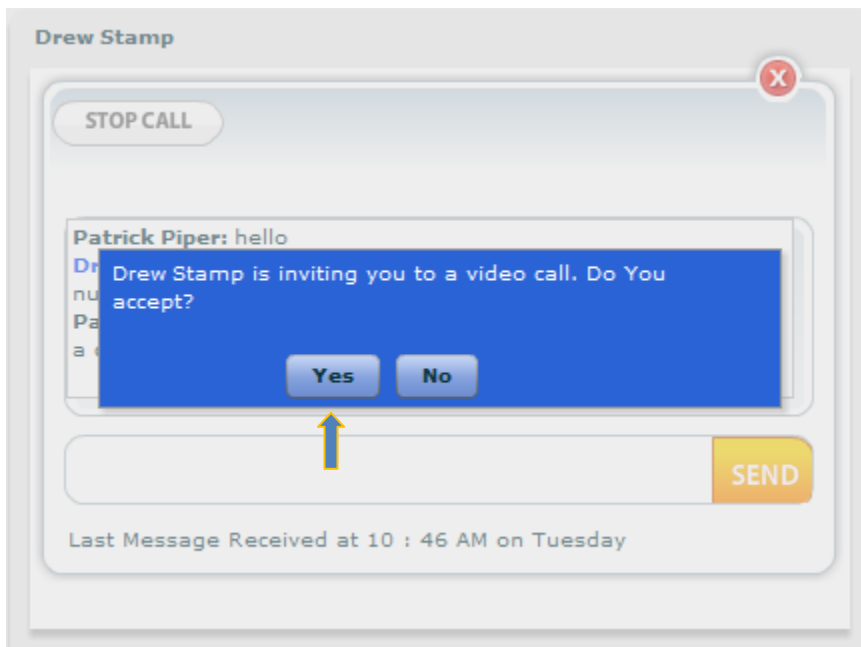


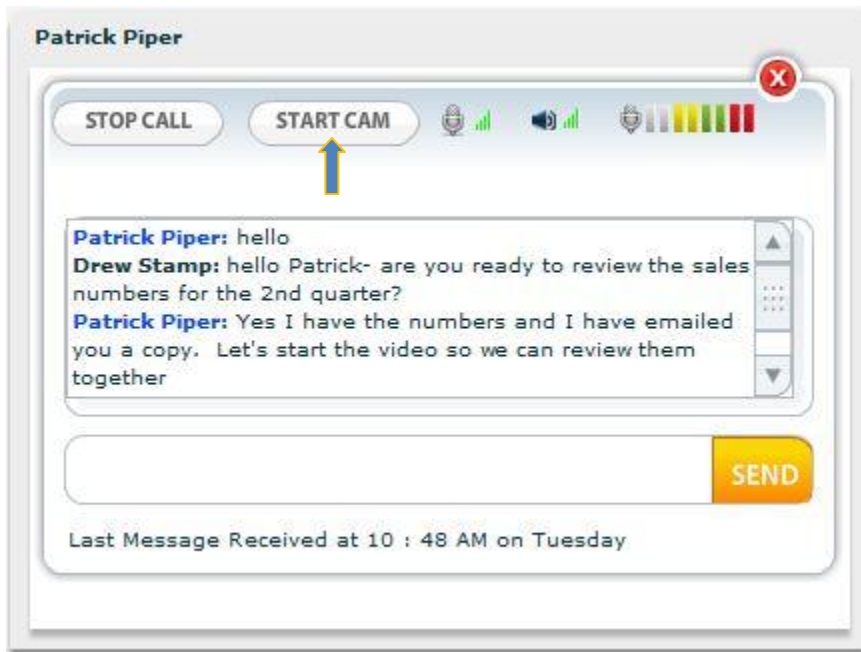
You can chat live strictly with text and hold multiple conversations simultaneously.





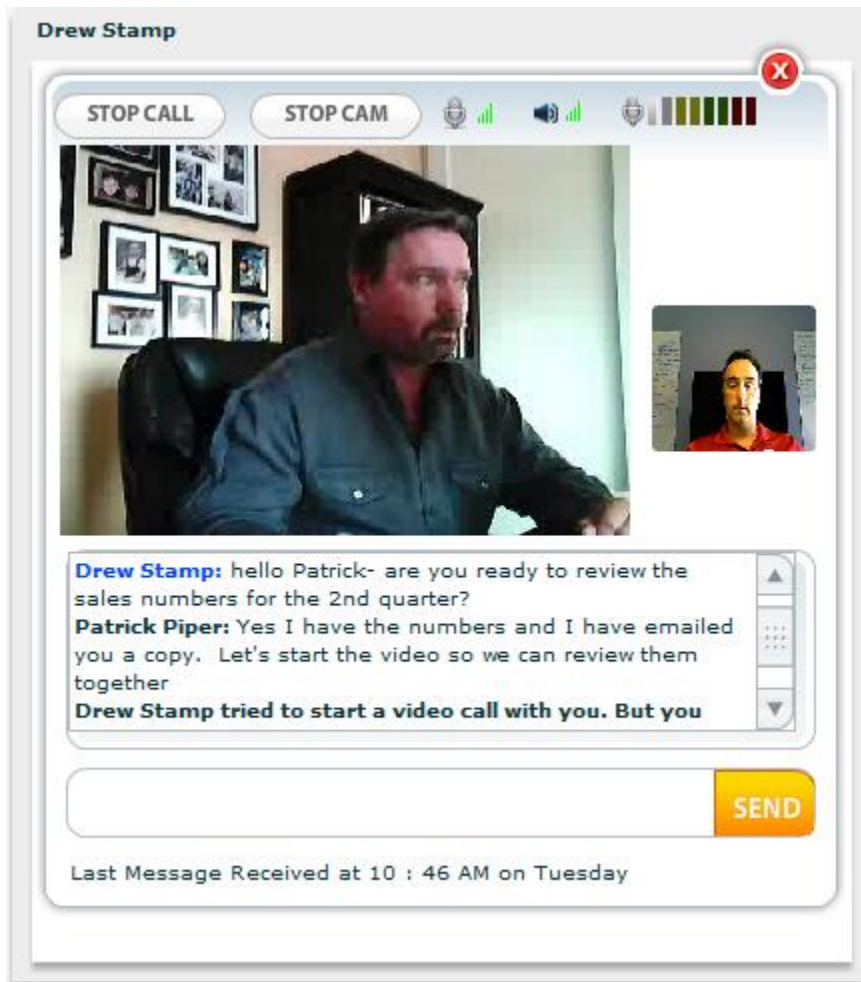
To start the live video chat click on the **Start Call** button to invite the other user to a video meeting.





Now click on the [Start Cam](#) button to activate your audio microphone and video camera.



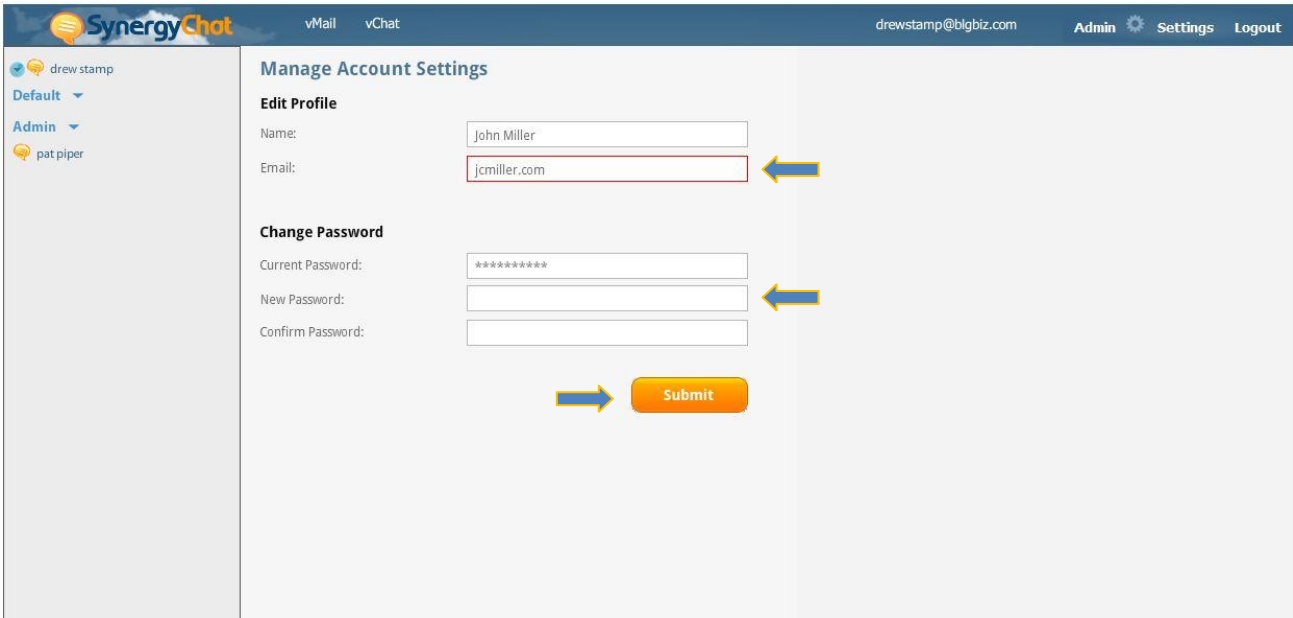


Each user can now see each other and video conference for any length of time using the vChat system.

SETTINGS

The Settings tab allows you to edit your individual User profile and change your login password. It can be accessed by clicking on the Settings tab located on the menu bar in the far right corner of the main SynergyChat window.

CHANGING YOUR INDIVIDUAL PROFILE AND PASSWORD



To edit your profile click on the desired field to change the name or email address. Changing your login password requires you to enter your current or temporary password before the system will allow you to create a new one. Once an authorized password is entered along with your new password, you must click on the **SUBMIT** button to accept the changes.

FREQUENTLY ASKED QUESTIONS (FAQ'S) & TROUBLESHOOTING

The following section is designed to provide practical answers to many FAQ's and troubleshooting issues that may arise as you start using the vChat application.

◆ General FAQ's

- **I forgot my password. What should I do?**

First, make sure you are entering your correct login email address and password. Note that your Password is case sensitive and must contain at least 8 characters and include both numbers and letters.

If you still need to reset your password, just click on the [Forgot Password](#) link on the Login screen, enter your email address, and your password will be emailed to you immediately.

- **Is there a time limit to the length of a vChat meeting?**

There is no limit to the duration of a vChat.

- **How does vChat work with vMail?**

When a vMail is sent, a vChat link is automatically created within the email. When opened, the link will connect the recipient to your vChat account and they can reply with live text, audio and video chat. This link remains active as long as the account is active. This will allow you to provide an immediate response to your recipients.

Note: *You must own the vChat application for your recipient to reply with live vChat.*

- **What happens if someone I sent a vChat Invitation or vMail to tries to reply with live chat and I am not available or at my computer?**

The vChat system will recognize this and display a message informing the recipient that you are not currently online and instructing them to reply with a vChat instead or try again later. The vChat link stays active at all times.

◆ Video

Video is at the core of your vChat application and is critical to its proper function. All SynergyChat apps use the [Adobe Flash Player](#) as their key video and audio components and require that it be loaded on your computer. If you do not already have it installed, click on the following link <http://get.adobe.com/flashplayer/> for your free download.

- **How do I configure my video camera?**

To setup your camera hold your mouse over the vChat video player screen and right click- select settings from the menu options to open the [Adobe Flash Player Settings](#) dialog box.



Once the **Adobe Flash Player Settings** dialog appears, select the icon that looks like a webcam. The screen will look similar to what's shown above. Select the video source that best fits your configuration. For Users with a Windows PC and that have a Creative, Logitech, Microsoft or some other manufacturer's camera, select the appropriate name.

Apple Macbook, Macbook Pro or iMac users with a built-in camera should select USB Video Class Video. Mac users with an iSight camera should select iSight. Once you have configured the proper device you will see yourself on the video viewer.

- **Hi-definition Cameras**

The Hi-definition webcams readily available today for a minimum cost can be an easy way to make a dramatic improvement in the quality and resolution of your vChat.

- **My video is grainy and dark - how do I correct this?**

Most webcams require a properly lit environment to record correctly. Good lighting is a key ingredient in creating a successful video message. Not only can the recipient see you better, but the camera and computer are required to do less work processing the image. With good basic lighting, your videos appear to be smoother and of better quality.

- ◆ **Audio**

Just as with video, audio is critical to vChat's proper operation. All SynergyChat apps use the **Adobe Flash Player** as their key video and audio components and require that it be loaded on your computer. If you do not already have it installed, click on the following link <http://get.adobe.com/flashplayer/> for your free download.

- **How do I configure my Audio settings?**

To setup your microphone hold your mouse over the vChat video player screen and right click- select settings from the menu options to open the **Adobe Flash Player Settings** dialog box.



Once the **Adobe Flash Player Settings** dialog appears, select the icon that looks like a microphone. The screen will look similar to what's shown above. Select the audio source that best fits your configuration. Click on the volume slider to adjust the record volume to your preference.

- **I'm experiencing a lot of echo, how do I reduce it?**
Click on the Reduce Echo check box and adjust your volume downward. This enables Adobe echo cancellation and should address the issue in most cases.
- **Hi-Quality Microphones**
Quality microphones can make a big difference during recording. Some users have reported dramatically improved audio recording quality when using professional microphones plugged directly into their computers. The use of lapel microphones can also provide improved audio quality.
- **Server Connections and Firewalls**
All SynergyChat applications are cloud based and require no software downloads which can cause issues in a corporate networking desktop environment. However, an open connection to the internet is required to login and use vChat. If you experience trouble in logging in or connecting to our servers there may be company firewalls that are prohibiting a proper connection. If you experience this, contact your network administrator for further assistance. If he cannot resolve the issue, contact our technical support on the home page of www.synergychat.com.

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