



vMail™

Users Guide

Creating, Sending, and Managing your Video emails

Dale Technologies, LLC.

111 2nd Avenue NE, Suite 322

St. Petersburg, Florida 33701

Contact email: support@synergychat.com

Tel: 888.407.0109

Website: www.synergychat.com



1. TABLE OF CONTENTS

| | |
|---|----|
| GETTING STARTED..... | 3 |
| Using this guide..... | 3 |
| System Requirements..... | 3 |
| Creating your vMail Account..... | 4 |
| Logging into your Account..... | 5 |
| THE PRODUCTS HOMEPAGE..... | 5 |
| CREATE AND SEND A VMAIL..... | 6 |
| YOUR INBOX..... | 14 |
| YOUR SENT ITEMS..... | 16 |
| MY VIDEOS LIBRARY..... | 17 |
| SETTINGS..... | 18 |
| Frequently Asked Questions (FAQ's) & Troubleshooting..... | 19 |



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.

vMail™ allows the user to send email communications that incorporate a recorded video/audio message and link as the main component. This “vMail” message can be recorded “on-the-fly” by the user’s computer camera/microphone. vMail™ automatically saves and archives the video message - creating a link to view the message. The recipient can click on the link at any time to play the recorded message.

vMail™ incorporates industry-standard security features and end-to-end SSL encryption to ensure that login information and data sources are secure. This high level of security allows vMail users to confidently send secure video emails to 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 vMail 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 vMail 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 videos you create with the vMail 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 Microphone & 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 VMAIL ACCOUNT

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

Note: If your vMail 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 vMail- 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 vMail 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 web interface. At the top, the SynergyChat logo is on the left, and navigation links for vMail, vChat, and user information (drewstamp@synergichat.com, Admin, Settings, Logout) are on the right. A left sidebar shows the user profile for Drew Stamp and a company directory listing several team members. The main content area features a 'Welcome to Synergichat' header, a 'What's New' section with a video chat integration announcement, and a 'Customer Support Resources' section with links to training videos, help documentation, and technical support. A 'Go to Downloads' button for an Outlook Plugin is also visible. The SynergyChat logo is faintly visible at the bottom of the page.

CREATE AND SEND A VMAIL

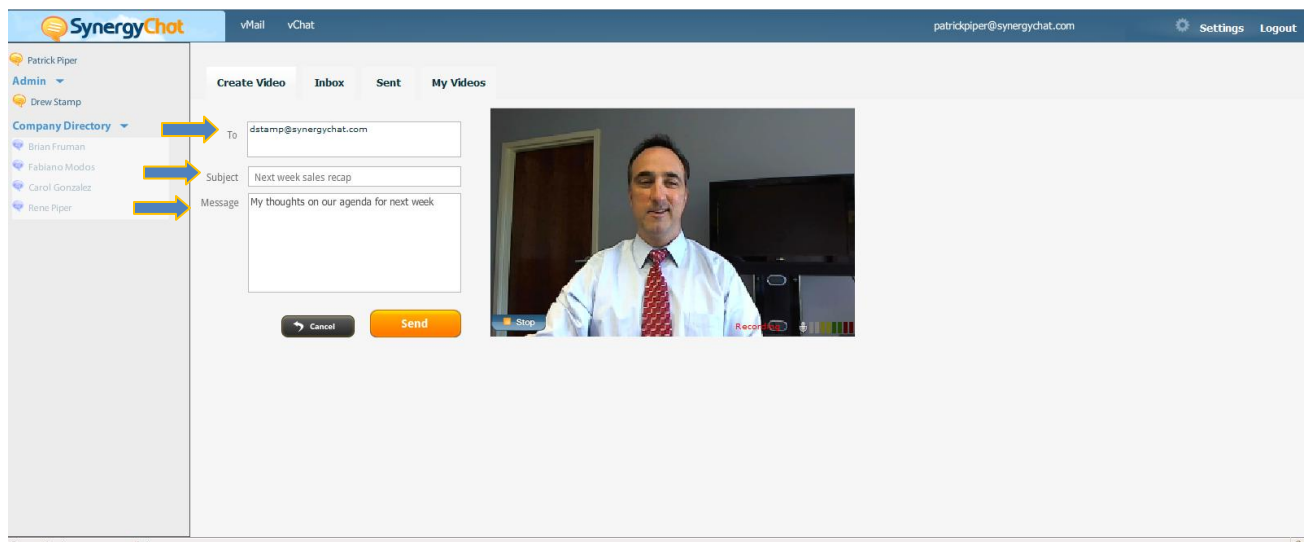
Creating and sending your video emails can be done in a fraction of the time it takes to type out lengthy, often misunderstood text emails- get your message across right the very first time! When you record and send vMails a link is created and sent as a part of the text email. The recipient simply opens the email and clicks on the link to view the video message.

He can then reply to your message with traditional text or can elect to reply with a video message of his own using the free vMail reply function. By sending video links instead of oversized video files, your vMails will not be rejected by the file size restrictions commonly found in most company network environments.

Your vMails are saved in the Sent section of the application for future reference. The Flash (.FOV) video files are stored in your Video Files Library for archiving purposes and file management.

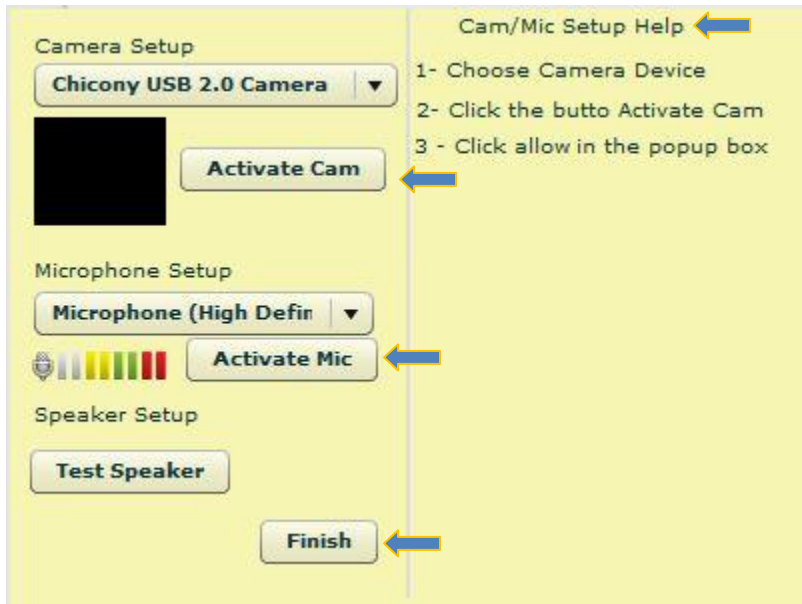
To get started making your first vMails just follow the 4 easy steps illustrated below, repeat.

STEP 1- ENTER RECIPIENT'S EMAIL ADDRESS, SUBJECT AND MESSAGE



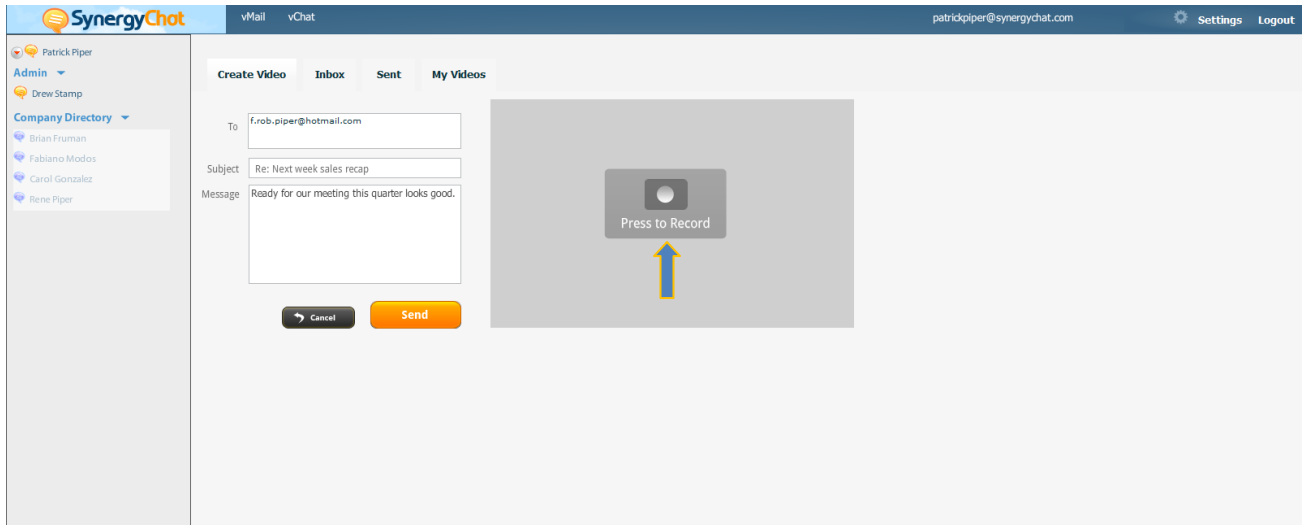
Enter the recipient's email address in the **To:** field, email subject in the **Subject:** field and email message in the **Message:** field. If you wish to send your vMail to multiple recipients separate each email address with a semicolon “;” and a space; i.e., (jonransom@att.net; debbiesmart@kodak.com; etc.)

STEP 2- SETUP YOUR MIC AND CAMERA

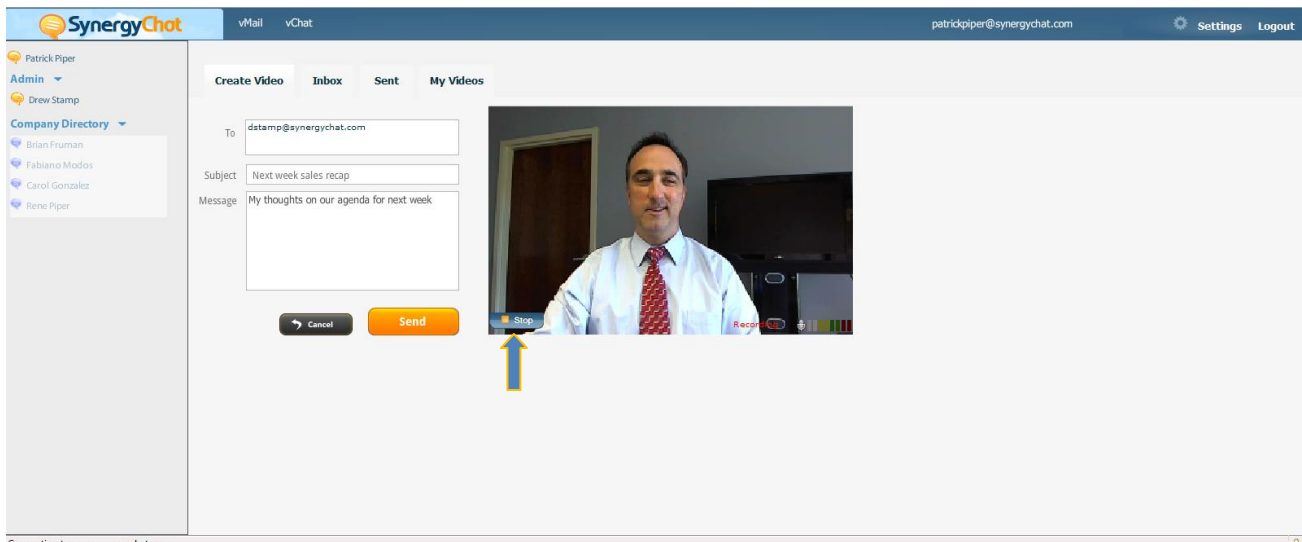


To setup your cam and mic, click on the [Cam/Mic Settings](#) link located below the lower right corner of the video player. Then follow the simple 3 step process outlined on the right of the Setup screen under “Cam/Mic Setup Help.” Click the [Activate Cam](#), [Activate Mic](#), and [Finish](#) buttons respectively.

STEP 3- RECORD AND REPLAY YOUR VIDEO MESSAGE

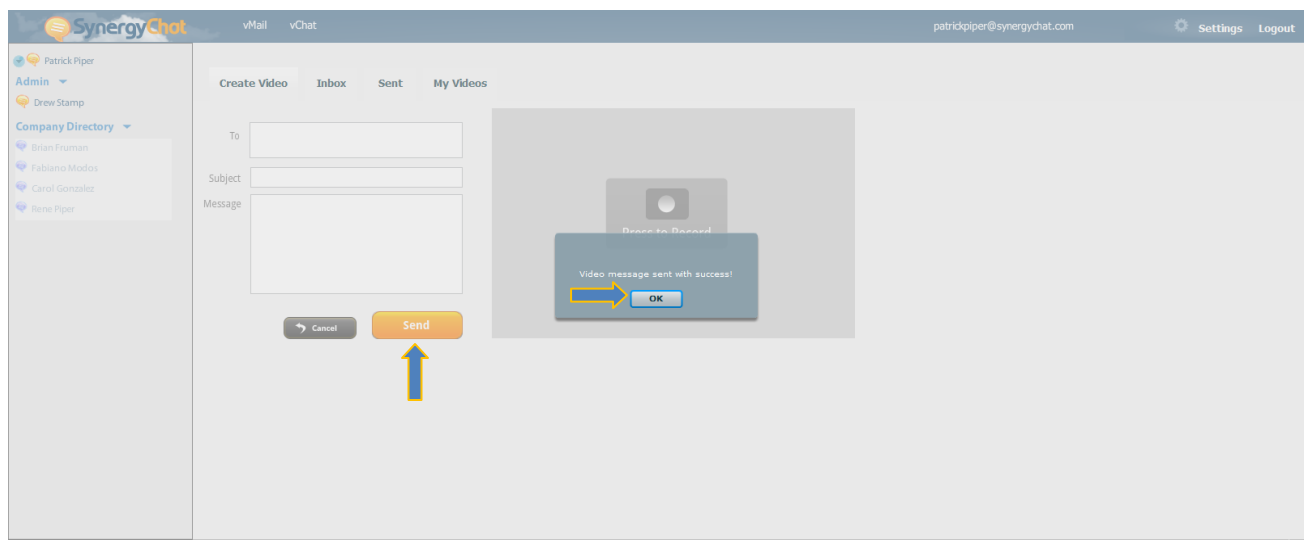


Click on the **Record** button in the center of the viewer to begin recording your video mail.



When finished, click on the **Stop** button. To review your video click the **Play** button - to re-record, repeat the process.

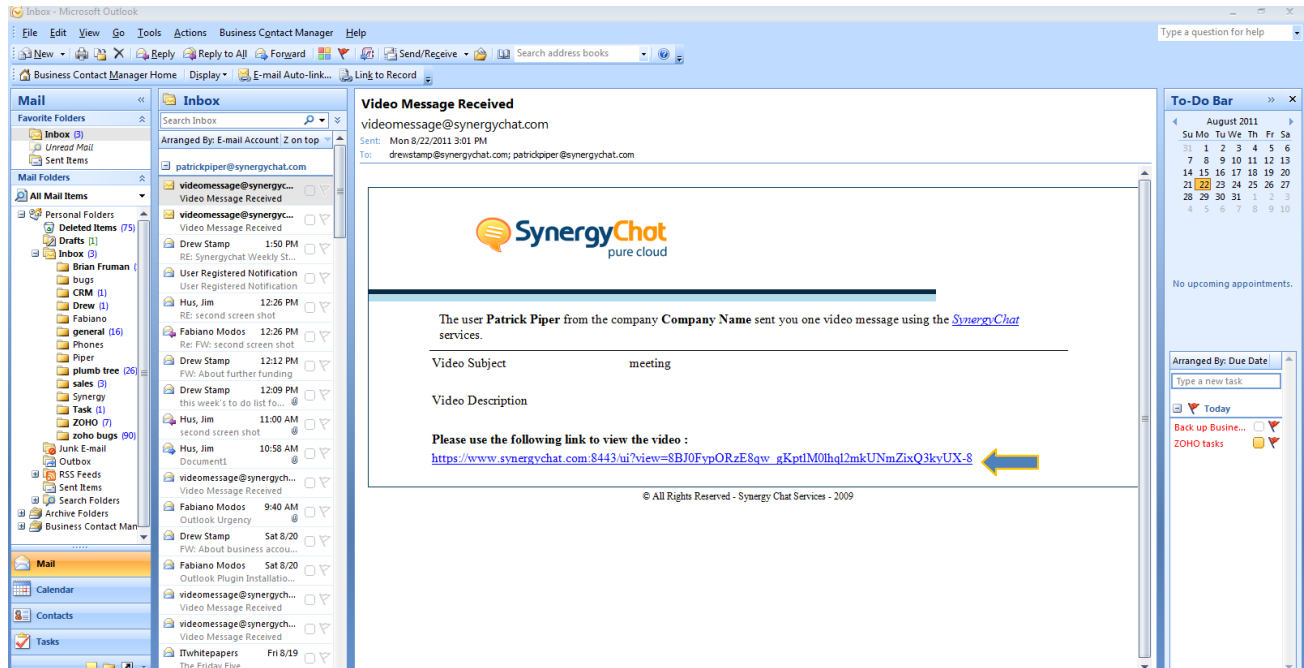
STEP 4- SEND YOUR VMAIL MESSAGE LINK



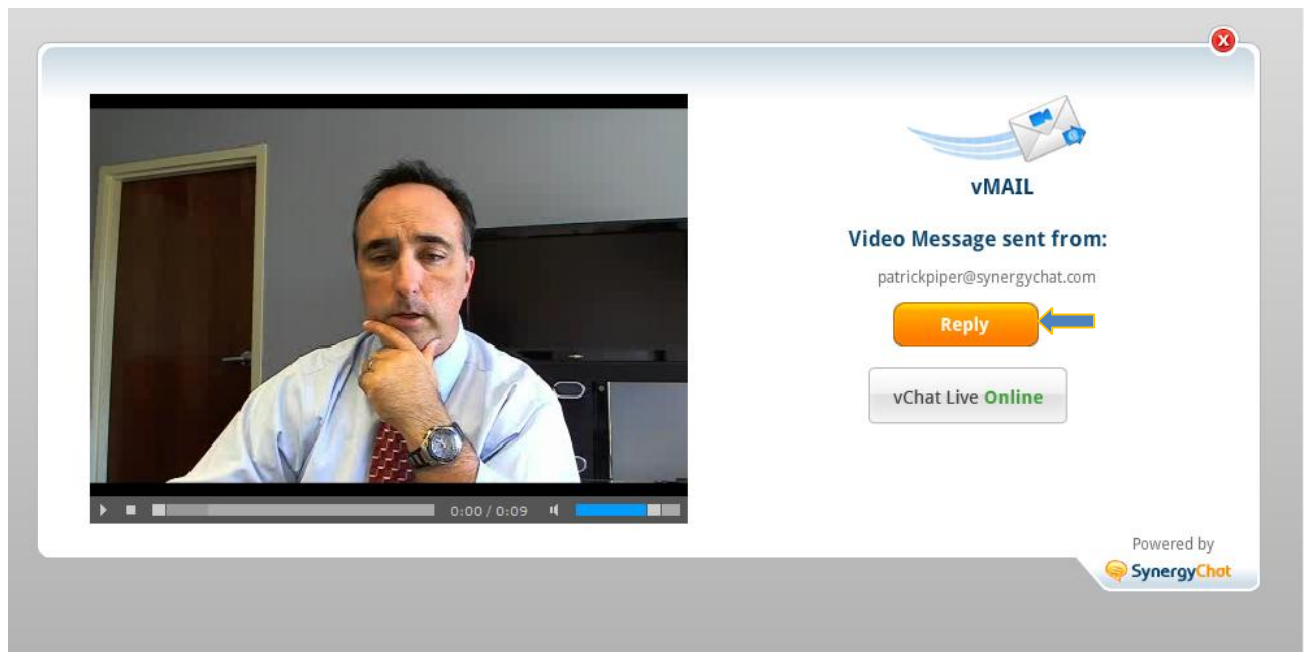
Finally, click the **Send** Button to send your vMail to the recipient, and then click **OK**. That's all there is to it!

REPLYING TO A VMAIL

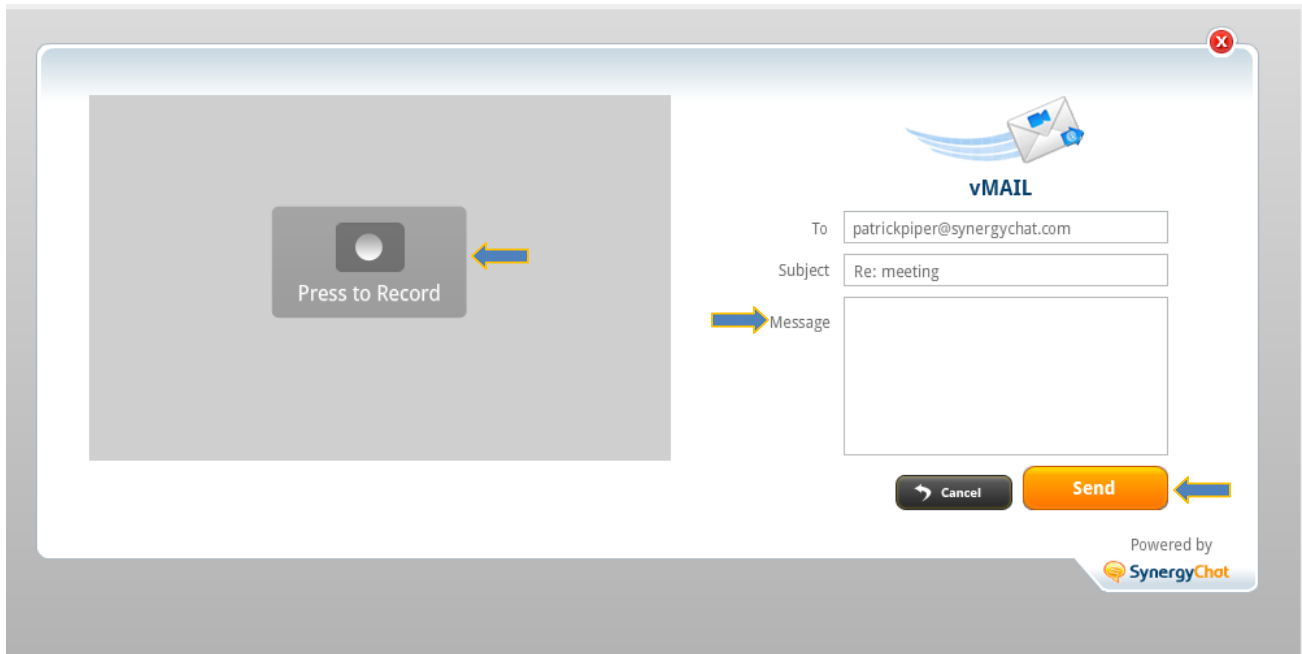
When you send a vMail to a prospect, customer, vendor or co-worker, they can view your video message and then has the option to reply using three different methods of response. The recipient can respond using a traditional text email, a vMail video message (providing they have a microphone and camera on their computer) or can reply instantly using live video chat. Let's take a look and see how this works .



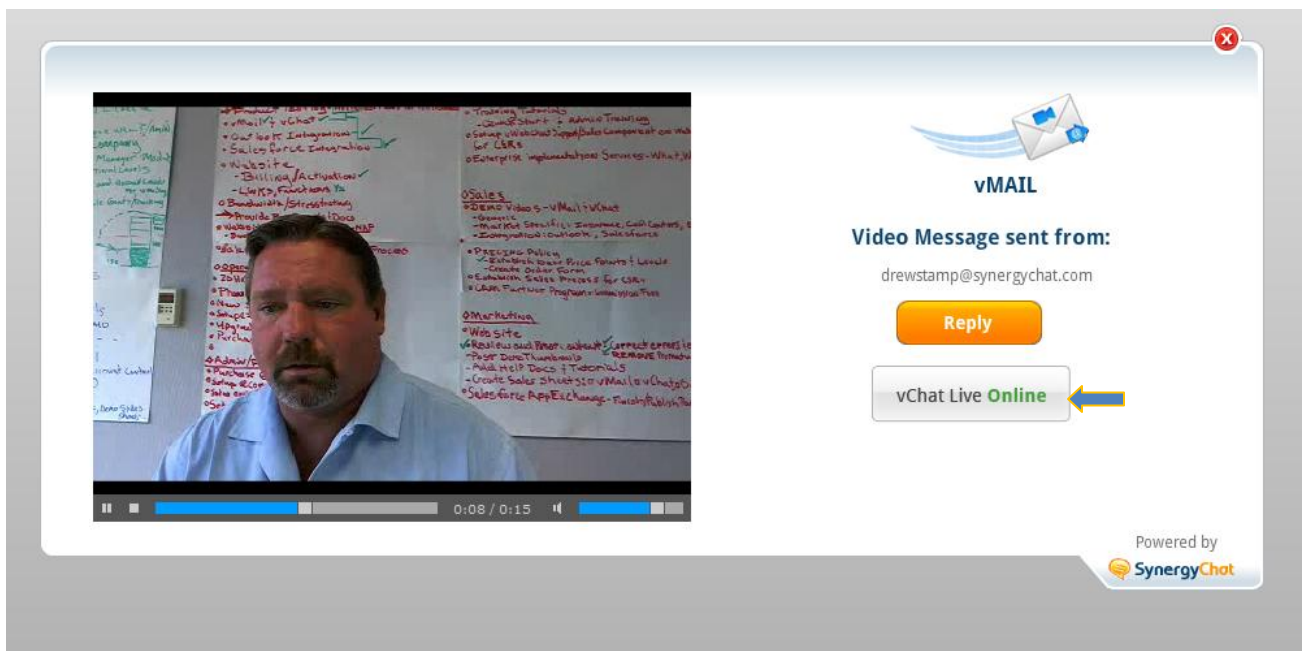
First the vMail recipient opens the vMail in their email inbox and clicks on the message link.



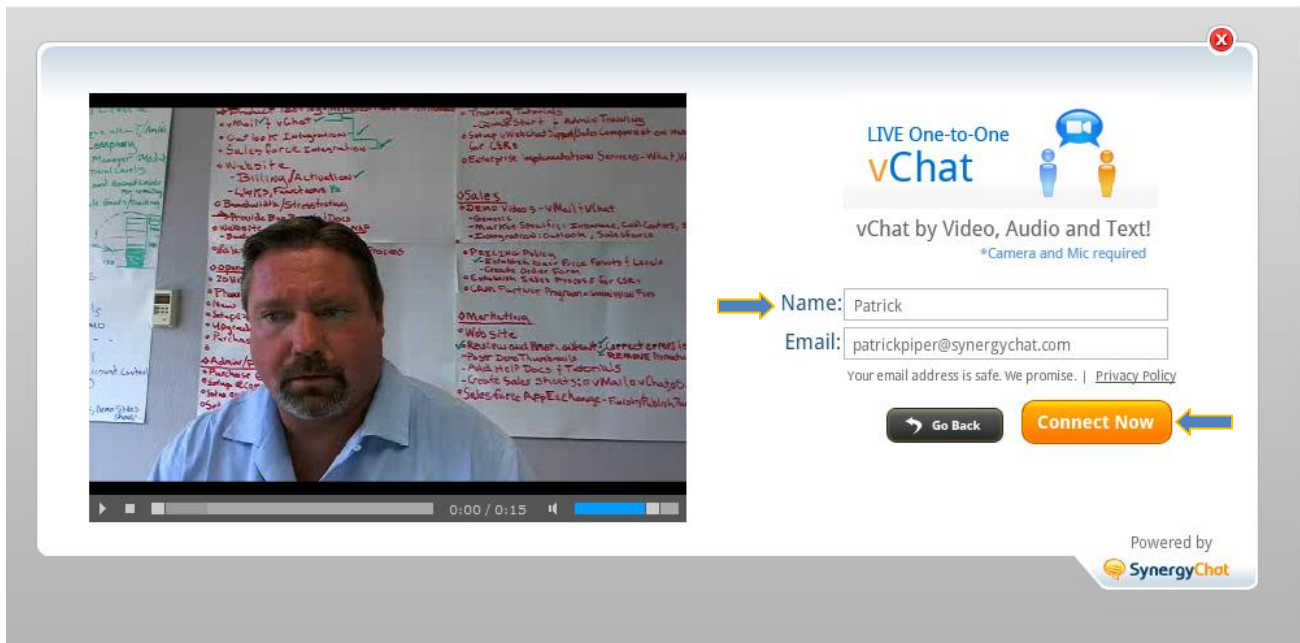
The vMail message plays automatically and is viewed by the recipient. To reply using a text email or a vMail, the recipient simply clicks on the **Reply** button.



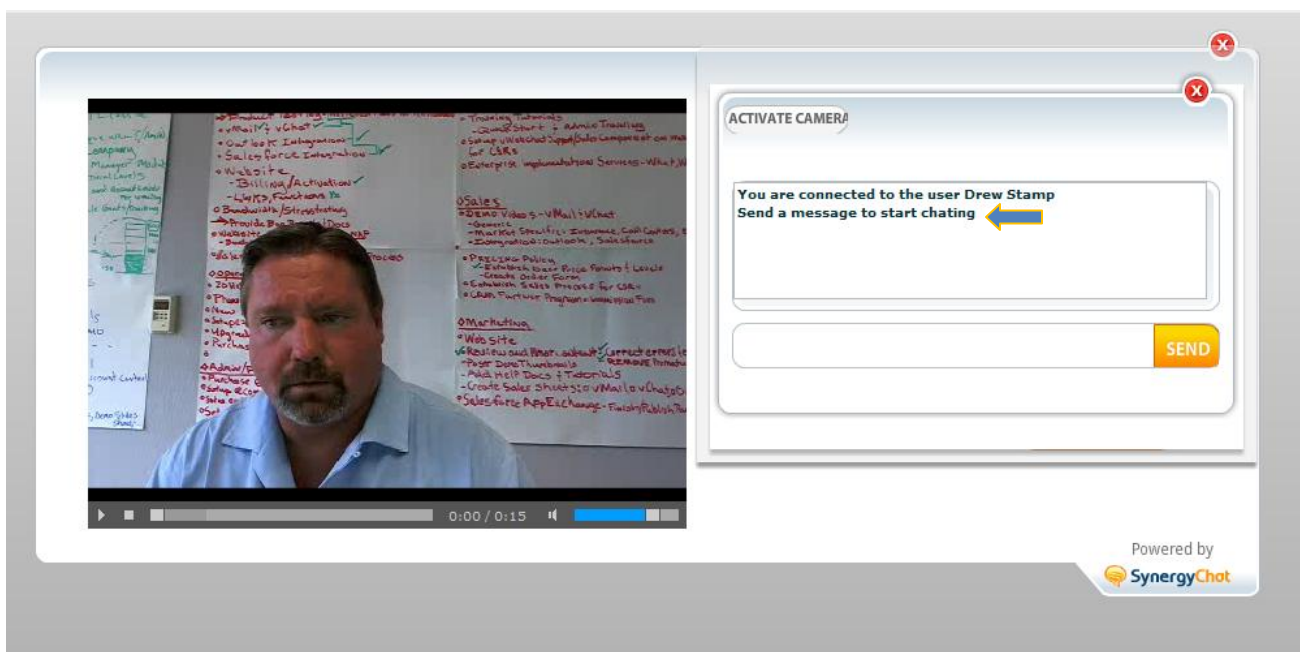
The recipient can then type in a text-only message response and click on the **Send** button. If the recipient has a microphone and camera on their computer, they can also reply with a video message of their own by clicking on the **Record** button and recording a message.



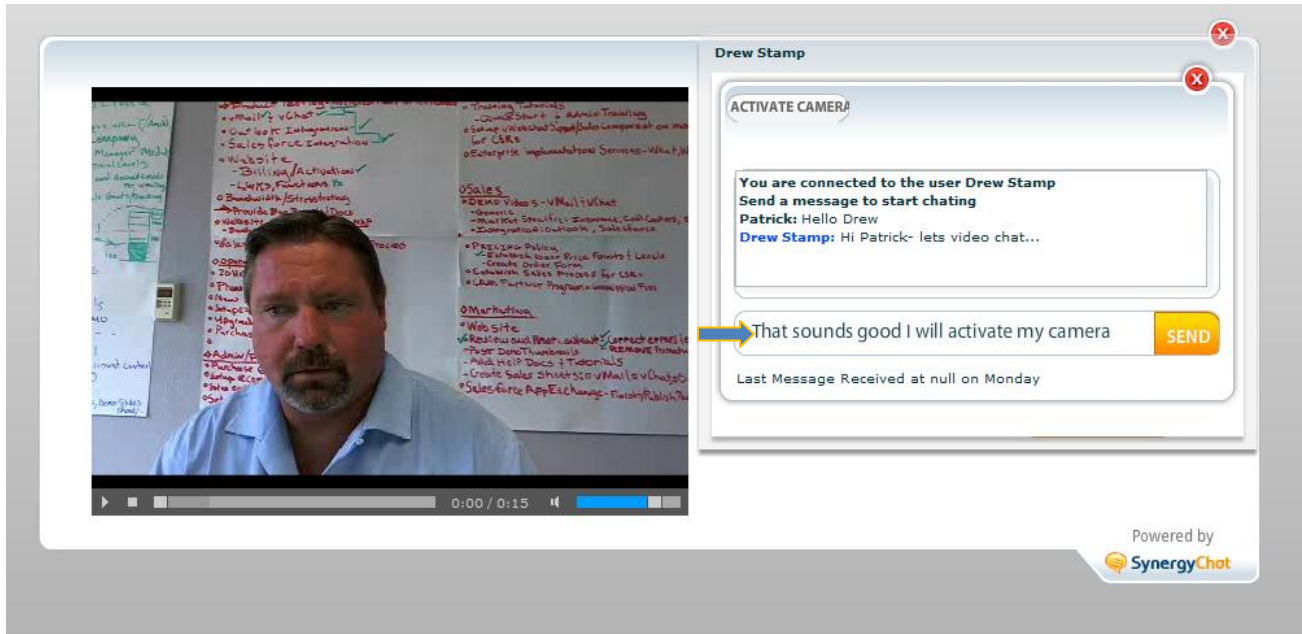
If you have licensed the powerful **vChat** application, the recipient also has the option of replying immediately using live video chat by clicking on the the **vChat Live** button.



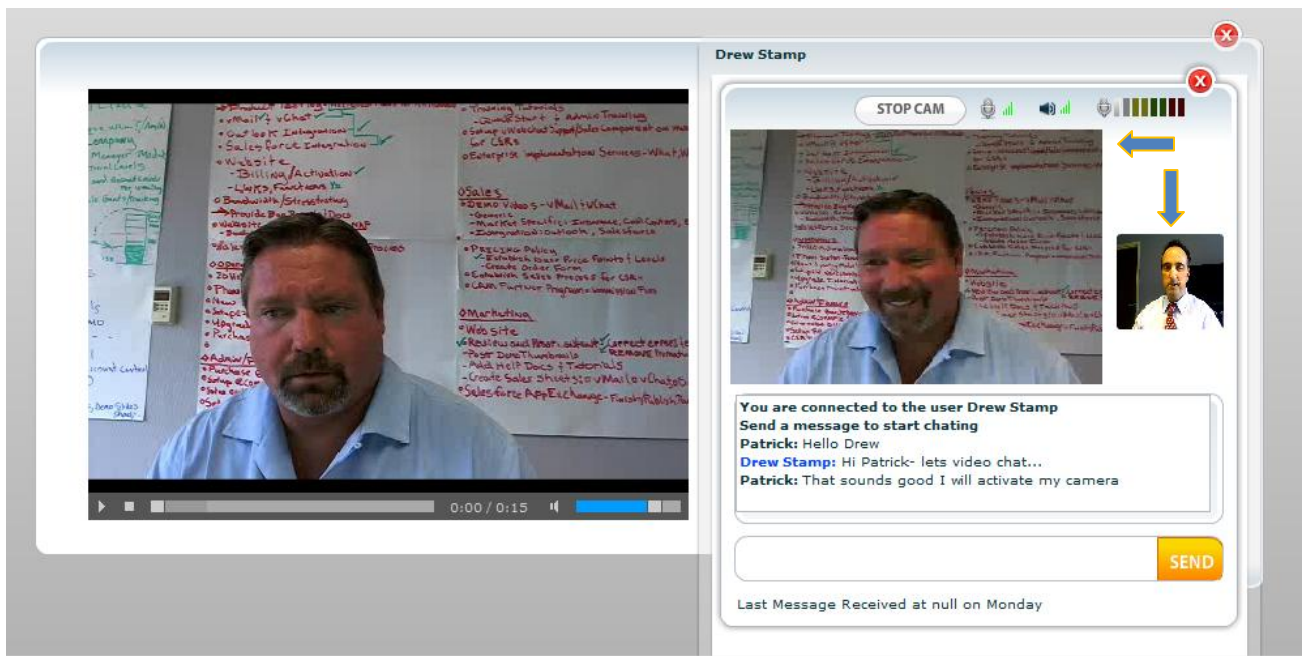
After the recipient clicks on the vChat Live button, the vChat system prompts for a user name and email address for the video chat session. Clicking on the Connect Now button begins the chat.



With vChat, the recipient and sender can chat live using text, audio and video for one-on-one secure, encrypted communications.



To start the video chat click on the Activate Camera button.

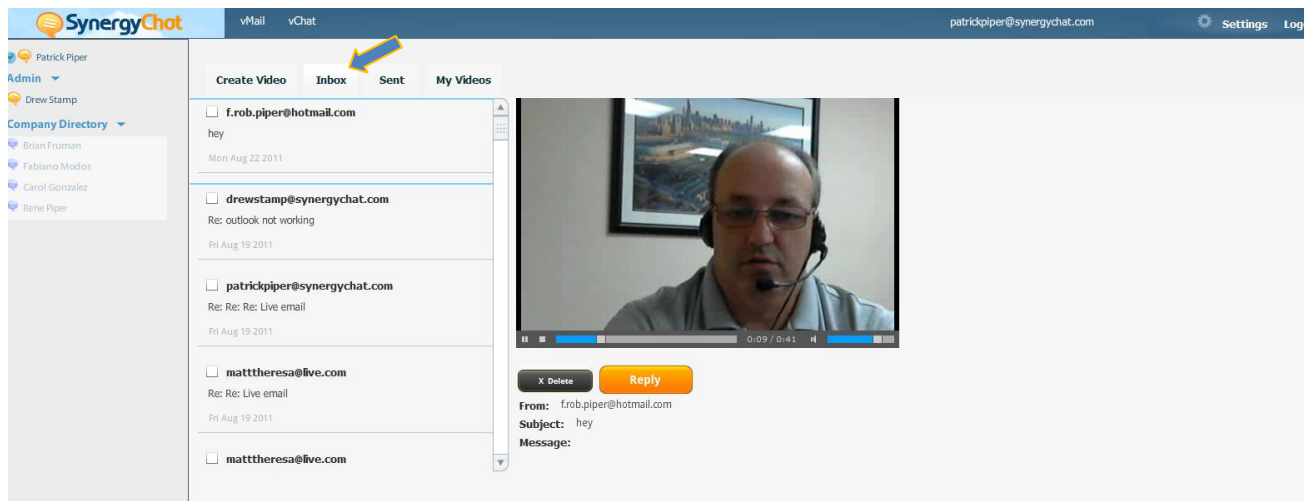


The two way video chat has been started.

YOUR INBOX

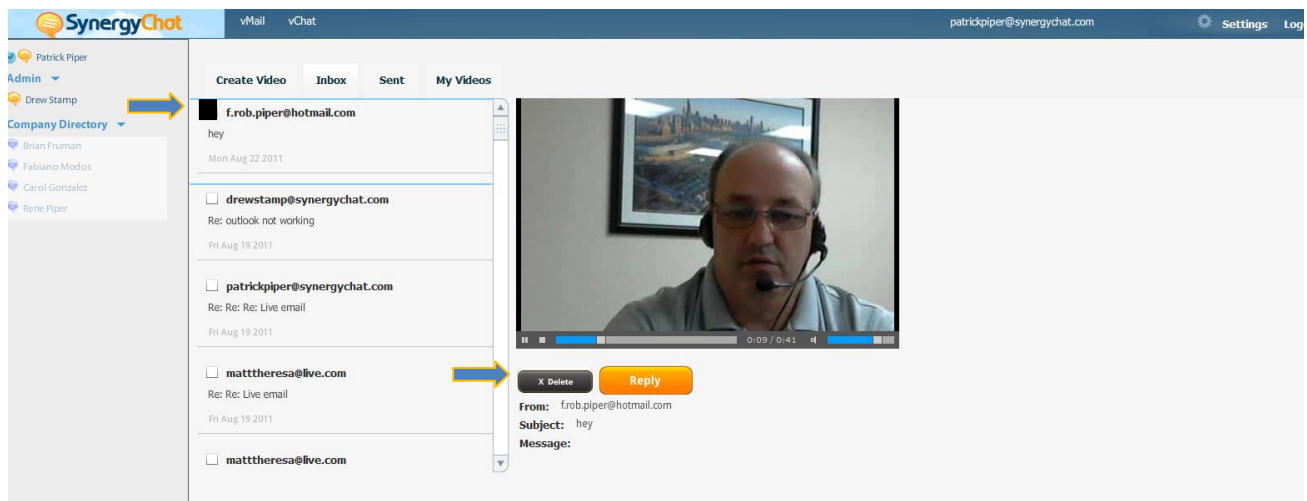
The **INBOX** is where the vMails sent to you are stored. These consist of original vMails or Reply's to your own messages. Just like a standard email Inbox, you can select and view, reply, copy, forward or delete any vMail that you receive.

VIEW A VMAIL FROM YOUR INBOX



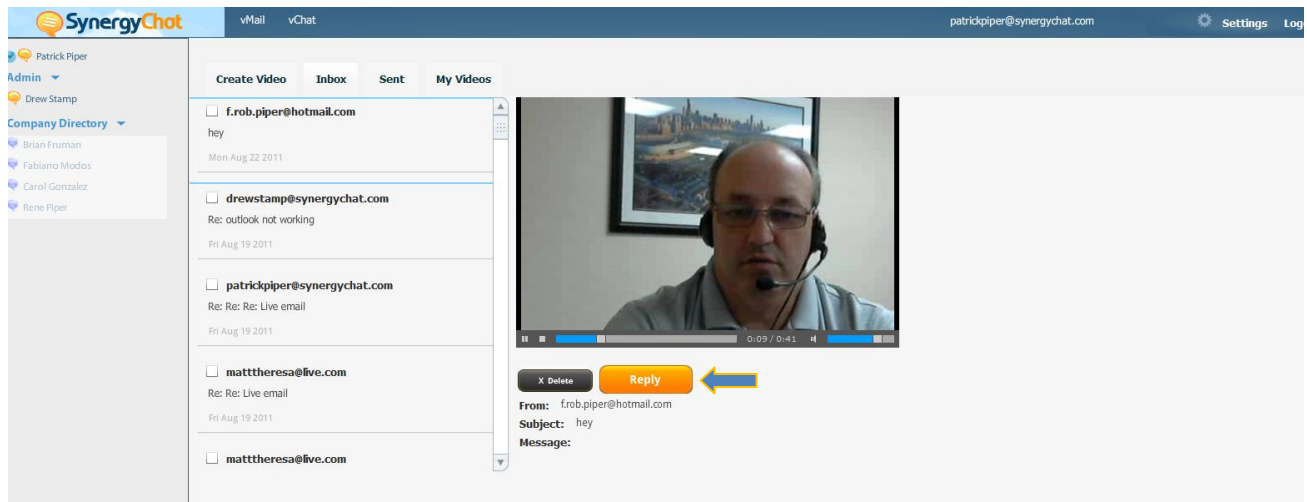
To view a vMail click on the **INBOX** tab, then select the desired item to play the video message.

DELETE A VMAIL FROM YOUR INBOX

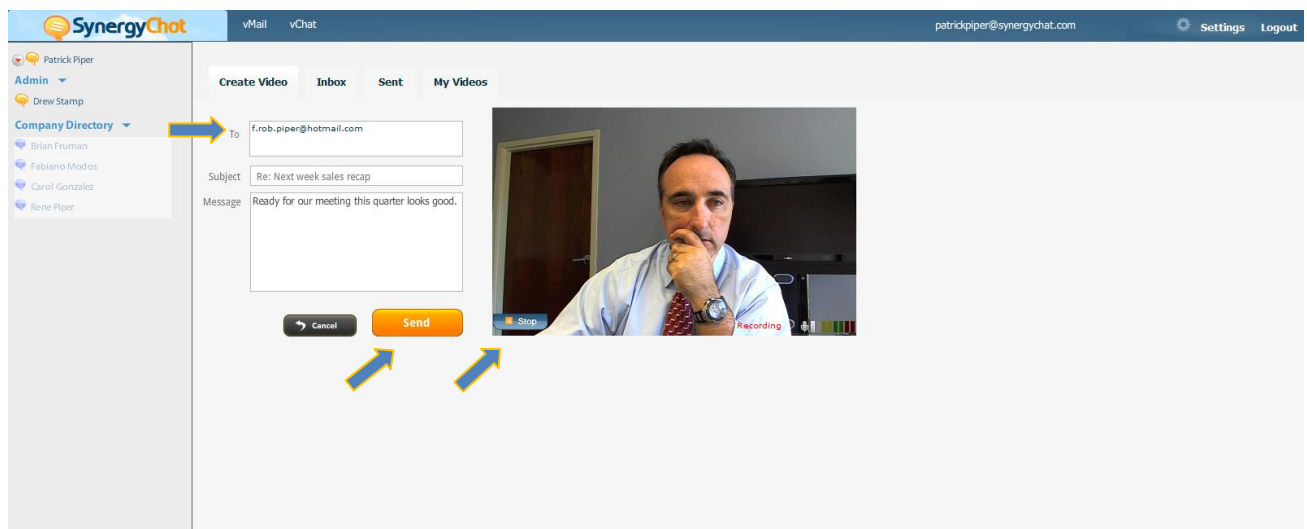


To delete a vMail from the **INBOX** click on the check box to the left of the item you wish to remove. Next, click on the **Delete** button. You can also mark multiple items for deletion at the same time and delete them with a single click of the **Delete** button.

REPLY TO A VMAIL FROM YOUR INBOX



After viewing any vMail you have the option to reply with another vMail to the sender's message. Select the desired item and click on the **Reply** button.

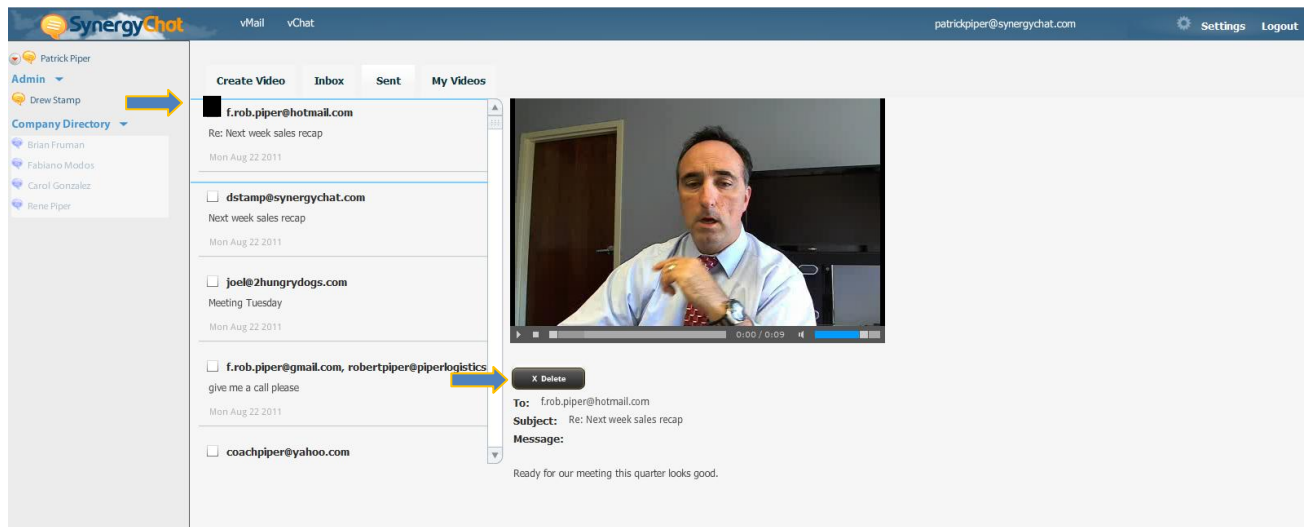


At the **Create Video** screen the reply address and subject will automatically fill in. Add any additional email addresses for others you would like to send the message to along with any comments in the message box. Click on the **Record/Stop** buttons to add your video message. Finally, click the **Send** button to complete your reply.

YOUR SENT ITEMS

As the name of the tab implies, the SENT items section is the area where all of the vMail links that you have created and sent are stored. Just like the INBOX, you can view any past video message that you recorded no matter when it was created. In addition, you can manage the number of vMails that you wish to save and delete the ones you no longer want to keep.

MANAGING YOUR SENT VMAILS



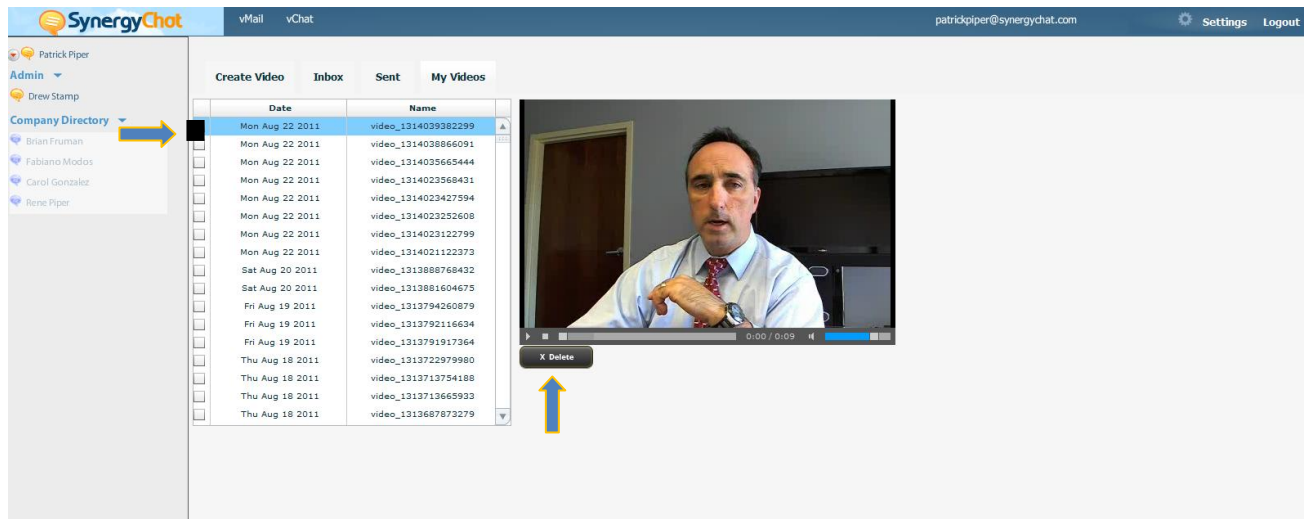
The screenshot displays the SynergyChat vMail interface. The top navigation bar includes the SynergyChat logo, 'vMail' and 'vChat' tabs, the user email 'patrickpiper@synergychat.com', and 'Settings' and 'Logout' links. On the left, a sidebar shows the user's name 'Patrick Piper' and a 'Company Directory' with several contacts. The main content area is divided into three sections: a list of sent vMails, a video player, and a message details pane. The vMail list includes entries from 'f.rob.piper@hotmail.com', 'dstamp@synergychat.com', 'joel@zhungrydogs.com', 'f.rob.piper@gmail.com, robertpiper@piperlogistics', and 'coachpiper@yahoo.com'. A blue arrow points to the 'Sent' tab, and another blue arrow points to the 'Delete' button next to the message from 'f.rob.piper@gmail.com, robertpiper@piperlogistics'. The video player shows a man in a white shirt and tie speaking. The message details pane shows the recipient 'f.rob.piper@hotmail.com', the subject 'Re: Next week sales recap', and the message body 'Ready for our meeting this quarter looks good.'

To view any sent vMails, select the message you would like to watch, then click on the **Play** button. To delete a message, click on the check box to the left side of the message and then click on the **Delete** button.

MY VIDEOS LIBRARY

The **MY VIDEOS** library is the area where all of the native **Adobe Flash** (.FOV) video files for every vMail that you have created and sent are archived. You can view any past video message that you recorded no matter when it was created. In addition, you can manage the number Flash video files that you wish to save and delete any that you no longer wished to be viewed.

MANAGING YOUR VIDEO (AVI) FILES



The screenshot shows the SynergyChat interface. On the left is a sidebar with a 'Company Directory' section containing names like Brian Fruman, Fabiano Modos, Carol Gonzalez, and Renee Piper. A blue arrow points to this section. The main area has tabs for 'Create Video', 'Inbox', 'Sent', and 'My Videos'. Below the tabs is a table with columns 'Date' and 'Name'. The table lists several video files with their dates and names. A video player is embedded on the right, showing a man speaking. A blue arrow points to the 'X Delete' button below the video player.

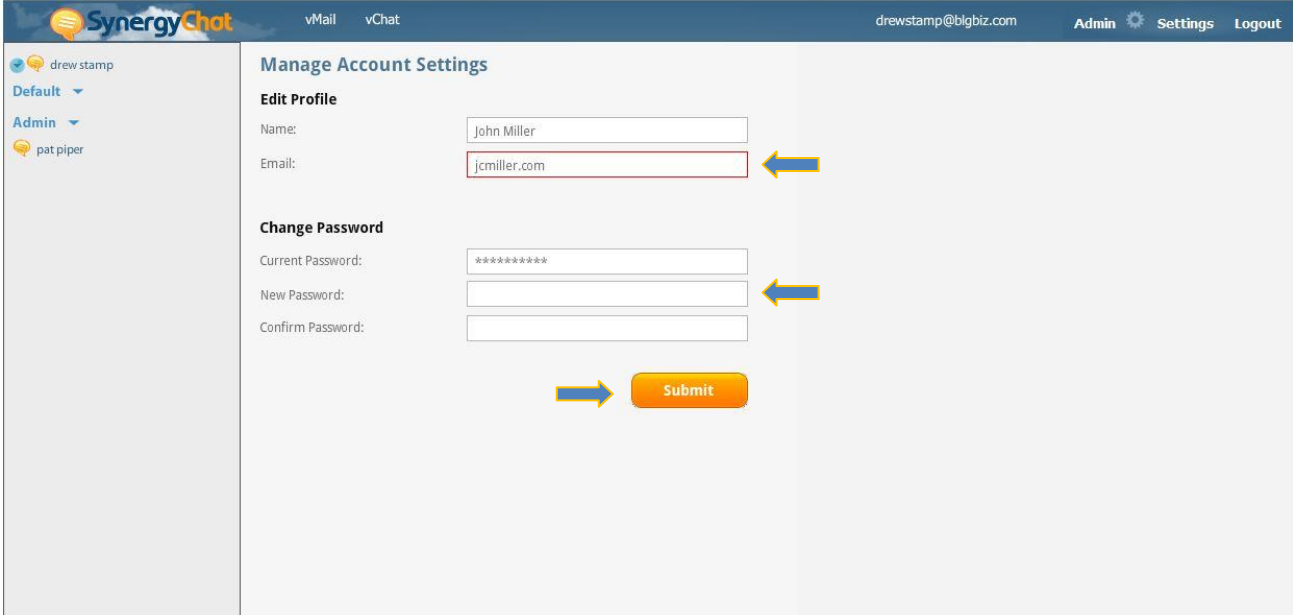
| Date | Name |
|-----------------|---------------------|
| Mon Aug 22 2011 | video_1314039382299 |
| Mon Aug 22 2011 | video_1314038866091 |
| Mon Aug 22 2011 | video_1314035665444 |
| Mon Aug 22 2011 | video_1314023568431 |
| Mon Aug 22 2011 | video_1314023427594 |
| Mon Aug 22 2011 | video_1314023252608 |
| Mon Aug 22 2011 | video_1314023122799 |
| Mon Aug 22 2011 | video_1314021122373 |
| Sat Aug 20 2011 | video_1313886768432 |
| Sat Aug 20 2011 | video_1313881604675 |
| Fri Aug 19 2011 | video_1313794260879 |
| Fri Aug 19 2011 | video_1313792116634 |
| Fri Aug 19 2011 | video_1313791917364 |
| Thu Aug 18 2011 | video_1313722979980 |
| Thu Aug 18 2011 | video_1313712754188 |
| Thu Aug 18 2011 | video_1313713665933 |
| Thu Aug 18 2011 | video_1313687873279 |

To view any sent vMails, select the message you would like to watch. To delete a message, click on the check box to the left side of the message and then click on the **Delete** button.

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 vMail 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.

- **How long will my vMails be saved and stored?**

vMails will be automatically saved for 1 year. If you would like to keep your vMails longer for auditing purposes, ask us about SynergyChat's premium [Archiving](#) services.

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

There is no limit to the duration of a vMail or file size restrictions.

- **How many times can a vMail be viewed?**

An individual vMail can be viewed up 20 times. If you would like to create a single vMail that can be sent and viewed in a mass email campaign, ask us about SynergyChat's optional [Mass vMail](#) program.

- **When someone replies to a vMail can they reply with a video message?**

Yes, they can reply with a standard text or video email providing they have a microphone and camera. They can also reply with live text and video chat.

- **How does vMail's Reply by vChat work?**

- Anyone you send a vMail to can elect to reply instantly with live text and video chat by simply clicking on the Reply by chat option. This allows you to provide an immediate response your recipients.

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

- **What happens if someone I sent a mail 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 vMail instead or try again later. The vChat link stays active at all times.

- ◆ **Video**

Video is at the core of your vMail 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 vMail 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 vMail.

- **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 vMail'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 vMail 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 vMail. 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 located on the home page of www.synergychat.com.

– END –