EchoSystem 5.5 Documentation
Device Monitor User Guide

August, 2015

Echo360 is continually updating the documentation. This manual is a snapshot as of the date above. Check the Echo360 documentation wiki for the most current version: http://confluence.echo360.com/display/55/EchoSystem+Welcome+and+FAQs

Student Guide

Feel free to adapt the information in this Student Guide for your institution. You may want to post it to a student wiki or web site.

- EchoCenter for Students
- Guided Tour of an EchoCenter Page
- Embeddable EchoPlayer for Students
- Live Webcasting for Students
- Frequently Asked Questions

EchoCenter for Students

In this section:

- What is an EchoCenter Page?
- How Do I Get to My EchoCenter Page?
- How Do I Learn More?

What is an EchoCenter Page?

Your EchoCenter page – you have one for each class – is a dashboard that:

- Lists each Echo for the class, with details about the Echo.
- Lists "other" Echoes. Some of these are future class meetings. In time, each of the future class meetings becomes a link to an Echo.
- Allows you to access live webcasts. Not all classes include live webcasts.
- Shows the course notes (bookmarks) you have added to Echoes you've already viewed. Each bookmark links to the scene in the Echo.
- Shows recent chat and discussion activity for the class. Each discussion item links to the scene in the Echo.

How Do I Get to My EchoCenter Page?

You should receive a notification from your school's IT (information technology) department. If you do not, ask the Instructor or Teaching Assistant for the class.

If your school uses Moodle or BlackBoard, the EchoCenter page can be integrated with these learning management systems. You may see the EchoCenter page when you log in to Moodle or BlackBoard. If you do not, ask your school's help desk about it.

How Do I Learn More?

Check these pages:

- Frequently Asked Questions
- Guided Tour of an EchoCenter Page

Guided Tour of an EchoCenter Page

In this section:

- [Overview](#)
- [ID Pane (1-3)](#)
- [Course Bookmarks Pane (4)](#)
- [Recent Activity Pane (5)](#)
- [Echoes List (6)](#)
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- [If You Don't See the Course Notes or Recent Activity Panes](#)

Overview

Your EchoCenter page should look similar to the figure shown below. Each numbered item is described in the sections below.
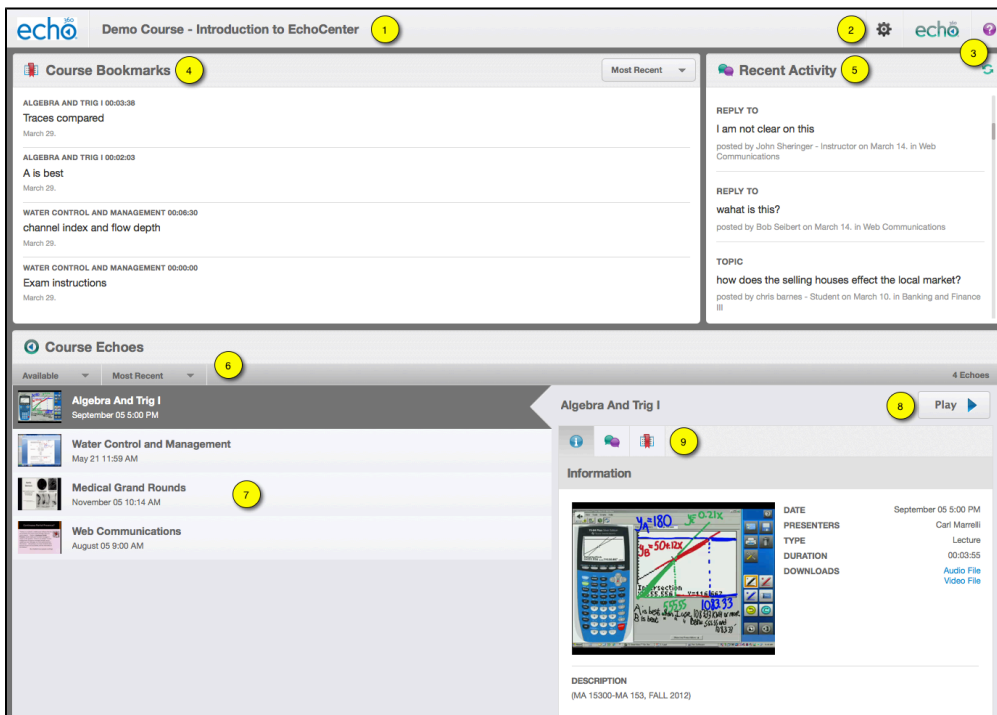
ID Pane (1-3)

1. The class covered by this EchoCenter page. You may also see a notice of the next recording or live webcast, as shown below. A **Join** button appears shortly before the scheduled webcast time. See [Live Webcasting for Students](#).

2. The Echo360 logo. Your school logo may appear on the left side of the window.
3. Link to online help.

Course Bookmarks Pane (4)

The pane:

- Shows any course notes (bookmarks) you added recently to **any** Echo in the class. To see the course notes (bookmarks) you added for a specific Echo, select the Echo and click the course notes (bookmarks) tab. See Course Notes (Bookmarks) Tab.
- Lets you jump to the course note (bookmark). Clicking on the course note (bookmark) opens the Echo at the relevant scene.

To make course notes (bookmarks) appear in this pane, add a bookmark to an Echo while you are watching it in the EchoPlayer. Click the Bookmarks button (shown below).
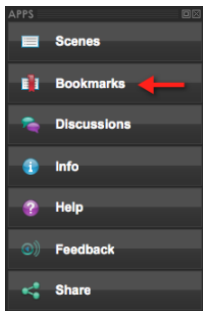
Bookmarks help you:

- **Tag important parts** of the Echo, allowing you to quickly navigate to a certain point
- Serve as brief **course notes**, offering an overview of what was covered in a particular lecture
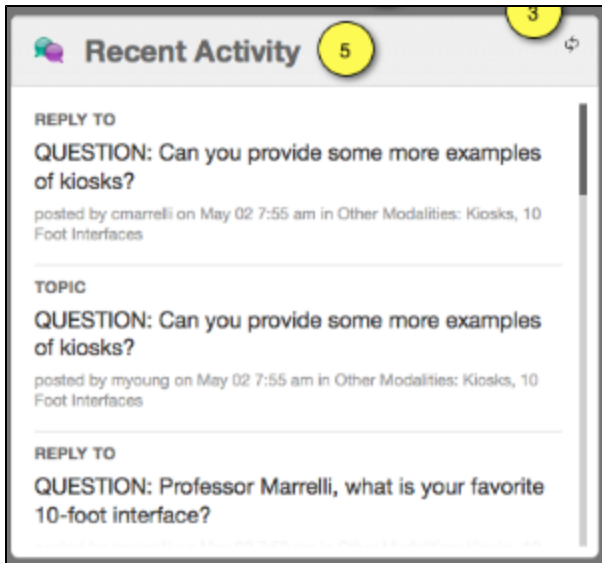
You see only the bookmarks you added.

> ☑ **Best Practice: Add Many Bookmarks**
>
> Add bookmarks liberally as you review an Echo. When you are studying for an exam, you'll find the bookmarks a handy index to the Echo and to the class.
>
> You might want to use a key phrase (such as "EXAM QUESTION") if an Instructor has indicated that a particular concept is important.

Recent Activity Pane (5)

This pane:

- Shows recent discussions that occurred in **any** Echo in the class. To see the discussions for a specific Echo, select the Echo and click the Discussions tab. See Discussions Tab.
- Lets you join the discussion. Clicking on the discussion link opens the Echo at the relevant scene.

> **ℹ Why Aren't There Links to the Most Recent Echo Here?**
>
> The Recent Activity section lists the most recent discussions that occurred in **any** Echo for this class. If the most recent Echo did not elicit any discussion, no discussion link is listed. Discussions sometimes occur as you and your classmates review the Echo. As you submit discussions topics, they are listed in this pane.

Discussions appear in this pane, when you, the Instructor, or another class member adds a discussion topic while watching an Echo. Click the Discussions button (shown below).
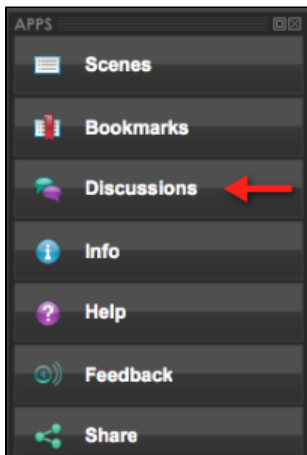
Echoes List (6)
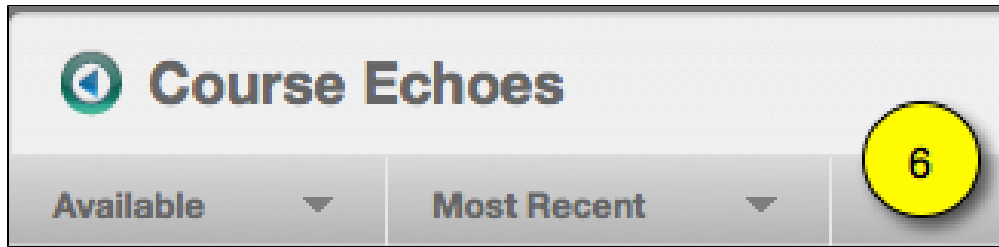
As the school year progresses, the list of Echoes can become long and unwieldy. The **Available/Other** and **Most Recent/Least Recent** drop-down lists help you organize the list of Echoes.

Select the **Available** option to see a list of Echoes that have been processed. Sort the list with the **Most Recent/Least Recent** drop-down list.

Select the **Other** option to see a list of:

- Echoes still being processed.
- Scheduled recordings.
- Echoes that are marked Not Available. If you are curious about an Echo marked Not Available, ask your Instructor or Teaching Assistant (TA). Echoes can be unavailable for a variety of reasons:
  - Your Instructor may have marked an Echo as unavailable while it is being reviewed or for another reason
  - A class meeting may not have been captured because of a power outage or other malfunction

An example of the Other list is shown below.

The Other list contains the following options and information:

1. Available/Other drop-down list. Allows for toggling between the Available Echoes and Other Echoes
2. Hide Unavailable/Show Unavailable drop-down list. This control shortens the list by hiding unavailable Echoes. Echoes can be unavailable for a variety of reasons:
   - The Instructor may have marked an Echo as unavailable
   - A class meeting may not have been captured because of a power outage or other malfunction
3. The number of Echoes in the list.
4. The status of any Echoes listed. This may show that the Echo is being processed or that the class meeting was not captured. Most class meetings are captured and become available as Echoes, so it is helpful to see this case explicitly noted.
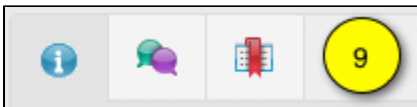
Individual Echo Listed (7)

Select an Echo in the list to reveal additional details about that specific Echo.

Launch Echo Button (8)

Click this button to launch the Echo.

Tabs Selection (9)

Select a specific Echo from the Course Echoes list, then select one of the tabs to get further details about the Echo.

Information Tab

The Information tab is shown below.

From this tab you can:

- See the date of the Echo
- See the Presenters for the Echo
- See the type of Echo (usually "Lecture")
- See the duration of the Echo
- Download Podcast or Vodcast versions
- Read a description of the Echo if your Instructor included one
- Access the Embed Code for the Echo. You can use this link, just like a YouTube link, to embed the Echo into a webpage or share it via social media.

Discussions Tab

The Discussions tab is shown below.

From this tab, you can:

- See discussions that have occurred for the specific Echo.
- Join discussions. Click on the discussions link.

Course Bookmarks Tab

The Course Bookmarks tab is shown below.
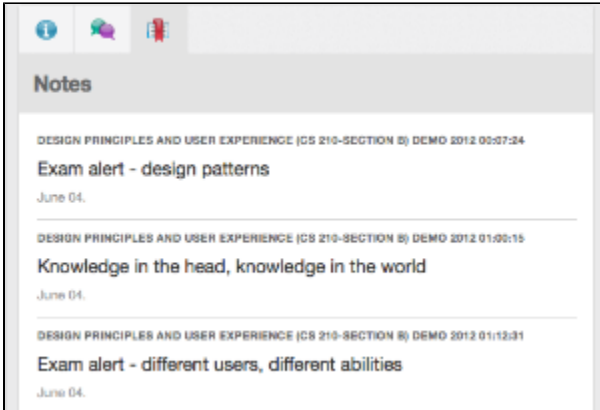
From this tab you can:

- See the course notes (bookmarks) you have added in the Echo.
- Open the Echo at the bookmarked scene. Click on the course note (bookmark).

The date below the bookmark is the date you added the bookmark to the Echo. It is not the date of the class.

Preferences Button

When you click an Echo icon on the EchoCenter page, you want to jump right into the Echo. You don't want to be bothered with technical specifications. However, the EchoPlayer needs to know certain details in order to display the Echo in the best way for you.
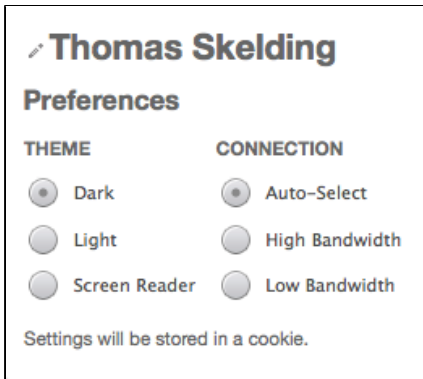
Click the Preferences button to configure your preferred bandwidth and theme. These specifications will be used for every Echo you launch.

Follow these steps:

1. Click the **Preferences** button.

2. The Preferences dialog box appears as shown in the following figure.

3. The display name is the name other students and your Instructor see when you are chatting and asking questions in the EchoPlayer. To change your display name, follow these steps:

   a. Click anywhere on the display name ("Thomas Skelding" in this example). The display name becomes an editable field as shown in the figure below.
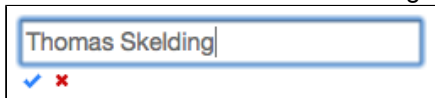
   b. Edit the name. We recommend that you enter your actual name so other students and your Instructor can identify you.

   c. Click the check mark to save the edited name. Click the X to cancel any changes.

4. Select your preferred EchoPlayer theme.
   - The Dark and Light themes control the background of the Echo
   - The Screen Reader theme is optimized for the visually-impaired

5. Select your preferred connection speed. The connection speed that can be supported depends on the quality of your network. We recommend choosing the default, Auto-Select.

> ℹ️ **Theme and Connection Settings Affect the EchoPlayer not the EchoCenter**
>
> The theme and connections settings affect the appearance and performance of the EchoPlayer but have no effect on the EchoCenter.

6. Move your cursor away from the dialog box. The box disappears. Your changes have been saved.

Seeing Lecture Tools Materials in EchoPlayer

> ⚠️ **You Must Open the EchoPlayer Through the Course EchoCenter to see Lecture Tools Polling Materials**
>
> In order to see Lecture Tools polling and quiz materials, you MUST access the EchoPlayer through the course EchoCenter and NOT through a direct link to the lecture. If you do not have the link to the course EchoCenter, ask the instructor to provide one for you.

If your instructor has created a poll or quiz in Lecture Tools and is using them during class, you will see a Polling button in the Tools pane of the EchoPlayer.
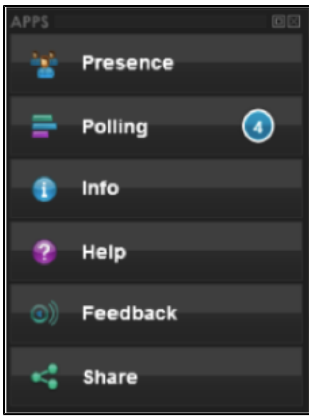
If you click the Polling button, you will see the question or topic for which the instructor requires a response. For Live webcasts, these will likely be shown individually as the topic is discussed. Using the response buttons or text field provided, you can return an answer that the instructor will see in Lecture Tools. An example is shown in the below figure.
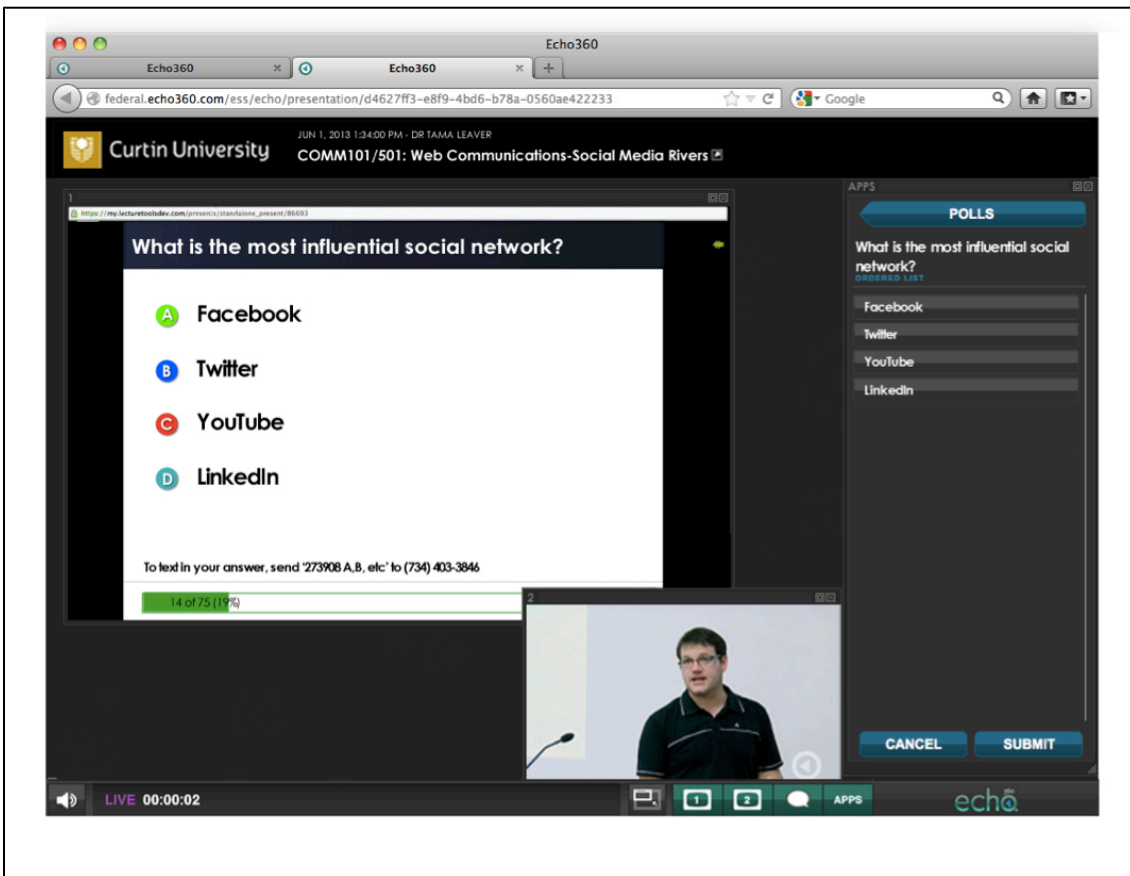
If the instructor includes polling questions with an Echo (a previously recorded class) or with a Personal Capture presentation, you will see all of the questions at once, in the Polling list, instead of one at a time in the context of the portion of the lecture to which each applies. Your instructor may provide further information for using these types of polls or questions.

If you need to access Lecture Tools for any reason, click the **View Course Tools** link on the EchoCenter page, shown in the below figure. You can ignore this button if you are not familiar with Lecture Tools and are not directly instructed to use it.
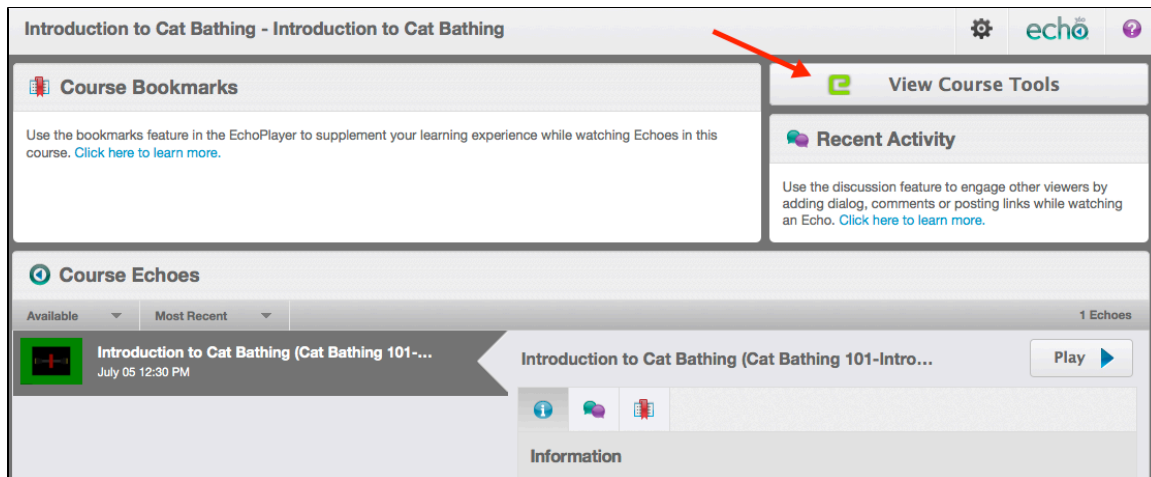
If you are accessing Lecture Tools for the first time, you may be prompted to configure a password for Lecture Tools.

If you need assistance in using Lecture Tools, or you are not seeing the access button or other items described here, please discuss this with your instructor or contact your institution's help desk for assistance.

If You Don't See the Course Notes or Recent Activity Panes

When the EchoSystem is not configured to authenticate users, you still see an EchoCenter page, but it is missing the Course Bookmarks and Discussions panes. It looks similar to the figure below:

If your EchoCenter page looks like this, take a screenshot and show it to your Instructor or Teaching Assistant. The System Administrator may be able to make adjustments so you can see the missing panes.

Embeddable EchoPlayer for Students

In this section:

- [Embedding the EchoPlayer](#)
- [Features of the Embedded EchoPlayer](#)
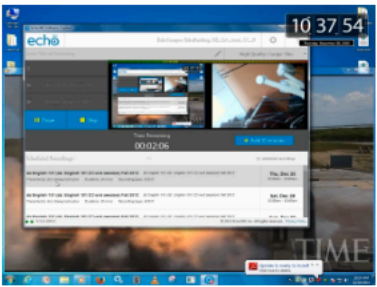
Embedding the EchoPlayer

If enabled by the System Administrator, EchoSystem provides an embeddable EchoPlayer link, allowing an EchoPlayer for a specific Echo to be embedded into an LMS, or instructor's webpage, or other external location. The embeddable link, called **Embed Code** is available as follows:

- On the **Info** tab for the Echo in the EchoCenter, as shown below.

- By clicking the **Share** button in the EchoPlayer, as shown below.

The embeddable EchoPlayer link functions exactly as a YouTube embeddable link, only instead of the YouTube URL for a video, it contains the ESS URL for the specific Echo. Copying and pasting the Embed Code into an external location displays the selected Echo within the EchoPlayer on the webpage, providing the EchoPlayer experience for the user.

If you normally need to log in to see Echoes for the section, the embedded EchoPlayer frame will show a login screen. If you are already logged in through the LMS, you should not have to re-enter your credentials.

> 🛈 **Limitations for Embedded EchoPlayer Playback**
>
> An embedded EchoPlayer will not play on a mobile device, instead, mobile users will receive a link to launch the full EchoPlayer.
>
> If users are required to acknowledge the copyright for a section's Echoes, the Echoes cannot be played through an embedded EchoPlayer. Use the full EchoPlayer instead.

Features of the Embedded EchoPlayer

The embedded EchoPlayer looks and functions very similarly to the full EchoPlayer, but without having to launch the EchoPlayer in a its own browser window or tab.

The below figure shows an embedded EchoPlayer in a web page, along with identifying some of the capabilities. These items are described in more detail below the figure.
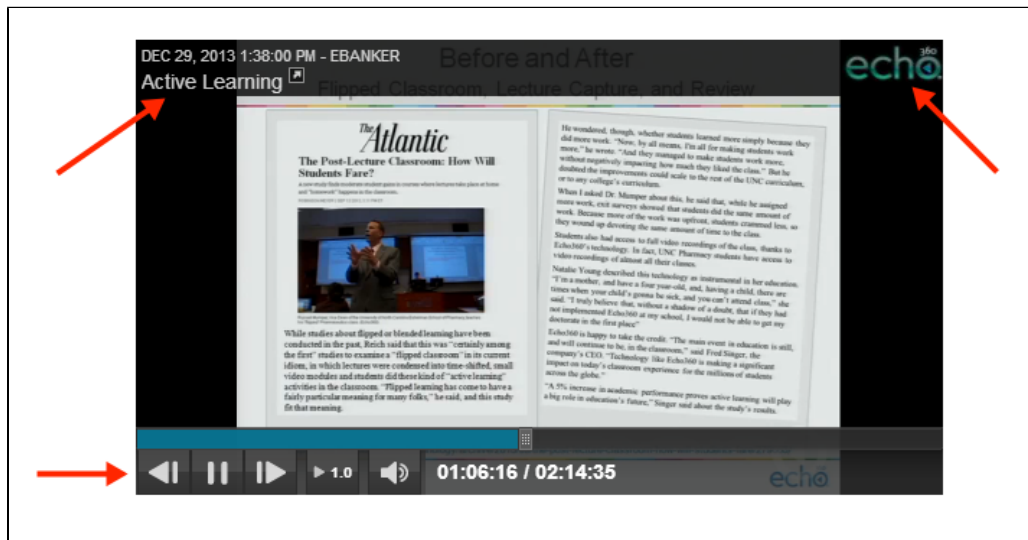
The arrows in the above figure identify the following items in the embedded EchoPlayer:

- Clicking the section title or launch arrow in the header opens the EchoCenter for the section to which the Echo belongs.
- Clicking the Echo logo on the right side of the header will launch the full EchoPlayer in a new tab (just like launching the EchoPlayer from EchoCenter, with full functionality).
- The standard playback controls appear at the bottom of the embedded EchoPlayer, allowing for play/pause, skip to next scene, skip to previous scene, variable speed playback (VSP), audio level, and "seek" with the playhead.

The embedded EchoPlayer also allows for the use of the following keyboard shortcuts:

- P: Play/Pause (toggle)
- F: View in Fullscreen
- N: Skip to Next Scene
- B: Go back to Previous Scene
- U: Volume Up
- D: Volume Down

The Embedded EchoPlayer has the following limitations:

- Audio Only presentations will not be displayed.
- Live streaming webcasts **cannot** be viewed in an embedded EchoPlayer.
- For Echoes with two visual capture inputs (Audio/Display/Video, Audio/Display/Display, or Audio/Video/Video), only one of the two visual items will appear, as follows:
    - For A/D/V, users will see the Display input.
    - For A/D/D, users will see the Primary Display input.
    - For A/V/V, users will see the Primary Video input.

Live Webcasting for Students

In this section:

- [How do I join a live event?](#)
- [Can I view the live event on my mobile device?](#)
- [What will I see during the live event?](#)
- [How do I ask questions during the live event?](#)
- [What happens to the event after it finishes?](#)
- [What happens to the chat after the event?](#)

How do I join a live event?

How you join the live event depends on how you were notified of the event. One of the methods identified below should apply.

Joining through EchoCenter:

1. Click the **Join Live Event Now** button located at the top of the EchoCenter page and identified in the below figure.

2. Click the **Play** button for the Live Echo, shown in the below figure
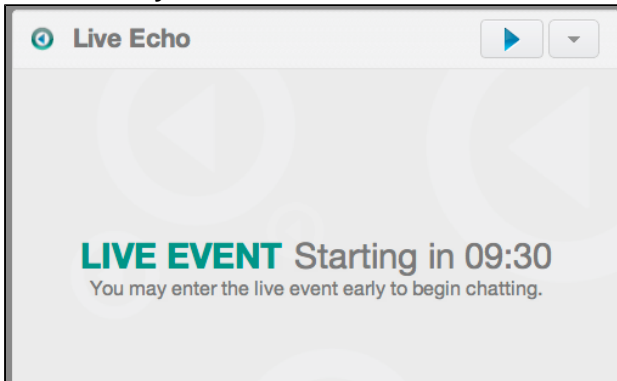
Logging In through an LMS:

1. Log into the LMS
2. Go to the section for the course
3. Click the link for the course material. This should take you to the EchoCenter.
4. Click the **Join Live Event Now** button located at the top of the EchoCenter page, and identified in the above figure.
5. Click the **Play** button for the Live Echo.

Through a Direct Link to the Event:

In some cases a direct link to the Live Webcast may be sent out via email or posted on a website for general access. Typically these are used for special events or other presentations not associated with a regularly scheduled course or section.

1. Open the link to the webcast.
2. Click the **Play** button for the Live Echo, as shown in the figure above.

Can I view the live event on my mobile device?

Echo360 supports the viewing of live events on iOS devices (iOS 5 and later). Android is not supported for live viewing at this time. If your institution has configured the system to allow for live viewing on iOS devices, you should be able to view the live event on your mobile device. Keep in mind, however, that mobile viewing is subject to the following limitations:

- You will only see the Primary Display (e.g., what is featured on a computer screen during the presentation) OR the Video for the event. You will not see both.
- You may require a broadband (wifi) connection for the event to stream smoothly.

What will I see during the live event?

You can access the live webcast as early as 15 minutes prior to the start of the event. If you join the event before it starts, the screen displays a message indicating that the event will begin shortly, as shown in the figure below.
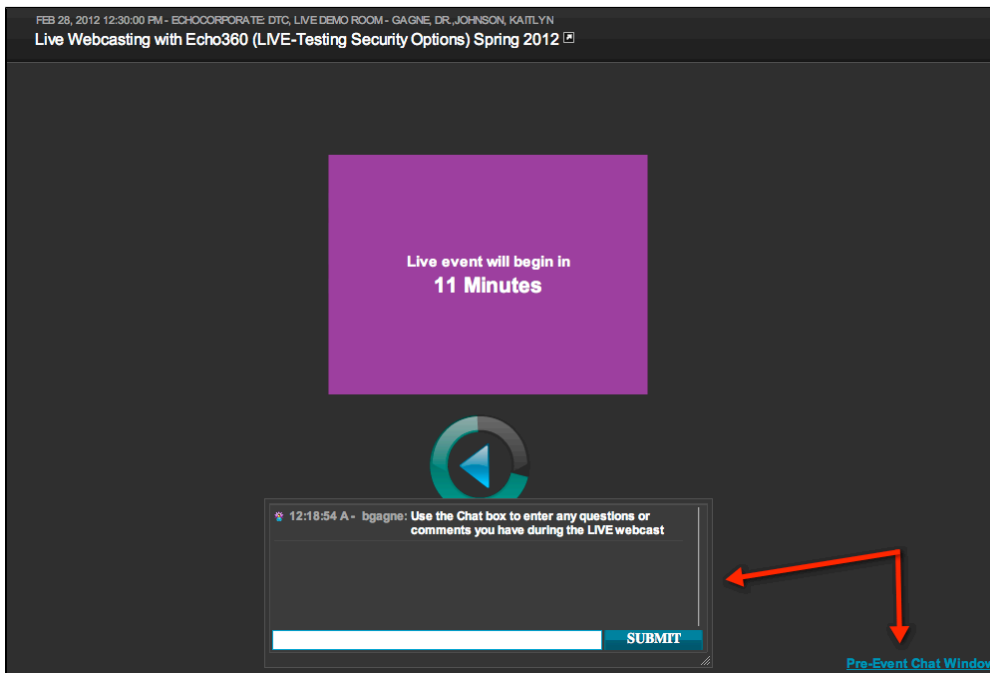
If chat is enabled for the event, you can enter chat text prior to the start of the event. You can also use the **Pre-Event Chat Window** link to show or hide the chat window. These are also identified in the above figure. You will not see these if chat is not available for the event.

During the live webcast, the screen is split into several sections:

- The pane numbered **1** shows the display, often a PowerPoint presentation or other item being shown on the classroom computer.
- The pane numbered **2** shows the video, often a headshot of the instructor or the classroom.
- The right side of the screen contains a pane labeled **Apps**, which allows additional functionality.
- If the chat feature is enabled for the event, the bottom of the screen contains a chat pane with a **Submit** button. You will also see questions or comments entered by other students or the instructor. If you do not see the chat pane, chat is not enabled for the event.

The figure below shows a sample live event window.
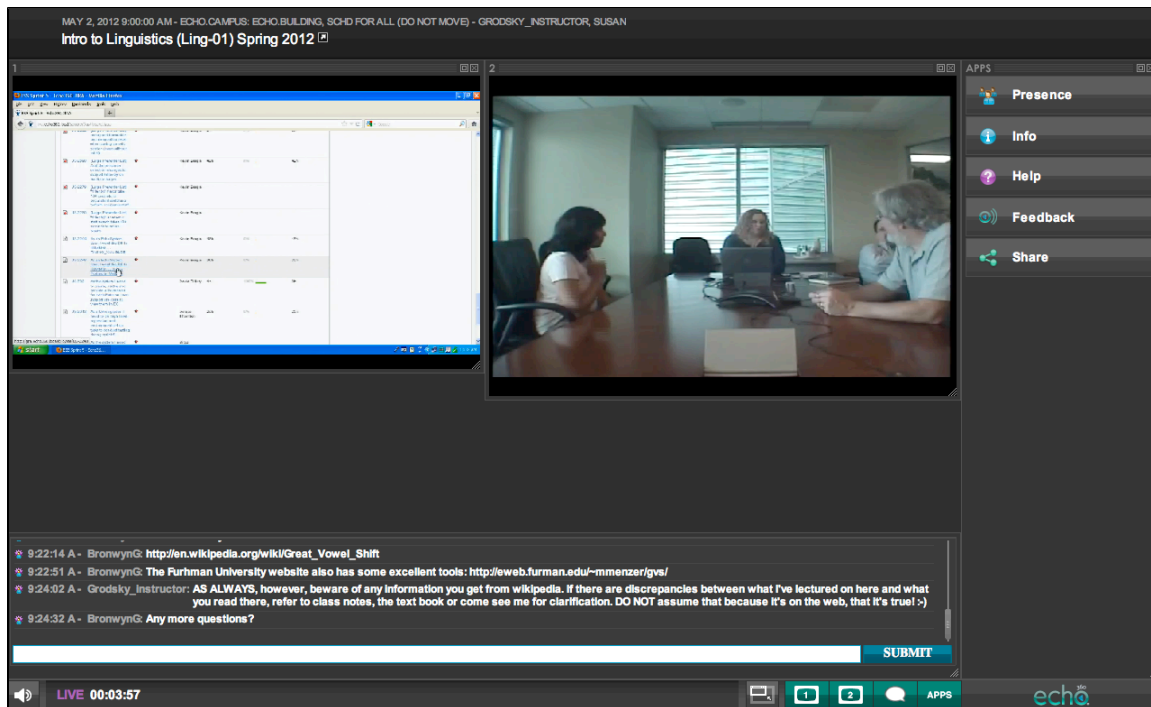
The **Apps** buttons may include some or all of the following:

- **Presence**. Appears only if a login is required for the webcast. Allows you to see who else is logged into the webcast.
- **Info**, **Help**. Appear for both Echoes and live webcasts. Provides additional information about the section and, where available, help using the interface.
- **Share**, **Feedback**. May appear for both Echoes and live webcasts. System Administrators can show or hide these buttons.

A toolbar at the bottom of the screen has several buttons:

- Hover over the **microphone** to show and hide the sound slider, then adjust the volume to your liking.

- Click the microphone to mute or unmute the sound.

- The timer shows how long you have been logged into the webcast, including the time before and after the event.
- Click the **1** button to show or hide the display pane.
- Click the **2** button to show or hide the video pane.
- Click the **Conversation** button to show or hide the chat pane.
- Click the **Apps** button to show or hide the application buttons.
- If you have changed the size or position, or closed of any of the panes, click the **Reset** button to return to the default window arrangement.

How do I ask questions during the live event?

The chat feature is only available if the webcast required you to log into the event. If you accessed the live event via a direct link, you would have been asked for a login. You may also have logged in through the LMS or the EchoCenter for the section.

Not all live webcasts will have chat available.

If chat is available, the bottom of the webcast screen contains a chat text box along with a **Submit** button. You may also see chat questions or comments entered by other students or the instructor. If you do not see a chat section in

the event window, chat may not be available for this event.

1. Enter your question or comment into the text box.
2. Click **Submit**.
   - Your text appears next to your user name in the chat log shown on the screen.
   - It is visible to all other users (students, Teaching Assistants) and the Instructor.

A live webcast event window is shown below, including an arrow that identifies the chat section of the window.
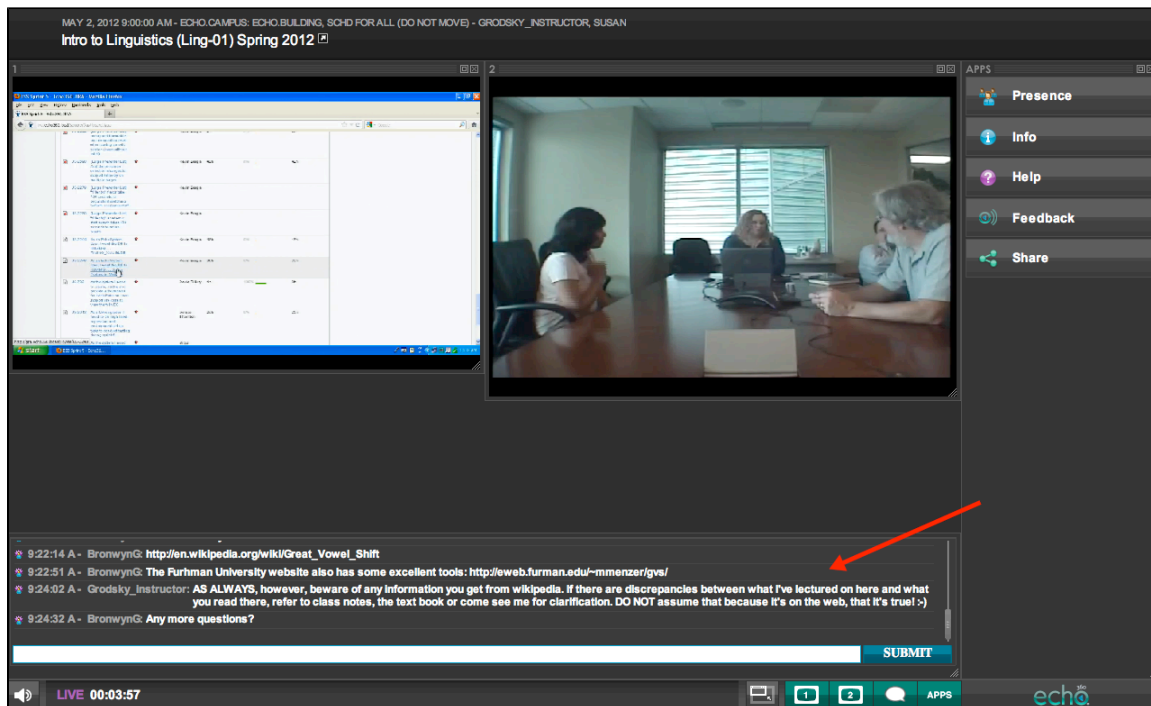
What happens to the event after it finishes?

After the live event, you can view the presentation as an Echo, the same way you view most lectures. Go to the EchoCenter page and find the Echo. Look for the date and time of the original lecture/webcast.

In the same way that remote students used chat feature during the webcast to ask questions, you can use the discussions feature to post questions about the Echo. These two features work similarly, except that the chat runs in real time, whereas the discussions provide for a more delayed response.

> **Some Webcasts Don't Become Echoes**
>
> Normally, webcasts of scheduled classes are processed as Echoes and available for re-viewing after the initial event. However, there may be some instances where the webcast is not rebroadcast as an Echo. If you expected to see an Echo of a live webcast and are not able to view the Echo, contact your IT department or the Teaching Assistant for the class.

What happens to the chat after the event?

Any chat entries are attached to the Echo as a chat log, and can be viewed, saved, and printed from the Echo.

The log includes the user name of the person who entered the text and a timestamp for the chat entry. The timestamp may provide context for the question or comment, linking it to the information being presented at the time.

> ℹ️ **Chat Questions Answered in the Webcast**
>
> When viewing a chat log for a webcast, keep in mind that the chat allows remote students to ask questions, but that the answers are most likely given in the webcast lecture itself rather than in the chat log. This means the chat log will not resemble an actual "conversation" and must be viewed in the context of the webcast.
>
> If you are viewing the Echo and you have questions or do not hear the answer to a question posed in the chat log, use the discussions feature to post the question with the Echo.

To view the live chat log from an Echo of the webcast:

1. Find the date and time of the original webcast and click the **Launch Echo** link as you normally would.
2. In the EchoPlayer, click **Info** from the Apps list, shown in the figure below.
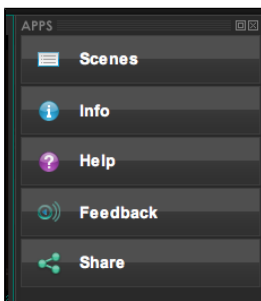
3. In the Info app, click the **Live Chat Log** link, identified in the figure below.

The chat log opens in a new tab, allowing you to review the chat entries, including the user name and timestamp for each entry. A sample chat log is shown below.

```
2012-05-02 09:04:14.069 - [Grodsky_instructor] Good Morning Everyone!
2012-05-02 09:05:27.266 - [BronwynG] Good Morning Dr. Grodsky. Good morning everyone. I will be monitoring the Chat session for today's class.
2012-05-02 09:05:34.711 - [Student] Good morning
2012-05-02 09:10:45.125 - [Grodsky_instructor] Did everyone hear that point about the Great Vowel shift?
2012-05-02 09:11:24.8 - [Student] I'm sorry - I did but I didn't write it down. Can you repeat it please?
2012-05-02 09:12:28.976 - [Student] So that was after the Norman Invasion or before?
2012-05-02 09:12:44.678 - [BronwynG] I will add the point here to the chat so you can view it later:
2012-05-02 09:13:04.459 - [BronwynG] Norman Invasion = 1066. Great Vowel Shift = 1300-1500.
2012-05-02 09:20:03.217 - [BronwynG] Does anyone have any questions for Dr. Grodsky?
2012-05-02 09:21:46.564 - [BronwynG] For reference you can also check out these websites for additional information:
2012-05-02 09:22:14.747 - [BronwynG] http://en.wikipedia.org/wiki/Great_Vowel_Shift
2012-05-02 09:22:51.76 - [BronwynG] The Furhman University website also has some excellent tools: http://eweb.furman.edu/~mmenzer/gvs/
2012-05-02 09:24:02.114 - [Grodsky_instructor] AS ALWAYS, however, beware of any information you get from wikipedia. If there are discrepancies between what
I've lectured on here and what you read there, refer to class notes, the text book or come see me for clarification. DO NOT assume that because it's on the
web, that it's true! :-)
2012-05-02 09:24:33.175 - [BronwynG] Any more questions?
2012-05-02 09:26:11.606 - [Student] You said you wanted 10 examples of words that demonstrate the GVS?
2012-05-02 09:26:50.918 - [BronwynG] Yes - along with a BRIEF description as to what it is about the word that exemplifies the GVS.
2012-05-02 09:27:06.286 - [Student] Thank you.
```

4. When finished, close the tab to return to the Echo. You can use the browser's **Print** and **Save** commands to print or save the chat log if needed.

Frequently Asked Questions

In this section:

- [What do I do first?](#)
- [I clicked the "Upcoming Recording" title and nothing happened. Why not?](#)
- [Sometimes I see a "Join Live" button and sometimes not. What's happening?](#)
- [What do the "Show Unavailable" and "Hide Unavailable" buttons mean?](#)
- [I can't log in to my EchoCenter page. I could yesterday! And I know I'm using the right credentials!](#)
- [Can I view Echoes on my mobile device?](#)

What do I do first?

1. Do these tasks the first time you open the EchoCenter page for a course:
   a. Configure the settings. See [Preferences](#).
   b. Add a bookmark to it. Follow the instructions for your browser.
2. Each time you open an EchoCenter page, glance first at the course title in the top left corner. Make sure you've opened the EchoCenter page for the correct course.

I clicked the "Upcoming Recording" title and nothing happened. Why not?

The upcoming recording is the next Echo that will be posted. It isn't a link because it hasn't been posted yet. When the Echo is posted, you will see it at the top of the Course Echoes list.

The upcoming recording is typically the same as the next class meeting.

Sometimes I see a "Join Live" button and sometimes not. What's happening?

The next scheduled event (either a live webcast or a typical class meeting) shows at the top of the EchoCenter page. If the next scheduled meeting is a live webcast, you see the Live button, which allows you to join a live webcast 15 minutes before the scheduled time. If the next scheduled event is a typical class meeting, you see the "Upcoming Recording" banner.

Some courses or events always include a live webcast, some include a live webcast occasionally (when the weather is bad or when a well-known person is presenting), some courses are never webcast live. See [Live Webcasting for Students](#) for details.

What do the "Show Unavailable" and "Hide Unavailable" buttons mean?

An Echo may be marked "unavailable" for a variety of reasons, for example:

- Your Instructor, may have marked an Echo as unavailable
- A class meeting may not have been captured because of a power outage or other malfunction

If you are curious about an Echo marked Not Available, ask your Instructor or Teaching Assistant (TA)

If you are scanning a long list of Echoes, you can shorten the list by hiding unavailable Echoes.

I can't log in to my EchoCenter page. I could yesterday! And I know I'm using the right credentials!

Although this is rare, it can occur if your school's security system is configured in a particular way.

Follow these steps.

1. If you have a learning management system (LMS), such as BlackBoard or Moodle, log in to the LMS first, then try to access the EchoCenter page.
   - If you have BlackBoard or Moodle, there may be an EchoCenter link on the LMS page
   - If you have another LMS, log in to it first, then to the EchoCenter page

2. If this does not work, call your school's Help Desk.

Can I view Echoes on my mobile device?

Echo360 supports the viewing of Echoes on iOS devices (iOS 5 and later) and Android devices for VoD captures. Keep in mind, however, that mobile viewing is subject to the following limitations:

- You will only see the Primary Display (e.g., what is featured on a computer screen during the presentation) OR the Video for the capture. You will not see both.
- Viewing Live captures is subject to additional considerations. Please see Can I view the live event on my mobile device?