

# HelloWorld Users Guide



Welcome to helloWorld. You have joined one of the hottest growing technology and digital media companies in the world. This is a general guide designed to assist in quickly bringing you up to speed on the features and benefits of helloWorld. **For detailed support, you can log in and click on the bottom 'Support' link at helloWorld.com** where you will find a knowledgebase, live customer support and other means designed to answer your questions.

**Note:** The 'Getting Started Guide' can be found at [http://newsletters.vmdirect.com/pdf/Setup\\_and\\_Troubleshooting\\_Guide.pdf](http://newsletters.vmdirect.com/pdf/Setup_and_Troubleshooting_Guide.pdf). At this time, we do NOT recommend updating your Microsoft Internet Browser from IE 6 to IE 7. This is especially true for laptops. We also do not recommend using free programs such as Spybot or Ad-Aware and do not upgrade to Microsoft's new operating system, VISTA, because as of this writing there are many challenges with that new operating system as well.

**HELLOWORLD WEBSITE** - Every subscriber receives a HelloWorld site for their personal social networking and to share videos, photos, blogs, podcasts and more with friends, family and business associates. You can access this site by going to [http://www.helloworld.com/site\\_id](http://www.helloworld.com/site_id). This will access the public side of the HelloWorld site. You can view profiles, search members, view media assets such as pictures, videos and music of a particular member. You can access the member side by clicking the "login" link in the upper right corner. This allows access to mail, studio, profile manger and live features.

**HELLO TV** - The HelloTV feature is a live broadcasts and video archives that are sorted by categories. HelloWorld users may submit entries to HelloTV from within their vault by dragging a video onto the "submit" button. Videos are approved by the company prior to being posted. The parent company has proposed doing a video contest quarterly that will be broadcasted on traditional television shows such as Comedy Central, Food Network and more.

**MY WORLD** - This is the social networking search engine that allows users to search the world profiles for other users that fit their search criteria. It also shows visitors your photos, videos, podcasts, blogs and more.

## LOGGING ON TO HELLOWORLD

User login:  
Login name:   
Password:

helloWorld subscribers can log-on by placing your mouse over the "login" located in the upper right corner of the helloWorld.com website.



VIDEO MAIL

## SENDING A VIDEOMAIL

- Login to your helloWorld account.
- Choose "Jump to My Inbox from the quick menu or access your collaboration suite through the helloStudio. Or you can access it through your 'Studio'.
- Click on the "new" button on the top left corner of the main window pane to open a new text mail window.
- Click on "Add Video" from the top tool bar.
- Insert the recipient's name in the title box to easily identify the video later when you are viewing it inside your vault.
- Record - Stop - Preview your video message (does it have sound?)
- Hit the insert button to return to the email window.
- The system will insert a "generic" film strip if you selected that for your video format. Once


- the system encodes the file it will be replaced with your video images when sent.
- Make any adjustments to your message and hit 'Send'.

**NOTE:** As streaming video is still new to the email industry, it is suggested that when sending to AOL customers you select icon + text, or text only for your video format. Always have a subject and message body to limit spam filters from capturing your message and choose a subject that does not sound like spam.

**NOTE:** Be sure that in the message body, it explains that this is a video email and to click on the icon, filmstrip or text link. You may want to put that in the name of the video if you're using text for the format. **An example of a note would be:**


This is a VIDEOMAIL from YOUR NAME. Click on the image above to view my video message. There is no software or anything needed to view this Videomail. Nothing is downloaded to your computer. There are NO DOWNLOADS, so you won't have to worry about any viruses being attached. All you have to do is sit back, relax and enjoy my video message to you!

### MODIFYING YOUR SIGNATURE

- Login to your account
- Go to your helloWorld collaboration suite
- Click on the options icon  located on the extreme left margin of your mail window.
- Click on the tab marked "Mail" and locate the field for your signature block and insert your signature information.
- Check both boxes to insure that the signature is added to all messages as well as placed at the bottom of the overall message thread.
- **Remember to click "SAVE."**

### FORWARDING YOUR MAIL

To forward your any mail sent to your helloWorld address to another address:

- Login to your account. Go to your mail
- Click on the options icon  located on the extreme left margin of your mail window. Click on the tab marked "Mail" and locate the field for forwarding your mail. Type the email address of the account you wish to forward your mail to: You can select to not keep a copy in the local account if you wish.
- Remember to click "save" when you make any changes to your options.

**NOTE:** This is helpful when you want to view all your mail in one place.

### BANNERS - CUSTOMIZING & URLs



Every Videomail sent from *helloWorld* has banners above your video (header), to the right of your video (card) and on the bottom left side (footer). These may be customized with graphics that reflect your company, family, friends or any other message you want. You may also choose to use the provided company graphics. The actual graphics may be pictures that have been sized in a separate graphic editing program such as Paint or Photoshop. They can be .jpg or .gif extensions.

## How to create a graphic: (using MS Paint)

- Click on File
- Click New
- Choose the size of your graphic you wish to create.  
(728 x 90 pixels for header, 400 x 300 pixels for card, 468 x 60 pixels for footer)
- Once you choose your graphic size, the appropriate size box will appear on your screen.
- Copy and paste graphics into the box, and/or add your text message. You can copy graphics from another website, or use clip art - and paste them right into this box.
- Save your graphic as a .jpg or .gif
- Now you are ready to upload your graphic into your account!

## Uploading Personal Graphics

- Login to your account
- Go to your helloWorld mail collaboration suite
- Click on the "video mail manager" applet located on the left hand side applets of your mail window.
- Click the "personal graphics" tab to access the graphic upload window.
- Click on the "upload graphic" button
- Select the "graphic type" from the drop down menu.
- Name your graphic – Make it easy to remember.
- Click browse to search your computer for the file that you wish to upload. Make sure the size is appropriate for the selected graphic location. (see sizes above)
- Click on ok. Graphic will now be uploaded and placed into your graphics vault.

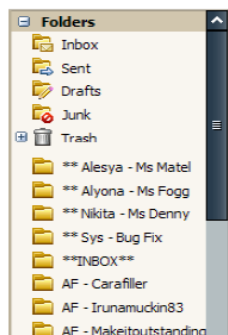
## Setting Default Banner Graphics

- Login to your account
- Go to your collaboration suite.
- Click on the video mail manager applets located on the applets of your mail window.
- Click the back "Video Settings" tab to access the graphic properties window
- Click on the banner you wish to replace and browse to the graphic you wish to select.
- Save changes
- Replace the default URL with the web location you wish your recipients to browse when they click the banner.
- You can direct traffic directly to pages within your portal by following the examples below.
- If you wish to be notified when your video has been watched, check the box
- Save then exit.

## CREATING FOLDERS



Go to your mail and click on the mail icon located on the extreme left margin of your mail window.



You should see the folders box in the top left pane of the active window.


If you would like to add your own folders to the folders panel, right click inside the panel and select new folder from the menu. You can also add folders that subscribe to RSS feeds that can be reloaded automatically.

Create a folder called Videomail Samples or Favorites to have a video mail samples available for demo purposes. These should be saved to your local vault or come from you, so they are not deleted by the original sender.

## SHARING YOUR RESOURCES

Among the many great features of your helloWorld Collaboration Suite is the ability to share your address books, notebooks and calendars. You may choose to allow others to view these resources such as in the case of your calendars. You may also allow users a shared notebook for your principal affiliates within your organization as an online log for events, resources, updates, meetings, goals and accountability by allowing the share group to edit the notebook. All users in the share can see updates real-time.

### ADDING CONTACTS:

- Login to your account
- Go to your mail collaboration suite and click on the contacts icon  located on the extreme left margin of your mail window.
- Click on the new button located in the upper left corner of the main window panel.
- Type in the appropriate information
- Save when finished.




You should see the address book box in the top left pane of the active window.

\*\*Note that you can create multiple address books and share them with others by right clicking in the address book field as seen above.

\*\*If you need to move a contact to a different address book, just left click the mouse and drag to the other address book.


**CALENDAR OVERVIEW** – The calendar is fully interactive and can be shared and synched with your friends, family or co-workers.

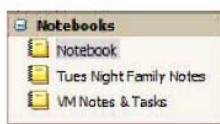
- Login to your account
- Go to your mail and click on the calendar icon  located on the extreme left margin of your mail window.
- You should see the calendar box in the top left pane of this active window.
- Click on the new button located in the upper left corner of the main window panel. You may select an appointment or an all day event.
- Type in the appropriate information.
- Save when finished.



**NOTE:** You can create multiple calendars and share them with others by right mouse clicking in the calendar field as seen above.

**NOTEBOOK OVERVIEW** – You can use the notebook to keep track of ideas, thoughts and other information.

- Login to your account
- Go to your mail and click on the notebooks icon  located on the extreme left margin of your mail window.
- You will see the notebook box in the top left pane of the active window.
- Click on the new button located in the upper left corner of the main window panel.



- Select new page.
- Type in the appropriate information.
- Save when finished.

**Note:** You can create multiple notebooks and share them with others by right clicking the mouse in the notebooks field as seen above.

## helloStudio Overview



By far one of the most powerful features of your helloWorld suite of services is the Hello Studio. The studio allows you to share your videos, photos and music with others. You can upload any formatted file and transcode (into WMV, Quicktime, Flash and h.264 for Podcasting) the finished format for use in any electronic device such as Ipod, Zen, I-River or Nano.

You may also publish your asset for use in external websites by pasting the code into the HTML source code of your website.



**MEDIA VAULT** – The Media Vault is where all of your media is stored. You can create media from the vault, upload media and even use existing media for videomail, blogging and Podcasting.

### To access your media vault:

MEDIA! ▶

- Logon to your helloWorld site.
- Select helloStudio in the main bar or 'My Studio' using the 'Jump To' menu.
- Select 'Manage My Media' to view all current media in your vault.
- Add folders to assist in media management of your content.

**NOTE:** In your HelloWorld Studio you may elect to share media folders on your HelloWorld portal by selecting a share as the folder is created or double clicking on an existing folder to modify the sharing properties.

### RECORDING FROM THE MEDIA VAULT

- From your Media Vault, Select Record Content  
Title your media with a friendly name that will be easy to identify later.
- Select Record - Stop - Play to review your video (check the sound)
- Save
- It is now uploaded and encoded with your preferences, ready to blog, podcast or use as existing video in a videomail.

### IMPORTING MEDIA INTO YOUR MEDIA VAULT

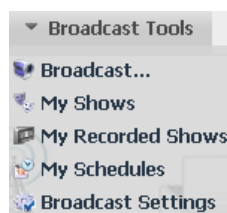
- From your Media Vault, Select import content
- Title your media with an easily identifiable name for later
- Browse your computer and select the file for upload (see acceptable file types on that page)
- Upload
- Choose Save

**VAULT SETTINGS** – Allows you to accept media and enable submission of content via email, set the default transcoding preferences for your media, and select setting for photos you upload.



BROADCAST! ▶

**LIVE BROADCAST** - You have the ability to easily webcast to one or thousands of viewers simultaneously using high-quality streaming video. Use this tool for training your sales reps, meeting with clients or constituents, demonstrating products and services, and much more. You'll be able to present live slide presentations and polling questions for increased interactivity. You can even record your presentations, complete with slides and polling questions, and post them on your website for 24/7 access.



#### To access your Live Broadcast Tools:

- Logon to your site.
- Select HelloStudio.
- Select Broadcast Tools – Broadcast using your default or you can customize a profile (see below)
- Click on the camera under the default settings.
- **You're Broadcasting!**

**SETTING UP A CUSTOMIZED PROFILE FOR BROADCAST** – helloWorld has a default setting for a broadcast, but you can also customize your broadcasts.

- Log into your helloWorld site.
- Go to 'My Studio'
- Select Broadcast Tools
- Choose 'My Shows'
- Add New Show
  - **General Settings** – allows you to name your show and add a description. You will also set other defaults of that show's profile such as enabling text chat, polling, recording and slides. You can also choose to have it shown on helloTV in the 'Who's on Now' section.
  - **Show Player Banners** – this is the area where you can upload banners specific to your broadcast. Sizes are: Preview Banner (320x240), Logo Banner (280x106) and Ad Banner (485x106).
  - **Slides** – this is where you would upload slides (400x300) to use during your broadcast.
  - **Poll** – you can add polling questions to use during the broadcast.

**NOTE:** In HelloWorld send viewers to your public portal:  
[http://www.helloworld.com/site\\_id](http://www.helloworld.com/site_id) and click on the broadcast (shows) tower.

**MY PERSONAL PROFILE** - This is the information that you will share with the helloWorld social network. It also allows you to upload a photo of yourself.

#### To access your profile editor:

- Logon to your helloWorld website.
- Select helloStudio from the top links bar
- Click on My Profile - Edit My Profile
- Update each field as applicable – This is where you can also upload a photo (.jpg).
- Save your changes.

**NOTE:** This area is "Public" and can be viewed by anyone. Take the appropriate precautions with minors to be sure that your personal information is safe.



**BLOGGING** - helloWorld allows it's users to blog with text, audio and even video (depending on the service level). The term blog is derived from web log, which was originally an online diary or journal that others could view made entirely of text. Entries were sorted from latest events backwards. Blogs are typically viewed by connecting to a blog site via a link.

#### To Create Your Own Video Blog:

- Logon to your site.
- Select helloStudio
- Select Blogging
- Choose 'Add to My Blog'
- Create an entry title
- Add any text that you would like added
- Choose media attachments where you will be able to select media from your vault, create new media, or upload new media
- Choose 'Save Blog Entry' and now your blog is available to the world.

**NOTE:** To view other members blogs, logon to their HelloWorld site and click on the blog link on the left side of their public profile page.



#### PODCASTING

Podcasting was originally a method of communicating via a subscription basis where users would pull updates into email or desktop aggregator and have the information downloaded to a portable media player such as an Apple Ipod. Today many devices are capable of receiving these RSS (Real Simple Syndication) feeds and pulling the media while users are asleep or their computer is otherwise idle. Today's podcasts may now include video, while the original Pod casts were primarily MP3 formatted audio only broadcasts. With your helloWorld account, you too can now podcast content all over the world to users who subscribe to your podcast, Now you can be just like ESPN, CNN and others who have already found that incorporating Podcasting into their existing programming creates a wider audience base.

**NOTE:** Podcasting is no longer a niche web phenomenon--today, it's a serious business tool. For the right type of business, it offers a great way to connect with your online visitors and customers, while also enhancing your online marketing message. If you have content relevant to your business that would fit well in this downloadable format, it could be worth trying out.

#### To Create a PodCast:

- Logon to your site.
- Select helloStudio
- Choose 'Podcasting'
- Select 'Add to my podcast'
- Name your episode title
- Write a brief description so your podcast subscribers will now what the episode is about.
- Choose media payload where you will be able to select media from your vault, create new media, or upload new media
- Choose 'Save Episode' and now your podcast is available to subscribers.



VIDEO IM

**VIDEO IM** - The hottest Instant Messenger tool available. Instead of typing your messages back and forth, you talk face to face with crisp, clear, fluid streaming video to your friends, family, clients and business associates. You can see, talk, and hear each other (up to four people or locations at the same time). There is also group chat where you can meet people from all over the world and talk face-to-face. It is an

incredible and awesome way to communicate without the barriers of travel costs.

Welcome dkwmultimedia | Off line (0/31 friends) | Jump to... | Log out

**NOTE:** There are two ways to access your VIDEO IM. You will see a list of your friends at the top of your browser when you log in. Additionally, you can use the 'Jump To' or access it through your 'helloStudio'.

Watch helloTV | Search helloMembers | Go to helloStudio | Go to myWorld

Off line (0/31 friends) | Jump to...

Switch status to 'Available'  
Switch status to 'Away' Go to myWorld  
Switch status to 'Extended Away'  
Switch status to 'Do Not Disturb!'

Go to Group Chats

**NOTE:** When you first log in to helloWorld, your status will be offline. You can set your status by putting your mouse over your status. You can choose a number of options including Available, Away, Extended Away and Do Not Disturb. You can also access the Group Chats from here.

**To add helloWorld users to your friends (buddy) list:**

- Go to the public page (their helloWorld site) of the person you would like to add to your friends list
- Hover over their ID photo and choose "Add to my friends"
- Be sure to accept the person's invitation to be added and then you will be able to see when they are online.

**To begin a one-on-one video chat:**

- Click the name of the friend you wish to have a video conference with.
- Select 'Send AV' from the bottom of the window to show your video stream. They will do the same and now you are video conferencing.
- You can type a text message in the window and hit send, but what's the fun in that?
- Click on the arrow adjacent to the others person's window and give them a smack or kiss. Now that's fun!

**To access the Group Chat:**

- Click on the top right side of HelloWorld page to your friends list
- Select group chat
- Send your AV by clicking on the A and V in the "ME" window on the bottom of the page.

**NOTE:** When you see a green AV in the far left column, you can click on that person's ID name and dock them, by clicking to the right side of the pane under "Dock" you will bring that person to the right of your window. You can have up to 3 other people or locations, plus yourself.

**VIDEO IM TROUBLESHOOTING AND FIRST TIME USE**

You can access your individual settings by right-clicking on your video and choosing 'Settings'

- In your Adobe Flash Player Settings make sure the 'Allow' and 'Remember' boxes are enabled.
- Be sure to adjust your settings for record volume and check the box for 'reduce echo'
- Hit close to save settings

