2  Spontania: User Setup Guide
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Introduction

What is Spontania?

Spontania (version 5.2) is the most powerful cloud service available—putting all the benefits of visual collaboration within anyone’s reach—while removing the barriers of complexity and high costs.

This easy-to-use, unified video conferencing and collaboration software application provides a full range of real-time online communication and collaboration tools. It enables people within your organization to hold meetings, conduct training, collaborate as a team, deliver impactful presentations, and provide remote support, in an effective and productive way.

Spontania can be easily accessed by virtually anyone in the world via the internet, using supported PCs, Macs, iPhones, iPads, or Android devices.

User Equipment Requirements

Listed below are the minimum device requirements to install and use Spontania:

1. If using a desktop or laptop:
   a. Intel Centrino Processor with 1.6 GHz CPU and 2 GB RAM minimum
   c. Minimum broadband internet connection speed of 256Kbps (512 Kbps recommended for better video quality). Depending on what version of Spontania your organization has purchased and deployed, access to Spontania can be made available using your organization’s intranet. Please contact your IT professional for assistance and connection instructions.
   d. The following IP communication ports must be opened for the Spontania platform (Note: these ports might require modification at the administration level, please contact your IT professional for help if needed):
      i. TCP 80 and TCP 443 (required)
      ii. TCP 5222 (optional, for Instant Messaging (IM) and Presence, if this functionality is activated)
   e. A camera and audio devices - a webcam is required for video conferencing, preferably one that is capable of high-definition video. Speakers and a microphone are required for audio, preferably a high-quality speakerphone or headset – such as the ClearOne CHAT® series or functional equivalents. The associated drivers for these devices must also be installed. A USB 2.0 port for the connection of these devices is recommended. Information on the ClearOne CHAT portfolio can be found at: http://www.clearone.com/products_chat
   f. Supported browsers: Internet Explorer 6.01 or higher, Netscape 7, Mozilla 1.6, Safari 1.0.1.2, or Chrome must be installed to use Spontania, and installation/execution permissions of the Spontania plug-in must be enabled.
2. **If using a Mac desktop or laptop:**
   a. Intel Processor and 2GB RAM minimum
   b. Operating System: MacOS 10.5 (Leopard), MacOS 10.6 (Snow Leopard) MacOS 10.7 (Lion) and MacOS 10.8 (Mountain Lion).
   c. Minimum broadband internet connection speed of 256Kbps (512 Kbps recommended for better video quality). Depending on what version of Spontania your organization has purchased and deployed, access to Spontania can be made available using your organization’s intranet. Please contact your IT professional for assistance and intranet connection instructions.
   d. The following IP communication ports must be opened for the Spontania platform (Note: these ports might need to be modified at the administration level, please contact your IT professional for help if needed):
      i. TCP 80 and TCP 443 (required)
      ii. TCP 5222 (optional, for Instant Messaging (IM) and Presence, if this functionality is activated)
   e. A camera and audio devices - a webcam is required for video conferencing, preferably one that is capable of High-Definition video. Speakers and a microphone are required for audio, preferably a high-quality speakerphone or headset – such as the ClearOne CHAT series or functional equivalents. The associated drivers for these devices must also be installed. A USB 2.0 port for the connection of these devices is recommended. Information on the ClearOne CHAT portfolio can be found at: [http://www.clearone.com/products_chat](http://www.clearone.com/products_chat)
   f. Supported browsers: Mozilla 1.6, Safari 1.0.1.2 and installation/execution permissions of the Spontania plug-in must be enabled.

3. **If using an iPhone or iPad:**
   a. Operating System: iOS 4.3 or higher.
   b. Spontania app downloaded and installed. The free Spontania Mobile application is available from iTunes, in the Apple Store.

4. **If using an Android device (smart-phone or tablet):**
   a. Android 2.3 and a CPU with instruction set armv7 or compatible.
   b. Spontania app downloaded and installed. The free Spontania Mobile application is available from Google Play.
How to Connect

First Time Connecting

The first time Spontania is accessed, the below page will be displayed, asking the user to begin the installation of the Spontania plug-in:

The installation of Spontania software will begin automatically when the user clicks on the “INSTALL” button. Follow the steps that appear on the screen, the installation procedure will only take a few seconds, depending on the operating system and the browser used.

Users with Microsoft Windows as the operating system and Internet Explorer as the browser must follow these steps for the installation of an ActiveX component.

Users with a Mac operating system and Safari as the browser must follow these steps for the installation of a DMG pack.

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Attending and Hosting Spontania Meetings

There are three different ways to access a Spontania meeting:

1. **Method 1: Using the Spontania web portal**
   Users access the Spontania portal at [http://clearone.spontania.com](http://clearone.spontania.com)
The portal buttons are labeled “Host a Meeting” and “Attend a Meeting.” Users select either option, depending on the role of the user during the meeting:

- **Host a meeting** - for users acting as the moderator (or manager) of the meeting – moderators have additional functionality for managing meetings.
- **Attend a meeting** - for users acting as participants (attendees or guests) in the meeting

Moderators select “Host a Meeting” and fill in the following information:

- **Meeting ID** - This number is the moderator’s unique virtual room ID in which the meeting will take place. The meeting ID number is sent to all meeting attendees by the moderator.
- **Name and Password** - Moderator accounts are created by the account administrator. The moderator will be authenticated with this information, providing this type of user with more advanced functionality during the meeting.

The moderator will be connected - and the meeting can now start by clicking “Start Meeting.” Participants may not join until the moderator starts the meeting.
Attendees select “Attend a Meeting” and fill in the following information:

- **“Meeting ID”** - This number identifies the Spontania virtual room in which the meeting will take place. The meeting ID number is sent to all meeting attendees by the moderator.
- **“Name”** - The attendee can enter any name they would like to use for the meeting. This is an alphanumeric field – it is important to note that anything the attendee enters here will be displayed to all other participants during the meeting.

![Attendee or Guest](image_url)

If the meeting was set up as password-protected, the user will be required to enter a password:

![Attend a meeting](image_url)

Password protection is used to ensure that only known participants can join meetings which may require more restricted access. In this case, each participant must enter the “Login” and “Password” associated with their individual Spontania accounts. This information must be created at the administration level and sent to each named user individually.

Once the attendee fills in the required data under the “Attend” tab, a new page will appear, automatically connecting the user to the Spontania meeting. The blue bar at the bottom of the page displays the connection progress. More details can be viewed by clicking on the checkbox “Show Spontania updating process” checkbox.
2. **Method 2: Joining from an Email**

Participants may receive an email from the moderator which contains a link to the Spontania meeting. Although this email may be edited by the sender, the body of the text will give brief instructions for joining a meeting, as well as a password if the Spontania session has been configured for password protection.

```text
To join the online meeting:
1) Go to:  
   http://www.spontania.com/portal/join.jsp?sessionID=93767
2) Enter your login and password, in case this was needed
   Session password is: 4339
3) Click the button to enter session
```
3. **Method 3: Joining from Spontania Instant Messaging (IM)**

If your deployment includes the Spontania Unified Instant Messaging (UIM) and presence application, any connected UIM user can send an ad-hoc request to join a new or established Spontania meeting.

There are two ways to initiate a connection request for a Spontania meeting from this UIM application:

1. To start a meeting in an “empty” room: the UIM user simply brings up the UIM application window, and clicks on the Spontania logo at the top right.

   ![Spontania UIM window with a new session starting](image)

   A new Spontania session will be started, and the user is assigned the moderator role. This moderator can then add participants through the “Invite” function.

2. To start a Spontania meeting from a UIM chat session, the user clicks the Spontania logo located at the bottom left. Participants in the chat session are automatically invited into a meeting, with the moderator role assigned to the person who initiated the meeting request.
To add several users to a chat conversation:

- Click twice on a user name in the UIM application to begin the initial chat.
- More users can be added to the chat by dragging their icons from the main page of the instant messaging application to the chat window.

Group chat participants will receive an invitation to Spontania sessions as shown below:
Testing Your Windows Device Before Joining A Session

Note: the tests explained in this section apply to Windows devices only; they are not available for the Mac version of Spontania.

Before joining a Spontania session on a Windows device, the user can go through an optional series of general-quality tests for devices and network connectivity to help ensure an optimal Spontania experience. It is recommended users carry out these quality tests the first time Spontania is installed, and when any of the multimedia devices have been moved or changed (microphone, headphones, speakerphone, or webcam).

The initial screen of the quality test windows appears as below:

Clicking the “Start Test” button will bring up the next window with brief instructions on how to begin the test. Clicking the “Skip” button will skip the testing process. If the “Skip” button is clicked during a specific test, only that test will be skipped.
Audio Test:

The audio test will begin once “Start Test” is clicked

1. Speakers
   If “Manual Select Device” is clicked, a list of the available recognized audio devices connected to the PC will be shown. If “Auto Detect” is selected, the application will select the appropriate sound device to be tested.

Once the device has been selected, clicking on “Test Device” will play a brief pre-recorded voiceover through the device. If the recording can be heard clearly, the user should click “Yes” and move to the next test.
If the recording cannot be heard clearly, the user should click “No” and select another device, if possible. If no other devices are available, the user will be informed that the sound does not work properly. In this case, no sound will be heard during the Spontania session until the situation is corrected.

2. Microphone

Once the audio test is complete, the user will be asked to test the microphone. The user must select the desired microphone from the list of sound recording options recognized by the current device.

Depending on the device selected from the list - it may be possible to obtain some information on the status of the microphone visually before clicking “Check Recording.” The green oscillating bar located to the right of the selected device will show whether or not the device is registering any sound. If the user is speaking and the bar does not oscillate, it is recommended to try again with another microphone, if available.

By clicking on “Check Recording”, the user will be asked to speak into the microphone to generate a short recording. The recording will take place while the broad green bar at the bottom is progressing to the right, and the message “Recording” will be displayed. Upon completion, the user will be able to listen to the recording, indicated by the on-screen “Playing” message.

If the user is not satisfied with the test results, the microphone test can be repeated until the appropriate microphone has been selected and adjusted properly.

If the PC has no microphone available, or the recording test has not been completed successfully, the other participants will not be able to hear the user during the Spontania session.
When all the audio tests have been completed with satisfactory results, the user should proceed to the camera test by clicking “Continue.”

**Video Test:**

The video test requires a webcam (or other video camera) to be correctly connected and installed on the PC. For best results, a High-Definition (HD) camera is recommended. The video test will begin once “Start Test” is clicked.

By selecting the webcam from the drop-down menu on the right, the user should be able to see an image capture on the left. Optionally, the user can configure and adjust the available camera options and parameters (contrast, focus, etc.). Once the image is satisfactory, clicking “Continue” will complete the camera test.
If the test demonstrates that the selected camera does not capture images properly, the user will receive a warning that the camera may not perform optimally during the Spontania session.

Connectivity Test:

This final test measures the speed of the network connection between the user’s computer and the Spontania server.

If the connectivity test is not successful, the user will not be able to connect to the Spontania session. If the user is accessing Spontania on a network with a proxy (e.g. from the office), the proxy settings of the network may need to be entered. Users should contact their IT support professionals for this information. If there is connectivity, the user is presented estimates on how much bandwidth is available for uploading and downloading.
Once the connectivity test is finished, the full Spontania testing process will be complete.

If all the tests have been completed successfully, a pop up window indicates that a connection is being initiated.

If any of the tests are not completed successfully, the user should change the configuration parameters of the failed test(s) and try again, in order to ensure the best experience during a Spontania session.

At this point the user will enter a Spontania session.
Corporate Instant Messaging Installation

If your Spontania deployment includes the Instant Messaging option, connect to the Spontania URL http://clearone.spontania.com and click on “Host a meeting,” at the top right of the page.

In the new page, click on “Connect IM” to access to Unified Instant Messaging.
The user must enter the Company, Name and Password corresponding to the account information received from the administrator, and click on “Connect IM.”

The new page will download and install the Instant Messaging software. The time required for this automatic installation procedure will depend on the browser used.
The Unified Instant Messaging application starts from the authentication window so the user can enter the username and password received from the administrator (this step may be carried out automatically).

When the user connects to the Internet from a network connection controlled by a proxy, the “Advanced” button must be clicked in order to enter further information in the proxy tab.
Once the authentication data and the proxy fields (if required) have been filled in correctly, clicking on “Connect” will validate the connection and the user will see the main window of the messaging application, completing the installation process.

For future connections to the IM application, the user need only click on the UnifiedIM desktop icon.

The application can be configured to start up automatically when the computer boots by changing options under “IM > Preferences.”
iOS and Android Installation

Mobile installation is similar to any other application for iPhone, iPad or Android. The user can find the free “Spontania Mobile” application in the Apple Store/Play Store and then click on “Install.”

The installation process will take a few seconds. The user will then find the Spontania icon in the applications window of the mobile device.
Connection Process

The user must enter specific connection parameters when starting the Spontania application from a mobile device. These parameters should be provided by the administrator or IT professional within your organization.

**Connection parameters:**

- **“Server:”** DNS name or IP address of the Spontania platform where the session will take place. For example: clearone.spontania.com
- **“User:”** The name the user wishes to display during the session. Please note that this name will be visible to other meeting participants.
- **“Session ID:”** is the Meeting ID or room number of the Spontania session the user would like to join.

The access password is an optional fourth parameter. A password is only required in sessions configured at the administration level for restricted access.