



EchoSystem 5 Documentation  
**Presentation Guide**

February 10, 2012

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/5/EchoSystem+5+Welcome+and+FAQs>

# Presentation Guide

In this section:

- [Add Closed Captioning to Echoes](#)
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- [Reprocess an Echo](#)
- [Student Usage Reporting](#)

**See also:** [Edit Echoes for Academic Staff](#)

## Add Closed Captioning to Echoes

In this section:

- [Overview](#)
- [Procedure](#)

### Overview

Deaf and hard-of-hearing students are often faced with an impossible choice during a lecture: Should they watch an interpreter sign or take notes? Lecture capture with closed captioning levels the playing field for these students. They can watch the interpreter sign during the lecture, then watch the closed captioned Echo later while they create their own set of notes.

Echo360 has implemented closed captioning standards for its EchoPlayer in line with broadcast television standards. The following is the procedure for adding closed captioning to your recordings.

### Procedure

1. Navigate to **Echoes > Echoes**.
2. Hover over the Echo to be captioned.
3. Click **closed caption** to download the *mp3 audio file* from the lecture. Clicking on this button does not download the Echo.



4. Provide the audio file to the captioner.

#### ✓ Best Practice: Have the Captioner Subscribe to the Podcast Feed

If you want all recordings for a course to have closed captions, suggest that the captioner subscribe to the podcast feed. The captioner will receive the mp3 audio files automatically. You will be able to skip this step.

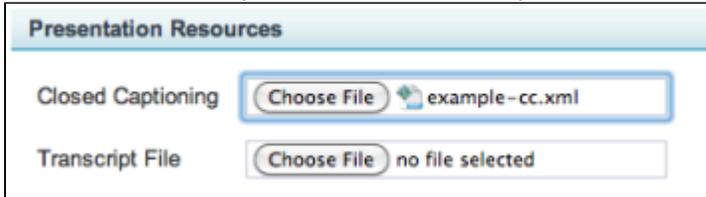
5. Once you have received the closed caption file from the captioner, navigate to the Echo and click **Edit**.



6. Click **Add Resources**.



7. Select the closed caption file and/or transcript file if one has been provided.



8. Click **Add Resources**.



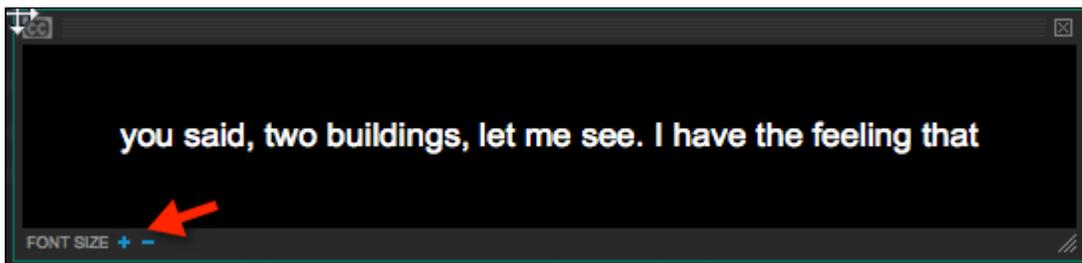
9. Click **Save**.



10. Open the Echo in the EchoPlayer.
  - a. Notice that the CC button appears in the button bar.



- b. Notice that the closed captions appear in a separate pane that can be closed, resized, or moved around the EchoPlayer window. You can adjust the font size of the closed captions by clicking the **plus** and **minus** buttons.



## Archive Echoes

In this section:

- [Archive a Single Echo Manually](#)

### Archive a Single Echo Manually

1. Navigate to **Echoes > Echoes**.
2. Select the Echoes you want to archive.
3. In the Actions drop-down list on the bottom of the page, select **Archive Selected**.

## Recover a Capture

In this section:

- [Recover a Capture](#)

### Recover a Capture

Sometimes a lecture or event was captured successfully, but the resulting recording was not processed adequately.

Use the procedure explained in this [KB \(Knowledge Base\) article](#) to reprocess media files for any capture except a Personal Capture recording.



#### **Accessing the Knowledge Base**

You will need a customer portal login to access the Knowledge Base. Contact [Technical Support](#) if you need a login.

You might need to recover capture files when:

- You receive errors in the capture and the built-in EchoSystem Server (ESS) recover and [reprocess](#) methods are not successful
- You accidentally deleted the capture presentation media files (the files created by the media processor that are streamed to viewers)
- You accidentally deleted or do not have the raw media (h264 and aac) files created by the capture device

## **Reprocess an Echo**

In this section:

- [Overview](#)
- [Procedure](#)
- [Troubleshooting - If the Reprocess Fails](#)

### **Overview**

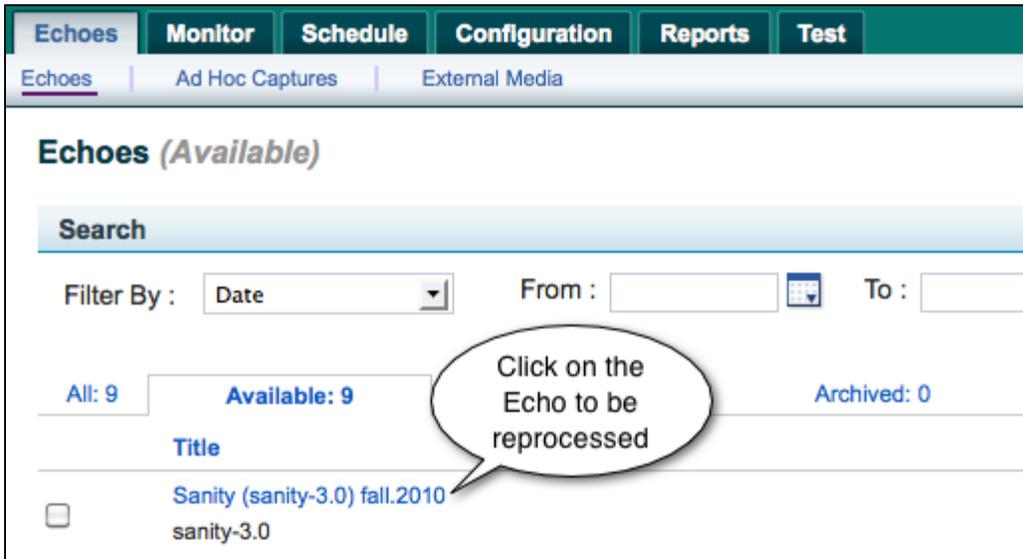
Some changes to an Echo are not automatically applied. These include:

- Adding an intro/outro clip
- Adding a watermark

You must force the Echo to be reprocessed.

### **Procedure**

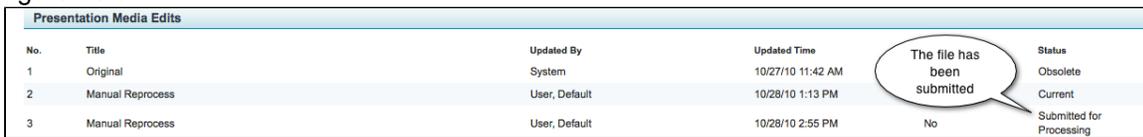
1. Navigate to **Echoes > Echoes**.
2. Click the name of the Echo.



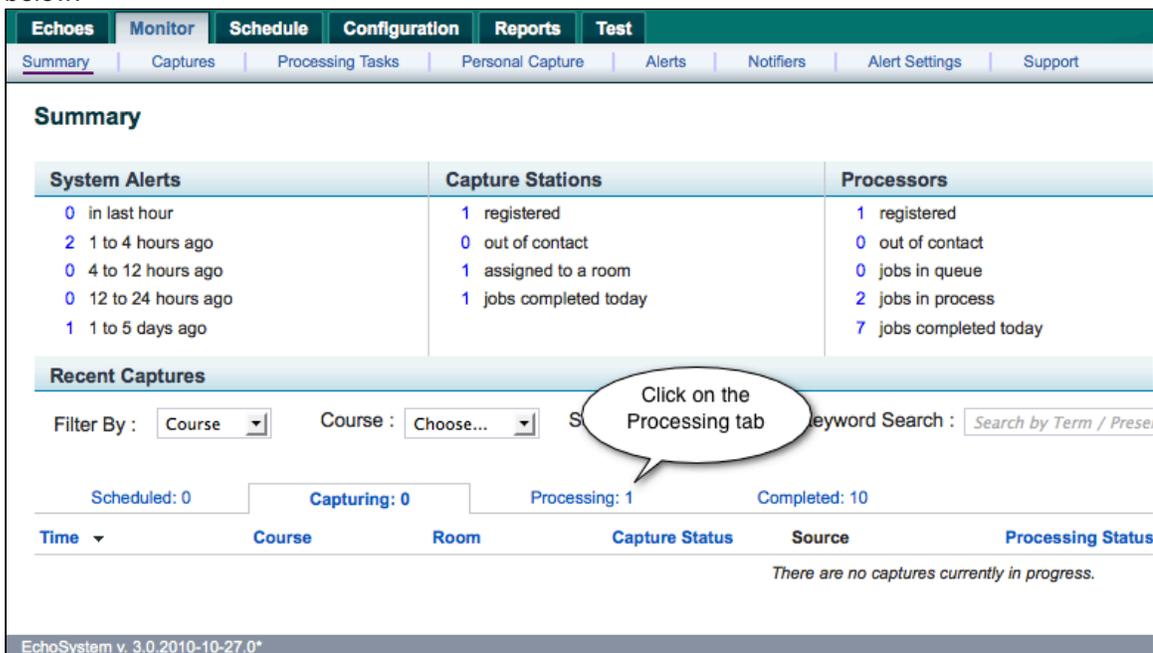
3. On the Edit Details page, scroll to the bottom. Click **Reprocess Media**, as shown in the figure below.



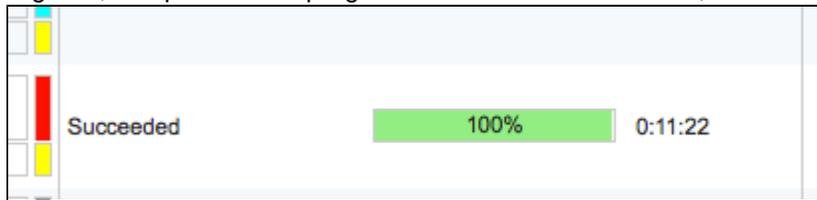
Notice that a new line has been added to the Presentation Media Edits section of the page, as shown in the figure below.



4. You can wait for this line to be updated or you can monitor the processing. To monitor the processing:  
 a. Navigate to **Monitor > Summary**.  
 b. Click the **Completed** tab. If your Echo is not there, click the Processing tab, as shown in the figure below.



- c. In either the Completed or Processing tab, you see:
- The word "Succeeded" in the Processing Status column
  - A green, completed filled progress bar with the text "100%", as shown in the figure below.



## Troubleshooting - If the Reprocess Fails

On rare occasions, you receive an error message when you attempt to reprocess an Echo.

This may be caused by an overfull **.tmp** directory. Your System Administrator can correct this by changing the temporary storage location. See [Best Practice - Establish a Temporary Storage Location](#).

## Student Usage Reporting

In this section:

- [Overview](#)
- [Summary Reports](#)
- [Detailed Reports](#)

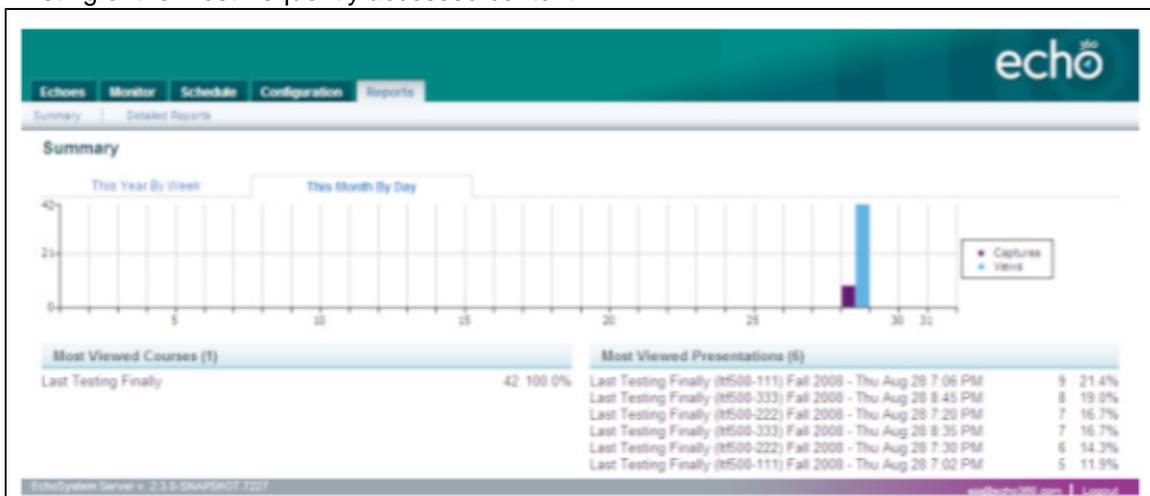
### Overview

#### **i** Who can do this?

- System Administrator
- Admin of Parent Organization
- Scheduler of Parent Organization

The Reports Tab gives information about student usage of EchoSystem content.

- [Summary reports](#) are automatically generated. As displayed in the below figure, they show:
  - A chart of week-by-week usage for the year or day-by-day usage for the current month
  - A listing of the most frequently accessed content



- [Detailed reports](#) are generated on request. Usage data is exported to a .pdf file

### **i** What is a "View"?

The reports show "most viewed courses", "most viewed presentations" and other statistics. But what user action constitutes a "view"?

A view is recorded whenever a user visits an URL to view a product. If you authenticate or authorize users before allowing access to the URL, the user must be authenticated or authorized before the view is recorded.

## Summary Reports

The first view presented is *This Year By Week*, which plots captures and views per week of the year on a histogram. At the bottom of the page, the *Most Viewed Courses* and *Most Viewed Presentations* are ranked according to the most frequently accessed content for the year.

The second tab, *This Month By Day*, plots the day-by-day usage for the current month. Again, the *Most Viewed Courses* and *Most Viewed Presentations* are listed at the bottom of the page, ranked according to the most frequently accessed content for the month.

## Detailed Reports

The Detailed Reports are created by choosing the report type:

- **Views by Presentation**, showing the presentations ranked from most frequently viewed to least, and including number of hits and percentage of total viewing traffic
- **Views by Product**, showing the types of recordings (that is, podcast vs. vodcast vs. EchoPlayer) that are being viewed, and including number of hits and percentage of total viewing traffic
- **Quota by Section**, showing the storage (in MB) used by the section and the section limit
- **Views by Time of Day**, showing 24 one-hour segments and the number of views within that segment, both as an aggregate number of views and as percentage of total views
- **Views by Week of Year**, showing the number of views occurring within each week of the calendar year, both as an aggregate number and as a percentage of total views.

You can filter the report by date range or by course and section.

The report is a .pdf file.

A sample report is shown below.

