nViso 3D Facial Imaging
Central Location Testing - User Manual

This user manual is designed to explain how to setup and run a 3D Facial Imaging study at a central location using desktop or laptop computers enabled with webcams.

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Technical Requirements

- **Computer hardware:**
  - PC (preferred)
  - Mac

  Computers may be laptops or desktops, but screens should be of adequate size and resolution to enable respondents to clearly view the video without strain. If the testing is part of an advertising evaluation showing the ad at reasonable size and resolution is obviously more realistic. Avoid older computers with low RAM or lower-end video/graphic handling capabilities and older monitors with poor screen resolution. Most modern computers will have adequate RAM and video capabilities – if in doubt try to playback YouTube ads or similar videos to check you are satisfied with their performance.

  Note: nViso **does not** currently support running on smartphones or tablets running iOS or Android. For collecting reactions using mobile devices please see our Offline Study Setup User Manual.

- **Screen resolution:**
  - Minimum 1024x768
  - Recommended 1366x768 or higher

- **Operation System:**
  - Windows XP, Windows Vista, Windows 7, or Windows 8
  - OS X 10.5 or higher

- **Browser Version:**
  - Chrome (preferred)
  - Firefox 3.6+ (preferred)
  - IE7 or higher
  - Safari (OSX)

- **Browser Settings:**
Ensure that the zoom of the browser is set to 100%. For all browsers, pressing CTRL+0 will reset the zoom to 100%.

To further check the zoom is correct please follow this instructions for each browser.

**For Chrome:** Check in the options menu that the zoom is 100%.


**For Internet Explorer 9:** Check these instructions [http://support.microsoft.com/kb/2689447](http://support.microsoft.com/kb/2689447)

- **Adobe Flash Player Version:**

  Install [Adobe Flash Player 11 or higher](http://www.adobe.com/go/getflashplayer) in all the computers at the central location testing facility. Please refer to “HOWTO – Check Flash Version and Install Latest Version” Section in the Appendix of this document for further details.

- **Adobe Flash Player Settings:**

  Please configure your browser to allow webcam activation automatically. This avoids respondents having to authorize webcam activation each time they watch a group of stimulus videos. Open the online survey link [http://surveys.nviso.net/s3/eae73a148492](http://surveys.nviso.net/s3/eae73a148492), and answer the questionnaire to reach the page of the Camera Setup which uses Adobe Flash Player. Then Activate Adobe Flash Player Privacy Settings by right clicking on the window and selecting Settings as illustrated below.
Clicking on Settings will show the Adobe Flash Player Privacy Settings. Select “Allow” and check “Remember”.

Then, click on “Close”. This operation will spare the participants to need allowing the webcam each time. You should repeat this operation on each computer that will be used for the study.

- **Webcam:**

  Ensure a webcam of VGA resolution (640 x 480 or higher) is attached to the PC. Please note, practically 100% of webcams today are VGA or higher in resolution. There is no need for full HD webcam. Example of a recommended webcam can be found using the following link: [http://www.logitech.com/en-us/webcam-communications/webcams?filter=f1697&sort=s4](http://www.logitech.com/en-us/webcam-communications/webcams?filter=f1697&sort=s4).

- **Webcam Drivers:**

  It is recommended the computer is upgraded to the latest version of drivers and that all computers at the testing location have the same drivers installed. This can be performed by checking the manufacturer website of either the computer or Webcam manufacturer (if you are using an external webcam) for the latest drivers.

- **Internet Connection:**

  A broadband internet connection is required (minimum 700kbits download / 150kbits upload capability, around the level needed to view a YouTube video for each respondent taking the survey concurrently). Thus if you plan having 3 respondents watching videos simultaneously, you should ensure the facility has an internet connection allowing 500kbits upload. Most commercial internet connections are in the order of 1 – 10Mbits. Venues with Wi-Fi connectivity can be acceptable, but it is important to check the quality of the Wi-Fi connection in advance of the test and before the start of fieldwork. We strongly recommend using a fixed internet connection where possible, especially if the number of videos being watched exceeds a total 3 minutes of viewing time.

  Where non-stand venues are used the connection can also be a 3G connection from a smart phone or Wi-Fi from a hotel lobby or café. In these cases, it is very important to check the internet connection quality immediately before performing tests.

  In the case no internet connection is available please consult our Offline Study User Manual on how to collect reactions with an internet connection using an iPad or iPhone device.
Getting Started

Overview
To capture and process respondent video sessions during a central location test to a stimulus, the following steps need to take place:

1. Preparing a Study
   - Your account or project manager will need to order and setup your study as per the Study Setup Guide.
   - Ensure the environment for conducting interviews or the focus group sessions meets the site requirements, especially that a suitable internet connection is available at the site.
   - Ensure all computer equipment has been correctly configured and tested before fieldwork starts.
   - Ensure you have checked the survey link using the Test link only before data collection starts.
   - Ensure you have taken the Webcam Settings Test before the live study at the site.

2. Conducting a Study
   - Give the instructions to the respondents and check that they are correctly positioned in front of the camera.
   - Ensure information such as the respondent ID is recorded correctly when each respondent completes the survey link.

3. Finalizing the Study
   - Notify nViso that the data collection has been completed by completing the Study Close Form. You may send a list of respondent IDs to be processed or otherwise by default all respondents that have completed the live link will be processed.
   - nViso will then prepare and send you a link to your dashboard and reporting deliverables.
Key Steps in Conducting a Central Location Test

1. Stimuli sent to nViso
2. Venue selected, Survey tested, Respondents recruited
3. nViso sends Survey Links
4. Survey provided by nViso
5. Survey provided by agency/client
6. nViso Survey
   - ID, Gender, Age
   - Webcam Setup
   - Stimuli Watch
   - Error
7. Onsite Moderator
8. Client Survey
   - Additional questions
9. OK
10. Fieldwork completed and closed, nViso notified
11. nViso delivers the Report
12. Client analysis
Preparing a Study

Getting Started
Please consult our Study Setup Guide for more information on how to setup a study including preparing and upload your stimuli.

Stimulus Preparation
Videos to be tested need to be submitted in advance as per our standard conditions of service or otherwise agreed with nViso. nViso prepares the questionnaire and sends you the link to ensure the webcam is correctly configured, shows the videos to the respondents, and processes their reactions collected during the study.

It is important that the videos, questionnaire design and process for linking data be agreed well in advance of fieldwork. Please consult your client servicing and IT executives assigned to the project to check that this is done.

Over Sampling Requirements for Central Location Tests
When you specify your target sample size for recruitment at a central location, you will still need to oversample but at a lower rate than using an online panel. The exact rate will depend on the environment however as a general rule:

- For mall or exit surveys oversample by 15 to 20%
- For office based testing in a quiet environment oversample by 5 to 10%

Selecting a Venue
A few suggestions on the choice of the venue:

- If the survey is conducted in an office, choose rooms with lighting conditions as uniform as possible. Avoid too bright or too dark environments. Prefer rooms, if possible, with enough space between neighboring respondents, so as to avoid participants’ distraction.

- In all cases, avoid too crowded or too noisy environments.
- Adjustable seating can be useful to ensure the respondent’s face is fairly level with the webcam.
Survey Link for Webcam Settings and Capture Check

The webcams need to be installed on the top of the screen or in a similar position. See examples in the images. Try to position the webcam to be in line with the participant’s eyes and should show the front of the respondent’s face clearly (not from the side).

To test that the Webcam can be correctly used in the survey, or to check the connections in possible venues, you can use the Webcam Settings Check link: http://survey-us-3dfi.nviso.net/?nvid=31&groupA=254. One of the first steps of a questionnaire embedding nViso technology requires the participant to check and validate the webcam setup. Please follow the next points to validate your installation:

- Check that your Webcam is connected and click “Next”.

- If the Adobe Flash Player Privacy Settings have been set correctly, you will not need to allow the website to have access to your webcam. If it is not the case, you will see the Adobe Flash Player window. Before clicking on “Allow” on the Adobe Flash Player Settings window, right click on the window and select Settings.
Clicking on Settings will show the Adobe Flash Player Privacy Settings. Select “Allow” and check “Remember”. This will spare the participants to need allowing the webcam each time. You can repeat this operation on each computer that will be used for the study.

- Then, click on “Close”. You should see your face on the screen. Place your face inside the rectangle and then click on the “Yes, I’m visible” button.
If the image shown in the box is not the image you would expect from your camera, it might be due to a wrong camera selection. In order to resolve this issue please refer to the “
HOWTO – Check Your Webcam inside Flash” Section at the end of this document.

- Soon after this choice, the camera wizard will automatically check your position and will allow you to move to the next step only if correctly positioned.

Survey Link for Test and Live Data Collection
Once all the technical and logistical requirements are fulfilled, you are able to conduct the study with the link sent by nViso.

You will receive two links, one for Test, and one for Live data collection. Please note, if any additional testing is required, you must use the Test link, and only use the Live link for data collection purposes. When processing results only responses that have been collected using the Live link will be used. If you have accidently used the Test link for data collection, this can still be processed, however a manual processing charge (minimum 250 CHF) will be added to your project costs.

Checking Respondents Images and Survey Link Stats
During the testing phase and data collection you will be able to to check the respondent images captured from the survey link that you have received (see previous paragraph) by using this page:

http://survey-us-3dfi.nviso.net/webmin/includes/check/check.php
In order to check the capture image of a particular respondent you have to fill the “Check Respondent Images” section in this page, shown in the following image:

Here you have to enter the following information:

- **Respondent ID**: the ID of the respondent you want to check.
- **Survey Link ID**: the ID of the variable `nvid` found in survey link you have received.

For example, suppose the survey link you have received is http://survey-us-3dfi.nviso.net/?nvid=8 and you want to check the image captured for the respondent with ID 123456. You will have then to fill the form as in the following image:

Once you have entered this information please click on the “Submit” button and wait until the system will show one image for each stimulus of your study. Let’s consider our example and let’s suppose that in our study we have one stimulus with ID 3281 and called “Polar Bear 2013”. Let’s also suppose that the respondent has been correctly collected, in this case the page will show the third captured image like in the following image:
Check Respondent Images

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Respondent ID</td>
<td>123456</td>
</tr>
<tr>
<td>Survey Link ID</td>
<td>8</td>
</tr>
</tbody>
</table>

(*) Mandatory Field

Submit

Survey Link Stats

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Completes</td>
<td>226</td>
</tr>
<tr>
<td>By Gender (Male / Female)</td>
<td>1 / 225</td>
</tr>
<tr>
<td>By Age (Young / Old)</td>
<td>226 / 0</td>
</tr>
</tbody>
</table>

Stimulus 3281 (Polar Bear 2013)

Seconds Captured: 31

Image Captured at Second 3
2013-08-22 07:30:04
Together with the captured image you will also be informed on the total amount of images captured for that respondent and that stimulus (31 in this example, see “Seconds Captured” row) and on the date and time the image has been captured (2013-08-22 07:30:04 in this example). In case of several stimuli, you will find the previous “Stimulus” table generated for each of them.

Statistics on the survey link itself, such as the total number of completes split by gender and age are also shown.

In case you enter a wrong Respondent ID or a wrong Survey Link ID, an error will be displayed:

In this case, please re-check the information you have provided and try again.

Let’s suppose that in our example something went wrong and no image were captured for our 123456 respondent. In this case a no-image picture (see image below) will be shown.
In this case, please verify once again the IDs you have passed, try again and if you still have the same results please contact nViso.
Conducting a Study

Respondent Instructions
This paragraph describes the instruction for the participants:

- The participant should face the camera during the duration study while their reactions are recorded. Please avoid interacting with respondent while they are watching the stimuli. In case an unexpected interruption occurs, such as, a respondent needing to go to the toilet or leaving the test, then the survey must be restarted. In case of a short interruption such as sneezing for 5 – 10 seconds, the software will automatically remove such events from analysis.

- Participants should be instructed to avoid obscuring her/his face while watching stimuli. Wearing headphones is an optional but recommended requirement, and is useful in order to let the participant focus and concentrate on her/his task. If headphones are used, please ensure the microphone is positioned away from the mouth and not obstructing the face. Normal glasses are compatible with the software, but sunglasses must be removed.

- Hats or headgear do not need to be removed as long as the face is visible, but it is advised that baseball style hats be removed. Moustaches, beards, or scarfs do not usually interfere with the recording and are ok.

- Participants should be asked not to smoke, drink, or talk while watching the test videos.
• Do not stand behind or next to the respondent while the stimulus is being shown.

• Participants must watch the stimulus without interruption or distraction.

• Facilitators must let the video/stimuli run (e.g. the respondent must not get up and move about). Normally test videos cannot be stopped or paused and facilitators or respondents should not attempt to do so.

• If something unusual happens while the video is being shown which interrupts normal viewing (e.g. the respondent has a sneezing fit, or a major distraction occurs) it is usually best to restart her/his session.

Respondent Position Check

• The participant should be positioned at a distance of 60-100 cm to the webcam.

• Every participant session will start with the camera setup check that will guide her/him to correctly position herself/himself in front of the camera. Participants should try to keep this position as much as they can during the survey.
Recording Respondent Video Sessions

The questionnaire that the respondent takes to configure their webcam and watch stimuli while their reaction is being recorded is composed of several parts such as:

Consent of the participant to be recorded and to allow the use of the webcam video for market research purposes

- Consent of the participant to be recorded and to allow the use of the webcam video for legitimate market research purposes.
- Recording the Respondent ID, Age, and Gender of the respondent
- Confirming the respondent has a working webcam attached to the computer that they are currently using.
- General instructions presented to the user.
- Position adjustment to make sure that the face of the respondent is correctly contained in the field of view of the webcam.
- Stimuli videos are played back while reactions are recorded with the webcam.
- End of survey

The participant can see the survey progress thanks to the bar at the bottom of the page. To move to the next step, the participant must answer all the questions and click on the Next button.

Consent

The first page of the survey needs the respondent to consent taking the survey, being recorded via the webcam, and to allow your agency and nViso to use the webcam video for market research purposes.
Thank you for agreeing to participate in our research study. It is being conducted by a market research agency, and nViso SA, a Swiss based technology company. We appreciate you taking the time to complete this quick test of your software and webcam functionality – it will ensure that everything runs smoothly on the day of your interview. This test will take less than 5 minutes of your time to complete.

In the test, we will check the technical requirements of your computer for compatibility with the link and media you will be viewing on the day of your interview. It requires you to turn on your webcam and simply let us collect some video of you viewing the screen. It is entirely for market research purposes and the video will be kept confidential and not shown publicly or used for any other purposes. Your participation is completely voluntary, and your participation in this task will remain confidential, and your identity will not be stored with your data. We will be notified once you complete the testing and will confirm with you via email afterward.

Please DO NOT USE the 'Back' and 'Forward' buttons in the browser. Please use the button(s) at the bottom of each screen. Please, do NOT complete the survey on a mobile or tablet device.

Do you consent to taking this survey where you will be recorded via webcam, completing it in one sitting and allowing and nViso to use the webcam video for research purposes? *

- Yes
- No

If the respondent does not consent to take the survey, precisions will be given to her/him on the use of the webcam video and an additional question will be asked on the reason of her/his hesitation to be recorded.
Oops, we don't have your consent to proceed! Please let us explain a little more and see if you want to participate in this survey. We are interested to obtain more accurate feedback and understanding of people’s reactions and we would like you to let us use your webcam to take a record of you undertaking this interview. Our software will later analyse your webcam video to enable us to compare your reactions with those of other people. As with all information we obtain, the webcam images sent to us are anonymous, will be treated as being strictly confidential, will only be used for internal purposes, will not be made publicly available and will be deleted after we have completed the research. If you wish to join the study, please select yes. Otherwise please select the reason why you do not wish to join.

- Yes - I agree to take part in this study.
- No - It is technically too complicated to me, I have no experience with the use of the webcam.
- No - Normally I would be ready to be filmed in a study, but in this moment it is just inconvenient.
- No - Don't know / not sure of the reason.

If the respondent refuses again to take the survey, the questionnaire ends explaining to the participant that she/he is not qualified for the survey.

Sorry you do not qualify for this survey. Please contact your moderator or interviewer for instructions.

Thank you for your participation. This survey is now finished.

Personal Details
If the respondent agrees to be recorded, the survey continues with personal details. The Identification Number of the respondent is fixed by the Provider. In some cases when the required information is already known, this section does not appear.
Webcam Settings and Positioning Check
The next step is the adjustment of the respondent position to ensure that her/his face is contained in the field of view of the webcam.
Thanks. Please can you make sure your webcam is connected and check that you are facing the camera as illustrated below. Please remember to be around 60cm (2 feet) away... normal viewing distance. Our software will now ask for permission to connect to your webcam to be used in the study.

**REQUIREMENTS**

- **WEBCAM**
- **GOOD LIGHTING**
- **NO EATING/DRINKING**
- **NO TALKING**

**PLEASE ENSURE YOU ARE FACING THE CAMERA**

The respondent needs to allow the webcam to be activated on this website by clicking on “Allow” on the Adobe Flash Player window.
We are now going to check if your webcam is working correctly. Please wait - it may take a minute for our software to load. Click **Allow** when loading has completed. Then follow the onscreen instructions.

If the respondent sees herself/himself, she/he has to click on “Yes, I am visible”.
The respondent must make sure that she/he is correctly positioned inside the red rectangle at a distance of 60-100 cm to the webcam. When it is the case, the rectangle will become yellow for a few seconds when checking the validity of the position before turning to green and moving to the next page of the questionnaire.

After the participant correctly positioned himself in front of the webcam, he is able to go to the next step.
Instruction Reminder

A simple explanation page is shown just before the visualization, remembering the participant instructions such as to keep visible to the webcam.

Video Download

To download and watch the videos the respondent needs to click “Allow”.
After she/he has clicked on Next, each video will be downloaded. As this occurs they will see the download progress with the progress bar at the top of the screen. Depending on the time of the day, and their internet connection it may take a few minutes to download the videos.

**Video Playback**

After each video has been loaded it will start playing automatically. In this example, you will first see a video of a blue screen then of the video to be watched.
During the video playback, the participant must take care of not to be distracted, not to obscure her/his face, and stay in the field of view of the webcam by not moving excessively.

**Complete / Submission**
After the video playback, the software must save the data. It may take a few seconds.
Once completed, the respondent must click on Submit to complete the survey.

A confirmation page is shown and the questionnaire is finished.
Finalizing a Study

Notification of Close of Fieldwork
When all field work has been completed, please notify nViso by completing the Study Close Form. If you require that a subset of respondents be processed you will be asked to attach a list of respondent IDs for processing so the dashboard and reporting deliverables can be finalized.

Dashboard
When processing is complete, you will have access to the nViso Dashboard to view and download the results of your study. Please refer to the Dashboard User Manual for further explanations.
Appendix

Trouble Shooting

- The survey does not recognize the webcam.
  
  o Check that the Webcam is attached to the computer.
  o Check that the Webcam is detected in Flash Player correctly. Consult the “HOWTO – Check Your Webcam inside Flash” section at the end of this document.
  o Check that you have upgraded to the last version of Adobe Flash Player, and that you configured the Privacy Settings of Adobe Flash Player correctly enabling the website to have access to the webcam.
  o Check that the respondent did consent to be recorded by clicking on Allow when requested for permission to access the Webcam.

- The respondent has been interrupted during the recording of its emotional reactions.
  
  o In this case, it is recommended to restart her/his session. In case of a short interruption such as sneezing for 5 – 10 seconds, the software will automatically remove such events from analysis. Normally, the visualization of the stimuli cannot be stopped or skipped or interrupted (the Next button is frozen). Avoid distracting the respondent.

- Sliding bars appear on the side of the Flash Player when watching the videos.
  
  o You may not have set the zoom of your browser to 100%. For all browsers, pressing CTRL+0 will reset the zoom to 100%. To further check the zoom is correct please follow this instructions for each browser.
    - For Chrome: Check in the options menu that the zoom is 100%.
- For Internet Explorer 9: Check these instructions http://support.microsoft.com/kb/2689447
Site Check List Table

<table>
<thead>
<tr>
<th>Task</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Technical Requirements</strong></td>
<td></td>
</tr>
<tr>
<td>Computer Requirements</td>
<td>PC or Mac ; 1366x768 or higher ; Windows XP, Windows Vista, Windows 7, or Windows 8, OS X 10.5 or higher.</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Minimum 700kbits download / 150kbits upload capability or more than 500kbits upload if more than 3 respondents simultaneously.</td>
</tr>
<tr>
<td>Webcam Requirements</td>
<td>A standard webcam with a minimum VGA resolution (640 x 480) is attached to the PC or integrated into the screen.</td>
</tr>
<tr>
<td>Webcam Drivers Updated</td>
<td>Latest version of drivers, same drivers for all computers of the site.</td>
</tr>
<tr>
<td>Browser Settings</td>
<td>Chrome (preferred), Firefox 3.6+ (preferred), IE8 or higher, Safari (OSX) ; Zoom 100%.</td>
</tr>
<tr>
<td>Adobe Flash Player Version</td>
<td>Adobe Flash Player 11 or higher.</td>
</tr>
<tr>
<td>Adobe Flash Player Settings</td>
<td>Privacy Settings allows the website of the survey to access the Webcam.</td>
</tr>
</tbody>
</table>

**Preparing a Study**

- **Stimuli Programmed**: The final stimuli have been sent to nViso to be programmed in the survey as per the [Study Setup Guide](#).
- **Questionnaire Links Received**: Link to collect video sessions of the reaction during the study received by email.
- **Suitable Site Environment Selected**: Environment for conducting interviews or the focus group sessions checked for meeting the site requirements (uniform lightning, enough space, headphones available, calm place, adjustable seats, etc.).
- **Equipment Configured and Tested**: See technical requirements check list above.
- **Webcam Settings Test Checked**: [Webcam Settings Test](#) taken before the live study at the site; the privacy settings of Adobe Flash Player allow the website to access to the webcam without asking respondent permission.
- **Survey Test Link Checked**: Survey tested before data collection (please ensure to use the Test link).
- **Check Respondent Images**: Test respondents captured correctly for all stimuli.

**Conducting a Study**

- **Survey Live Link**: Use the Live link and not the Test link for data collection.
- **Respondent Instructions**: Give the instructions to the respondents (no drinking, no talking, no distraction, no smoking, no interruption, staying in the field of view of the webcam, face the camera, do not stand behind the respondent, correctly position 60 - 100 cm from the webcam).
- **Respondent ID, Age, and Gender Collected**: Information such as the respondent ID recorded correctly when each respondent completes the survey link (you can use the Respondent Information Table below in this document).

**Finalizing a Study**

- **Notification**: Notify nViso that the data collection has been completed by completing the [Study Close Form](#). The respondent’s ID list has been sent to nViso in case certain respondents should be removed from data processing and...
| Report Received | nViso has prepared and sent you the reporting links to your dashboard and where reporting deliverables can be downloaded. |   |
### Respondent Information Table

<table>
<thead>
<tr>
<th>Time</th>
<th>Respondent ID</th>
<th>Gender</th>
<th>Age</th>
</tr>
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<tbody>
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</table>
HOWTO – Check Flash Version and install the latest version

In order to check if Flash is present in your computer please click on the following address:

http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html

Follow the steps suggested in the page:

- Check the presence/absence of the Flash player in your machine by checking Point 1 in the page (as in Figure 1). If a player is correctly installed (as in the example) a drifting red ball will appear in the screen below the moving the text “Flash Player is running on your system”. If you see the text then move to Point 2 in the link by clicking on the step 2 highlighted by the green box in Figure 1 (Point (b) of this document) otherwise click on step 4 highlighted in the Figure by the red box (Point(d) in this document).

FIGURE 1 CHECK IF FLASH IS INSTALLED ON YOUR COMPUTER.

FIGURE 2 CHECK YOUR FLASH PLAYER VERSION
• Check your Flash Player Version in the greyed box as in Figure 2 highlighted by a red arrow. Note down: your version, your operating system and your browser and move than to step 3 (green box in the image), Point (c) in this document.

3. Find the latest Flash Player version available for your operating system

<table>
<thead>
<tr>
<th>Platform</th>
<th>Browser</th>
<th>Flash Player Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8</td>
<td>Internet Explorer</td>
<td>11.3.378.5</td>
</tr>
<tr>
<td>Windows 7 (32 bit and 64 bit, Vista, XP, 2006, 2003)</td>
<td>Internet Explorer (and other browsers that support Internet Explorer ActiveX controls and plugins)</td>
<td>11.5.502.146</td>
</tr>
<tr>
<td></td>
<td>Firefox, Mozilla, Netscape, Opera (and other plugin-based browsers)</td>
<td>11.5.502.146</td>
</tr>
<tr>
<td></td>
<td>Chrome (Pepper-based Flash Player)</td>
<td>11.5.31.137</td>
</tr>
<tr>
<td>Mac OS X 10.6, 10.7, 10.8 (Snow Leopard, Lion, Mountain Lion)</td>
<td>Firefox, Opera, Safari</td>
<td>11.5.302.140</td>
</tr>
<tr>
<td></td>
<td>Chrome (Pepper-based Flash Player)</td>
<td>11.5.31.137</td>
</tr>
<tr>
<td>Mac OS X 10.4, 10.5 (Tiger, Leopard)</td>
<td></td>
<td>10.3.183.50</td>
</tr>
<tr>
<td>Linux</td>
<td>Mozilla, Firefox, SeaMonkey (Flash Player 11.2 is the last supported Flash Player version for Linux. Adobe will continue to provide security updates.)</td>
<td>11.2.202.281</td>
</tr>
<tr>
<td></td>
<td>Chrome (Pepper-based Flash Player)</td>
<td>11.5.31.137</td>
</tr>
<tr>
<td>Solaris</td>
<td>Flash Player 11.2.202.223 is the last supported Flash Player version for Solaris.</td>
<td>11.2.202.223</td>
</tr>
</tbody>
</table>

If the version of Flash Player that you noted in step 2 is not the latest version, go to step 4 to install the latest Flash Player version.

If the latest version is installed on your computer but you are still seeing an error message, go to step 5 to troubleshoot the issues.

If the version of Flash Player that you noted in step 2 does not match the latest version based on your operating system and your browser, go to step 4 (Point(d) of this document) to install the latest Flash Player version. In the considered example the machine installed on the machine is indeed not up-to-date.

Follow the instruction on the screen to download the version based on your OS and your browser. Step 4 will guide you to the link for suitable for your machine. In case of any issues during the installation, please refer to the “For any reason if your installation is not successful” point for your OS. In the example followed in this tutorial we will click on “Download and install the latest Flash Player version” for a Windows System. You will be redirected to the download page as in Figure 5. Uncheck the McAfee check box if you don’t want to install the McAfee Security Scan plus and click on the “Download now” button. An executable file will be downloaded. Follow the instruction on the screen (see Figure 6) to install the latest Flash Player. At the end of a successful installation a new page will be opened in your browser confirming it as in Figure 7.
4. Install Flash Player

**Important:** Flash Player installation requires a browser restart. Bookmark this page so that you can visit this page whenever required.

Windows

1. Download and install the latest Flash Player version.
   
   If you have download or install issues, see installation problems | Flash Player | Windows.

2. This step is applicable only if you are using Internet Explorer as your browser. See if Flash Player plug-in is enabled. If you are using Internet Explorer, disable ActiveX Filtering.
   
   If you have issues with Flash Player 11.3 on Mozilla Firefox, see Issues | Flash Player 11.3 | Mozilla Firefox.

3. For any reason if your installation is not successful:
   
   a. Uninstall the installation files using the Adobe Flash Player uninstaller.

   Note: Use only Adobe Flash Player uninstaller to uninstall Flash Player installation files.

   b. Reinstall the latest Flash Player version.

4. Go to step 5 to check if you can access rich media content properly.

Mac OS

1. Download and install the latest Flash Player version.
   
   If you have download or install issues, see installation problems | Flash Player | Mac.

2. For any reason if your installation is not successful:
   
   a. Uninstall the installation files using the Adobe Flash Player uninstaller.

   Note: Use only Adobe Flash Player uninstaller to uninstall Flash Player installation files.

   b. Reinstall the latest Flash Player version.

3. Go to step 5 to check if you can access rich media content properly.

If you have issues downloading Flash Player, see: Windows: Downloading problems

Mac: Downloading problems

**FIGURE 4 INSTALL LATEST VERSION**
FIGURE 5 LATEST VERSION DOWNLOAD PAGE
Next steps

1. When warning dialog appears at the bottom of your browser, click Save.

2. When download dialog appears at the bottom of your browser, double-click the file.

3. When Security Warning dialog box appears, click Run.

4. When User Account Control dialog box appears, click Yes.

Click here for troubleshooting information.

FIGURE 6 INSTALLATION INSTRUCTIONS
FIGURE 7 INSTALLATION SUCCESSFUL
HOWTO – Check Your Webcam inside Flash

This appendix addresses the problem of a wrong camera selection by the Flash Application that can cause a wrong image displayed instead of your face. In this case in order to check which webcam has been chosen by the Flash Camera Setup application please follow the following steps:

1. Figure 8 show the first screen of the Camera Setup page.

![Figure 8: First Screen in the Camera Setup Page]

2. Right click inside the grey area. A window with different options will appear as in Figure 9. Click on the “Settings...” item.
3. The Adobe Flash Player Settings window will appear see Figure 10. Click on the last icon with a webcam shape as indicated by arrow in Figure 10.

4. In the dropdown element of the camera tab (see Figure 11) choose the name of your webcam and then click close and on the next screen click as usual the Allow button.
5. Your image should be now visible on the page, see Figure 12. If this is not the case please restart from point 2 and try selecting another camera in the dropdown list of Figure 11.
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