

# Echo360 Lecture Recording

## Lecturer User Guide



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## 1. Purpose

The purpose of this document is to provide an overview and work instructions for Echo360. This document will provide detail for the following components of Echo360:

- SafeCapture
- Echo Control Web Interface
- EchoSystem Server (ESS)
- EchoCentre
- EchoPlayer
- The Echo block within Moodle (Wattle)

## 2. Audience

This document is intended to be read by Lecturers utilising Echo360 SafeCapture for lecture recording.

## 3. Definitions, Acronyms and Abbreviations

Terms, acronyms and associated descriptions used within this document are contained in the following table:

Terminology, Acronyms and Abbreviations	Definition/Description
Activity	Any booking or class.
ANU	Australian National University
DLD	Digital Lecture Delivery
ESS	EchoSystem Server
SCHD	SafeCapture Hardware Device
Semester	Standard teaching periods: Semester 1 and Semester 2
Session	Summer session, Autumn session, Winter session and Spring session

## 4. Overview

The Echo360 solution supports capturing of visual and audio content of lectures via automated scheduling. Recordings can be prescheduled, conducted on an ad-hoc basis, or recorded offline for future publication.

The 'SafeCapture' component of Echo360 enables the recording and playback of visual and audio content of lectures via hardware, which is installed in lecture theatres.

Echo360 and the Moodle (Wattle) Block plug-in', allows Echo360 to be integrated with the ANU learning management systems to made lecture recordings available to students.

## 5. Echo360 SafeCapture

The Echo360 SafeCapture Hardware Device (SCHD) will be installed in the AV rack in a number of lecture theatres across ANU. The 'SafeCapture' component of Echo360, in conjunction with the EchoSystem capture and management software, is designed to simultaneously capture the following combinations of sources:

- Audio – Captures audio from something as simple as the audio from the lecturer, or as complex as the audio from video, slides, or other media used in a lecture presentation.
- Display – Capture output from devices such as lectern computers, document cameras, DVD players and any other display sources controlled by the lectern control panel.



### Schedule Recordings

The EchoSystem is based on a pre-defined schedule that configures the day, time, duration, presenter and venue of each lecture to be captured. The EchoSystem will automatically commence and finish recording based on the scheduled start and end times.

The EchoSystem facilitates the initiation of ad hoc recordings outside of the predefined recording schedule. Although it provides this flexibility, scheduled recordings always take precedence. Extended or ad hoc recordings, which overlap a scheduled recording, will automatically stop and the scheduled recording will commence.

### Capture Lecture

The EchoSystem will commence recording based on the scheduled start time. A web browser based interface is provided to interact with the capture device to control and monitor the capture functions within a selected venue. The web interface provides the functionality to extend recordings, commence/stop earlier than the scheduled time and pause/resume recordings.



## **Process Recording**

Once the recording has finished, it is immediately uploaded to the server, then processed in preparation for distribution. Once processing is complete the recording is available for streaming playback or downloading via Moodle (Wattle).

**Note:** A recording can take some time to be processed and made available. To view the progress of a recording being processed, please refer to the section titled 'ESS Monitor'.

## **View Recording**

The ESS will make the recording available for student playback by publishing a link to the content via Moodle (Wattle). Students can access recordings via the EchoCentre, which they can launch by logging into Moodle (Wattle), and launching via the Echo360 Block.

## 6. The Echo360 EchoCentre

Echo360 and the Moodle (Wattle) Block 'plug-in', or EchoCentre, allows lecturers and students to access recorded lectures.

### 6.1. Launch the EchoCentre via the Echo360 Block in Moodle (Wattle)

The EchoCentre block is added to a Moodle (Wattle) course in the same way the DLD block was added.

When you log into Moodle (Wattle), you will notice the 'Echo360' block on either the right or left hand side of the course site.

If you cannot see the Echo360 block, please contact Moodle (Wattle) Support via the IT Service Desk <https://itservicedesk.anu.edu.au/>.

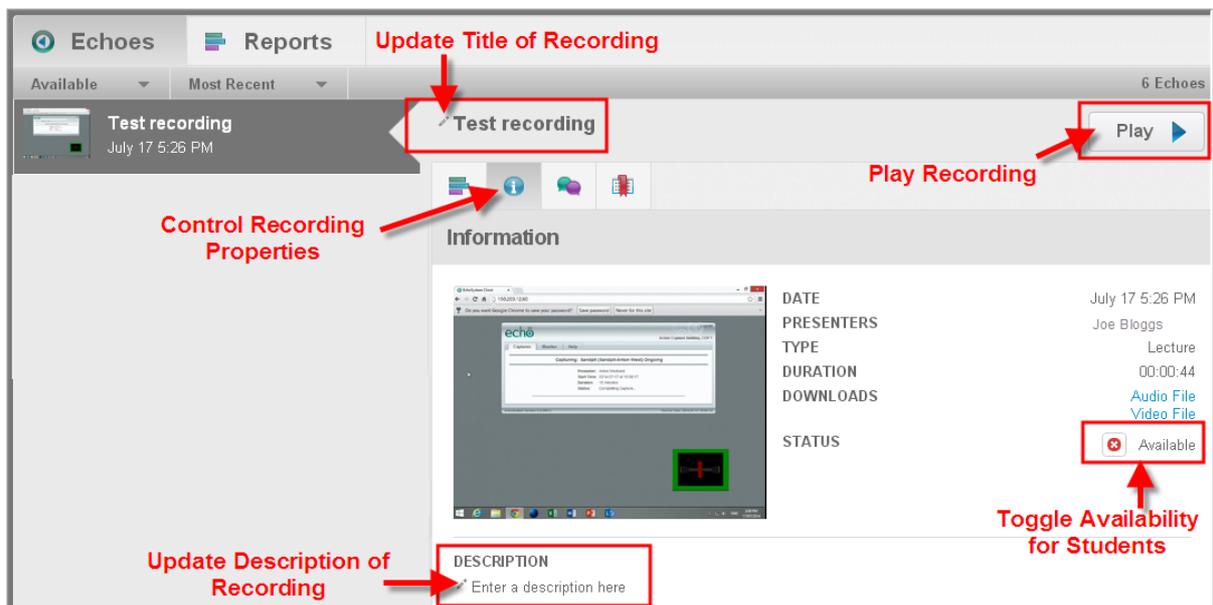


Select '**Launch EchoCenter**' to view recordings via the EchoCentre

### 6.2. The EchoCentre

The EchoCentre will launch within Moodle (Wattle) for the selected course. Recordings associated with the course will be listed in the Echoes pane located in the bottom left

hand corner. Selecting the information button  allows you to control information relating to the selected recording including the Echo description and the availability of the Echo to students.



**Update Title of Recording**

**Control Recording Properties**

**Update Description of Recording**

**Play Recording**

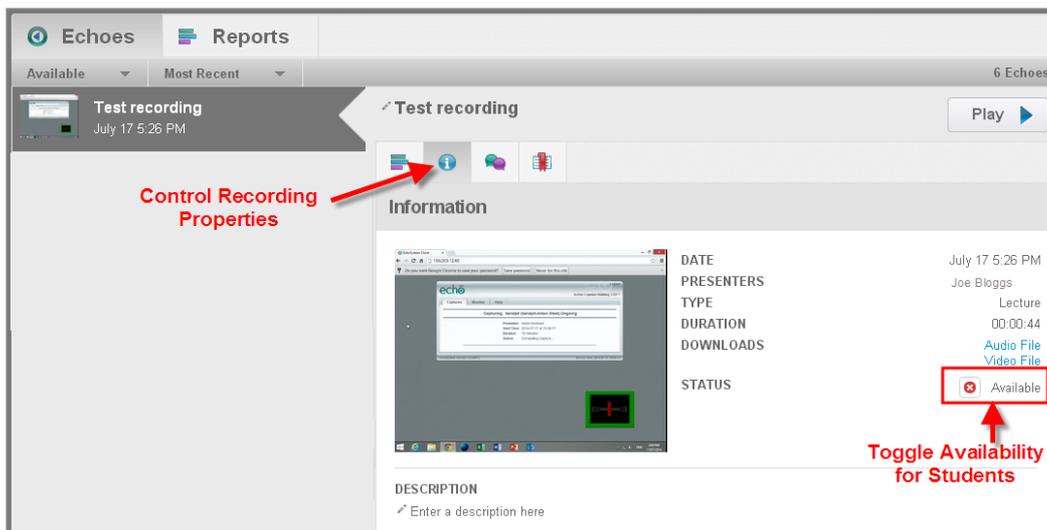
**Toggle Availability for Students**

DATE	July 17 5:26 PM
PRESENTERS	Joe Bloggs
TYPE	Lecture
DURATION	00:00:44
DOWNLOADS	<a href="#">Audio File</a> <a href="#">Video File</a>
STATUS	<input checked="" type="checkbox"/> Available

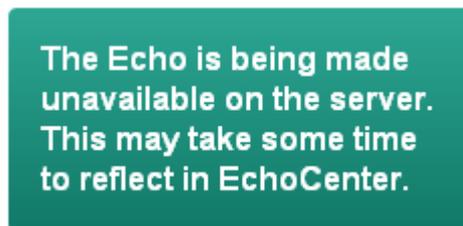
### 6.3. How to make a Recording Unavailable/Available

A recording can be made unavailable for viewing by students.

1. Select the information button 
2. Select the 'Make Unavailable' button 



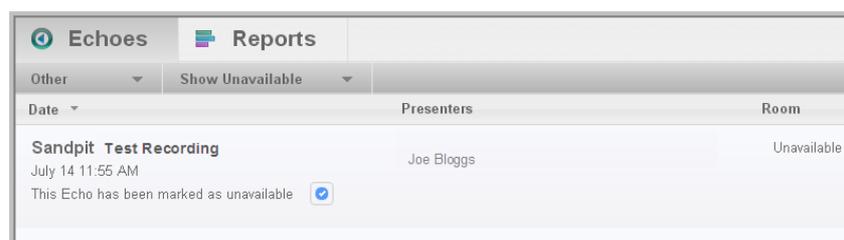
3. The following message will appear



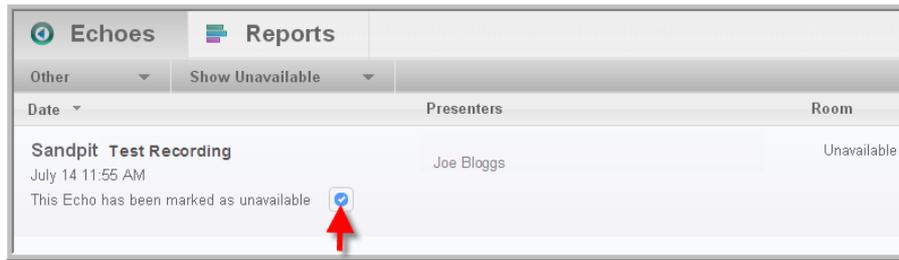
4. To view unavailable Echoes, select the drop down arrow next to 'Available' and select 'Other'



5. This will display a list of all unavailable Echoes.



6. To make an Echo available, select the 'Make Available' button 



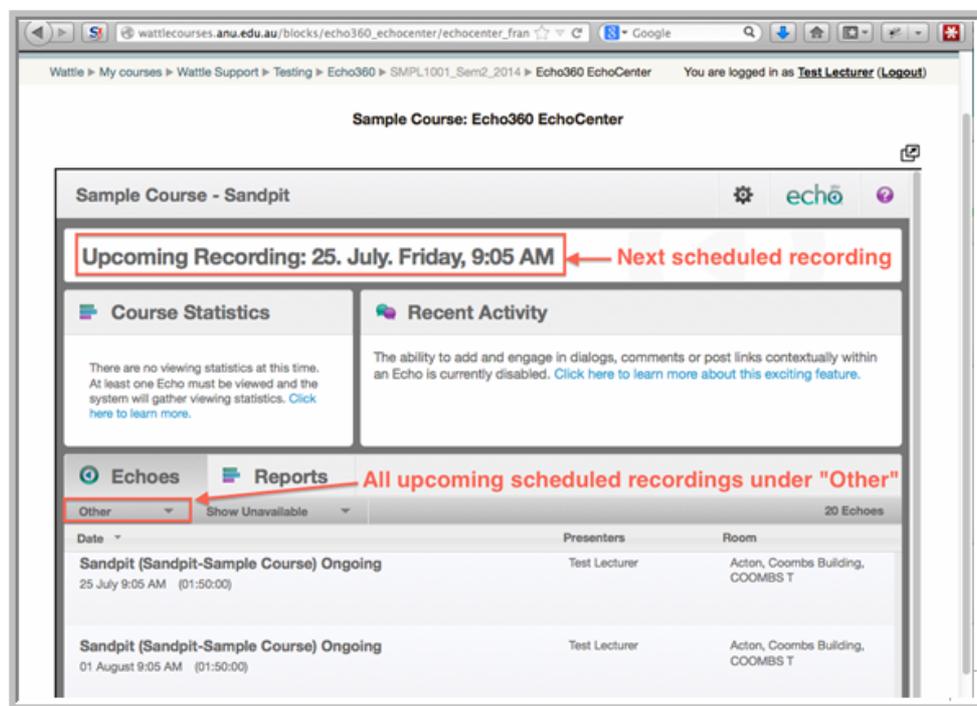
7. The following message will appear

The Echo is being made available on the server. This may take some time to reflect in EchoCenter.

#### 6.4. How to View Upcoming Scheduled Recordings

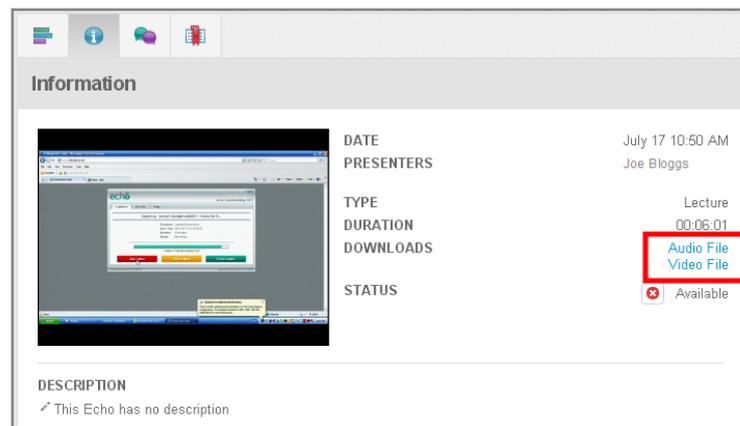
Your next scheduled recording will be displayed at the top of the EchoCenter. Selecting "Echoes tab > Other" will display all upcoming scheduled recordings.

If there are any problems with the schedule (timing, location, presenter) please log a job via the IT Service Desk <https://itservicedesk.anu.edu.au/>



## 6.5. How to Download a Recording

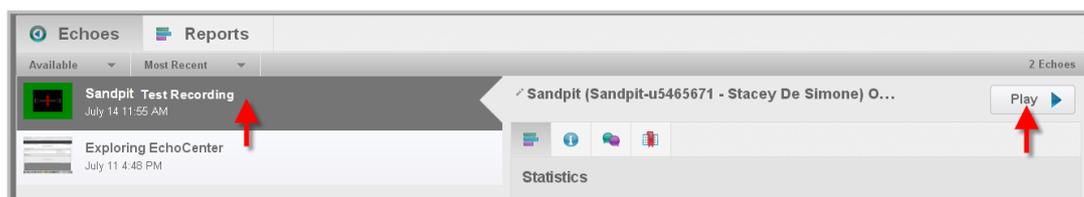
1. Select the information button  in the bottom right hand pane
2. Select **'Audio File'** to download the mp3 file
3. Select **'Video File'** to download the m4v file



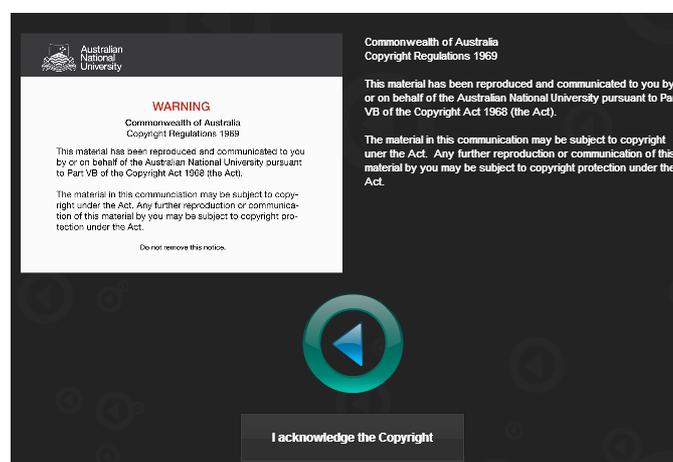
## 7. The EchoPlayer

The EchoPlayer allows you to play a recording as well as navigate the recording via scene selection, text searching and user defined bookmarks. The EchoPlayer is opened by selecting the recording and then 'Play' within the EchoCentre.

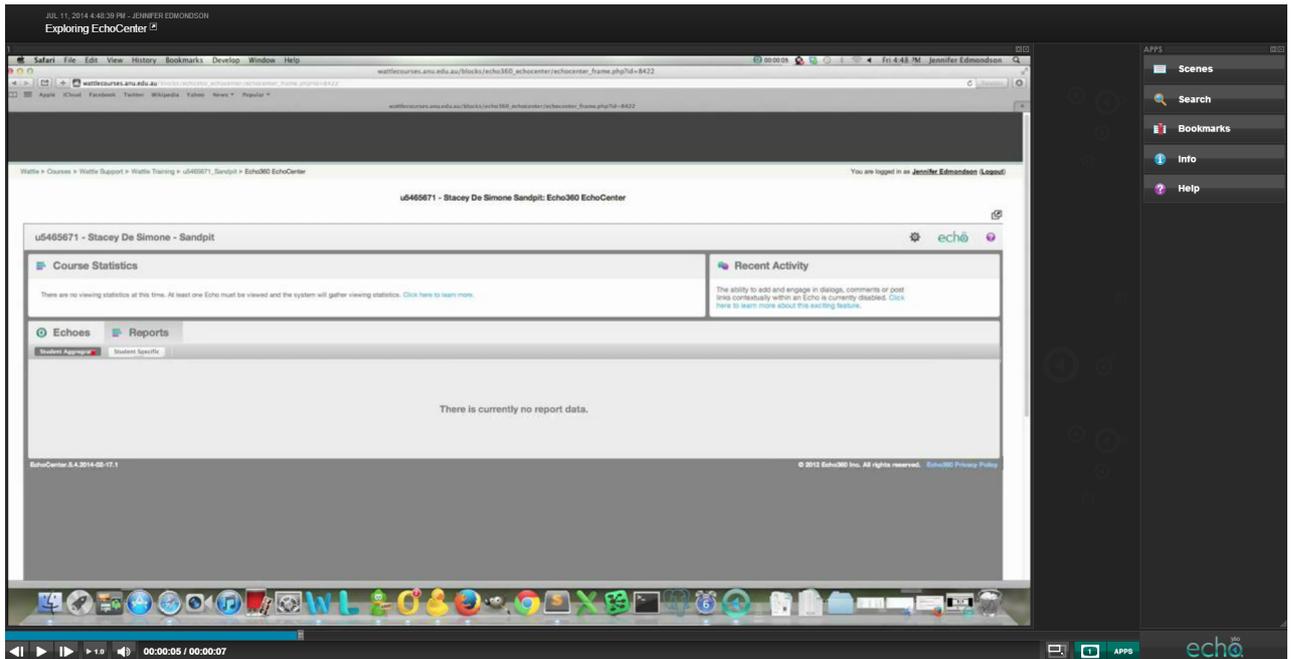
1. Select the Echo Recording you wish to play and then select 'Play' 



2. A copyright warning will be displayed with audio. Once the audio has completed, you can **acknowledge the copyright** to continue.



3. This will then launch the recording in the EchoPlayer

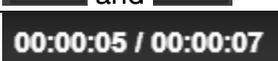


## 7.1. The EchoPlayer tool bar

The following tool bar is located in the bottom left hand corner of the EchoPlayer



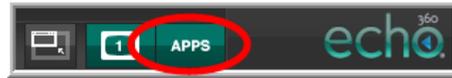
The following table details each of the buttons contained in the tool bar above:

Task	Description
➤ 	Pause and Play the recording
➤ 	Go to previous scene
➤ 	Go to next scene
➤ 	Allows you to modify the speed of playback.
➤ 	Mute and unmute audio
➤ 	Displays how long the recording has been playing for / displays the total duration of the recording

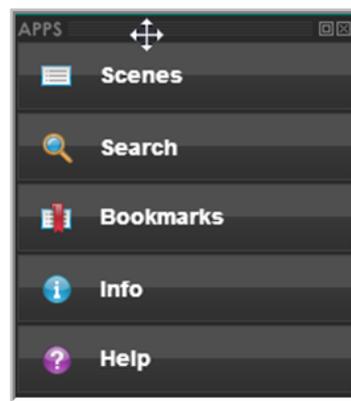
## 7.2. The EchoPlayer Applications

The EchoPlayer provides a number of applications to help search and navigate through the recording.

1. If you cannot see the Application menu, select '**APPS**' in the bottom right hand corner:



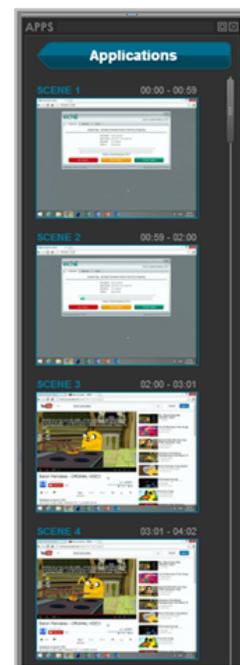
2. The following application menu will be displayed within the EchoPlayer. This can be moved around the EchoPlayer by selecting and holding the application window when the following icon appears  and then dragging the Apps window to a new position within the EchoPlayer.



### 7.2.1. Scenes

Every minute Echo extracts a thumbnail of what is displayed which allows staff and students to navigate the recording by selecting different scenes.

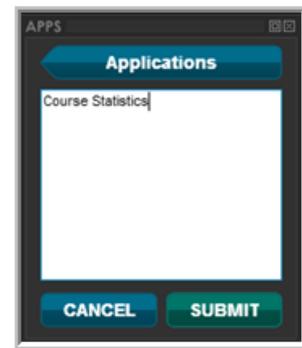
Simply select a thumbnail to be taken directly to that position in the recording



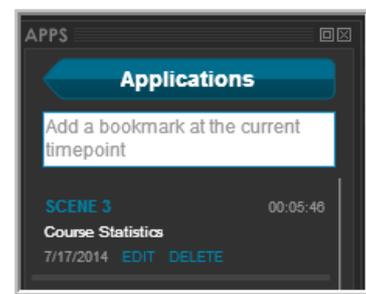
### 7.2.2. Bookmarks

Staff and Students can put a bookmark against a specific time in the recording.

1. Pause  the recording where you want to add a bookmark
2. Record a name for the bookmark and select **'Submit'**



3. Navigate directly to the bookmarked frame in the video by selecting the scene.
4. You may also edit the name of the bookmark by selecting 'Edit' or delete the bookmark by selecting 'Delete'



### 7.2.3. Search

Echo recordings are indexed during processing to facilitate text searching. Indexing is most effective in recordings featuring clear text such as Power Point presentations. Once processed, the video can be searched for specific text. Search results will allow a user to navigate directly to the frame in the video featuring the search term.



## 8. The Echo360 Control Web Interface

The EchoSystem provides a web interface to remotely interact with the capture device to control and monitor the capture functions within a selected venue. The web interface provides the following functionality:

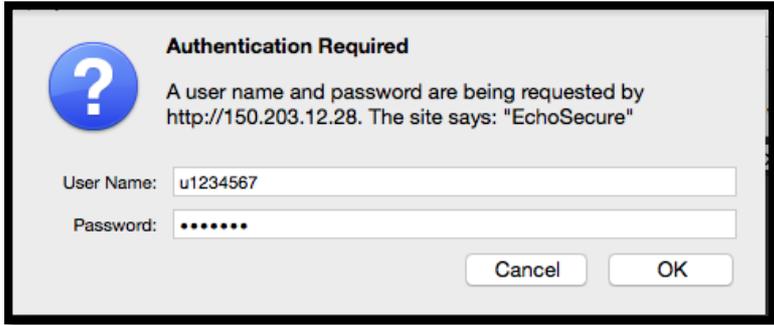
- View capture status information
- Start a recording earlier than the scheduled start time
- Pause and restart a recording
- End a recording earlier than the scheduled end time
- Initiate ad-hoc recordings

To launch Echo360 Lecture Recording in one of the [Echo360-enabled venues](#), simply double-click on the "Echo360 Lecture Delivery" icon on the lectern desktop.



*(Please notify the [ITS Servicedesk](#) if the icon does not appear or is not working as expected.)*

Enter your University User ID and Password and select 'OK'.

A dialog box titled "Authentication Required" with a question mark icon. It contains a message: "A user name and password are being requested by http://150.203.12.28. The site says: 'EchoSecure'". Below the message are two input fields: "User Name:" with the value "u1234567" and "Password:" with a masked password "\*\*\*\*\*". At the bottom right are "Cancel" and "OK" buttons.

**Authentication Required**

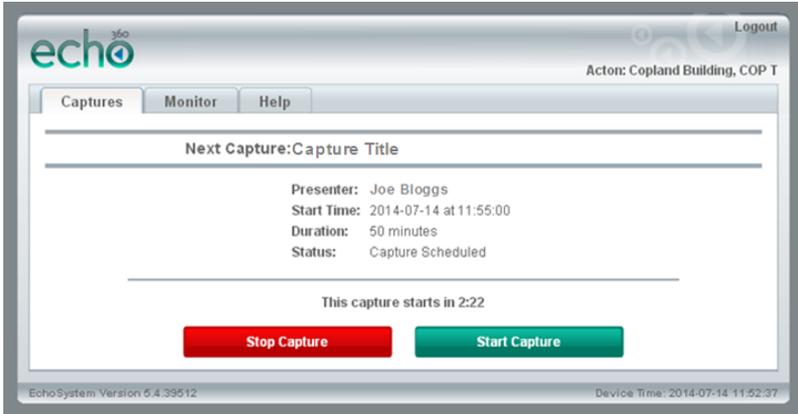
A user name and password are being requested by http://150.203.12.28. The site says: "EchoSecure"

User Name:

Password:

Cancel OK

This will then launch the Echo Control Web interface. The web interface provides the details of the next scheduled recording including the Capture title, presenter, start time, duration, status and remaining time until the capture starts.

A screenshot of the Echo Control Web interface. The top left shows the "echo" logo. The top right has a "Logout" link and the text "Actor: Copland Building, COP T". Below the logo are tabs for "Captures", "Monitor", and "Help". The main content area displays "Next Capture: Capture Title" followed by details: "Presenter: Joe Bloggs", "Start Time: 2014-07-14 at 11:55:00", "Duration: 50 minutes", and "Status: Capture Scheduled". Below this, it says "This capture starts in 2:22". At the bottom are two buttons: "Stop Capture" (red) and "Start Capture" (green). The footer shows "EchoSystem Version 5.4.39512" and "Device Time: 2014-07-14 11:52:37".

echo

Logout

Actor: Copland Building, COP T

Captures Monitor Help

Next Capture: Capture Title

Presenter: Joe Bloggs

Start Time: 2014-07-14 at 11:55:00

Duration: 50 minutes

Status: Capture Scheduled

This capture starts in 2:22

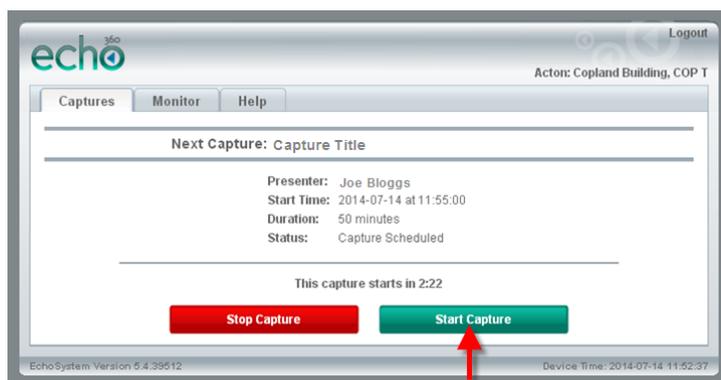
Stop Capture Start Capture

EchoSystem Version 5.4.39512 Device Time: 2014-07-14 11:52:37

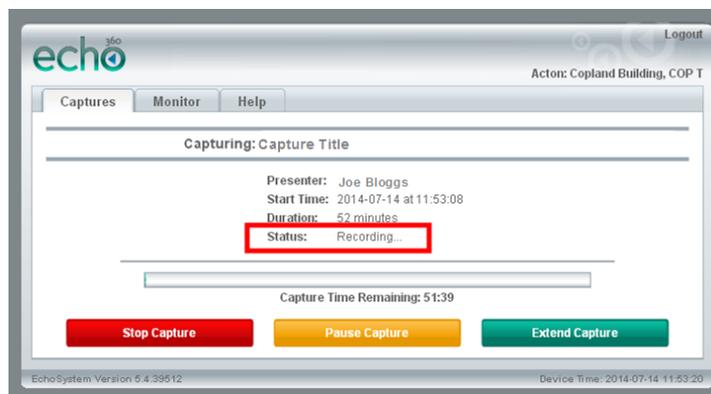
## 8.1. How to Start or End a Capture Earlier than the Scheduled Time

The Echo360 Control Web Interface provides the functionality to start a capture immediately or earlier than the scheduled time. Once you have logged into the Control Web Interface, the screen will display the start time of the next capture and the minutes and seconds until the next capture starts. To start the recording earlier, simply click **'Start Capture'**:

**Note:** The ability to start a capture earlier is limited to 5 minutes before the scheduled start time.

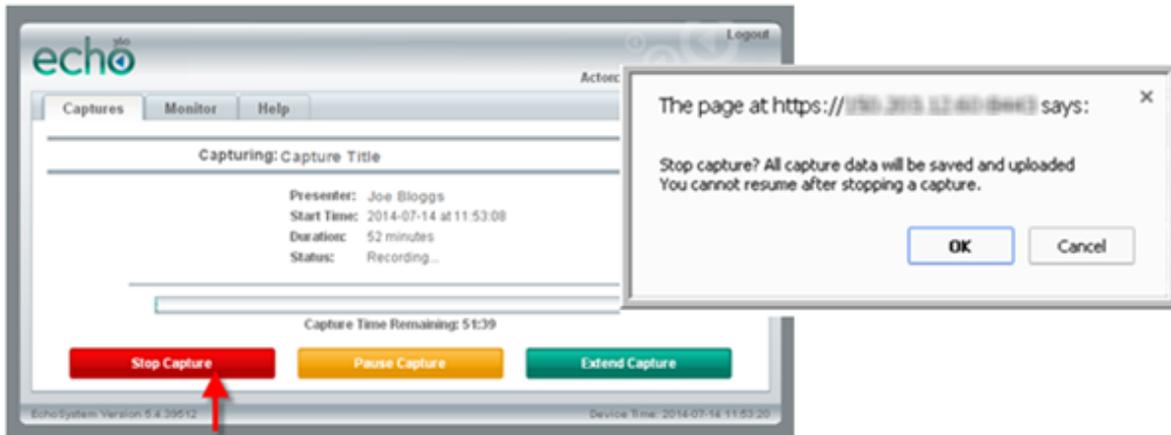


Once the recording has started, the status will change from 'Capture scheduled' to 'Recording':



At any time throughout the recording and prior to the recording commencing, you can 'stop' the capture earlier than the scheduled end time. To stop the recording earlier:

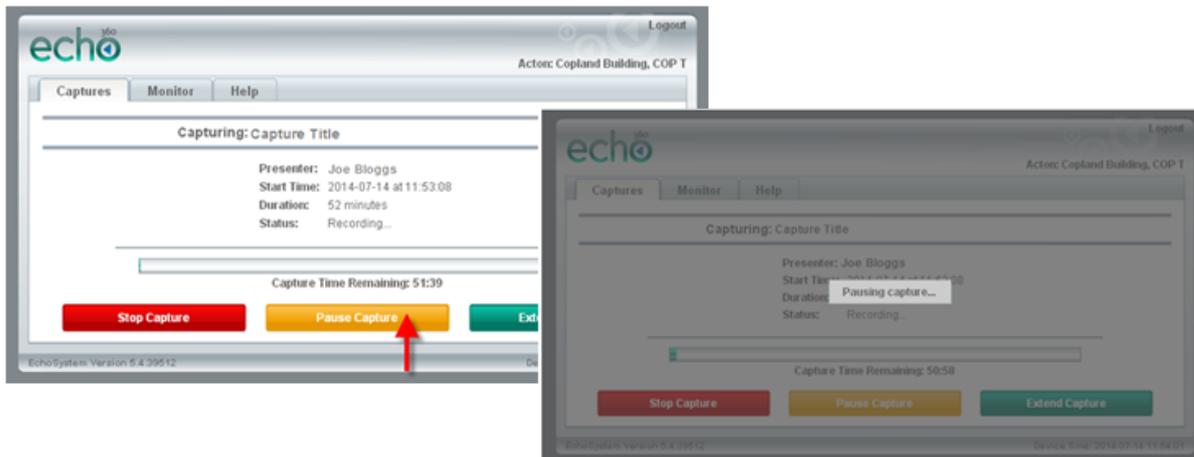
- Select 'Stop Capture'
- Select **'OK'** to stop the capture or **'Cancel'** to continue recording:



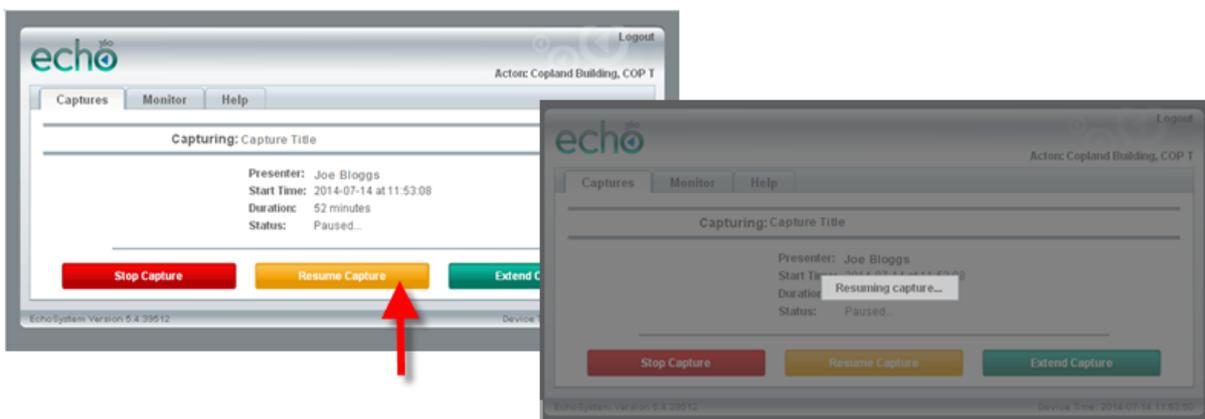
**Note:** Selecting 'OK' processes and uploads the recording immediately.

## 8.2. How to Pause and Re-start a Recording

The Echo360 Control Web Interface provides the functionality to pause and re-start a capture. Once you have logged into the Control Web Interface and the recording has commenced, you can pause the recording by selecting '**Pause Capture**'. This will change the status displayed on the interface to '**Paused**'.

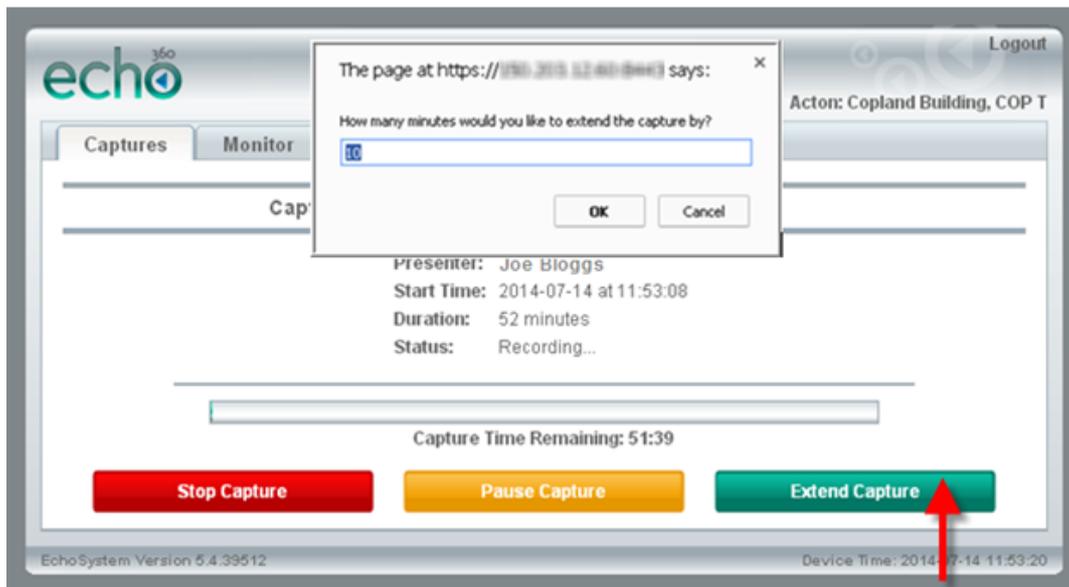


To resume the recording, simply select '**Resume Capture**'. This will change the status displayed on the interface back to 'Recording'.

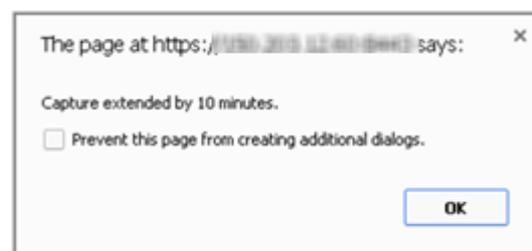


### 8.3. How to Extend a Lecture Recording

The Echo360 Control Web Interface provides the functionality to extend **individual recordings** by a user defined number of minutes. To extend the recording, simply select **'Extend Capture'**. This will launch a pop up window, allowing you to record the number of minutes for which you would like to extend the capture by and select **'OK'**.



If you select 'OK', the capture will be extended and the following message will appear:



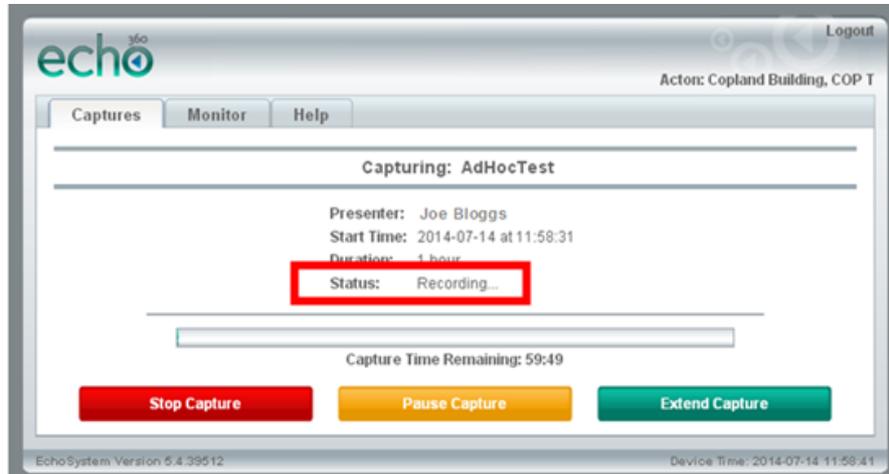
**NOTE:** Once you have extended the recording and selected 'OK', please take notice of the **'Duration'** and **'Capture Time Remaining'** on the control interface. If you have extended the recording past the start time of a scheduled recording, the scheduled recording will take precedence. Your recording will only extend up until the start time of the next scheduled recording. The duration will display the actual duration from when you extended it until the start time of the next scheduled recording, not what you extended it by.

For example, if there is a scheduled recording commencing in 5 minutes and the current recording has been extended by 10 minutes, the duration remaining will be 5 minutes.



#### 8.4. How to Verify the Status of a Recording in Progress

Once the recording has started, the screen will change to the below display which includes the capture 'Status' Information:



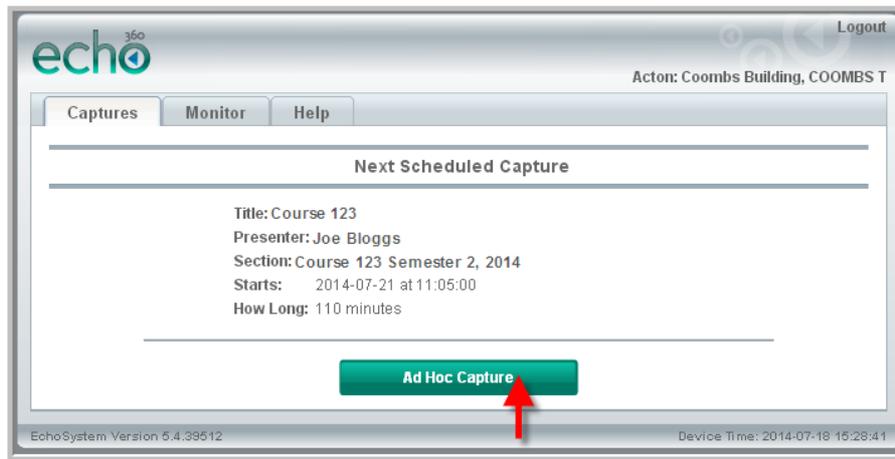
The following table provides an explanation for each status:

Status	Status Description
Capture Scheduled	This is the status displayed prior to the recording of the lecture commencing
Recording	This is the status displayed whilst the lecture is recording.
Paused	This is the status displayed if the recording has been paused.
Completing Capture	This is the status displayed once the recording has finished or been stopped and the recording is uploading to the Echo360 server.

## 8.5. How to Initiate an Ad Hoc Recording

The Echo web interface facilitates the initiation of ad hoc recordings outside of the predefined recording schedule. Although it provides this flexibility, scheduled recordings always take precedence. Ad hoc recordings that overlap a scheduled recording will automatically stop and the scheduled recording will commence. To initiate an ad hoc recording:

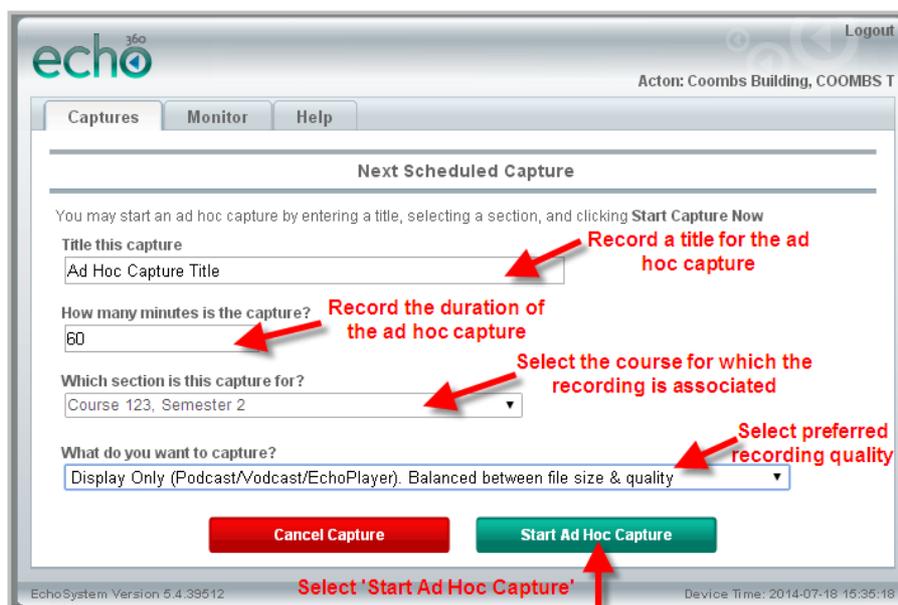
1. Select 'Ad Hoc Capture'



2. Complete the details for the ad hoc recording and select '**Start Ad Hoc Capture**'.

Please note the following points for ad hoc recording:

- a. Ensure you select your course from the drop-down (If you do not select a course from the drop down then the recording will be considered 'unassigned' and will require manual intervention to process the recording via the ESS (refer to section 6.1.1 Manual Processing of ad hoc recordings.)
- b. The duration of an ad hoc recording cannot exceed 4 hours (240 minutes) at a time



### 8.5.1. Manual Processing of Ad Hoc Recordings

To manually process an ad hoc recording:

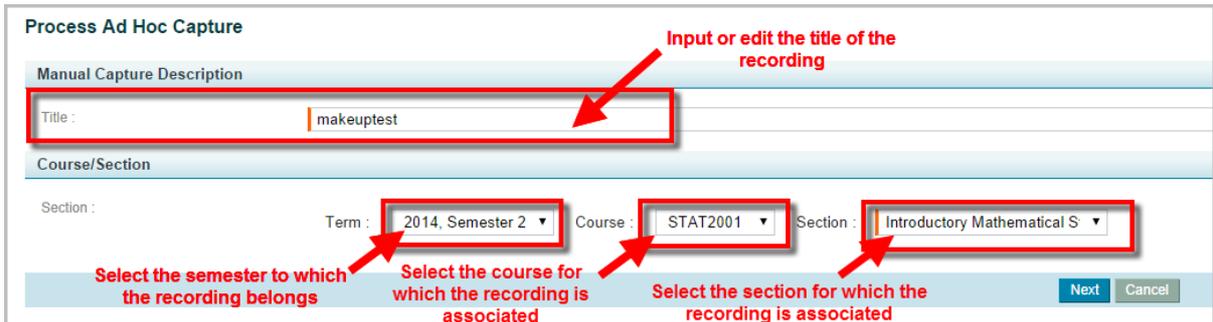
1. Log in to the ESS <https://capture.anu.edu.au>  
(please refer to section '7 The EchoSystem Server (ESS)' below)
2. Select 'Ad Hoc Captures'



3. Hover your mouse over the recording you wish to process. This will display a menu bar. Select 'Process' from the menu bar.



4. Complete the details below and then select 'Next' to process the recording.



The screenshot shows the 'Process Ad Hoc Capture' form. It has two main sections: 'Manual Capture Description' and 'Course/Section'. In the 'Manual Capture Description' section, the 'Title' field contains 'makeuptest' and is highlighted with a red box. A red arrow points to it with the text 'Input or edit the title of the recording'. In the 'Course/Section' section, there are three dropdown menus: 'Term' (set to '2014, Semester 2'), 'Course' (set to 'STAT2001'), and 'Section' (set to 'Introductory Mathematical S'). Each dropdown is highlighted with a red box. Red arrows point to each dropdown with the following text: 'Select the semester to which the recording belongs', 'Select the course for which the recording is associated', and 'Select the section for which the recording is associated'. At the bottom right, there are 'Next' and 'Cancel' buttons.

## 9. The EchoSystem Server (ESS)

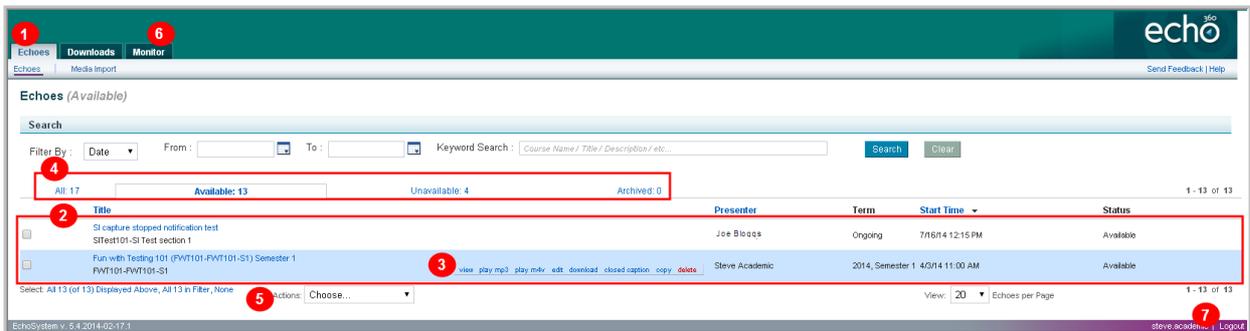
The ESS allows you to manage; playback, edit and delete lecture recordings (known as Echoes) as well as monitor the progress of recordings currently being processed.

The ESS can be accessed from the URL <https://capture.anu.edu.au> where you will be prompted to authenticate. Please enter your University User ID and Password and select 'Log in'.



EchoSystem 5.4.2014-02-17.1

Once you have logged in, you will be presented with the following screen.



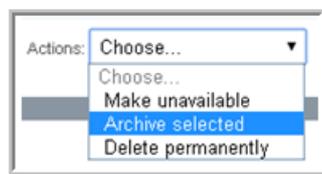
1. Select the 'Echoes' tab to view your library of Echoes (recordings)
2. Your library of 'Echoes' for each of the courses you are a presenter in will be listed. Using the column-heading bar you can sort the list by Title, Presenter or Start Time.
3. Hover your mouse over an Echo recording within the list and the Echo Tool bar will appear:



Details of this menu bar are explained in detail in the section titled 'Echoes Tool Bar' within this document.

4. The tabs along the top allow you to view either view available Echoes, unavailable Echoes, Archived Echoes or All Echoes.

5. You can select one or more Echoes using the check boxes  and then apply one of the following actions to all selected Echoes:



**Note:** Selecting ‘Delete permanently’ does exactly as it states, the record is deleted permanently and cannot be recovered.

6. Select the ‘**Monitor**’ tab to verify the progress and status of a recording. Please refer to the section title ‘Monitor’ for further information.
7. Select ‘Logout’ to log out of the ESS

### 9.1. Echoes Tool Bar

Hover your mouse over an Echo recording within the list and the Echo Tool bar will appear:



The following table details each of the actions within the toolbar:

Task	Description
View	Launches the Echo Player for viewing the lecture recording
Play mp3	Download and Play the mp3 (podcast) version of the Echo in software outside of Echo such as Windows media player.
Play m4v	Download and Play the mp4 (vodcast) version of the Echo in software outside of Echo such as VLC Media Player
Edit	Allows you to edit the title and description of the Echo.
Download	Download the entire Echo as a zipped file.
Closed caption	Download the mp3 file for closed captioning. This may be used by a System Administrator when supplying an Echo to a service that adds closed captions.
Copy	Allows you to copy an Echo from one section to another. For further information, please refer to the section titled ‘Copy an Echo’.
Delete	This will delete an Echo permanently. A deleted Echo <b>CANNOT</b> be retrieved. Before deleting an Echo, consider the following options: <ol style="list-style-type: none"> <li>1. Make the Echo unavailable. Students will not be able to view unavailable Echoes. (Please refer to the section title ‘How to make an Echo Recording Unavailable’)</li> <li>2. Archive the Echo. Students will not be able to see archived Echoes.</li> </ol>

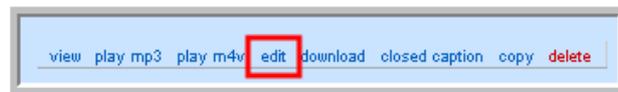
## 9.2. How to Edit a Lecture Recording

The ESS allows you to edit a lecture recording and provides the following methods:

- Removing a segment from the middle of the recording
- Removing either the beginning or end sections, known as ‘trimming top ‘n tail’.

After you have logged in to the ESS, you can edit a recording by following these steps:

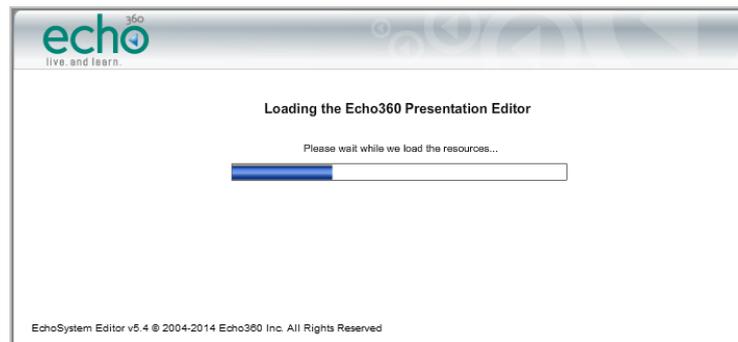
1. Navigate to the list of Echo recording within the ‘Echoes’ tab, hover the mouse over the Echo you wish to edit so that the tool bar appears, and select ‘Edit’:



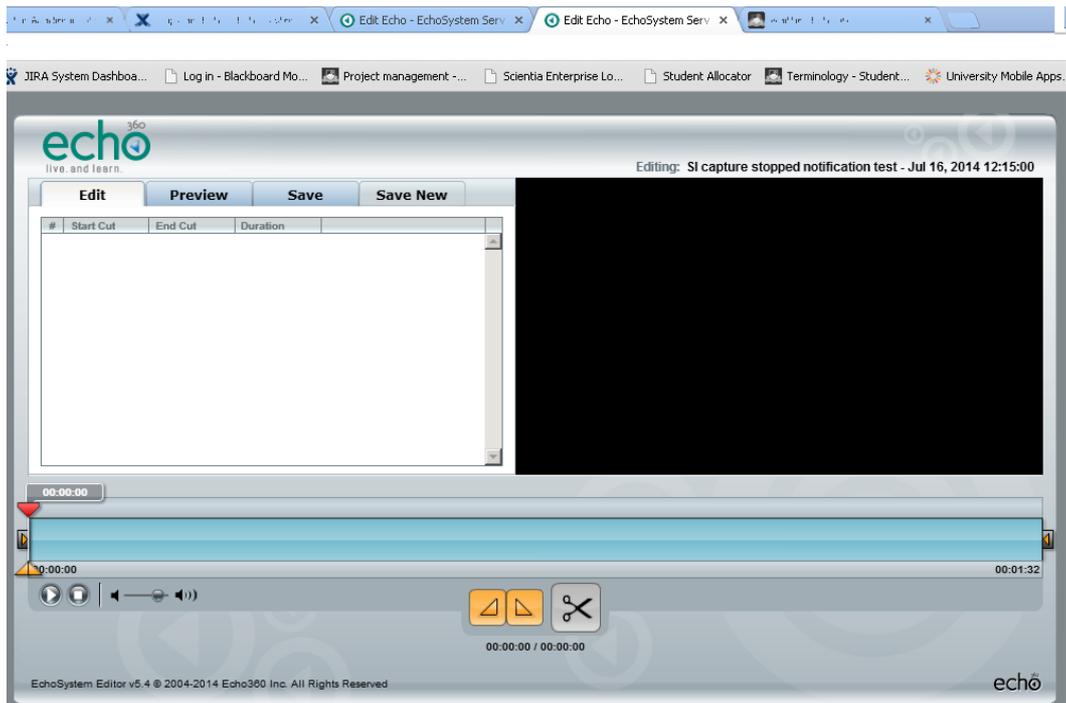
2. Scroll to the very bottom of the page, and select ‘**Edit Media**’



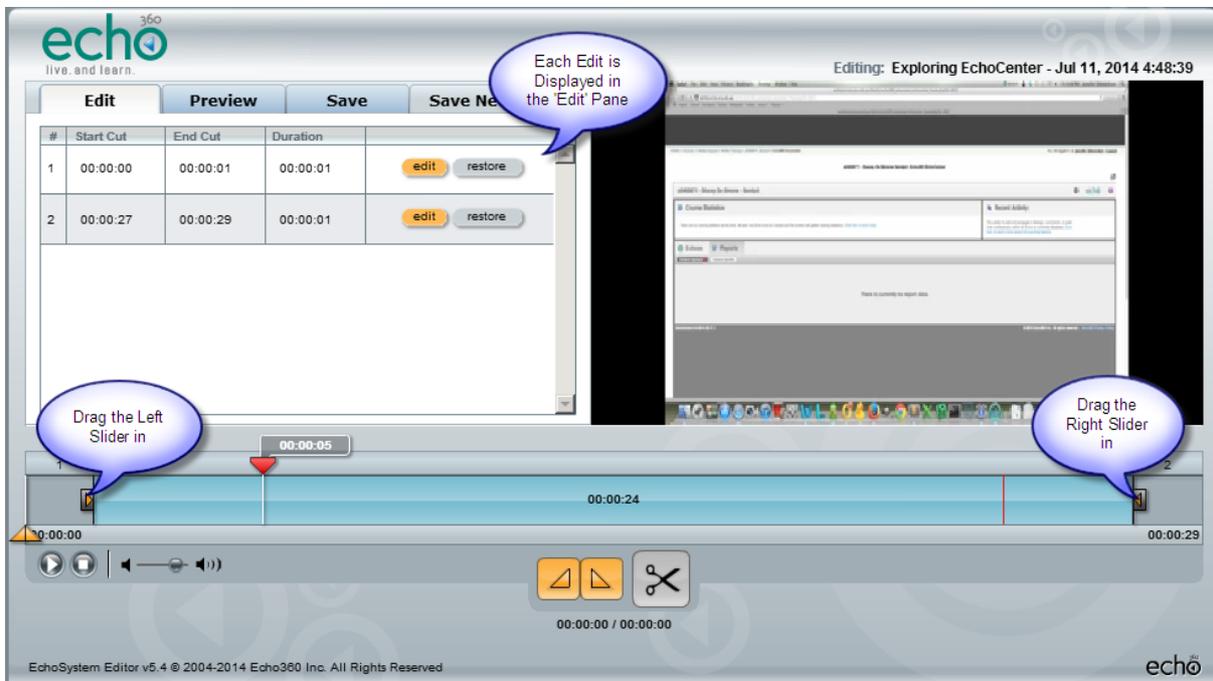
3. Please wait whilst the Echo360 Presentation Editor loads



4. The Echo360 Presentation Editor will open in a new tab



5. In order to remove either the beginning or end sections, known as 'trimming top 'n tail':
  - a. Drag the left slider in to remove the beginning of the recording
  - b. Drag the right slider in to remove the end of the recording



6. In order to remove a segment within the middle of a recording, two methods available:
  - a. Option 1: Use the Play head and buttons:

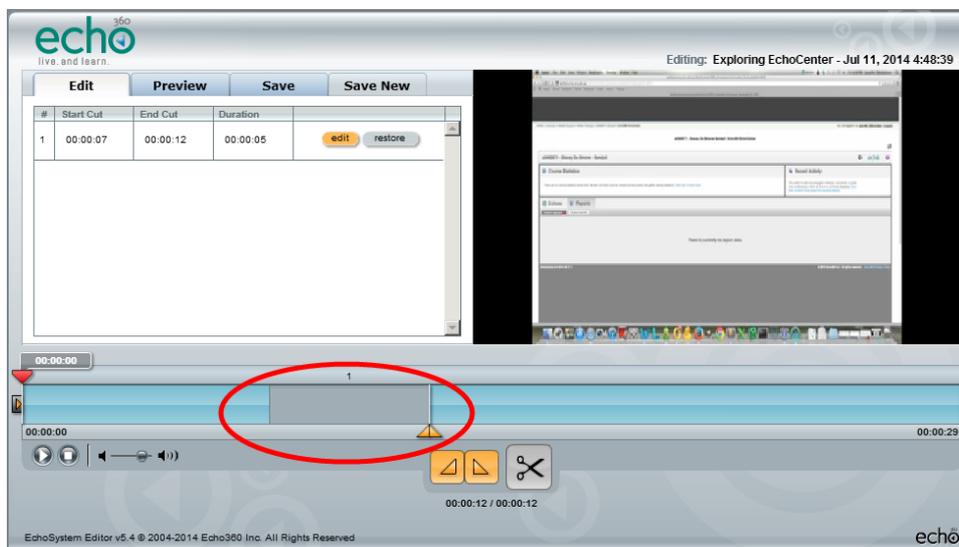


- i. Drag the red play head  and position it at the start of the cut
- ii. Then select the start cut button 
- iii. Drag the red play head and position it at the end of the cut
- iv. Then select the end cut button 
- v. Select the scissors button to make the cut 

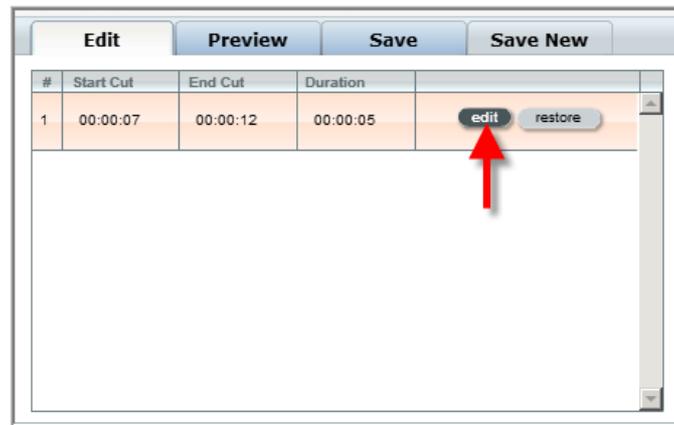
b. Option 2: Use the markers:



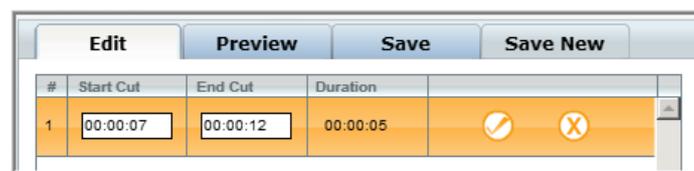
- i. Drag the left marker  and position it at the start of the cut
  - ii. Drag the right marker  and position it at the end of the cut
  - iii. Select the scissors button to make the cut 
- c. Once you have selected the scissors to make the cut, you will notice that the cut area appears grey on the timeline and the cut appears in the 'Edit' pane:



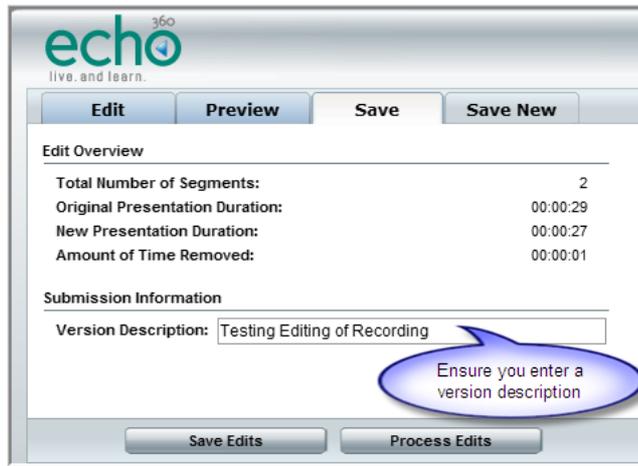
7. If at any stage you need to edit a cut, this can be done by selecting 'Edit' in the edit pane:



8. You can change the value for either the start cut or the end cut. Once you have changed the values, select the check button  to submit the changes or the cross button  to restore the original value



9. You can preview the edited recording by selecting the 'Preview' tab and then play 
10. To save the edited recording, select the 'Save' tab and select either '**Save Edits**' or '**Process Edits**'
- The edit overview provides an explanation of the edits which were made.
  - Submission Information allows you to record a version description of the edits which were made.
  - Save Edits – Commits your edits but does not publish the recording to students
  - Process Edits – Commits your edits and makes the recording available to students



360  
echo  
live. and learn.

Edit Preview Save Save New

**Edit Overview**

Total Number of Segments:	2
Original Presentation Duration:	00:00:29
New Presentation Duration:	00:00:27
Amount of Time Removed:	00:00:01

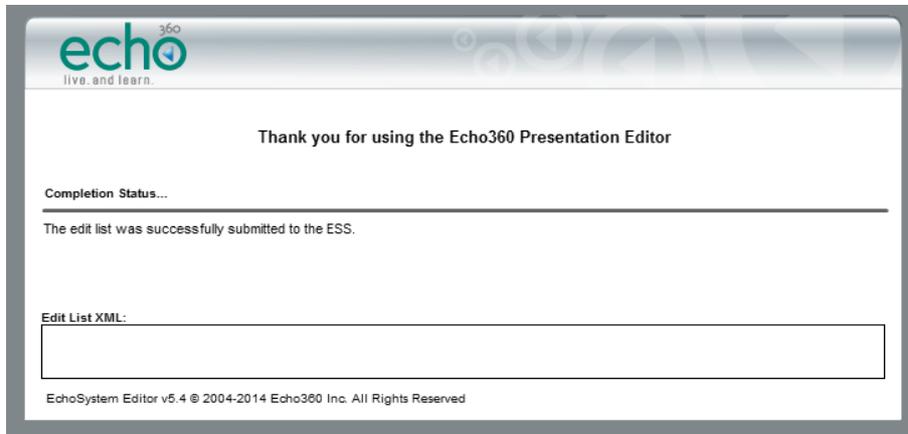
**Submission Information**

Version Description:

Ensure you enter a version description

Save Edits Process Edits

11. A confirmation message will appear once you have saved or processed the edits:



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Thank you for using the Echo360 Presentation Editor

**Completion Status...**

The edit list was successfully submitted to the ESS.

**Edit List XML:**

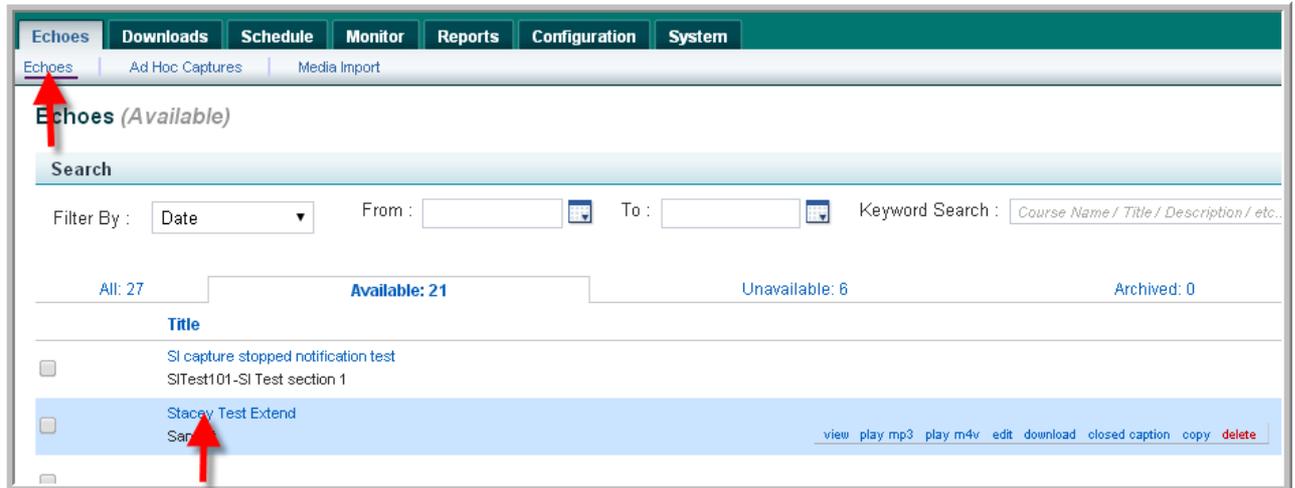
EchoSystem Editor v5.4 © 2004-2014 Echo360 Inc. All Rights Reserved

12. You can now close the Editor by simply closing the tab.

### 9.3. How to Restore a Edited Recording

The ESS allows you to restore an edited recording back to its original format. To do this:

1. Select the 'Echoes' tab on the ESS screen and then select the title of the Echo you wish to restore:



2. Scroll to the bottom of the screen. In the section titled 'Presentation Media Edits' you will see the version control for the recording. The title is the version description you recorded when saving/processing the edit.

Presentation Media Edits						
No.	Title	Updated By	Updated Time	Has Edits	Status	
1	Original	Internal User	7/16/14 11:38 AM	No	Obsolete	
2	Testing Editing of Recording	Stacey	7/16/14 5:49 PM	Yes	Current	

*Note: A callout bubble points to the 'Testing Editing of Recording' title, labeling it as the 'Version Description of Edit'.*

3. Two new buttons have now appeared at the bottom of the 'Presentation Media Edits' section: 'Reprocess Media' and 'Restore Unedited Media'.



4. Select '**Restore Unedited Media**' to delete all edits made to the recording. This will restore the recording back to the original state.
5. Once it has been restored you will notice the new version control entry:

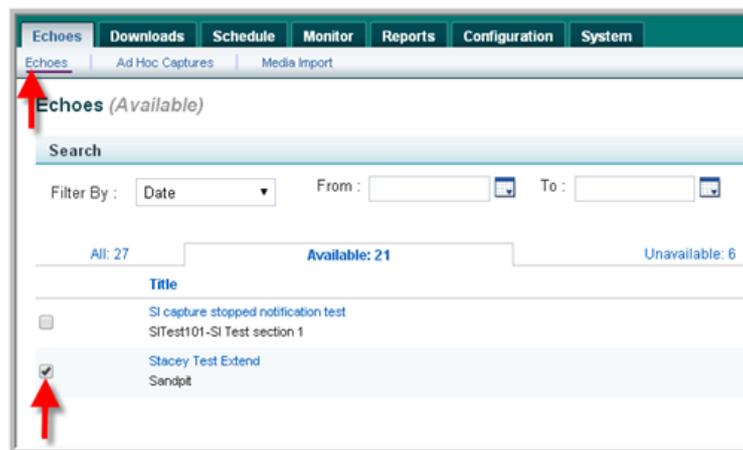
Presentation Media Edits						
No.	Title	Updated By	Updated Time	Has Edits	Status	
1	Original	Internal User	7/16/14 11:38 AM	No	Obsolete	
2	Testing Editing of Recording	Stacey	7/16/14 5:49 PM	Yes	Obsolete	
3	Restored Original	Stacey	7/17/14 7:52 AM	No	Current	

*Note: A red box highlights the new entry (No. 3) and the action buttons below it.*

## 9.4. How to make a Recording Unavailable/Available

You may wish to make a recording unavailable for viewing by students for a number of reasons. For example you may want to edit the recording first, before releasing it. A recording can be made unavailable in one of two ways: Through the ESS or through the EchoCentre. This section will describe the steps to make a recording unavailable through the ESS.

1. Select the 'Echoes' tab on the ESS screen and then select the check box of the Echoes you wish to make unavailable:



2. Scroll to the very bottom of the screen and select the 'Actions' drop down menu.



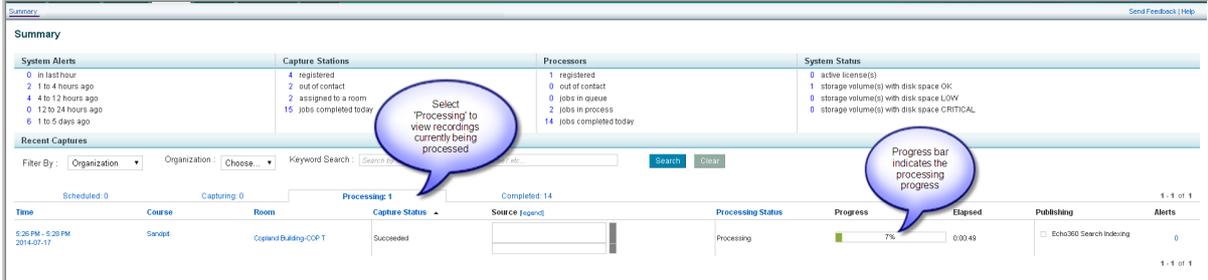
3. Select 'Make Unavailable'.
4. The Echo recording will no longer appear in the 'Available' tab. It will now appear in the 'Unavailable tab'



5. To make the Echo recording 'available', select the check box of the Echoes in the 'Unavailable' tab.
6. Scroll to the bottom of the page to the 'Actions' list and select 'Make Available'.

## 9.5. ESS Monitor

The Monitor tab provides a summary of the lecture recordings. Select “Monitor tab -> Processing” to view the progress of recordings that are still being processed, and so are not yet available:



The screenshot displays the ESS Monitor interface with the following sections:

- System Alerts:** 0 in last hour, 2 1 to 4 hours ago, 4 4 to 12 hours ago, 0 12 to 24 hours ago, 6 1 to 5 days ago.
- Capture Stations:** 4 registered, 2 out of contact, 2 assigned to a room, 15 jobs completed today.
- Processors:** 1 registered, 0 out of contact, 0 jobs in queue, 2 jobs in process, 14 jobs completed today.
- System Status:** 0 active license(s), 1 storage volume(s) with disk space OK, 0 storage volume(s) with disk space LOW, 0 storage volume(s) with disk space CRITICAL.
- Recent Captures:** Filter By: Organization, Organization: Choose, Keyword Search: Search, Search, Clear.
- Summary:** Scheduled: 0, Capturing: 0, Processing: 1, Completed: 14.
- Table:**

Time	Course	Room	Capture Status	Source (upload)	Processing Status	Progress	Elapsed	Publishing	Alerts
5:26 PM - 5:29 PM 2014-07-17	Script	Ogilvy Building-COP T	Succeeded		Processing	7%	0:00:49	<input type="checkbox"/> Echo360 Search Indexing	0

Callout bubbles provide instructions: "Select Processing to view recordings currently being processed" and "Progress bar indicates the processing progress".

## 10. Help and Support

You can access support materials at <http://online.anu.edu.au/echo360>

To contact Wattle Support, please log a job at <https://itservicedesk.anu.edu.au/> or Phone (02) 612 54321, option 1, 5 Mon-Fri: 9am-5pm.

**For urgent assistance during a lecture, phone (02) 612 54321, option 1, 1.**



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## Change Log:

Last edited 25 Sept 2015 by Hashantha Mendis.

Version 1.3 22 Jan 2014 Compiled by: Stacey De Simone, Enterprise Systems, Information Technology Services.