

**Mindshare Presenter v 1.0**

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Mindshare Media, Inc.

# **User Guide**

<http://mindsharesoftware.com>

## **Mindshare Presenter v 1.0**

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User Guide rev. 001

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## Chapter 1: Getting Started

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### Introduction

Mindshare Presenter is an easy to deploy, dynamic, Flash-based application that allows web designers, developers, e-learning content providers, and others to deliver compelling, synchronized online presentations.

Presentations delivered via Mindshare Presenter can be comprised of images, Flash SWF files, video/audio files, closed captioning, as well as documents, web links or related files (virtually anything you can link to).

Mindshare Presenter was developed by Mindshare Media, Inc. with online training, e-learning, or corporate presentations in mind, however, its use is not limited to these arenas.

Thank you for purchasing Mindshare Presenter!

### How This Document Is Organized

This user guide is covers the administrative side of creating presentations with Mindshare Presenter. For help using Mindshare Presenter see the Help document ([help.pdf](#) in the *docs* folder)—the Help document is geared toward end-users (presentation viewers) rather than presentation authors.

You don't have to read this document in a linear fashion in order for it to be useful or coherent. However, if you are new to using Flash-based web applications that store configuration data in XML it may benefit you to do so.

### Typographic conventions

Text in a `monospaced font` represents literal expressions, code, or example values you might enter into the configuration files.

This user guide is divided into the following chapters:

*About Mindshare Presenter* — this chapter gives you a brief overview of Mindshare Presenter's features and its interface.

*Preparing Your Media Assets* — this chapter provides basic information on creating and gathering the media assets (images, videos, etc.) for a presentation.

*Using Mindshare Presenter* — this chapter includes detailed information on configuring, installing, and uploading Mindshare Presenter to your server.

*Troubleshooting* — this chapter details how to get help and the tools available to help you debug your configuration of Mindshare Presenter should you run into any problems.

### Basic Concepts

If you attended a presentation in person, you might see a speaker controlling a slideshow with images, videos, graphs or some other media supporting her main points as she talked. It is this experience of combining various media elements (the speaker, the slideshow, etc.) that Mindshare Presenter brings to your online viewers via the browser. A **presentation** delivered with Mindshare Presenter is comprised of groups of related media assets or elements.

Throughout the course of this user guide, the term **media group** is used to describe one set of related media assets in a presentation. Likewise, the term **slide** is used to identify the content loaded into the slide area of the Mindshare Presenter interface. A slide can either be a JPG, GIF, SWF, or PNG file. A media group must contain at least one Flash Video (FLV) file. A media group will typically consist of an FLV file, a slide (which can be an image or a Flash file), and optionally text captions that displayed in sync with the video. For more details, see the chapter entitled, [Preparing Your Media Assets](#).

This guide assumes you have at least a basic understanding of web technology. You configure Mindshare Presenter using **XML** (Extensible Markup Language) files. Previous experience with XML is not necessary—all you really need to know is that XML files are plain **text files** that have **specific formatting** (similar to HTML). XML uses tags, just like HTML. The term **node** (or **XML node**) in XML is essentially equivalent the term tag in HTML.

For the purpose of setting up presentations with Mindshare Presenter, simply use the included XML configuration files as examples, modifying them to suit your needs. There are backup templates for all of the XML configuration files used by Mindshare Presenter in the templates directory that was included with your download.

## Chapter 2: About Mindshare Presenter

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### Features

Mindshare Presenter v1.0 includes the following features and capabilities. Most can be turned on or off through the XML configuration files (see the chapter [Using Mindshare Presenter](#) for details):

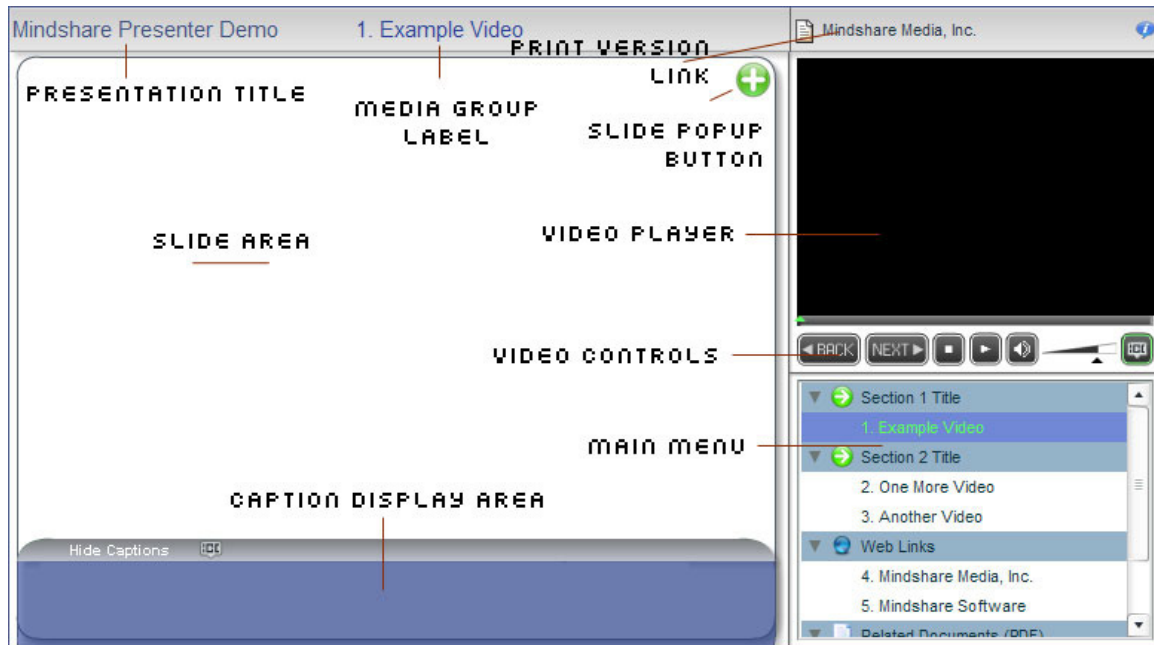
- Synchronized multimedia playback
- PNG, GIF, and JPG support
- FLV and audio-only FLV support
- Flash SWF support (timeline synchronized with video/audio playback)
- Linked external resources (PDFs, documents, web pages)
- Cross-platform, cross-browser support
- Closed captions (both embedded and runtime captions supported)
- Supports a subset of the [Captionate XML specification](#)
- Basic HTML in caption text supported
- Tooltips can be embedded in captions
- Optionally remove the caption display
- Automatic bandwidth detection (for delivery of high, medium, or low bandwidth video/audio files)
- Keyboard playback control
- Auto-start option
- Set initial playback volume
- Control video buffer time
- Optional slide detail pop-up window (auto-centering, auto-sizing)
- User-defined media directories
- Fully customizable interface colors
- Ability to change interface color per media group
- Option to hide the video display (good for audio-only presentations / media groups)
- Option to automatically pause the presentation after any media group
- Lets returning users start presentation from the last media group watched
- Easy reordering / update of media playlist

- Highly configurable with no Flash / Actionscript skills required
- Free online support forum
- A two-tier debug mode to assist in troubleshooting configuration problems
- Free lifetime minor version upgrades (i.e. v1.0 to v1.1, etc.)

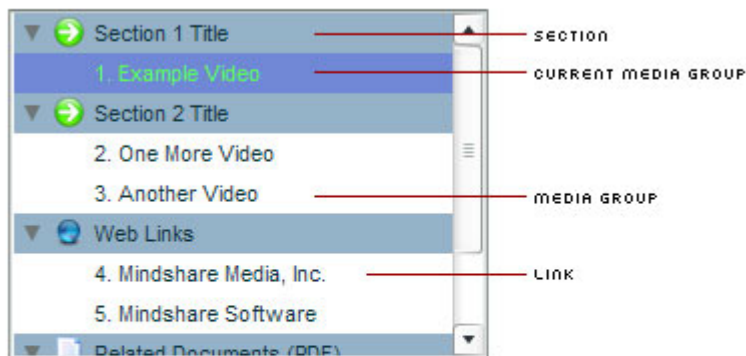
## Interface Tour

The following images will give you an overview of the Mindshare Presenter graphical user interface.

## MINDSHARE PRESENTER



## THE MAIN MENU



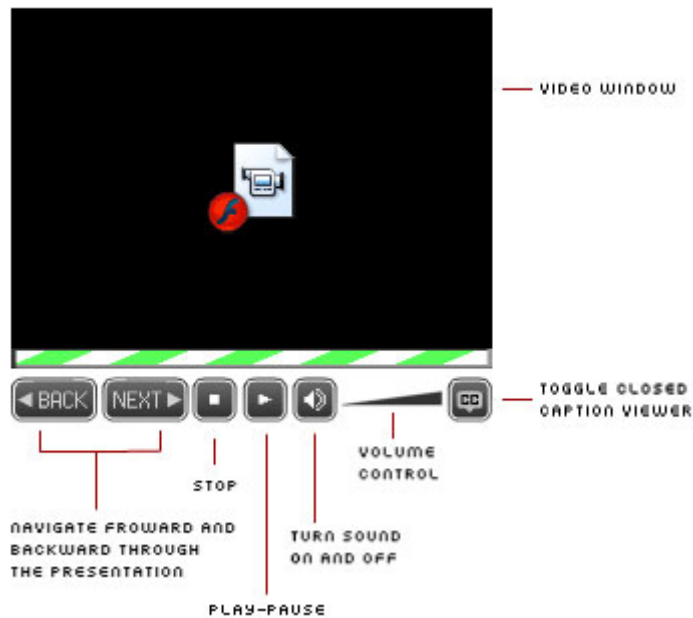
→ DEFAULT ICON

🖨️ PRINT ICON



🌐 URL ICON



## THE VIDEO PLAYER



## MISC. USER INTERFACE ELEMENTS

-  — OPENS THE URL SPECIFIED BY THE POPOP ATTRIBUTE IN A MEDIA GROUP
-  — DISPLAYS THE INFO DIALOG
-  STOP DEBUG — EXITS DEBUG MODE

## Chapter 3: Preparing Your Media Assets

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The following sections will help you create and prepare content for your presentations. If you already have content and just want to set up the software feel free to jump ahead the next chapter, [Using Mindshare Presenter](#).

### Slides

Slides are either static images or Flash files displayed alongside your Flash video file.

A slide must be one of the following file formats:

- PNG image, Portable Network Graphics
- JPG image, JPEG File Interchange Format
- GIF image, Graphics Interchange Format
- SWF, published Adobe Flash file

In all cases, the best result will be obtained when your slide is **sized to 480x360 pixels** or less. Mindshare Presenter will load files with larger dimensions but they will overlap other interface elements. There are no other restrictions for slides. Simply export a file in one of the formats listed above and your slide is ready to go.

**Notes:**

If you load an animated GIF, only the first frame is displayed. If animation is necessary for your slide content use a SWF file instead.

Mindshare Presenter runs at 30 frames per second. All loaded SWF files will run at this rate.

## Video and Audio Content

Mindshare Presenter supports the FLV (Flash Video) format. You can load audio-only FLVs, video-only FLVs, or FLV with both video and audio. Your FLV files can be encoded with any encoding parameters (frame rate, bit rate, etc.) you choose.

In all cases, the best result will be obtained when your FLV is **sized to exactly 240x180 pixels**. If you videos are larger than this size Mindshare presenter will automatically scale them to fit within the video window.

**Notes:**

Mindshare Presenter's video window has a 4:3 aspect ratio. Loaded FLVs will scale to fit the player.

FLVs are delivered via progressive download.

A detailed introduction to encoding video is beyond the scope of this document. However, you can get started encoding FLV files for free using the [Riva FLV Encoder](#). On2 Technologies also offers a very high quality FLV encoder called [Flix Pro](#).

## Closed Captions

Mindshare Presenter allows you to add closed captions in two ways. You can also easily disable captions altogether (see [Configuration](#) in the next chapter).

### Method 1: Adding Captions Using XML

You can add captions to your presentation using XML files that you associate to specific videos in the media playlist (more about the [media playlist in the next chapter](#)).

To add captions, specify the **caption text** that you want to display and the **video time (in seconds)** that the caption should be displayed. You can clear the currently displayed caption by leaving the caption text blank; this is useful if there is a long pause in the audio track of the video file you are captioning.

Your XML files must follow this format:

```

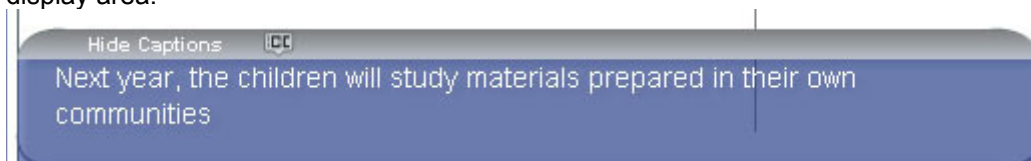
<?xml version="1.0" encoding="UTF-8" ?>
- <captionate>
  <!-- For more info on this XML format see: -->
  <!-- http://www.buraks.com/captionate/docs/capxmlformat.html -->
  <!-- top-level tags -->
  <timeformat>s</timeformat>
- <captioninfo>
  - <trackinfo>
    - <track>
      <displayname>MediaPresenter</displayname>
      <type>actionscript</type>
      <languagecode />
      <targetwpm>140</targetwpm>
      <stringdata />
    </track>
  </trackinfo>
  <speakerinfo />
</captioninfo>
  <!-- video captions -->
  <!-- add your captions here, using the format below -->
- <captions>
  - <caption time="1">
    <speaker>-1</speaker>
    - <tracks>
      <track0>caption text</track0>
    </tracks>
  </caption>
</captions>
</captionate>

```

Use the included captions.xml template file in the templates directory as a starting point.

### Method 2: Embedding Captions with Captionate

Captionate is a great little program that automates the somewhat tedious task of captioning Flash video. Captionate can embed caption data directly into your FLV files or export caption data as XML. The data is then displayed to the user at the appropriate time during playback in the caption display area.



Captions displayed during playback.

Mindshare Presenter supports the [Captionate XML format](#) so your presentation will work whether the data is embedded in the FLV or included via an XML file. Embedding caption data can simplify file management because you only have one FLV file for each video clip rather than having both an FLV and an XML file per clip. However, if you are delivering video for multiple bandwidths (i.e. encoding high-, medium-, and low-bandwidth versions of each FLV) it is to your advantage to use XML instead of embedding your caption data. That way if you need to make a change to your caption text you can simply update the single XML file and leave the three FLVs alone.

For more information or to purchase Captionate, visit <http://www.buraks.com/captionate/>

### Using HTML to Format Caption Text

You can use the following HTML tags in to format the text in your captions:

*The Anchor Tag*—the `<a>` tag creates a hypertext link and supports the following attributes: `href`, `target`. Example:

```
<a href='http://mindsharemedia.net' target='_blank'>mindshare</a>
```

*The Bold Tag*—the `<b>` tag renders bold text. Example:

```
I just <b>love</b> writing help files!
```

*The Break Tag*—the `<br>` tag creates a line break. Example:

```
Let's make a new line<br />right here.
```

*The Font Tag*—the `<font>` tag specifies a font for the text and supports the following attributes: `color`, `face`, `size`. Example:

```
<font face='Times New Roman' size='24' color='#0000FF'>This text is 16-  
point blue Times New Roman.</font>
```

*The Italic Tag*—the `<i>` tag displays the text in italics. Example:

```
But why am I emphasizing <i>this?</i>
```

*The Underline Tag*—the `<u>` tag creates underlined text. Example:

```
This is <u>underlined</u> text.
```

If you use HTML tags in your caption text, you must replace all special characters in the XML document with character entities or enclose them within CDATA block (examples below). However, if you are using Captionate, you don't have to worry about this as the program will take care of it for you.

An anchor tag with character entities:

```
&lt;a href='http://google.com'&gt;Google&lt;/a&gt;
```

Enclosing the same anchor tag inside a CDATA block will have the same effect and is much easier to read (CDATA block is highlighted in blue for clarity):

```
<![CDATA[<a href='http://google.com'>Google</a>]]>
```

### Notes:

You can mix and match captioning methods within one presentation. For example, one media group might have a FLV with embedded captions and the next could use an XML file to supply captions data which is added at runtime.

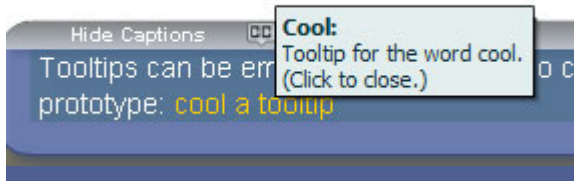
Mindshare Media Inc. is not affiliated with the Manitu Group (Captionate's publisher)—it's simply the best utility for captioning web video that we've found, so building support for it made sense.

## Documents, Links and Files

Mindshare Presenter lets you add links to external web pages, PDF documents, or other files. See the next chapter, [Using Mindshare Presenter](#), for specific details. Links to these resources will appear at the bottom of the main navigation menu.

## Tooltips

The term **tooltip** refers to a small box with supplementary information that appears when a user clicks on a highlighted word or phrase in the caption display.



A tooltip.

There are two steps to creating caption tooltips. You can add tooltips to your captions using a special anchor tag (see the [Using HTML to Format Caption Text](#), above). The first step is to add the anchor code to the caption text where you want the tooltip to appear using the following prototype:

```
<a href='asfunction:define,tooltipID'>click text</a>
```

Another example:

```
<a href='asfunction:define,Cool'><font color='#FFCC00'>cool a  
tooltip</font></a>
```

This anchor tag is entered either in a captions XML file or directly into you FLV using Captionate, for more information see, [Closed Captions](#) above.

Second, you must create an XML document named `tooltips.xml` in the captions directory (the captions directory is covered in the [Configuration](#) section of the following chapter). Next enter the tooltip text and tooltip ID in the tooltips XML file for each tooltip you want to create. The tooltip ID that you set in the XML file is referenced in the anchor tag (tooltip ID's are displayed in a bold typeface followed by a colon above the tooltip text).

```
<?xml version="1.0" encoding="utf-8" ?>  
<tooltips>  
  <tooltip id="Cool" tip="Tooltip for the word cool." />  
</tooltips>
```

The tooltips.xml file.

### Notes:

Tooltips were initially added as a means to offer users definitions for technical terms or abstruse vocabulary.

## Chapter 4: Using Mindshare Presenter

## Overview

Mindshare Presenter is made up of the following files and directories:

- *docs*—this directory contains Mindshare Presenter’s documentation
  - EULA.pdf, the End User License Agreement
  - user\_guide.pdf, this document
  - help.pdf, a quick reference guide for your end users (presentation viewers)
  - changelog.txt, changes to the current version
- *presenter*—this is the main application directory, this is the only directory you need to upload to your production environment for deployment
  - *content*—the default location for presentation media assets
    - *documents*—the default PDFDIRECTORY
    - *slides*—the default SWFDIRECTORY
    - *videos*—the default VIDDIRECTORY and CAPTIONDIRECTORY
  - *scripts*—this folder contains helper files for the application which you generally won’t need to edit
    - openwin.js, JavaScript utility file
    - resize.html, container for slide detail pop-ups
    - swfobject.js, JavaScript utility file (see [SWFObject](#))
  - *settings*—this folder contains the configuration files
    - playlist.xml, the default media playlist
    - settings.xml, the default settings file
  - index.html, opens presenter.html in a pop-up window
  - presenter.html, the main application container page
  - main.swf, the core application file
  - presenter.swf, the application wrapper
- *presenter\_demo*—this folder contains a ready-to-run example presentation
- *xml\_templates*—this directory contains four XML template files
  - captions.xml—example file for adding closed captions to you presentation
  - playlist.xml—a blank media playlist file
  - settings.xml—the default settings file
  - tooltips.xml—a blank tooltip template file
- readme.txt, any late-breaking information (release notes)

## Configuration

All Mindshare Presenter configuration options are contained a several XML files. This section will walk you through each file and the options contained therein.

### The Application Settings File

The Mindshare Presenter application settings file is named `settings.xml` and is located in the settings directory. This file controls the overall set up of the software. The settings file is split up into three parts: visual settings, content settings, path settings, and application settings.

The visual settings control the look and feel of the user interface. Using these settings you can “skin” the Mindshare Presenter interface to match your website or corporate style guide. Feel free to play around with these to get a better idea of what they do.

VISUAL SETTINGS	Possible Values	Description
interfaceStyle	default, transparent or any hexadecimal color value	sets the overall look of the user interface (transparent removes the interface background elements)

themeColor	any hexadecimal color value	sets the color of several elements of the user interface
textRollOverColor	any hexadecimal color value	sets the text color of menu items when the user move's their mouse over them
textSelectedColor	any hexadecimal color value	sets the text color of the selected item in the menu
selectionColor	any hexadecimal color value	sets the background color of the selected item in the menu
disabledColor	any hexadecimal color value	sets the color for disabled user interface elements
menuColors	any TWO hexadecimal color values (#95B2C8,#ffffff)	sets the color of items in the menu

The content settings control the presentation's header display. The print version settings do not have to be used for that purpose; they can link to any URL or be left blank.

CONTENT SETTINGS	Possible Values	Description
TITLE	any text value	the title for the presentation
DISPLAYCAPTIONS	true or false	if false, completely removes the closed caption display area from the presentation
PRINTVERSIONTXT	any text value	text to display in the upper right of the interface
PRINTVERSIONURL	any valid URL	link associated with the PRINTVERSIONTXT text

The path settings determine where Mindshare Presenter looks for your content. All directory paths are relative to the HTML page that the file `presenter.swf` is embedded. Your path settings can have the same values (i.e. you could set all your paths to the same directory). If you change the default directories you may want to create index pages to block users from browsing (and downloading you media assets directly).

PATH SETTINGS	Possible Values	Description
CAPTIONDIRECTORY	a relative file path	the directory to look for video caption XML files
SWFDIRECTORY	a relative file path	the directory to look for slide content (JPG, GIF, PNG, SWF files)
VIDIRECTORY	a relative file path	the directory to look for Flash video/audio (FLV) files
PDFDIRECTORY	a relative file path	the directory to look for documents

The application settings change Mindshare Presenter's behavior (playback).

APPLICATION SETTINGS	Possible Values	Description
AUTOSTART	true or false	should the presentation start automatically
STARTVOLUME	0 - 100	sets the initial volume for the presentation
STARTSLIDE	a number representing the	specifies which media group to



	media group to begin playback from	start the presentation on
DETECTBANDWIDTH	true or false	enables bandwidth detection* (see note on <a href="#">using this feature below</a> )
BUFFERLENGTH	any number	time in seconds to buffer the video, default is 1
DEBUG	true or false	enables the built-in diagnostic console for debugging
VERBOSE	true or false	used in conjunction with DEBUG, outputs more detailed troubleshooting information

### The Media Playlist file

The Mindshare Presenter media playlist file is named `playlist.xml` and is found in the settings directory. This file contains all the information relating to your presentation's media assets. This file is where you organize and group all of your content and set various display options. You can re-order the playlist by re-arranging the XML nodes. The order of the attributes inside a node does not matter (e.g. `label` can come before or after `icon`, or vice versa). Link nodes should come after the media nodes in the playlist. Both `link` and `mediagroup` nodes must be wrapped within `section` nodes.

The playlist file is made up of `section`, `mediagroup`, and `link` nodes. Below is a detail description of how to use each type of node.

### Section Nodes

A `section` node allows you to group `mediagroup` nodes into sections or categories.

```
<section label="Section 2 Title">
  <mediagroup label="One More Video" video="coffee1969.flv"
    caption="coffee1969.xml" slide="sync.swf" />
  <mediagroup label="Another Video" video="scent.flv" caption="scent.xml"
    slide="slide.jpg" bgcolor="#FFCC00" stop="true" />
</section>
```

A section node wrapped around two mediagroup nodes.

This table shows the possible attributes for `section` nodes and their function:

ATTRIBUTE NAME	Possible Values	Description
label	any text value (e.g. <code>My Rad Video</code> )	Sets the section name on the presentation menu
icon	<code>no_icon</code> , <code>default_icon</code> , <code>print_icon</code> , <code>url_icon</code>	sets which icon to show next to the section label (images of the icons are in the <a href="#">Interface Tour</a> )

### Mediagroup Nodes

A `mediagroup` node represents one set of related media assets.

```
<mediagroup label="One More Video" video="coffee1969.flv"
  caption="coffee1969.xml" slide="sync.swf" />
```

An example media group node.

This table shows the possible attributes for `mediagroup` nodes and their function:



ATTRIBUTE NAME	Possible Values	Description
label	any text value (e.g. <code>My Cool Video Segment</code> )	a text label to describe the mediagroup
video	an FLV filename (e.g. <code>myCoolVideo.flv</code> )	filename of the Flash video file to load. This file must be in the VIDDIRECTORY
slide	a filename (e.g. <code>mySlide.swf</code> or <code>mySlide.jpg</code> )	filename of the content to load into the slide area. This file must be in the SWFDIRECTORY
bgcolor (OPTIONAL)	any HEX color value (e.g. <code>#FFCC00</code> )	changes the background color of the interface (see note on <a href="#">using this feature below</a> )
caption (OPTIONAL)	a filename (e.g. <code>captions.xml</code> )	filename of the xml file that contains closed captions for the mediagroup. File must be in the CAPTIONDIRECTORY
hidevideo (OPTIONAL)	<code>true</code> or <code>false</code>	hides the video window, useful if you are using audio-only FLV files
stop (OPTIONAL)	<code>true</code> , <code>false</code> or <code>delay</code>	Sets a flag to pause the presentation at the end of the current video instead of continuing on the next mediagroup. <code>delay</code> forces a 10-second delay
popup (OPTIONAL)	any valid URL	URL for slide pop-up button (e.g. larger version of the current slide, see note on <a href="#">using this feature below</a> )

### Link Nodes

`Link` nodes allow you include documents or other files at the end of your presentation. `Link` nodes have four supported attributes: `label`, `pdf`, `file`, and `url`. You must choose either `pdf`, `file`, or `url` for each `link` node (i.e. only one per node).

This table shows the possible attributes for `link` nodes and their function:

ATTRIBUTE NAME	Possible Values	Description
label	any text value (e.g. <code>My Rad Video</code> )	sets the name on the presentation menu
pdf	a filename or absolute URL (e.g. <code>myDoc.pdf</code> or <code>http://site.com/doc.pdf</code> )	a filename of a PDF document to link to. if you only specify a filename Mindshare Presenter will assume the file is in the PDFDIRECTORY.
url	any valid URL	the URL for a web page to open
file	any valid URL	the URL of any file to open

### Notes:

You can opt to use **caption XML files** and a **tooltip XML file**. These files and their use are described in the [previous chapter](#). They are not described here because they contain content rather than application settings or configuration options.

## Deploying Mindshare Presenter

Once you have created your media assets, configured your presentation and tested it locally, you are ready to deploy Mindshare Presenter to your production environment.

Deployment involves uploading the Mindshare Presenter directory (and its subdirectories and files) to your web server. Mindshare Presenter doesn't have any special server hardware or software requirements, but keep in mind that delivering multimedia content can be bandwidth and resource intensive. No further configuration is necessary.

### Notes:

If you changed the default directories you may want to create index pages to block users from browsing (and downloading you media assets directly).

## Advanced Features

Mindshare Presenter has a few more useful features.

### Dynamically set the paths to the settings and media playlist XML files

You can modify the code used to embed Mindshare Presenter into your web page to dynamically change the settings XML and/or media playlist XML filenames and paths. Utilizing this feature allows the integration of Mindshare Presenter with dynamic data from a server-side scripting language like PHP or ASP.

To dynamically set the paths to the settings and/or media playlist files change the following lines of code in the `presenter.html` file:

```
// --- SET SETTINGS AND/OR MEDIA PLAYLIST DIRECTORY -----
so.addVariable("MEDIAXML", "settings/playlist.xml");
so.addVariable("SETTINGSXML", "settings/settings.xml");
```

### Change the preloader colors

You have the ability to set the preloader (the loading bar that displays when the application loads) to use any color scheme you choose.

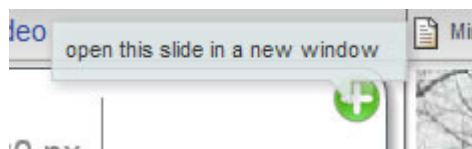
To do this, change the following lines of code in the `presenter.html` file by replacing the current hexadecimal color values with your own:

```
// --- SET PRELOADER COLORS -----
so.addVariable("BAR_COLOR", "0x59FF59");
so.addVariable("BORDER_COLOR", "0xFFFFF");
```

### Using the slide pop-up feature



OPENS THE URL SPECIFIED BY THE  
POPOP ATTRIBUTE IN A MEDIA GROUP

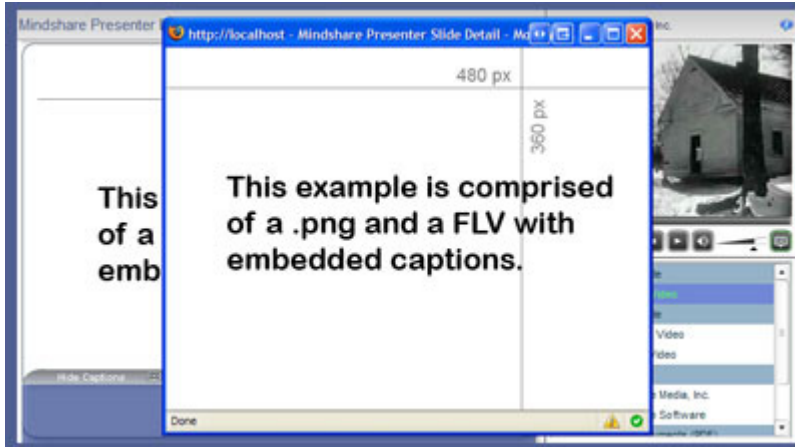


The slide pop-up feature allows you to supply users with a larger version of the current slide. To enable this (on a per media group basis) add a `popup` attribute with URL value to the desired

media group node in the media playlist XML file. Mindshare Presenter will automatically resize the pop-up window to fit your image file's dimensions and center it on the user's monitor.

Using the `popup` attribute in a media group:

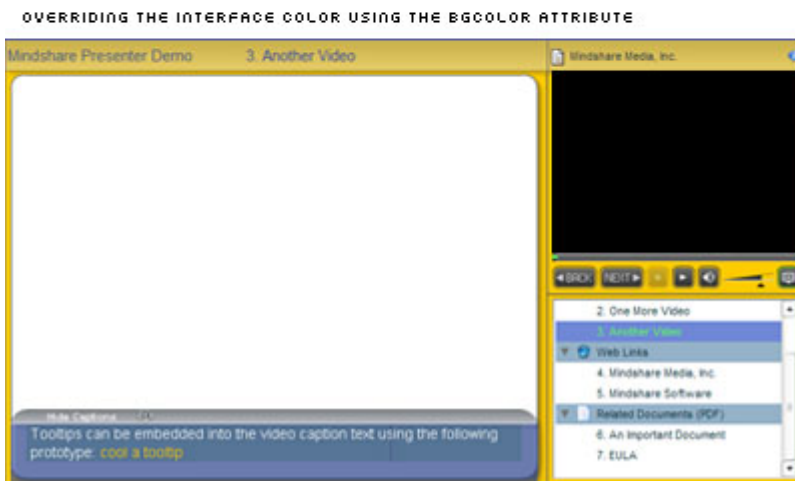
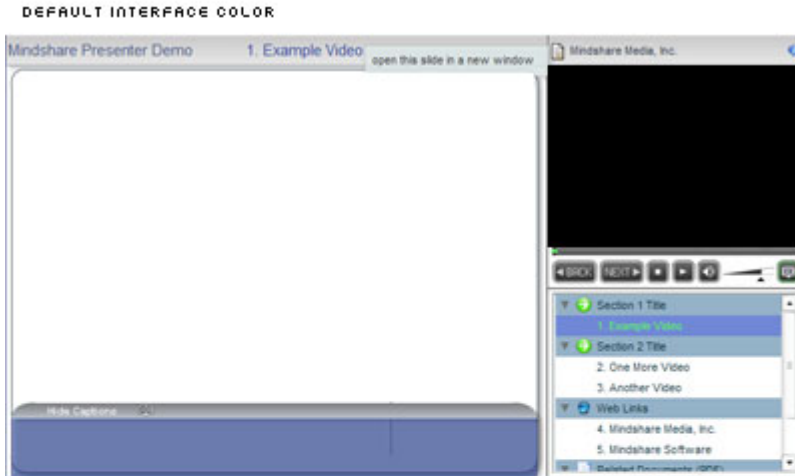
```
<mediagroup label="My Video" popup="../pics/slide01.jpg"
video="myfile.flv" slide="slide.jpg" />
```



A slide detail pop-up window.

### Overriding interface color per mediagroup

You can change the background color of the Mindshare Presenter interface at runtime on a per media group basis by setting the `bgcolor` attribute in a media group XML node.



Using the `bgcolor` attribute in a media group:

```
<mediagroup label="My Video" bgcolor="FFCC00" video="myfile.flv"
slide="slide.jpg" />
```

This *overrides* any value that you set for `interfaceStyle` in the settings XML file. The new background color will remain until Mindshare Presenter gets to another media group node with the `bgcolor` attribute set.

### User bandwidth detection

If you turn on the bandwidth detection feature Mindshare Presenter will automatically record your users' connection speed and attempt to deliver the most appropriate FLV content. In order for this feature to work *you have to encode three versions of each FLV file* in your presentation for high, medium, and low bandwidth users and name them according to the naming convention listed below. This is because when DETECTBANDWIDTH is set to `true` Mindshare Presenter will attempt to load the current video with a special prefix in front of the file name (see below).

The files must follow this naming convention:

```
low_FILENAME.flv
medium_FILENAME.flv
high_FILENAME.flv
```

(`FILNAME` can be whatever you want.)

The XML media group node will still look like this:

```
<mediagroup label="My Video" video="myfile.flv" slide="slide.jpg" />
```

## Chapter 5: Troubleshooting

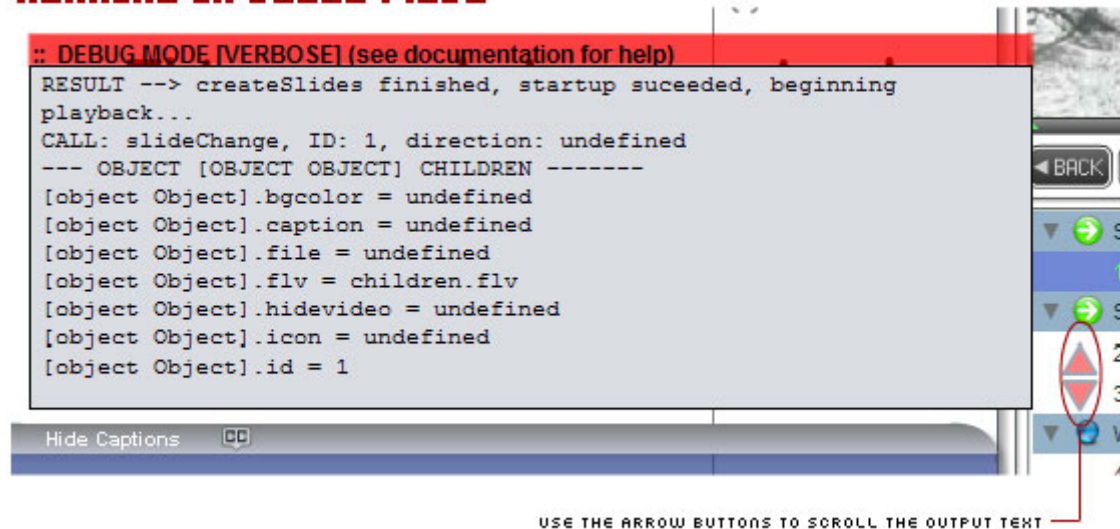
### Debugging Your Configuration

In addition to the basic error messages (pictured below) you may receive when there is problem with your configuration, Mindshare Presenter also includes a built-in, onscreen debugger. The debugger outputs information to help you identify where you may be having a problem.



A standard onscreen error.

### RUNNING IN DEBUG MODE



The debugging output console.

To enable the debugger set `DEBUG` in the settings XML file to `true`. If you would like even more information from the debugger enable verbose mode by setting `VERBOSE` to `true` as well. Remember to turn debugging off by setting these values to `false` when you're done.

### Support

You can access the Mindshare Software support forum 24 hours a day at <http://mindsharesoftware.com/support/> .

If you find any errors or omissions in this documentation, have feature requests, or feedback [let us know](#). Whenever possible, any reproducible bug will be addressed within 48 hours.