

Morae[®] Observer

User Guide

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Welcome to Morae

Morae is the premier software for deeply understanding customer experiences, and for sharing those insights clearly and powerfully. From usability testing to focus groups and beyond, Morae helps you transform designs and marketing to make things people love.

Want to test your design? Morae makes it easy to pinpoint usability problems in software applications, websites, prototypes, or mobile devices. Install Morae on a laptop to test at a conference or in the field.

The software captures every nuance of your testing session. See the look on a participant's face, hear the frustration in her voice, and discover hidden problems in your product or site. Search across recordings, automatically calculate and graph standard metrics, and more.

Doing market research? Use Morae with up to two video cameras to record a focus group or in-depth interview. Type notes and flag important moments as you go—all your observations are indexed to the digital video on your hard drive, eliminating hours of tedious work.

When it's time to present your findings, simply drag and drop video clips to produce a highlight reel. Export charts, screenshots, and videos in standard format, or send them directly to Microsoft Office with a click.

Work faster, more flexibly, and deliver stronger results with Morae.

Morae consists of three applications – Morae Recorder, Morae Observer and Morae Manager. These three applications work together to record, observe, log, analyze and share a user's experience.

See also:

- ▶ [Morae Overview](#)
- ▶ [System Requirements](#)
- ▶ [Get to Know the Observer Interface](#)
- ▶ [Tips and Reference Information](#)

Getting Help with Morae

Several resources are available to help when you run into questions or problems with Morae.

Morae Help Files

Each of the Morae components has its own Help File. Recorder, Observer, and Manager's Help files contain detailed information describing how to use Morae. Access the Help files through the Help menu or Help buttons found in the user interface.

To open a help topic for the screen or area you are currently using, press <F1> on your keyboard.

Morae Learning Center

For additional help, videos, and tutorials see the [Morae Learning Center](#).

TechSmith Technical Support

We provide help with Morae installation-related issues at no cost. If you experience problems installing Morae, search our [Knowledge Base](#). If you don't find your answer there, use the Contact Support tab in the

Knowledge Base to send your question to TechSmith Technical Support.

TechSmith Website

Additional support resources are available online at [TechSmith's website](#).

Balloon Tips and Tip Dialogs

Morae provides balloon tips (in Manager only) and tip dialogs (in Manager and Recorder). Both types of tips contain helpful information and recommendations related to the task you are trying to complete.

Balloon tips appear only the first couple of times you complete a particular task and then they automatically stop appearing. To reset the balloon tips, choose **Help > Reset Balloon Tips**.

Tip dialogs always appear unless you disable one or more of the dialogs manually. To disable all of the tip dialogs:

Recorder – Choose **Tools > Preferences** tab and remove the checkmark from the Show all tips option.

Manager – Choose **Tools > Preferences** and remove the checkmark from the Show all tips option.

You can disable an individual tip dialog by removing the checkmark from the Show tip again option in the lower left-hand corner of the dialog box.

Morae Overview

Morae is the premier software for deeply understanding customer experiences, and for sharing those insights clearly and powerfully. From usability testing to focus groups and beyond, Morae helps you transform designs and marketing to make things people love.

Morae reduces the amount of work needed, not only at setup, but also during the data logging, analysis, reporting and presentation stages.

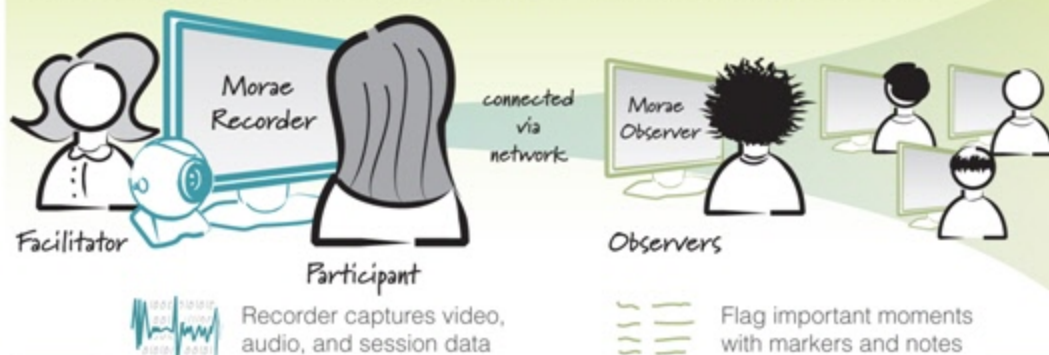
Based on TechSmith's patented Rich Recording Technology (RRT), Morae is a complete solution that records the computer screen and camera video and also automatically creates a synchronized index of events occurring behind the scenes in applications and in the operating system. You can search screen and video recordings for specific events that occurred — like when a user viewed a Web page, clicked a link, pressed a certain key, opened a dialog box or viewed specific text. You can easily perform in-depth analysis, log tasks, create reports and quickly create video presentations to share.

See also [Quick Overview of Morae Applications](#).

1. Choose a preset study or build your own.



2. Watch people interact with your product, site, or idea.



3. Discover patterns and key in on highlights.



4. Show stakeholders how to improve designs and marketing.

- Create reports with Morae Add-In for Word
- Create video highlights
- Export visuals to PowerPoint
- Share securely with Screencast.com

Present your case powerfully



Quick Overview of Morae Applications

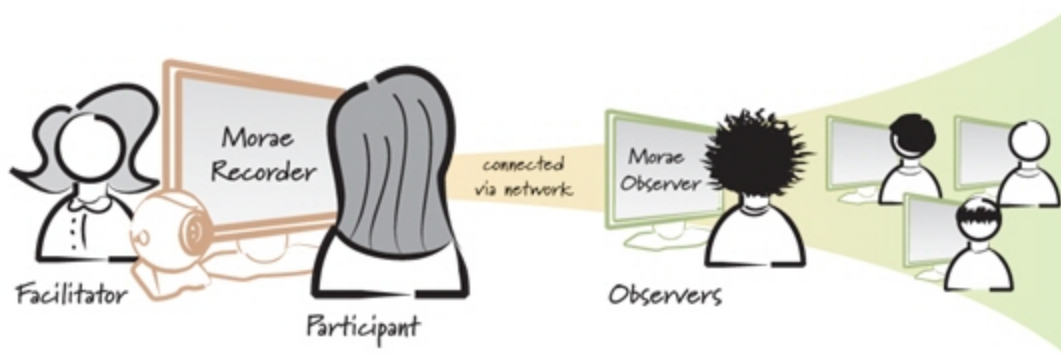
Morae includes three applications: **Record - Morae Recorder**, **Observe and Log – Morae Observer**, and **Analyze, Graph, and Share – Morae Manager**. These components work together to provide an easy-to-use, total recording system based on TechSmith's patented Rich Recording Technology (RRT).

Record - Morae Recorder



Utilizing RRT, Morae Recorder creates a complete chronicle of the events that occur behind the scenes in applications and the operating system, as well as the onscreen and keyboard activity of the user. These data streams are recorded in sync with video of the user (through a web camera or other camera device) and audio of the user (through a microphone). Because Recorder runs silently in the background, it never disturbs the user. Recorder captures only the input streams you specify during configuration. Recorder saves the recording in a file format you can open in Morae Manager for analysis.

Observe and Log – Morae Observer



Morae Observer provides support for one or multiple computers to connect over a network to a computer running Recorder. This flexibility allows your entire usability team to observe the screen and camera video and hear the audio of the user, streaming from the Recorder source computer. Anyone logged into an Observer computer can add markers during recording complete with text notes. Tasks are logged by one Observer designated as the task logger. Observer automatically saves and indexes the markers and tasks with the accompanying video and audio streams. The camera video, screen video and audio streams can be saved locally in a WMV file for immediate playback. Utilizing multiple Observers, usability teams can conduct collaborative user experience testing.

Analyze, Graph, and Share – Morae Manager



Within Morae Manager, you can start new projects and edit existing projects, configure Recorder settings, open and analyze recordings, create graphs of your analysis and metrics and create a presentation video.

Rich Recording Technology automatically indexes the screen and video recordings collected by Recorder, allowing you to easily search through recordings in Morae Manager.

You can isolate tasks, important points in the video, add text notes, annotate with audio and quickly create video highlights to share. You can display the screen video with the video of the user as a picture-in-picture image.

System Requirements

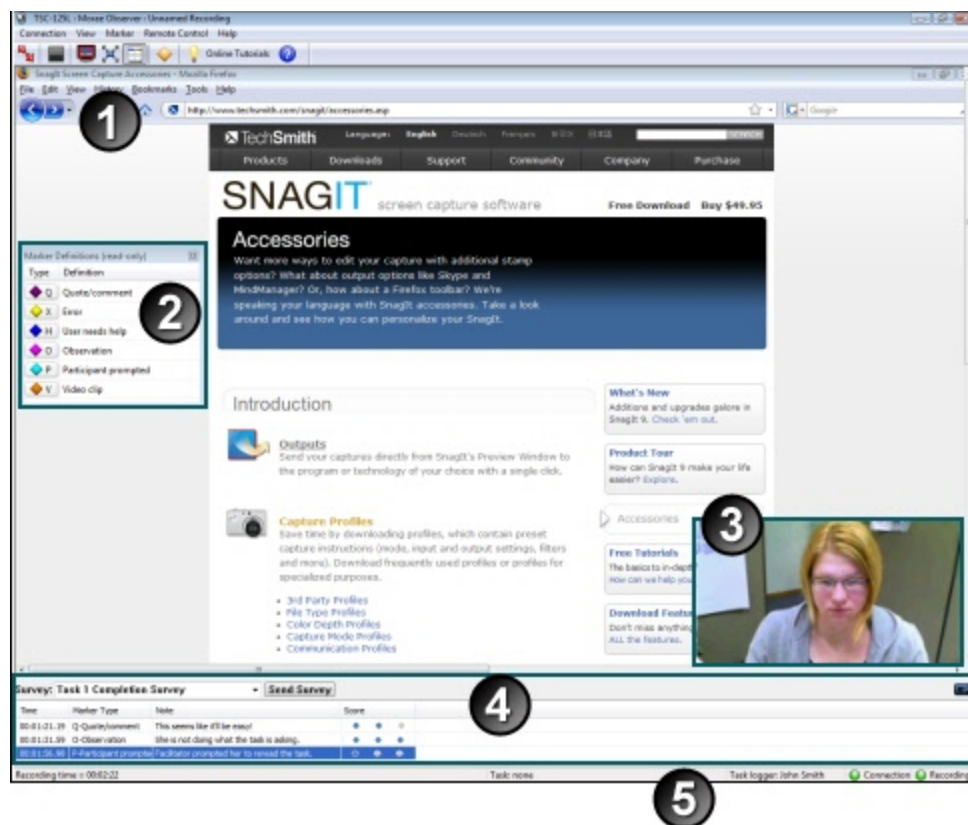
These are not the same for all three Morae components on desktops and laptops. These requirements pertain to the Observer.

- ▶ Microsoft Windows XP, Windows Vista, or Windows 7
- ▶ Windows Media Player 9 or later
- ▶ Intel Core 2 Duo 2.0 GHz or equivalent processor
- ▶ RAM
- ▶ Windows XP: 1 GB RAM
- ▶ Windows Vista and Windows 7: 2 GB RAM
- ▶ Dedicated video card with at least 64MB of on-board RAM
- ▶ PCI Express graphics
- ▶ Microsoft DirectX version 9.0c or later
- ▶ Windows-compatible sound card, microphone, and speakers
- ▶ Approximately 10-15 MB disk space per minute for recording
- ▶ Networked computer with 10 Mbps (Required for Observer)

- ▶ Recommended: 100 Mbps or higher
- ▶ Microsoft Windows compatible FireWire (IEEE 1394) card for DV cameras
- ▶ Bluetooth-capable computer or Bluetooth adapter (Required for logging with a remote)
- ▶ Wii Remote (Required for logging with a remote)

Get to Know the Observer Interface

This figure displays an example of Observer connected to Recorder after recording begins.



1	Viewing Window Watch as the participant performs the tasks.
2	Marker Definitions Click a Marker Type to enter a marker.
3	Marker Definitions Click a Marker Type to enter a marker. You can move and resize the PiP.
4	Log Log tasks, markers, and notes and send surveys.
5	Status Bar Displays total recording time, current task, task logger, and connection status.

To get started logging a session, see [Log a Session](#).

See also:

- ▶ [Observer Toolbar](#)
- ▶ [Observer Log](#)
- ▶ [Observer Status Bar](#)

Observer Log

Observer includes a Log displayed like a spreadsheet with rows and columns. The Log displays all markers entered during the recording. If you are the task logger, the Log also displays the tasks.

During the recording, you can edit your previously logged markers.

You define the markers and tasks available to log in the study configuration. See the Morae Recorder Help for information on create a study configuration.

If you cannot log a recording or part of a recording, you can also edit or add markers, tasks, and scores after importing recordings into Manager. For more information, see the Morae Manager Help.

The screenshot shows the 'Log' window in the Observer software. It features a table with columns for Time, Marker Type, Task, and Note. The table contains several entries for different tasks and markers. Callouts provide additional context:

- Survey associated with the current task.** Click **Send Survey** to present the survey to the participant.
- Click to undock and move the log.** Click again to re-dock.
- Enter optional notes.**
- Log markers here.**
- The task logger selects a Start Task marker and a task.**
- Select task or marker scores.**
- Task in progress.**
- Name of task logger.**

Time	Marker Type	Task	Note
00:13:48.18	S-Start task	Task 1	
00:28:13.39	V-Video clip		She's struggling with the interface.
00:28:30.58	O-Other		She's figured it out.
00:28:51.18	E-End task		Completed with diffi
00:29:09.59	S-Start task	Task 2	Completed with diffi
00:29:21.79	P-Participant prompt		Needed to be reminded of the scenario.
00:29:46.79	X-Error		
00:30:01.39	H-User needs help		
00:30:43.78	E-End task	Task 2	Completed with
00:31:08.58	S-Start task	Task 3	
00:31:15.78	O-Observation		needs to do.

Recording time = 00:31: Task: Task 3 Task logger: Smith, John Connection Recording

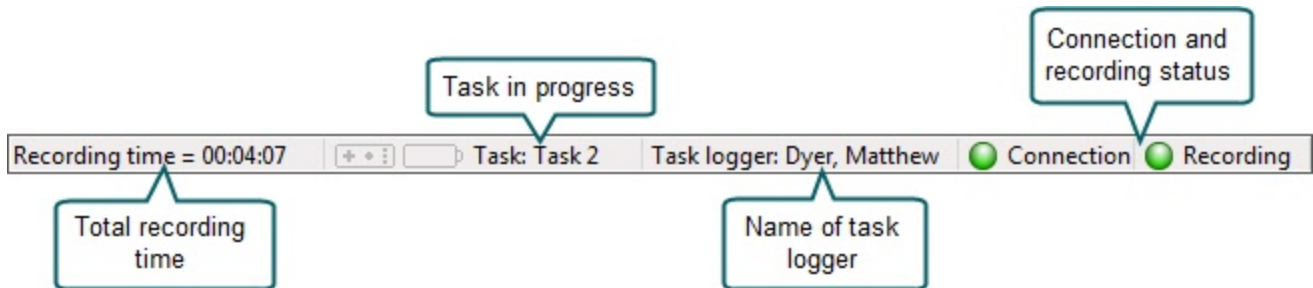
See also:

- ▶ [Log a Session](#)
- ▶ [Customize Observer for Your Session](#)
- ▶ [Observer Status Bar](#)

Observer Status Bar

The Observer status bar displays helpful information about the connection to Recorder and the progress of the session.

The status bar is always visible by default in Observer. To hide the status bar, choose View > Status Bar.



Status Icon	Description
Connection Status	
	Observer has not attempted to establish a connection with Recorder; or Observer disconnected from Recorder.
	Observer could not connect to Recorder.
	Observer connected to Recorder.
	Observer attempting to connect to Recorder.
Recording Status	
	Recorder not currently recording or Observer not connected to Recorder.
	Recorder recording and Observer displaying the recording.











See also:

- ▶ [Troubleshooting Connecting Observer to Recorder.](#)
- ▶ [Connect to Recorder](#)

Observer Toolbar

The Observer Toolbar provides quick access to many common functions.



Button	Description
 Connect  Disconnect	<p>Initiates or ends a connection between Observer and Recorder. This button changes appearance depending on the status of the connection to Recorder.</p> <p>Also available in Connection > Connect and Connection > Disconnect.</p>
 Start  Stop	<p>Starts or stops recording a session.</p> <p>Also available in Remote Control > Start Recording and Remote Control > Stop Recording.</p> <div> Only available if Observer is set to start or stop a session. </div>
	<p>Shows either the Normal or Full Screen views of the recording in the Observer window. For more information, see Normal View and Full Screen View.</p>
	<p>Scales the recording to fit in Observer's viewing window. For more information, see Scale to Fit View.</p>
	<p>Shows or hides the Marker Definitions window.</p> <p>For more information, see Marker Definitions Window.</p>
	<p>Creates a (generic) marker in the Log. You can change the marker type, enter an optional note and enter a marker score.</p>
	<p>Opens the Morae Observer Help.</p>
 Online Tutorials	<p>Opens the Morae Learning Center web site in your default browser.</p>

See also:

- [Observer Log](#)
- [Observer Status Bar](#)

Connect to Recorder

To view a session, Observer must connect to the computer running Recorder. Before you can connect and view the session, make sure Recorder is running and the Allow Observer option is enabled in the Recording Details area of the study configuration.

If the Allow Observer option is disabled, you can connect, but you cannot view the video streams.

See the following topics for information on how to connect to Recorder:

- ▶ [Connect to Recorder Dialog Box](#)
- ▶ [How to Connect to Recorder](#)
- ▶ [Choose the Recorder Computer Name or IP Address](#)
- ▶ [Recording Start Messages](#)

End of Recording

At the end of a recording, there are several actions that you can take with Observer:

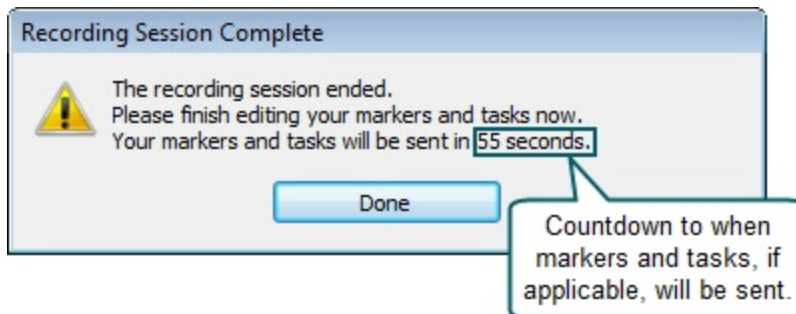
- ▶ [Stop a Recording with Observer](#)
- ▶ [Finalize Observer Session](#)
- ▶ [View Your Notes and Markers Right After a Session](#)
- ▶ [Save the Recording as a WMV File](#)

Finalize Observer Session

When the recording ends, Observer no longer plays the session video or audio.

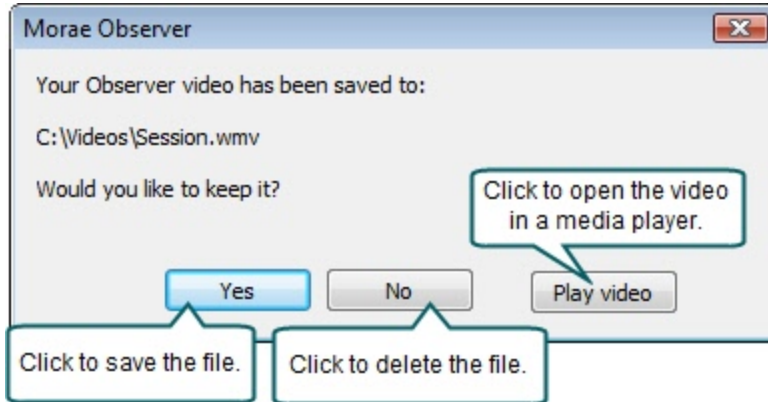
To finish the session:

1. If you have pending tasks or markers, a dialog box appears. Complete all markers and tasks, if applicable, and click **Done**.



2. If Marker > Prompt to save copy of log is selected, the Save Copy of Log As dialog box appears. For more information, see [View Your Notes and Markers Right After a Session](#).

3. If you chose the Save Observer video as WMV option before the recording began, a dialog box appears. For more information, see [Save the Recording as a WMV file](#).



4. Choose Connection > Disconnect, or click the Disconnect from Recorder button.
5. A dialog box appears asking if you want to disconnect from Recorder. To disconnect, click **Yes**.

Observer stays connected to Recorder until Recorder is closed or you disconnect Observer from Recorder.

If there are multiple sessions occurring, you can leave Observer connected until all recordings are complete. You do not have to disconnect between sessions.

Save the Recording as a WMV File

After observing and logging a session, you may want to have quick access to video of the session. Because Morae records using RRT, the resulting video file (RDG) will only play in Manager or the Morae player.

To play or edit Morae recordings in programs other than Morae, save or convert your Morae recordings (RDG files) to WMV files.

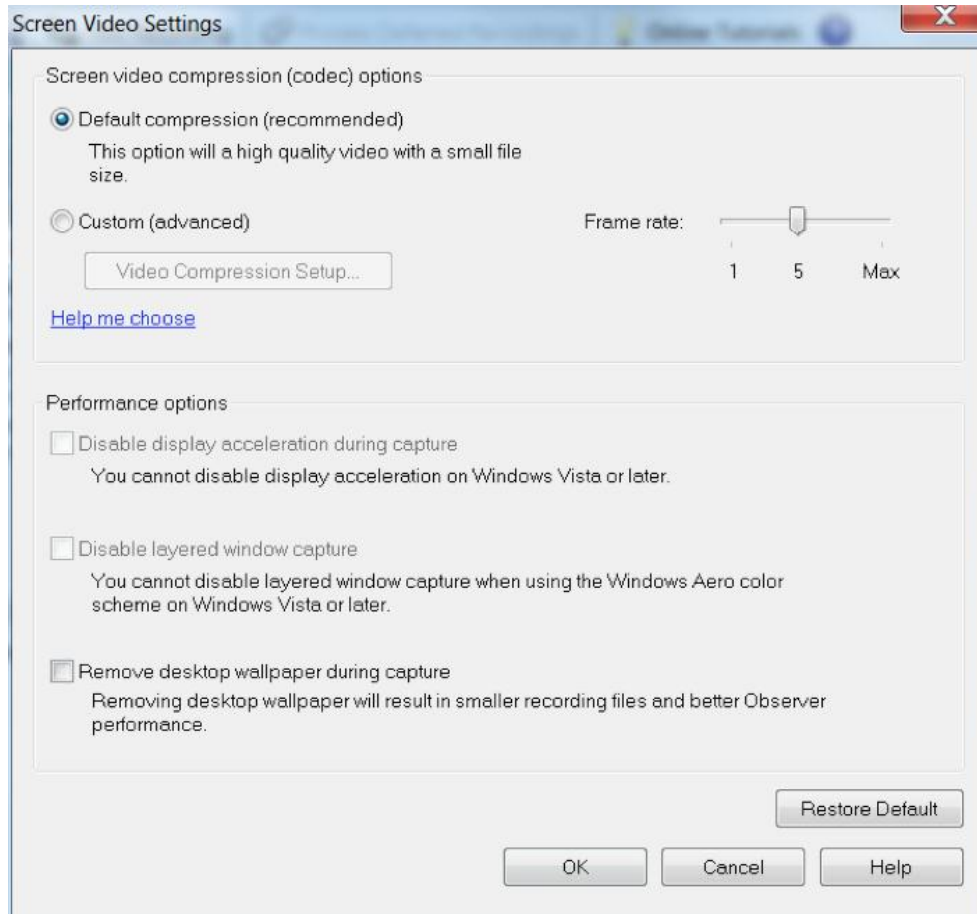
- ▶ Create WMV File during a Session
- ▶ Create WMV File after Recording

Create WMV File during a Session

You can save a WMV file during the recording session.

To do this, check Save session as WMV when connecting to Recorder from Observer and select a location to save the file. Saving a WMV does not affect the RDG file.

If you mute the audio on Observer during a session, the audio is still recorded in the WMV.

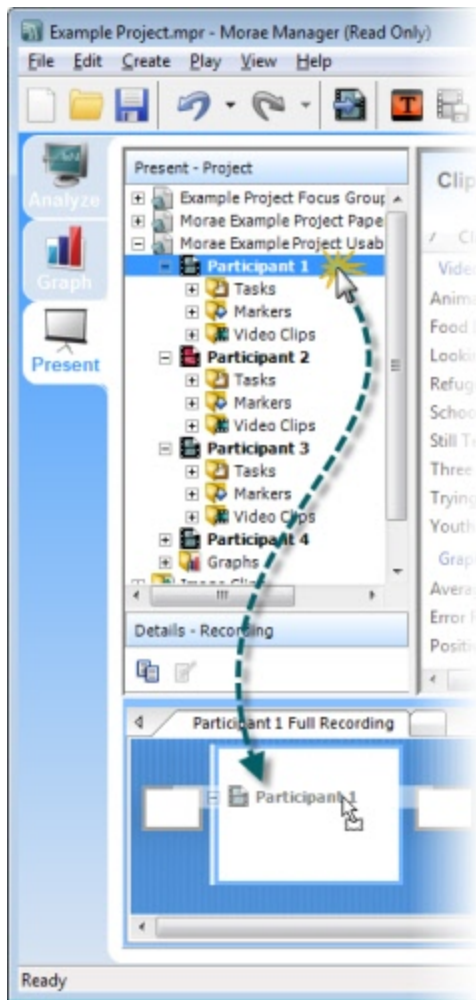


Create a WMV File after Recording

After recording a session, you may want to covert the RDG files to a WMV file.

To convert a recording to WMV:

1. In Morae Manager, open an existing project by choosing File > Open > Project, or create a new project by choosing File > New > Project.
2. Click the Present tab.
3. Choose Create > Storyboard to create a new storyboard, if needed.
Each Storyboard creates one video. If you want each recording as a separate WMV file, create a separate Storyboard for each recording.
4. Click and drag a recording from the Project pane into a storyboard.



5. Click the **Produce Highlight Video** button or choose File > Produce Highlight Video. The Production Wizard appears and leads you through the production process.
6. Select one or more Storyboards to produce as WMV or MP4 videos.
7. Click **Next**. The Video Encoding Options dialog box opens.
8. Select a compression option:
WMV — This option (previously know in Manager as “Full Motion Video”) option is the best choice for recordings created by Recorder and videos produced by Manager that contain a lot of real-world motion.
9. **MP4** — This option provides high video quality with lower file size and is the best choice for sharing online, such as on Screencast.com. This is also the way to share highlights with a Mac users. This option produces multiple files.
10. Click **Next**. The Video Size dialog box appears.
11. Set the size of the produced highlight video. We recommend using the default setting, which is the largest video size.
12. Click **Next**. The Product Video dialog box appears.

13. In the Produce Video dialog box, enter the destination folder name and file name for the video and choose the post-production options.
14. Click **Finish**. The rendering begins immediately. Rendering assembles all of the audio and video data into one video file based on the sequence on the Storyboard.
15. When the rendering finishes, the Production Results dialog box appears. Click **Play** to view the video.

Stop a Recording with Observer

In Recorder, you can choose to allow an Observer to stop the recording. The Recording Stop Settings let you enter in a specific Observer to stop the recording or, if the field is left blank, any Observer can stop the recording.

To change the Recording Start and Stop settings, open Recorder and click **Modify Recording Details** and click **Recording Stop**.

How to Stop a Recording

To stop the recording, click the **Stop the recording** button .

As an Observer, you can stop a recording if the **Stop the recording** button in the Observer toolbar is enabled.

Regardless of the way the recording ends, Observer stays connected to Recorder until Recorder is closed or you disconnect Observer from Recorder.

See also: [Finalize Observer Session](#).

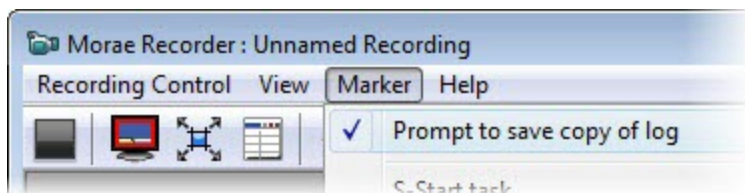
View Your Notes and Markers Right After a Session

After observing and logging a session, you may want quick access to the notes and markers created during the session. Use the following procedures to save and view your markers and notes.

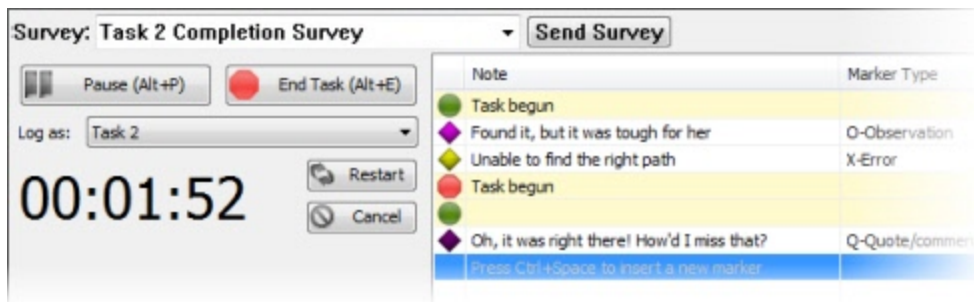
- ▶ [Save Your Notes and Markers](#)
- ▶ [View Your Notes and Markers](#)

Save Your Notes and Markers

1. Prior to a session, open Observer and enable Marker > Prompt to save copy of log.



2. Proceed with the session, logging markers and notes.



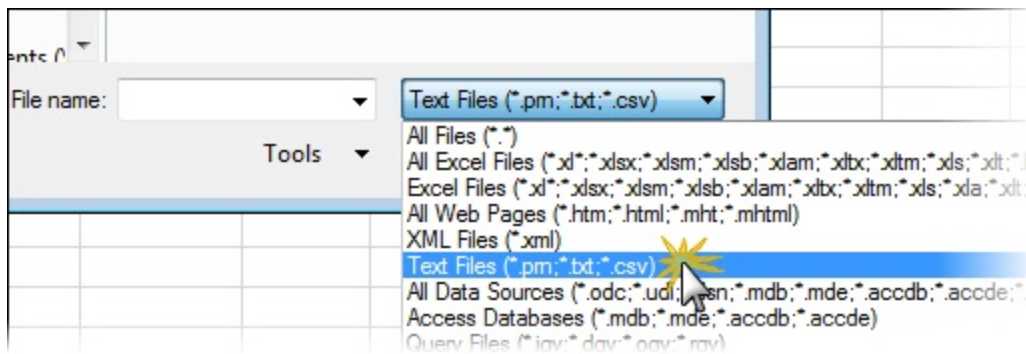
3. After you disconnect from the session, you are prompted to save your log. Browse to the location to save your log and click **Save**. The file is saved as a text only file (.txt).

View Your Notes and Markers

You can open your log as plain text in a program such as Microsoft® Word® or Microsoft® Notepad, or for easier viewing, as a table in Microsoft Excel®.

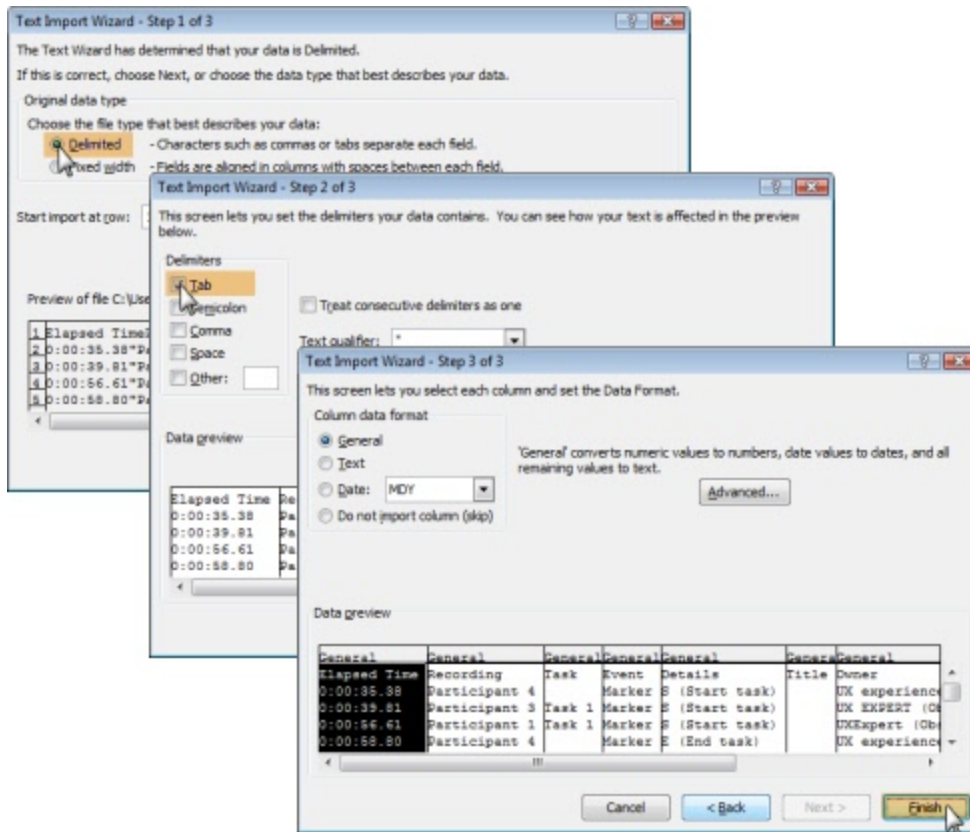
To open a .txt file in Excel:

1. Open Excel and choose File > Open.
2. Choose Text Files in the Files of type dropdown list.



3. Select the file you want to open and click **Open**.
4. A message appears that Excel does not recognize the file format. Click **OK** to continue.

5. Follow the steps in the Text Import wizard.



The log opens in Excel.

How to Connect to Recorder

1. Start Observer.
2. When the Connect to Recorder dialog box appears, enter the name or IP address of the computer running Recorder. Not sure which to use? See [Choose the Recorder Computer Name or IP Address](#).
3. Change the Port number, if needed.
The study organizer will know if you need to change the port number. This is not used very often. For more information, see [Change the Communication Port](#).
4. Enter or change the Observer name.
The Observer name is associated with all markers created from this Observer during this session. Recorder does not allow two Observers with the same Observer name to connect to the same session. If this Observer is the task logger or will start and stop the recording, then the name you enter here must match the one designated in the study configuration in Recorder.
5. Enable the Mute Audio checkbox if you can hear the session audio without using Observer.
6. Enable the Save Session as WMV checkbox to save a copy of the recording to your computer at the end of the session. For more information see [Save the Recording as a WMV File](#).
7. Click **Connect**.
If the connection is successful, the status bar indicates Observer is connected to Recorder and you

may see one of the [Recording Start Messages](#).

If the connection fails, see [Troubleshoot Observer to Recorder Connection Issues](#).

For more on status bar messages, see [Observer Status Bar](#).

See also:

- ▶ [Connect to Recorder Dialog Box](#)
- ▶ [Choose the Recorder Computer Name or IP Address](#)
- ▶ [Recording Start Messages](#)
- ▶ [If You Are Disconnected from Recorder](#)
- ▶ [Finalize Observer Session](#)

Change the Communication Port

In some cases, Recorder and Observer cannot connect on the default communication port (5555). In this case, the study configuration in Recorder and the communication port in Observer must be set to an alternative port number.

If you change the port in Recorder, all observers must set the same port to connect. Make sure to give the port number to all potential observers.

To use an alternative port:

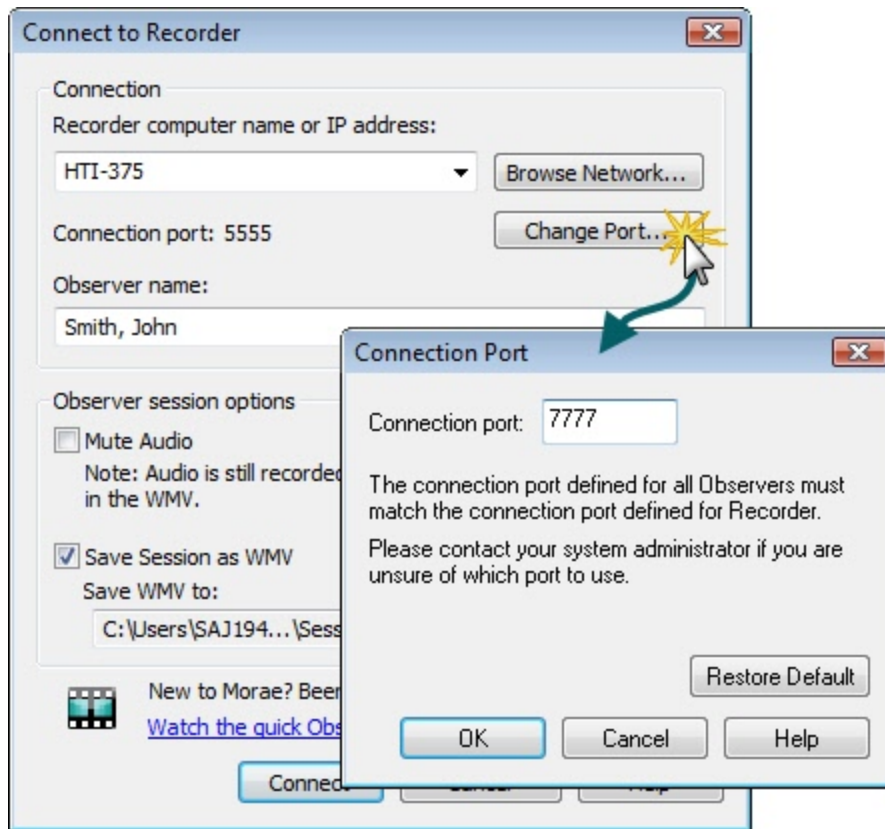
1. Contact your system administrator to determine which port to use.
2. In Recorder, select Tools > Preferences.
3. When the Preferences dialog box opens, enter the port number in the Communication port field.



4. Open Observer. In the Connect to Recorder dialog box, click **Change Port**. Enter the new port number.

Click **Test Port** to verify that you can connect to Recorder with this port. Click **Restore Default** to

return to the default port (5555).



5. Click **OK** to apply the selected port and return to the Connect to Recorder dialog box.

If you have any problems with connecting on an alternative port, please contact the person who set up the session and your system administrator.

Choose the Recorder Computer Name or IP Address

When you connect to Recorder over a network, the Recorder computer name or IP Address you enter in Observer's Connect to Recorder dialog box depends on your network setup.

- Use the Computer Name

If you know the name of the computer running Recorder, enter it in the Recorder computer name or IP Address field.

If the connection fails, try the fully qualified domain name or the IP address.

- Use the Fully Qualified Domain Name

If the network does not recognize Recorder's machine name, ask your network administrator for the machine's fully qualified domain name.

Example: MyComputer.MyCompany.com (where "My Computer" is the machine name and "MyCompany.com" is the domain name).

- ▶ Use the IP Address option

When you connect to a LAN, your machine is assigned an IP (internet protocol) address. This address identifies your computer from the other computers on the network.

The IP address can either be static (never changes) or dynamic (each time you log in the computer is assigned a new address for that session.)

Ask your network administrator whether the network uses static or dynamic IP addressing. If IP addresses are assigned dynamically, you may need to check the IP address for the Recorder computer each time you log in.

To Find the Computer Name

On the Recorder computer, locate the computer name:

- ▶ Windows XP: Choose Control Panel > System > Computer Name tab and look in the Full computer name field.
- ▶ Windows 2000: Choose Control Panel > System > Network Identification tab and look in the Full computer name field.
- ▶ Windows Vista: Choose Control Panel > System and Maintenance > System > Computer name.
- ▶ Windows 7: Choose Control Panel > System and Security > System and look in the Computer name, domain, and workgroup settings field.

To Find the IP Address

1. Choose Windows Start > Run.
2. In the Run dialog box, type cmd to bring up a command line.
3. At the command line, type ipconfig. The Windows IP Configuration for that computer appears.

Look for the line that reads "IP address..... : xx.xx.xx.xx" where xx.xx.xx.xx is the IP address. Example: 10.8.2.42.

See also:

- ▶ [Connect to Recorder Dialog Box](#)
- ▶ [Recording Start Messages](#)
- ▶ [If You Are Disconnected from Recorder](#)

Recording Start Messages


Once Observer successfully connects to Recorder, you may not see the session video immediately. You will see one of the following:

- ▶ If the recording started, you see the session video.
- ▶ If the recording did not yet start, you see **Waiting for recording to start**.
- ▶ If Recorder is waiting for an event, such as a certain time, launch of an application, or event, such as a mouse click, you see **The Recorder is waiting for start trigger to begin**.

- ▶ If Recorder needs you to start the recording with Observer, you see The Recorder is waiting for a start signal. You may begin when ready.

What To Do

- ▶ If the recording did not yet start and you are not starting the recording with Observer, wait for the recording to begin.

- ▶ If you are the Observer meant to start the recording, click **Start the Recording**  to begin.

As soon as the recording begins, you will see the session video and hear the session audio, if selected.

See also:

- ▶ [Connect to Recorder Dialog Box](#)
- ▶ [Choose the Recorder Computer Name or IP Address](#)
- ▶ [If You Are Disconnected from Recorder](#)

Connect to Recorder Dialog Box

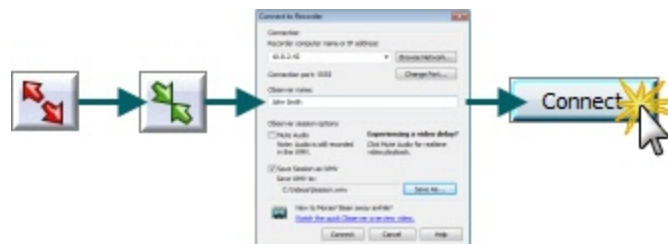
Use the Connect to Recorder dialog box to connect to and select options for a session.

The screenshot shows the 'Connect to Recorder' dialog box. It has a title bar with a close button. The main area is divided into sections. The 'Connection' section has a dropdown for 'Recorder computer name or IP address' (1) showing '10.8.2.42', a 'Browse Network...' button, a 'Connection port' field (5555) with a 'Change Port...' button (2), and an 'Observer name' field (3) with 'John Smith'. The 'Observer session options' section has two radio buttons: 'Highest streaming quality' (4) and 'Good streaming quality' (selected). Below these are checkboxes for 'Mute audio for realtime video' (5) and 'Save video of session' (6), which is checked. The 'Save video of session' section shows a file path 'C:\Users\SA...\Session (3).wmv' and a 'Save As...' button. At the bottom, there is a 'New to Morae? Been away awhile?' message with a link 'Watch the quick Observer overview video' (8) and three buttons: 'Connect' (7), 'Cancel', and 'Help'.

1	Enter the name or IP address of the computer running Recorder. Click the down arrow to see a list of the recently used computer names and IP addresses.
2	Click Change Port if you need to change the port to connect to Recorder.
3	Enter the Observer name. If you are the task logger, make sure you enter the exact name designated in the study configuration.
4	Select if you want to use the Highest or Good streaming quality. If it's more important for you to have the high video quality, choose Highest streaming quality. If it's more important for you to view the video with little delay from the live session, choose Good streaming quality.

5	Enable the Mute Audio checkbox if you can hear the session without using Observer, for example, you are in the same room as the participant. This gives you the most realtime experience, where there is the least delay between live and video.
6	Enable the Save Session as WMV if you want to save a copy of the session to share immediately after the session ends.
7	Click Connect to connect to Recorder.
8	Click the link to watch the Observer overview video. You do not have to connect to the internet to view this video.

To change settings during a session, disconnect from the recording, open the Connect to Recorder dialog box, update the settings, and click **Connect**. You will reconnect to the same session.



See also:

- ▶ [Connect to Recorder](#)
- ▶ [Choose the Recorder Computer Name or IP Address](#)
- ▶ [Save the Recording as a WMV file](#)

If You Are Disconnected from Recorder

At anytime during the session, if you are disconnected, you can reconnect to the same session.



1	At anytime during the session, if you are disconnected, you can reconnect to the same session.
2	Update settings, if needed.
3	Click Connect . You reconnect to the same session.

See also:

- ▶ [Connect to Recorder Dialog Box](#)
- ▶ [Connect to Recorder](#)
- ▶ [Choose the Recorder Computer Name or IP Address](#)
- ▶ [Finalize Observer Session](#)

Log a Session

Each person using Observer can log markers, marker scores, and add text notes to send back to the Recorder and saved with the recording file. One Observer designated as the task logger logs tasks and task scores. At the end of a session, the tasks and task scores are sent directly to Recorder and saved with the recording.

The components used when logging in Observer are:

The screenshot shows the Observer software interface with several callouts explaining its components:

- Viewing Window:** View session screen or main camera video.
- Marker Definitions:** Click a Marker Type to enter a marker. (Optional)
- PiP Window:** View session PiP video. Hear participant thoughts and comments.
- Log:** Log markers and take notes. Log task start and end, if applicable. Send surveys, if applicable.

The interface includes a menu bar (Connection, View, Marker, Recorder Control, Help), a toolbar, a list of marker definitions (Type, Definition), a main viewing area showing a Snagit advertisement, a PiP window showing a participant's video, and a log table at the bottom.

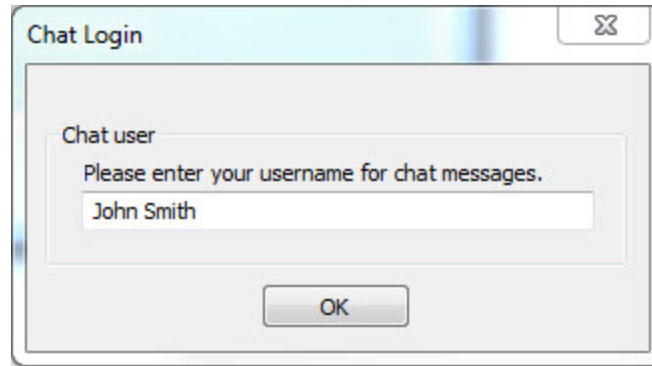
Task	Marker Type	Score	Task	Time
Task 1	Task 1		Task 1	0:00:35
Sample marker	O-Observation		Task 1	0:00:35
Another marker	V-Video clip		Task 1	0:00:35
Testing	P-Participant prompts		Task 1	0:00:35
Error made here				

See also:

- ▶ **Customize Observer for Your Session**
- ▶ **Get to Know the Log**
- ▶ **Markers**
- ▶ **Tasks**
- ▶ **Surveys**
- ▶ **View Recording Details**
- ▶ **Log with a Wii Remote**

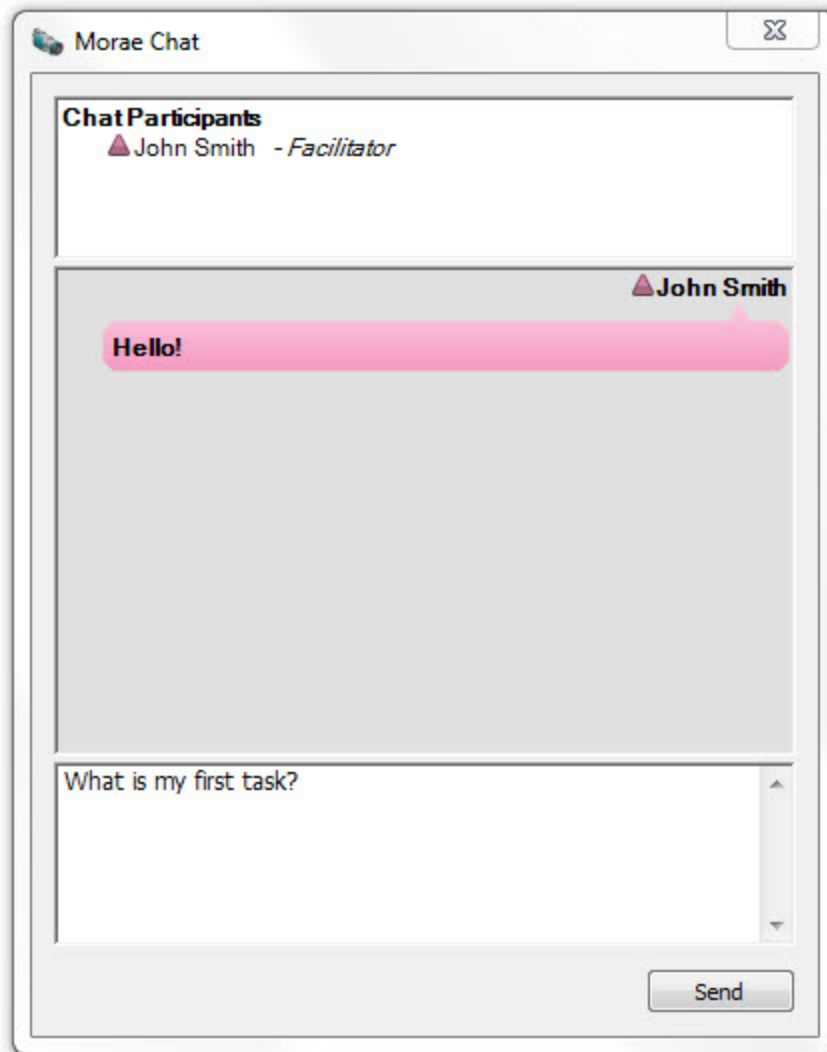
Chat

Use the chat as a means of communication among observers and recorders before, during, and after a recording. The chat will accommodate up to 50 participants at a time. While the chat is not private, each participant will be asked to enter a name before beginning the chat.



Chat entries act as recording markers and will be saved as part of the recording.

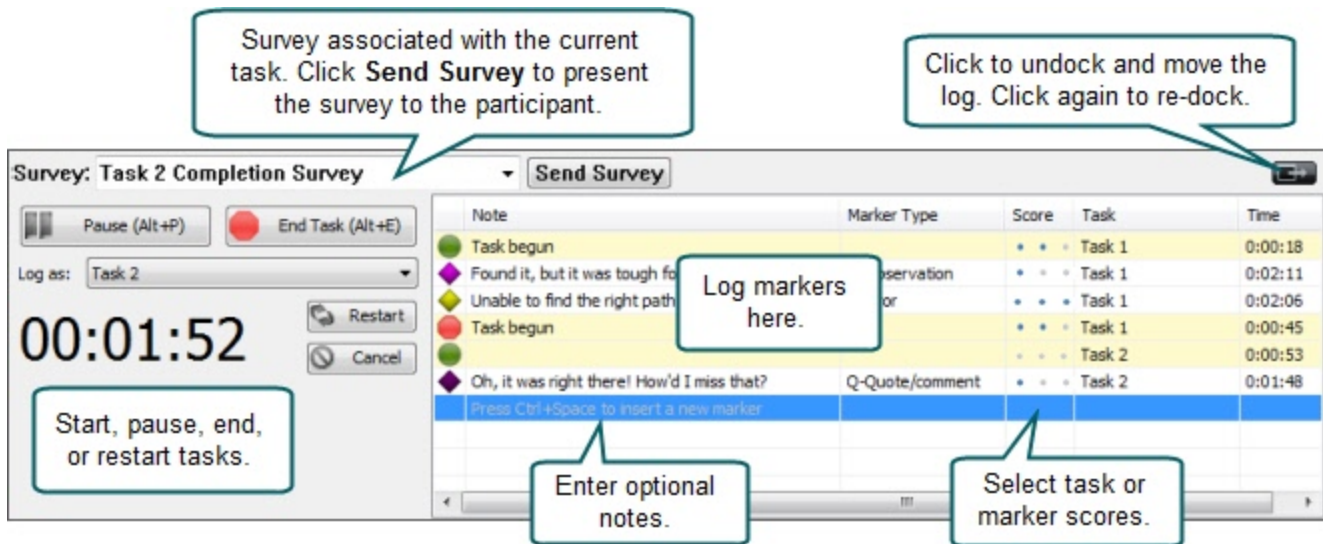
During analysis, you can quickly find and review key words, phrases, or questions posed to identify points of interest. Before the recording begins, the chat window will display a timestamp. When the recording starts, the timestamp will change and display only the time in to the recording. The chat will reset again when the recording ends. Users may continue to chat as this should not disrupt conversation.



To disable or enable the chat in the Recorder or Observer, go to the Main Menu and select Tools > Chat.

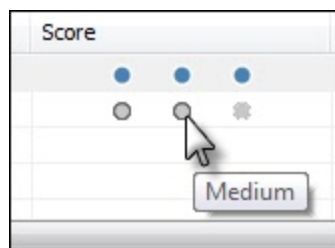
Get to Know the Log

Observer includes a Log displayed like a spreadsheet with rows and columns. The Log displays all markers entered in Observer during the recording. If you are the task logger, the Log also displays the tasks. The Log also displays the surveys, if applicable.



Quick Tips for Logging a Session

- ▶ There are several different ways to log markers and tasks. Review [Different Ways to Log a Marker](#).
- ▶ Tasks only appear in the Log if you are the task logger. See [How to Log a Task](#).
- ▶ You can rearrange the columns in the log in the most convenient order for you.
- ▶ During recording, you can go back and edit previously logged markers.
- ▶ Once you end a task you can change which task it is logged as. You can, however, change or update the note or score associated with the task. You can only change the task after you import it into Manager.
- ▶ The markers and tasks defined in the study configuration are available to log. See Define a Study Configuration in Recorder in the Morae Recorder Help for information on setting up a study configuration.
- ▶ If you want to log without using your mouse or keyboard, you can interact with Observer using a remote. [Log with a Wii Remote](#).
- ▶ Log marker and task scores to use in Manager during analysis. For example, if you log marker scores, you can create a graph that automatically calculates error severity rate.
- ▶ While you can add markers, tasks, and scores in Manager after importing the recording, you will save time by logging tasks and markers during a session.
- ▶ You can save a copy of the Log after each session as a .txt file to print or open in other applications (i.e. Microsoft Excel). See [View Your Notes and Markers Right After a Session](#).
- ▶ If you need immediate access to the recording, save a copy of the recording as a WMV. See [Save the Recording as a WMV File](#).
- ▶ Your descriptions appear as tooltips in Recorder.



See also:

- ▶ **Customize Observer for Your Session**
- ▶ **Markers**
- ▶ **Tasks**
- ▶ **Surveys**
- ▶ **View Recording Details**
- ▶ **Log with a Wii Remote**

Configure the Wii Remote for Logging

Facilitators with only one computer, or those who are working alone, can mark important moments during the session easily and quickly using a remote to set markers and start or end tasks without disrupting the participant. This frees up staff-time, allows for faster analysis, and doesn't require network privileges at remote testing sites.

Requirements

- ▶ **Wii™ Remote**
You must purchase a Wii Remote to use this feature. Currently, the Wii Remote is the only supported remote device. Wii Remotes can usually be purchased for around \$40 from many major retail, toy, or online stores.
- ▶ **Bluetooth Capability**
- ▶ To use a Wii Remote to log tasks and create markers, your computer needs Bluetooth capability. Many laptops have Bluetooth functionality; most desktops will require a Bluetooth adapter of some kind.

Connect the Wii™ Remote

To make the Wii Remote findable by your computer, hold down left and right arrow buttons on the Wii Remote at the same time until the blue LED lights on the Wii Remote flash, indicating the Wii Remote is ready to connect.

- ▶ Open Bluetooth Devices located in the Windows Control Panel (click Classic View in Windows Vista to find this more easily.)
- ▶ Click **Add** on the Devices tab.
- ▶ The Bluetooth Device Wizard displays available devices. Select the Wii Remote, which should show up as a Nintendo device, and click **Next**.
- ▶ Start Recorder. Recorder automatically connects to the Wii Remote. A battery indicator appears in the Recorder status bar.

If Recorder is unable to connect to the Wii Remote, an error message is displayed. Restart Recorder to attempt to connect again.

Configure the Wii Remote

To configure the Wii Remote, click **Modify Study Details** > Marker Definitions tab > **Configure Wii Remote**. The Wii Remote is configured by study, and can be configured when the Wii Remote is not connected to Recorder.

The Configure Wii Remote dialog window can be viewed in Observer, but settings cannot be changed. The Wii Remote configuration is a part of the study configuration.

Troubleshooting

- ▶ **The Wii Remote does not appear in the list of available Bluetooth devices to choose from:** The Wii Remote is not broadcasting. Make sure that it has batteries installed. When you hold the 1 and 2 buttons down, some or all of the LEDs should begin flashing. If they do not, consult the manual that came with your Wii Remote. The LEDs must flash during the entire connection process.
- ▶ **A dialog appears asking me to restart my computer:** This occurs if you have Morae open when connecting to the Wii Remote. Windows cannot replace drivers that are currently in use by Morae to talk to the Wii Remote. You should select the “Restart Later” option as it is not necessary to restart your session.
- ▶ **A notification with a red X appears telling me the drivers could not be installed and the Wii Remote then turns off:** This may happen if Morae is already open. Close Morae and then follow these steps.
 1. Open the Bluetooth device dialog.
 2. Select the Wii Remote from the list of peripherals and then select properties.
 3. Press and hold the 1 and 2 buttons on the Wii Remote as above, then select “Services” from the dialog.
 4. Select “Drivers for keyboard, mice, etc.” and select “Ok”.
 5. If a notification appears with a green check saying that the drivers were installed, you may release the buttons on the Wii Remote and start Morae. Otherwise, you should start the connection process from the beginning.

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Markers

Use markers to quickly log important points in a recording. During analysis, you can quickly find and review the markers to identify points of interest. You can set an unlimited number of markers in a recording.

Markers are recording-specific (defined in the study configuration) and all observers for a recording use the same set of pre-defined markers to work with.

During recording, you can go back and edit previously logged markers and tasks. You can also edit or add markers, tasks, or scores in Manager after importing the recording.

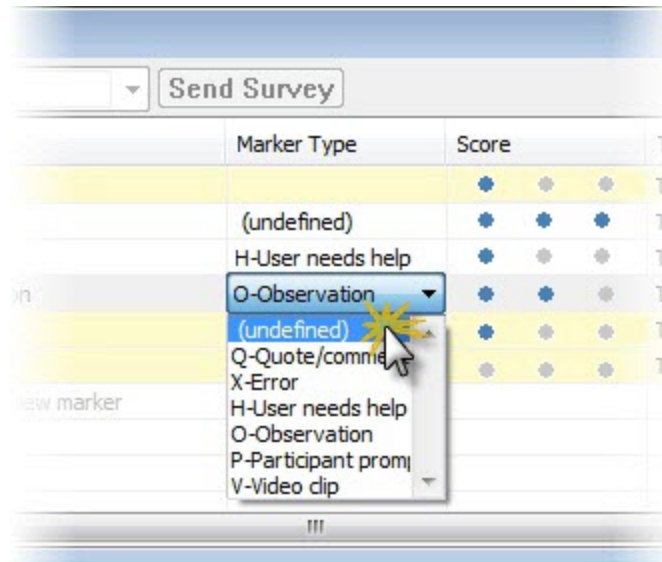
The task logger log tasks by marking the start and end of a task the participant performs during the recording.

For more information, see [Tasks](#).

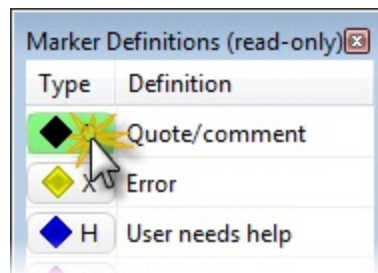
Different Ways to Log a Marker

When you see a point in the recording to mark, do one of the following to log a marker:

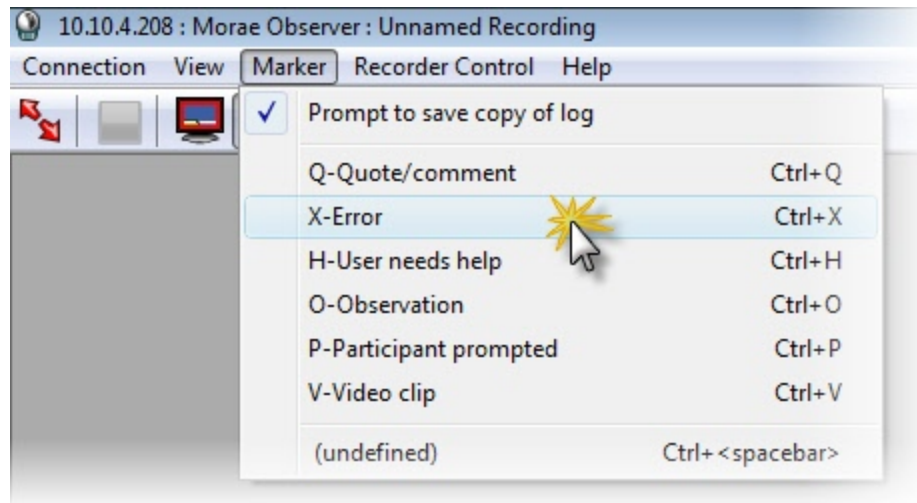
- ▶ Choose <Ctrl+ [letter]> on the keyboard. This only works for markers that are defined in the study configuration.
- ▶ Choose <Ctrl + Space> on the keyboard to insert an undefined marker. Select a type in the Marker Type column to define.
- ▶ In the Marker Type column, enter the letter of a marker.
- ▶ Pick a marker from the drop-down list in the Marker Type column.



- ▶ Click a defined Type button in the Marker Definitions window.



- ▶ Choose the Marker menu and select the letter (Type) from the menu. Defined markers appear at the top of the menu.



To create markers without a type assigned, choose the generic option from the list marker types or use the <Ctrl + Space> hotkey combination.

See also: [Log a marker with a Wii Remote](#)

Surveys

You can deliver surveys to participants anytime during the recording. You can have multiple surveys. Some ways to use surveys include, but are not limited to:

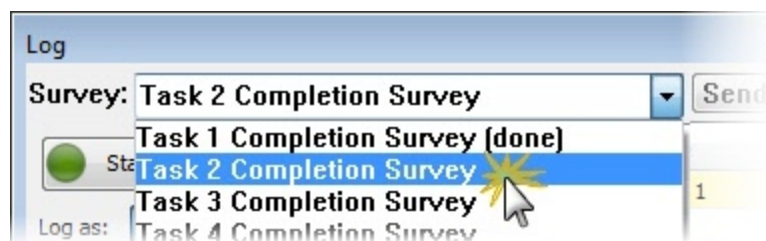
- ▶ Pre-session demographic questionnaire
- ▶ Task completion survey
- ▶ Post-test satisfaction survey
- ▶ Session follow-up questions

Create and associate surveys with session events, such as the end of a task, in the study configuration. See the Morae Recorder Help for information about setting up surveys.

How to Deliver Surveys

To deliver a survey

- ▶ Select the survey from the survey dropdown list.



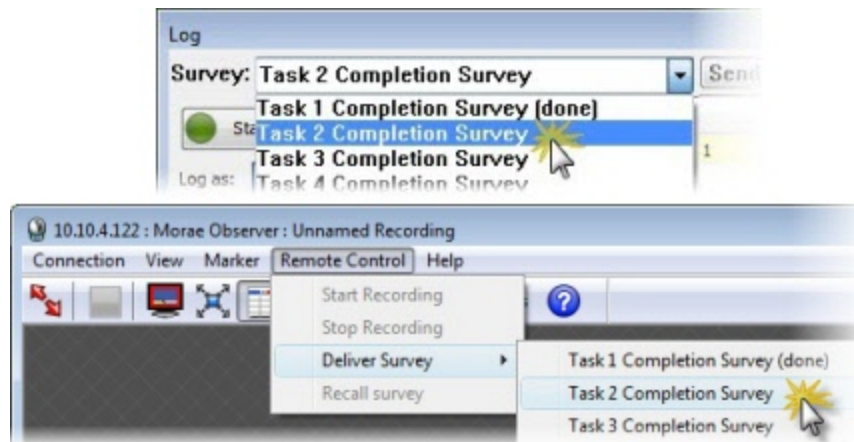
When you end a task, the survey associated with that task is automatically selected in the dropdown list.

- ▶ Click **Send Survey**.

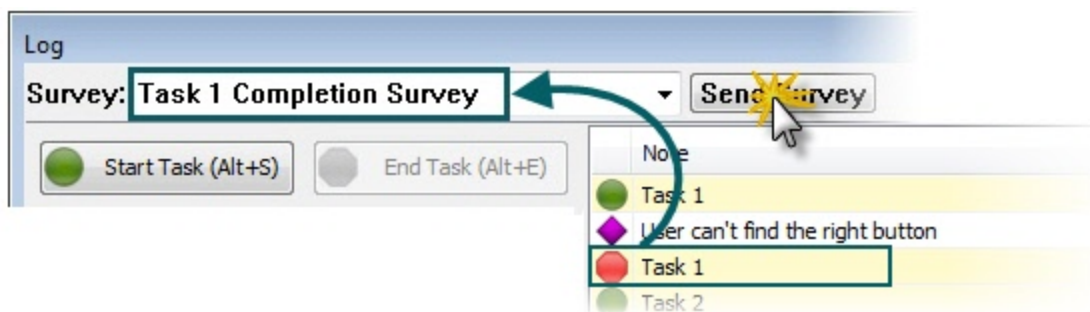
If you send the wrong survey, you can click **Recall** to close the survey.

Quick Tips for Surveys

- ▶ Surveys display at the top of the Log and in the **Remote Control** menu.



- ▶ Surveys appear in the order they are entered into the study configuration.
- ▶ If linked to a session event, a survey is selected in the survey dropdown list when that session event occurs. For example, at the end of Task 1, the survey associated with the end of Task 1 is selected in the survey dropdown list.



- ▶ If you send out the wrong survey, **Recall** it.

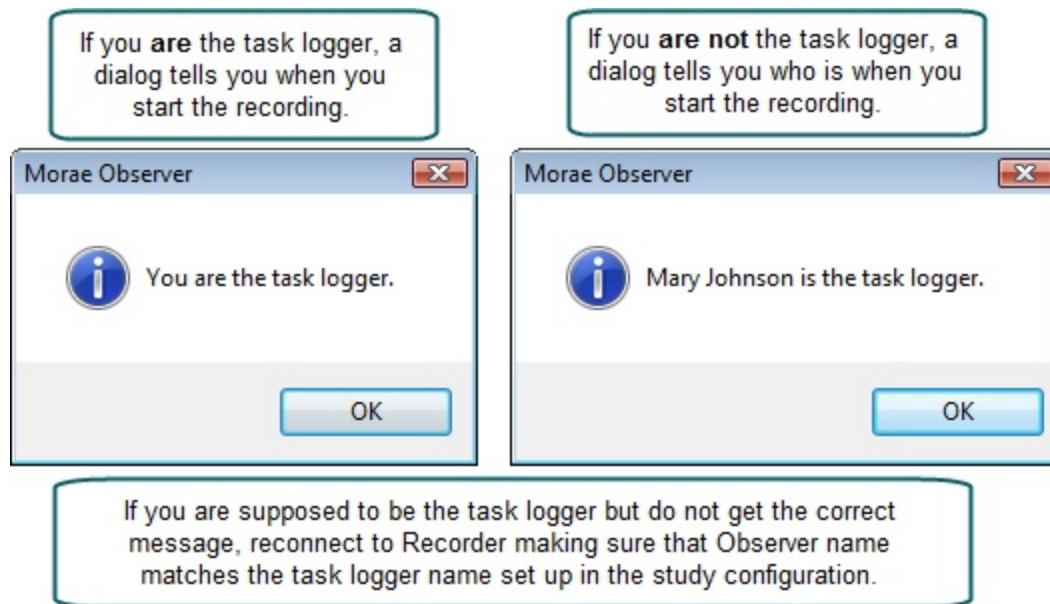


- ▶ If a survey is already complete, you can Resend a survey. Any answers already filled are not removed, but the participant can adjust the answers, if needed.

- ▶ If you use AutoPilot to run a session, surveys automatically come up when the associated session events, such as the end of a task, occur.

Tasks

While each person using Observer can log markers, marker scores, and text notes, only one Observer designated as the task logger can log tasks and task scores. The task logger is defined in the study configuration. For details on defining the task logger, see the **Morae Recorder Help**.



The task logger logs tasks by entering start and end markers at the beginning and end of the tasks the participant performs during the recording.

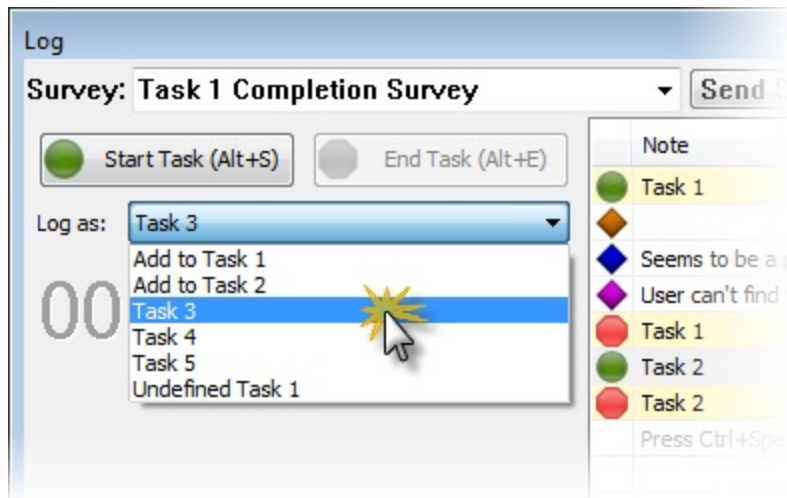
- ▶ If you start a task too early, click the **Restart** button to restart the task.
- ▶ After you start a task, click **Cancel** to abort the task. A Canceled Task icon appears in the log.
- ▶ If you end a task too early, click **Start** and select **Add to <task name>** in the dropdown list.
- ▶ Each time you log an Undefined Task, another Undefined Task appears in the dropdown. Undefined tasks are numbered and you can define them later in Manager.

While you can add markers, tasks, and scores in Manager after importing the recording, you will save time by logging tasks and markers during a session.

How to Log a Task

1. As the task logger, click **Start Task**.

2. Select a task from the Log as drop-down list.

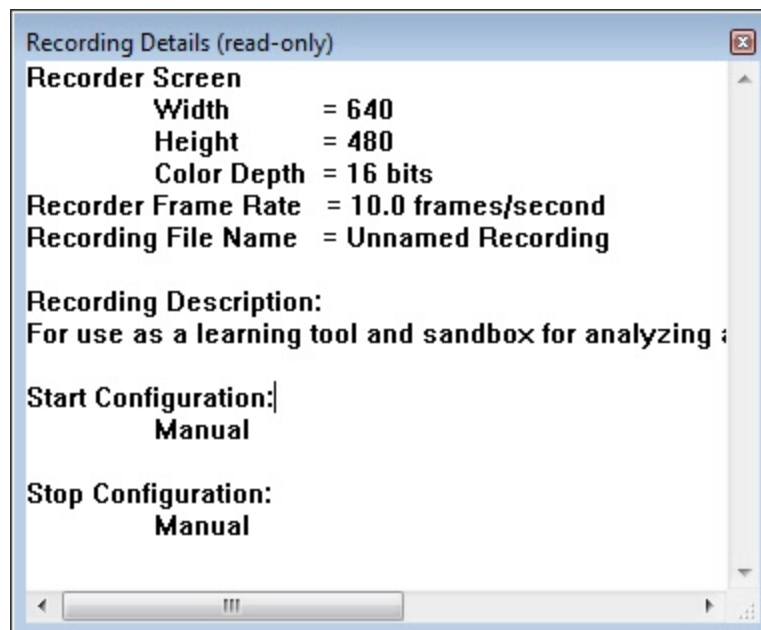


3. Add an optional note.
4. Add markers during the task, as needed.
5. Click **End Task**.
6. Select a Score.
7. Send a task survey, if applicable.

View Recording Details

View > Recording Details

The Recording Details dialog box displays data about the current recording session.



See also:

- ▶ [Get to Know the Log](#)
- ▶ [Markers](#)
- ▶ [Tasks](#)
- ▶ [Surveys](#)

Customize Observer for the Session

To help you view the recording more easily, Morae allows you to customize how you view and log a session. See the following topics for more information about the various ways to customize the interface:

- ▶ **Adjust the View of the Recording Session**
- ▶ **Picture-in-Picture (PiP)**
- ▶ **Marker Definitions Window**

Adjust the View of the Recording Session

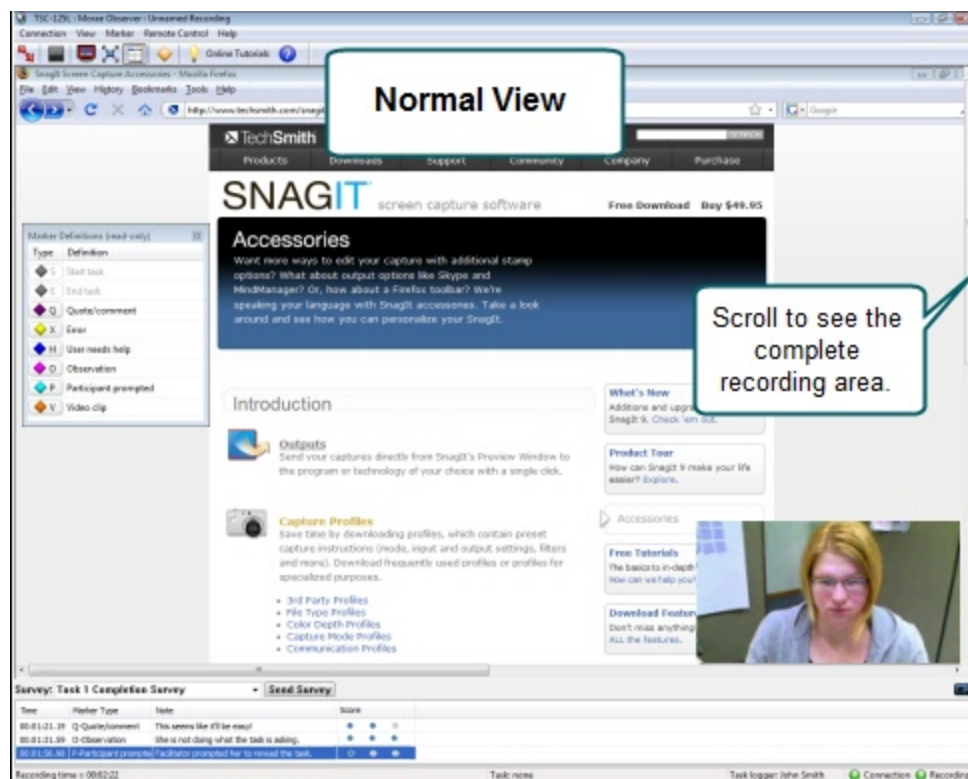
To make it easier to view the recording, you may need to adjust the way the video appears in Observer. You can view the screen and/or camera video being captured in several ways.

- ▶ **Normal View (default)**
- ▶ **Full Screen View**
- ▶ **Scale to Fit View**

Try the different views to find one that works well for your test. You can adjust the view at any time, prior to and during a recording.

Normal View (default)

By default, the interface opens in the Normal view. This view shows the recording activity within a regular window. The toolbar, status bar, menu bar, Marker Definitions window, and PiP window are visible by default.

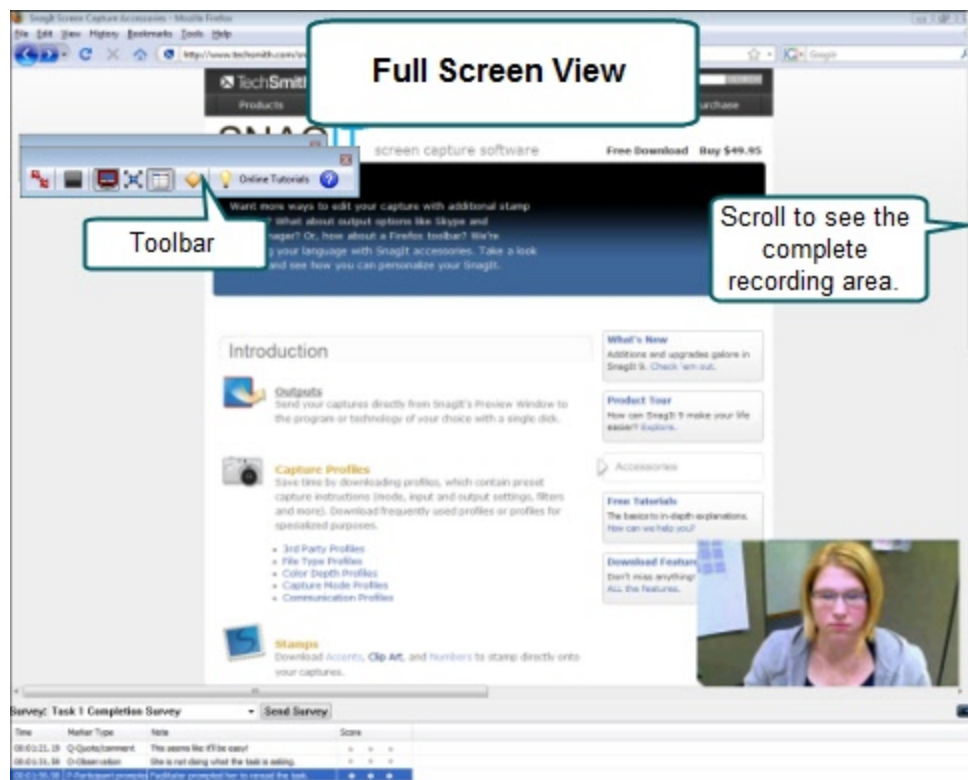


Full Screen View

The Full Screen view fills the entire screen with the recording and a floating toolbar appears.

To toggle the Full Screen view on/off, do one of the following:

- ▶ Click the **Full Screen** button
- ▶ Use the <Alt + Enter> hotkey
- ▶ Choose View > Full Screen

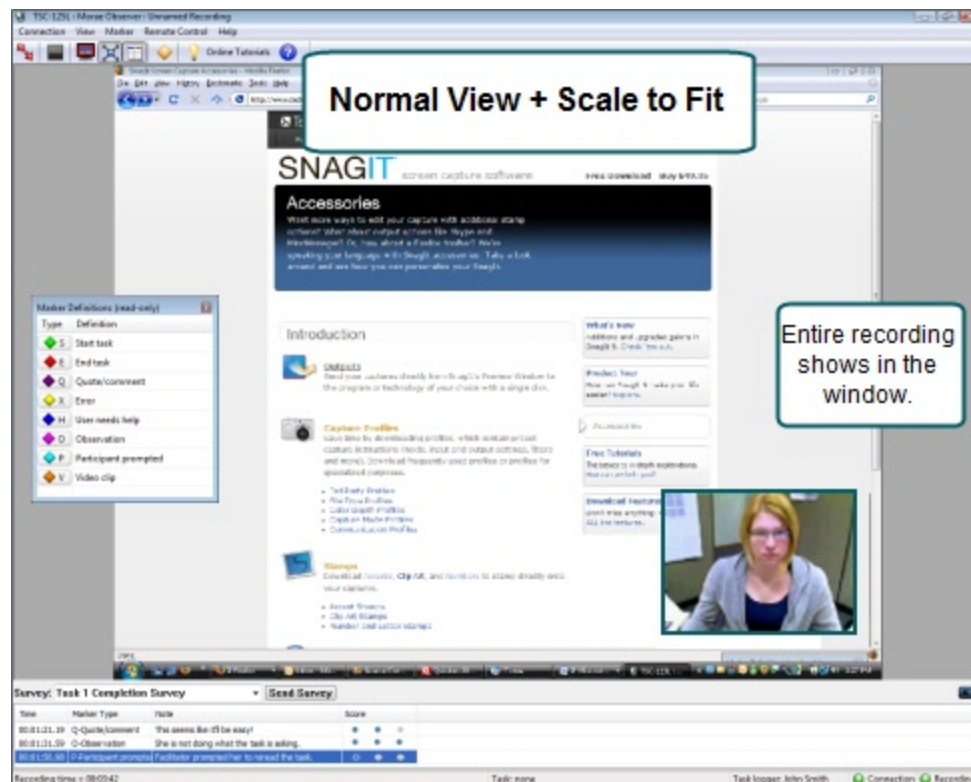


Scale to Fit View

If the recording is larger than the Viewing window, choose the Scale to Fit view. This view fits the entire recording into the Viewing window. This option is available in both Normal and Full Screen view.

To toggle the Scale to Fit option on or off, do one of the following:

- ▶ Click the **Toggle Scale-to-Fit** button
- ▶ Use the <Ctrl + Alt + S> hotkey
- ▶ Choose View > Scale to Fit



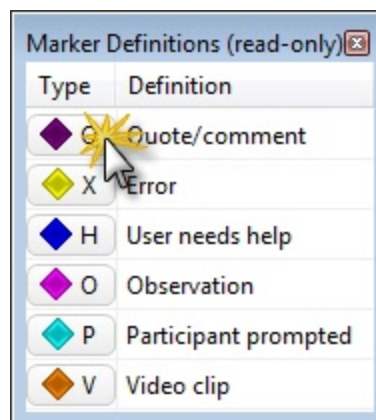
See also:

- ▶ **Picture-in-Picture (PiP)**
- ▶ **Marker Definitions Window**

Marker Definitions Window

The Marker Definitions window displays the markers defined in the study configuration that you can use to log events and tasks during the recording.

To log a marker, click a button in the Type column.



The Marker Definitions window is visible by default. To hide the marker definitions, choose View > Marker Definitions.

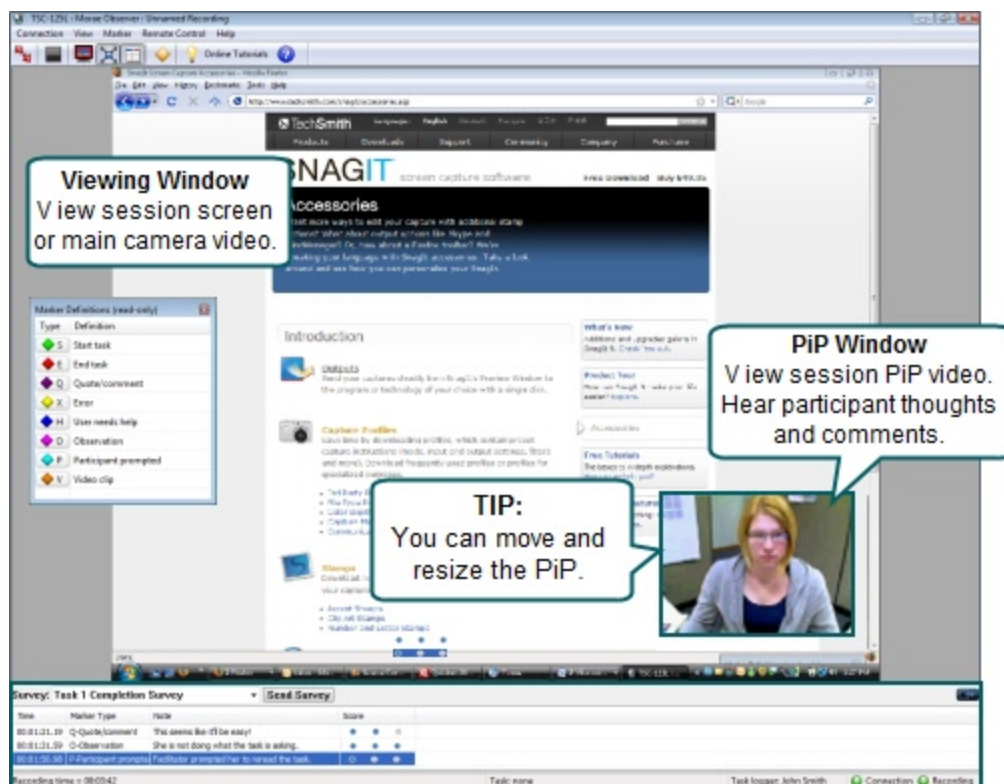
See also:

- ▶ **Adjust the View of the Recording Session**
- ▶ **Picture-in-Picture (PiP)**

Picture in Picture (PiP)

When recording begins, a window containing the Picture in Picture (PiP) camera video appears by default in the lower right-hand corner of the Viewing window. You can move and resize the PiP window in the Viewing window.

PiP is best viewed with the Scale to Fit option turned on. If you can't find the PiP window, choose View > Scale to Fit and the PiP window appears in the lower right-hand corner.



PiP Window Action	Description
To move the	Click in the PiP window and drag it to

PiP Window Action	Description
PiP window	a different location.
To resize the PiP window	<ol style="list-style-type: none">1. Point at a corner of the window with your cursor and grab the handles that appear.2. Drag the corner out or in to make the window larger or smaller.
To hide or show the PiP window	Choose View > Picture in Picture (PIP).

See also:

- ▶ [Adjust the View of the Recording Session](#)
- ▶ [Marker Definitions Window](#)

Tips and Reference

This section contains additional information based on some frequently asked user questions. The topics covered in this section include:

- ▶ [How Rich Recording Technology \(RRT\) Works](#)
- ▶ [Check for Upgrade Settings Options](#)
- ▶ [Morae Player](#)

Morae Player

Start > All Programs > Morae > Morae Player

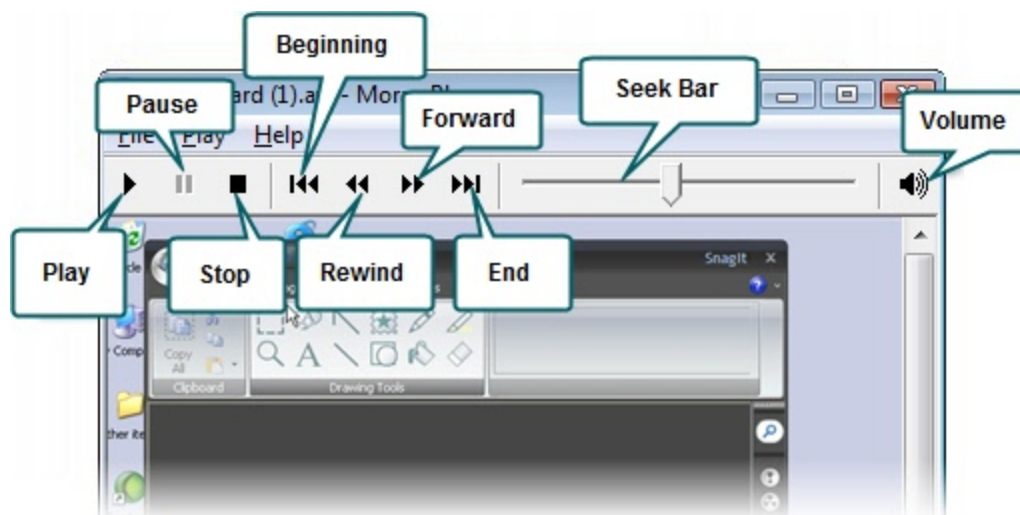
Morae Player is a standalone video player, optimized for playing screen recordings. Morae Player always plays videos at 100% of their original size so that they remain readable. The Player is a single .exe file that does not need any setup, nor does it use the registry or any configuration files.

Command line options allow Morae Player to be invoked in various ways from CD-ROMs, multimedia authoring tools and scripting languages or batch files. The command line options are listed in [Morae Player Command Line Customizations](#).

Morae Player only plays AVI video files. Morae Player has built-in support for the TechSmith Screen Capture Codec (TSCC). This means that an AVI encoded with the TSCC codec always plays in the Morae Player, even if the TSCC codec is not installed on the system. Any other audio or video codecs required by the AVI file must be installed before Morae Player can play the video. Morae Player does not setup any shell associations to become the default AVI player.

At this time, the only file type allowed for the **Pack and Show** option is AVI.

Morae Player Playback Controls



Morae Player System Requirements

To run Morae Player, your system must meet the following requirements:

- ▶ Microsoft Windows 98, Me, NT, 2000, XP, 7, or later version.
- ▶ Windows-compatible sound card and speakers (recommended)
- ▶ 360 KB of hard-disk space for program installation
- ▶ Basic Windows multimedia and AVI file support must be installed. This is normally installed by default with Windows.
- ▶ The standard Windows MCI Microsoft Video for Windows must be installed.

To check if the Windows MCI Microsoft Video for Windows is installed:

1. Choose Start > Control Panel > Sounds and Audio Devices > Sounds and Audio Devices > Hardware tab.
2. Double-click on **Media Control Devices**.
3. Click on the **Properties** tab. The (MCI) Microsoft Video for Windows should appear.

Any audio or video codecs required by your AVI files must be installed. To check if a codec is installed:

1. Choose Control Panel > Sounds and Audio Devices > Sounds and Audio Devices > Hardware tab.
2. Double-click on the Audio Codecs or Video Codecs category. Click on the Properties tab the installed codecs.

See also:

- ▶ [How Rich Recording Technology \(RRT\) Works](#)

Morae Player Command Line Customizations

When you launch Morae Player, by default it has a title bar, a menu bar, a tool bar and a status bar. You can customize those elements by specifying arguments on the command line when launching Morae Player. If you have installed Morae Player in the default directory, the exact syntax for the command line arguments is:

```
MoraePlay.exe [<options>] [<file>]
```

where <options> can include any of the command line options described in the table below and <file> is the path to any video file (including the file name is optional). Enclose the path to the file in quotes.

For example, you could set up Morae Player to run a specific file in full screen (/F) and then exit when finished (/E), by using the following syntax:

```
MoraePlay.exe /F /E "[path to video file]"
```

If you get an error message that Morae Player cannot be found, type the entire path to the directory that contains Morae Player with the pathname in quotes. For example:
"C:\Program Files\TechSmith\Morae\MoraePlay.exe"

Morae Player Command Line Options

The following table describes all of the command line options available for Morae Player.

Command Line Option	Description
/A	Launches with “Always on top” option.
/BC RGB(255,0,255)	Sets background color; the default is black. For more information, see Change the Morae Player Background Colors from the Command Line.
/D	Launches without allowing “dragging” by the video area.
/E	Exits after playing the video.
/F	Launches in Full Screen mode.
/M	Launches without a menu bar.
/MX	Launches without its window maximized.
/open	Opens the specified video (<file>) but does not play it.
/play	Immediately plays the specified video (<file>); this is the default setting.
/R	Repeats the video indefinitely.
/S	Launches without a status bar.
/ST	Stays on last frame after playback.
/T	Launches without a title bar.
/TB	Launches without a tool bar.

Examples of Command Line Use with Morae Player

Play an AVI with Morae Player’s default user interface, for example:

```
MoraePlay.exe "C:\MyVideos\[name].avi"
```

Open an AVI without a menu bar, for example:

```
MoraePlay.exe /M "C:\MyVideos\[name].avi"
```

Play an AVI full screen and fill the background with dark gray if the video does not fill the entire screen, for example:

```
MoraePlay.exe /BC RGB(128,128,128) /F "C:\-  
MyVideos\[name].avi"
```

Change the Morae Player Background Colors from the Command Line

You can change the background color for the video files displayed in Morae Player. The background color only shows when the video playing does not fill the entire frame. For example, if the player is maximized while a 360x240 video is playing, the background color fills in around the edges of the video.

By default, the background is black. To change the background color, you must specify a color argument with the syntax RGB (r,g,b) where r, g and b are the red, green and blue components of the color, respectively.

Values for r, g and b are in the range 0 to 255. For example:

- ▶ RGB(0,0,0) = black
- ▶ RGB(255,255,255) = white
- ▶ RGB(0,0,255) = blue
- ▶ RGB(255,0,255) = teal green
- ▶ RGB(128,128,128) = dark gray

How to determine the RGB values for a color

You can use Microsoft Paint to locate RGB numbers by following these steps:

1. Open Microsoft Paint.
2. Double-click on the paint box to open the Edit Color dialog box. Click on the **Define Custom Colors** button. The Custom Color palette appears.
3. Click on a color in the color grid. The spectrum appears along with the RGB color code.
4. Find a color and read the RGB values from the boxes below the color spectrum.
5. Enter the RGB code in the command line.

Check for Upgrade Settings Options

All three components of Morae have an automatic Check for Upgrade feature. The first time you open a component after installation, you are asked if you want Morae to check for available upgrades on the TechSmith website.

To manually check for an upgrade, choose Help > Check for Upgrade > Check Now.

To change the settings for the automatic Check for Upgrade, choose Help > Check for Upgrade > Settings. The Check for Upgrade Settings dialog appears.

The following options are available in all three components of Morae:

Enable automatic check for upgrade - Morae automatically checks for available upgrades. If you disable this option, Morae does not check for upgrades.

Days between checks – Define how often you want Morae to check for available upgrades by entering the number of days.

Prompt before checking for upgrade - Morae displays a dialog asking whether you want to check for available upgrades. If you disable this option, the Check for Upgrade runs silently in the background (without prompting you).

Restore Default - Returns the settings in this dialog to the default values.

See also:

- ▶ [How Rich Recording Technology \(RRT\) Works](#)
- ▶ [Morae Player](#)

How Rich Recording Technology (RRT) Works

During recording, Rich Recording Technology (RRT) collects and fuses two types of information: video input (camera video, screen video and microphone audio) and data input (keyboard entry, screen text, mouse clicks and system and application events). Morae Observer input is optional. The video streams are precisely correlated in time with the data streams.

For example, where the data streams identify when a particular toolbar button is pressed in a specific application, the screen recording shows the user pressing the toolbar button. The synchronized video and data streams are saved in a recording file you can open within Morae Manager.

When the recording file is opened and indexed by Morae Manager, users can conduct a search of the data input streams, select one of the search results and then see a specific event highlighted visually in the indexed screen video, which appears in the Player window.

See also:

- ▶ [Morae Player](#)

Morae File Sizes

The following topics provide information about Morae file sizes and moving Recorder files.

The location of files stored during the recording process is set by the "Temporary folder" setting found in Tools > Preferences.

Morae Recorder File Size

As a general rule, you can expect to use 10 to 15 MB per minute in a recording (.rdg) file. However, various factors determine file size and the actual content being recorded is the biggest factor.

File Rollover for Long Recordings

The maximum size for a recording (.rdg) file is approximately 600 MB (the size allowed on a CD-ROM). If a recording is long, or less compressed (depending on your codec selections), it may exceed the 600 MB file size. If this happens, Recorder creates "rollover" files so the recording can continue to be stored in 600 MB parcels. The first rollover file has the extension ".r02" and subsequent files are numbered in sequence.

When you have finished recording, you need to move the .rdg file and all of its companion rollover files together in a folder that Manager can access. When you import the .rdg file into a project, Manager automatically collects all of the associated rollover files.

If you do not move all of the rollover files to a common folder with the .rdg file, Manager cannot import the recording.

Moving Recorder Files

During recording, always record to the hard drive of the Recorder machine. Recording over a network is not recommended because if the network gets busy, the recording can't stream the data fast enough, resulting in file corruption or failure.

Morae recording files may not fit on smaller removable storage disks (such as floppy or zip disks). If you record frequently, recording files may begin to consume hard drive space.

After the recording is completed, you have several options for saving and moving the recording files from the Recorder machine to a location accessible for Manager. If Manager and Recorder are not installed on the same computer, we recommend using one of the following methods for recording file storage and transfer:

Storage Location	Description	Moving files to Manager
Shared network directory	Save the recording files in a folder both Recorder and Manager can access.	Using Manager, browse to the shared location and import the recordings.
Hard drive and then burn to CD/DVD	During recording, save the files temporarily to the Recorder source computer's hard drive.	Burn the files to a CD or DVD and then move them to the Manager computer.
Thumb drive or portable external drive	Record directly onto a thumb drive or portable external drive to the Recorder computer. Most of these drives offer generous storage space at a reasonable price.	Disconnect the drive and reconnect it to the Manager computer. Import the recording files directly into Manager from the portable drive.

Morae Highlight Video File Size

The file size of highlight videos can vary greatly depending on the video format selected for production. AVI highlight videos are generally much larger than WMV files, with higher-quality.

If you need to distribute your highlight videos over the web, via email or through other limited space or low bandwidth mediums, we recommend using MP4.

Morae File Types

The following table describes files types used with Morae.

File Extension	Description
RDG	<p>Morae Recorder saves a recording to create a file with an .rdg extension. One recording is created per participant. The recording (.rdg) file includes video (camera and screen), logged markers and tasks, selected event streams (camera, microphone, keystrokes, screen text and mouse clicks) and study configuration information.</p> <div> <p>If you do not move all of the rollover files (.r02, .r03, etc.) to a common folder with the .rdg file, Manager cannot import the recording.</p> </div>
MRCFG	In Morae, you create a study configuration (.mrcfg) that contains your study information, including task definitions, marker definitions and satisfaction surveys. The study configuration file also contains recording information, including how you want to start and stop Recorder, what events you want to capture, who will log tasks in Observer and how you want to process the recordings.
MP4	Produce highlight videos in this preferred file type to also create the following: HTML, JPEG, XML, SWF, and JS files. These can be used to display the produced video in a web browser.
MPR	In Manager, use a project file (.mpr) to organize your recordings and studies and analyze data across recordings and studies.
MPCA	Export and import project components (recordings and Title clips) to share your analysis with another user. You can bring all of your analysis from recordings in one project into another project using a Morae project component archive.
MGSRCH	Once you have created and run a couple of searches, you may find that you use one or more of them repeatedly. To make the analysis process more efficient, you can save your most commonly used search profiles in a Morae Manager Search Profile (.mgsrc) file.
CSV	<p>Save the following data in Manager as a .csv file to open in other applications such as Microsoft Excel:</p> <ul style="list-style-type: none"> ▶ Search results from the Analyze tab ▶ Graph data from the Graph tab
TXT	<p>Save the Log from Observer after a session is finished in a .txt format. Import the .txt of the file into Microsoft Excel or other applications for review or to print the Log.</p> <div> <p>The file is tab-delimited so if you open the file in Excel, it will open with the data in columns that match the Log.</p> </div>
WMV	Record content displayed in Observer and save the video as a .wmv file to

File Extension	Description
	immediately playback and share the recording session. Produce a highlight video in Manager as either .avi or .wmv format.
BMP	Save a graph or screenshot from Recorder as a bitmap image (.gif) to use in other applications such as Microsoft Word or PowerPoint.
EMF	Save a graph as an bitmap image (.emf) to use in other applications such as Microsoft Word or PowerPoint.
Pack and Show EXE	Use Pack and Show to package the Morae Player along with your AVI video in a single self-extracting zipped .exe file for clients or team members to view. You do not have to worry about codec installation or know which media player is installed on a client's system.

How to Use Observer

Use Morae Observer to connect to Morae Recorder to view and log a session. For more overview information, see [Welcome to Morae Observer](#).

In general, use Observer to:

- ▶ Connect to Recorder with the Connect to Recorder Dialog Box.
- ▶ Log tasks and markers. Send surveys.
Your markers, chat sessions, and notes are automatically added to the session recording.
- ▶ At the end of the recording, finalize the Observer session, including saving a copy of your markers and a copy of the video, if desired.

See also:

- ▶ **Choose the Recorder Computer Name or IP Address**
- ▶ **If You Are Disconnected from Recorder**
- ▶ **End of Recording**
- ▶ **Log a Session**
- ▶ **Customize Observer for Your Session**
- ▶ **Log with Wii Remote**

Troubleshoot Observer to Recorder Connection Issues

Trouble connecting to Recorder? Here are some answers to common questions:

- ▶ **I cannot establish a connection between Observer and Recorder. What should I do?**
- ▶ **I got disconnected during a session. What should I do?**

I cannot establish a connection between Observer and Recorder. What should I do?

If you cannot connect, check the following items::

- ▶ Is Recorder installed and open on the recording computer?
- ▶ Is the Recorder computer name (or IP address) entered in the Connect to Recorder dialog box correct?
- ▶ If the computer name does not work, use the full domain name or IP address. For information on finding the computer name or IP address, see [Choose the Recorder Computer Name or IP Address](#).
- ▶ Is there another Observer connected with the same user name?
- ▶ Are the Recorder and Observer computers connected to the same LAN or WAN network? Contact your system administrator for network problems.
- ▶ Are the Observer and Recorder applications running the same version of Morae?
- ▶ Do you have Windows XP Service Pack 2? This includes its own firewall. When prompted the first time you run Recorder, select to **Unblock** the firewall.
- ▶ Is there a firewall on the network? Ask your system administrator if there is a firewall blocking the connection.
- ▶ Are Recorder and Observer set up to use the same communication ports?

The communication protocol used by Morae is TCP/IP with listening ports established on ports 5555 and 8080. The system administrator may have to intentionally allow traffic through these ports in order for Observer to connect to Recorder.

If these ports are already in use, you can use different ports, as long as both Recorder and Observer are set up to use the same ports. For more information, see [Change the Recorder and Observer Communication Port](#).

I got disconnected during a session. What should I do?

At anytime during the session, if you get disconnected, you can reconnect to the same session.

1. In Observer, click **Connect to a Recorder**  to open the Connect to Recorder dialog box.
2. Click **Connect**. You reconnect to the same session.

Welcome to Morae Observer

Use Morae Observer to connect to Morae Recorder to view and log a session. For more overview information, see Welcome to Morae Observer.

In general, use Observer to:

1. Connect to Recorder with the Connect to Recorder Dialog Box.
2. Log tasks and markers. Send surveys.

Your markers and notes are automatically added to the session recording.

3. At the end of the recording, finalize the Observer session, including saving a copy of your markers and a copy of the video, if desired.

See also:

- ▶ **Choose the Recorder Computer Name or IP Address**
- ▶ **If You Are Disconnected from Recorder**
- ▶ **End of Recording**
- ▶ **Log a Session**
- ▶ **Customize Observer for Your Session**
- ▶ **Log with Wii Remote**