Project Interactive Multimedia

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Introduction

After years of repairing computers we have found that computer users struggle when it comes to repairing their computers when it is really simple to do. We also wrote some tutorials to assist some of our workers. Most of the times they just had to follow a simple structure of tests to determine the problem and find a solution.

Recently we started writing tutorials on how to use your computer as many of our clients wanted to learn how to do certain things with their computer. We could simply show them how to do it once but they would forget as soon as we left.

We also realized most of the people are lazy and prefer watching a video than reading a bunch of text. The idea of making video tutorials arose!

Concept

Our idea is to create an interactive helpdesk. When our computer breaks down or we have problems with it we will take it to a computer store so they can find the problem and fix it. This usually is expensive and we will be unable to use our computer for some time. Wouldn't it be great to have someone show you exactly what you should do to fix it yourself?

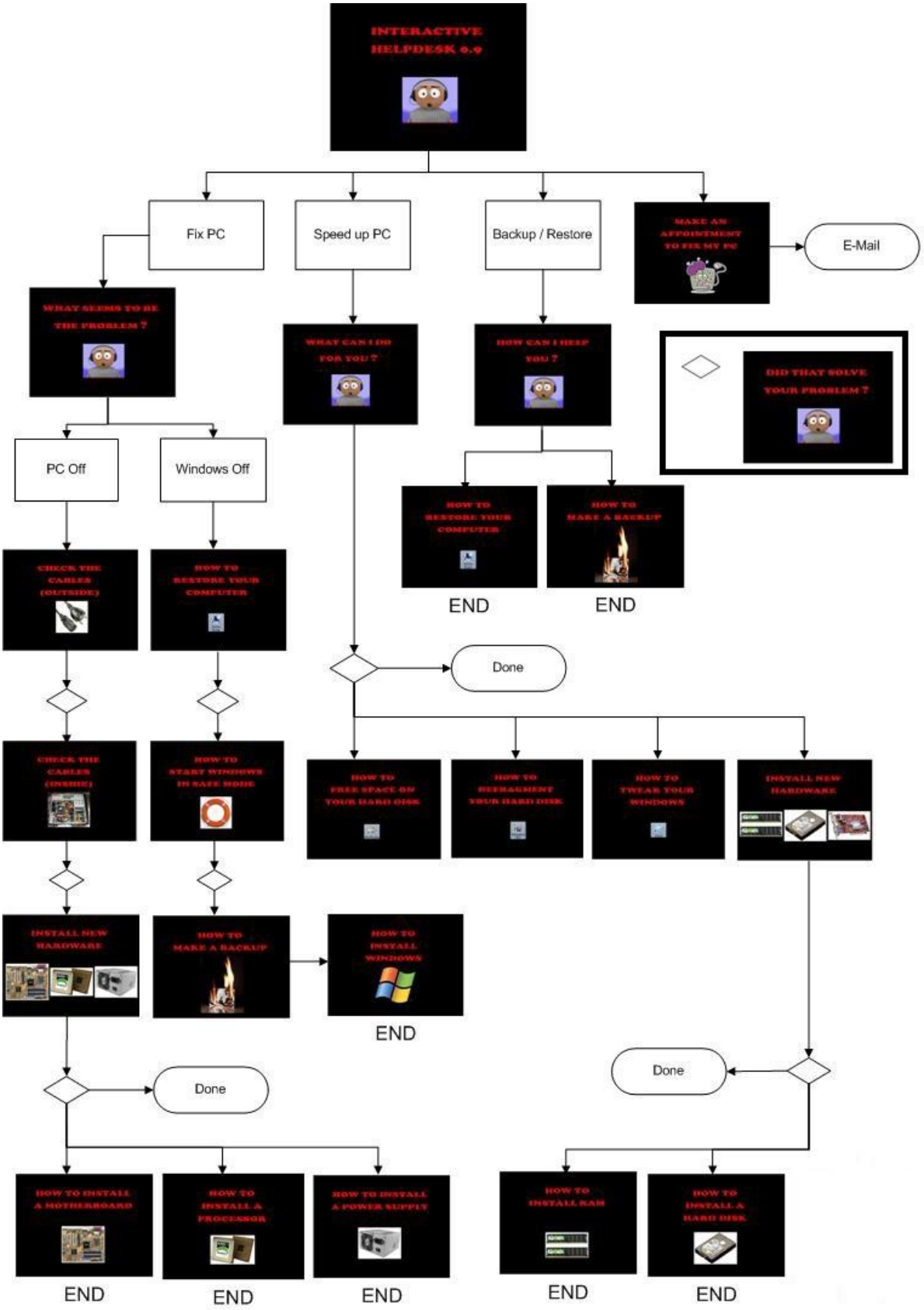
Our interactive helpdesk will ask you questions to help you fix your computer. By clicking on your answer a video will be loaded with the next step. You can pause and replay the video any time, this makes it easier for users to work at their own speed. At the end of the video our helpdesk will recommend the next step.

Our helpdesk will also help you purchase any hardware you may need for repairing your PC (from our web shop) or make an appointment to fix your computer by one of our experts.

The helpdesk will also help you speed up your computer a little and assist you with the downloads you will need to make.

Story graph

When we started making our story graph we realized that it would be a lot of work to create enough videos to fix all computer problems. We limited this first version to a couple of choices, but we will expand its features in the future. Below you can see our story graph, each rectangle corresponds to a video and every diamond is a choice moment. After every video the user will be able to return to the main screen.



Scenario

This is a description of all the possibilities in our interactive helpdesk. In **red** we will have the helpdesk output and in green the user input.

Hello. Welcome to our interactive helpdesk!

1. How can I help you?

1.1 - Help me fix my PC.
1.2 - Help me make my PC faster.
1.3 - Backup / Restore files.
1.4 - Make an appointment to fix my PC. (Form)

1.1 What's the problem?

1.1.1 - My PC won't turn on.
1.1.2 - Windows won't start.

1.1.1 Make sure the power switch is turned on and all the necessary cables are connected to your PC, such as: the power cable, the mouse and keyboard and the cable going to your monitor. Did this solve the problem?

1.1.1.1 Yes, thank you! (start)
1.1.1.2 No.

1.1.1.2 Open your PC and check if the motherboard gets power (the light on the motherboard will be lit). Make sure your video card, hard disks and optical drives as well as your other hardware are correctly connected to the power supply. Did this solve the problem?

1.1.1.2.1 Yes, thank you! (start)
1.1.1.2.2 No.

1.1.1.2.2 You need to install new hardware:

1.1.1.2.2.1 Power Supply (or ATX).
1.1.1.2.2.2 Motherboard.
1.1.1.2.2.3 CPU (or Processor).

1.1.1.2.2.1 You need to replace your Power Supply. Remove the 4 screws from the back of your PC and hold the power supply with your hand. Place the new power supply where the old power supply used to be and use the screws to hold it in place. (1.1.1.2.2)

1.1.1.2.2.2 You need to replace your Motherboard. First remove all the power cables connected to your motherboard. Remove the RAM, the CPU, video card and other PCI devices and cables connected to your motherboard. Now unscrew the motherboard and take it out of your PC. Remove the metal protection from your old motherboard and place the new one there. Place your new motherboard into your PC and align the screw points. Use the screws to hold it in place. When you are finished reinstall all the devices and cables you removed. If you are not sure where to connect the cables, check the manual of your new motherboard. (1.1.1.2.2)

1.1.1.2.2.3 You need to replace your Processor. First you need to remove the cooler. Remove the cable going from your motherboard to your cooler. Release the socket locking lever and remove

the old processor. Look at your new processor and figure out how to place it. Once in place, flip the socket locking lever down and place the new cooler on top of it. (1.1.1.2.2)

1.1.2 Turn on your computer and press <F8> repeatedly. When this menu appears use the cursor keys to select "Last known good configuration" and press <Enter>. Did this solve the problem?

1.1.2.1 Yes, thank you! (start)

1.1.2.2 No.

1.1.2.2 Restart your computer and press <F8> repeatedly. When this menu appears use the cursor keys to select "Start Windows in Safe Mode" and press <Enter>. As soon as Windows loads click on "Start > All Programs > Accessories > System Tools > System Restore". Select "Restore my computer to an earlier time" and click on "Next". Select a date prior to when the computer stopped functioning correctly and click on "Next". Click on "Next" again to start restoring your computer. Did this work?

1.1.2.2.1 Yes, thank you! (start)

1.1.2.2.2 No, Windows won't start in safe mode.

1.1.2.2.2 Restart your computer and go to your BIOS (usually by pressing "Del" or "F1"). In the BIOS go select "Boot" with your cursor keys and press <enter>, then select "First boot device" and set your "CD Drive" as first boot device. Press <F10> to save and exit the BIOS. Insert the Windows CD into your computer and restart. When the message "Press any key to boot from CD..." appears, press any key. The windows installation will load. (start)

1.2 You can perform a few simple tasks to improve your PC's performance:

1.2.1 Remove unnecessary files

1.2.2 Defragment my hard disk

1.2.3 Windows tweaks

1.2.4 Install new hardware

1.2.5 I'm done (start)

1.2.1 Click on "Start > All Programs > Accessories > System Tools > Disk Cleanup". Check all the boxes and click on "OK". (1.2)

1.2.2 Click on "Start > All Programs > Accessories > System Tools > Disk Defragmenter". Click on the hard disk you want to defragment and click on the "Defragment" button . Click on "Close". Click on the red X to close the application. (1.2)

1.2.3 Tweak Windows. Click on "Start". Right-Click on "My Computer" and click on "Properties". Click on the "Advanced" tab. Click on "Settings" under the "Performance" heading. Select "Adjust for best performance" and click on "OK". Click on "Error Reporting". Click on "Disable error reporting". Click on "OK". Click on "OK".(1.2)

1.2.4 You need to install new hardware.

1.2.4.1 Install RAM

1.2.4.2 Install Hard disk

1.2.4.3 I'm done (start)

1.2.4.1 Install RAM. Open your PC. Press the locking arms down until the RAM releases. Remove the RAM. Inspect the new RAM and place it where the old RAM was. Press down until the locking arms hold it in place. (1.2.4)

1.2.4.2 Install HDD. Open your PC. Place your new hard drive into your computer. Fasten it with the corresponding screws. Connect the power cable. Connect the data cable. (1.2.4)

1.3.1 Backup. Click on " Start > All Programs > Accessories > System Tools > System Restore". Click on "Create a restore point". Click on "Next". Give your restore point a name and click on "Create". Click on "Close". (start)

1.3.2 Restore. Click on " Start > All Programs > Accessories > System Tools > System Restore". Click on "Next". Select your restore point and click on "Next". Click on "Next" again. Your computer will restart. A message will appear telling you windows has been restored to a previous point. (start)

1.4 Make an appointment. (Form, disabled in non-commercial version)

Viral

<Video material>
(Audio material)

00:00
<Windows loads> (Ida Corr & Fedde Le Grand - Let me think about it)
<Windows starts> (Windows start sound)
<Windows errors> (Windows sounds)
<Windows blue screen> (Explosion, OMG)

00:34
<Text> (Requiem for a Dream Soundtrack - Lux Aeterna)
Has your PC stopped working?
Or is your PC running very slow?
Don't panic
The solution is here
Interactive helpdesk 0.9

We help you fix your PC
Make your computer faster
and help you prevent disasters

Interactive hepdesk 0.9
TRY IT NOW!

01:30
<Demo> (Fatboy Slim - Slash dot dash)

02:06
<Website>

Technical Realisation

Video

We created our desktop videos with **Camtasia Studio**. It allowed us to record the desktop and create pretty nice videos. We used **VMWare Workstation** to create a virtual machine with Windows XP on it.

We also made some recordings with a handheld camera and imported them into the computer. We then used **Sony Vegas** to edit and enhance our videos.

We made some title screens with **Photoshop** for our videos.

Audio

We could then add audio from games to the video. We used audio recordings from the game **World of Goo** as they are pretty relaxing. We used **AVS Audio Converter** to convert the audio files into a format we could later use.

We used **Sayvoice** to record audio instructions for our videos and we also added captions to them with **Camtasia Studio**.

Application

Although **Camtasia Studio** can automatically create "flash hotspots" that let you jump between videos we were forced to use **Ximpel** and to get the same result. We had to convert all our video files to flash files with **Riva FLV Encoder** so we could use them in **Ximpel**. Creating the overlay questions was a tedious job.

Website

We made a simple webpage using **Dreamweaver** and uploaded our content.

Trailer

We also created the trailer for our application in **Sony Vegas,** we edited some music files ("Windows sounds", "Lux Aeterna", "Slash Dot Dash" and "Let me think about it") with **Goldwave**.

We created over 300 audio files and over 30 video files and more than 100 pictures for this project. Due to a hard drive crash on the day before the deadline we had to remake many of these files. Nevertheless we managed to make the deadline and we were pleased with the results.

This model is open for improvement and I am seriously thinking about creating a more elaborate version this summer.

For more information and updates, please visit: http://www.aguillaume.com