



PictureTel ® 550
For
Windows 98/NT/ME/2000
Version 1.5
Release Bulletin

Release Bulletin PictureTel 550® 1.50

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PictureTel Corporation, 100 Minuteman Road, Andover, MA 01810
www.picturetel.com

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PictureTel® 550 for Windows 98/NT/2000/ME

Version 1.50 Release Bulletin

This PictureTel 550 software release bulletin provides information about version 1.50. This document includes the following topics:

- New Features and Enhancements**
- Hardware and Software Requirements**
- Before You Begin**
- Installation**
- Troubleshooting the Installation**
- Known Issues**

New Features and Enhancements

- Support for Windows 2000 Professional
- Support for Windows Millennium
- Support for NetMeeting Version 3.01

Hardware and Software Requirements

- Intel Pentium II 400 Mhz processor or greater
- 128 MB RAM
- Windows 98 Second Edition, Windows NT 4.0 with Service Pack 3 or greater, Windows 2000 Professional, or Windows Millennium
- 1 free PCI bus mastering slot
- 1 available IRQ
- 50 MB available disk space
- PC speakers
- Optional Z206 Tri-BRI requires 1 free ISA slot

Before You Begin

For a reinstall

- You should backup your old Phonebook entries, which are located in file "ZYDAPHONE.MDB". Making a backup copy is insurance that your Phonebook entries cannot be lost. The file is located in your application directory (usually C:\Program Files\PictureTel\PT550 -or- C:\PT550 -or- C:\OnWAN350). You should make a copy of "ZYDAPHONE.MDB" in a safe place. Once you have completed the installation, place the "ZYDAPHONE.MDB" file back into the directory you have designated as your videoconferencing application directory.
- Remove any old videoconferencing software.

To ensure smooth installation check for the following:

- NT Version 4.0 Service Pack 3 or greater is a required for PictureTel 550 system.
- All the hardware and operating system minimum requirements are met.
- Disable Power management in your PC BIOS.
- The Plug and Play option in your PC BIOS/CMOS has been disabled.
- IRQ or I/O Addresses are not being used by other devices. Any conflicts of either can result in system crash or improper operation of PictureTel 550.
- For the NetMeeting application to be configured properly, NetMeeting must be installed prior to the PictureTel 550 application.

Installation

If your Windows 98 system already has Codec software installed, it is important to uninstall any existing software before installing the new software to prevent system crashes caused by using the wrong device drivers.

To uninstall the Windows 98 or Windows Millennium Codec drivers, follow these steps, otherwise proceed to the next step:

1. Select Start>Settings>Control Panel to open the Control Panel.
2. Double-click the System applet.
3. Select the Device Manager tab.
4. Click the View Devices By Type radio button.
5. Double-click Multi-function Adapters to display the available adapters.
6. Select Z350 Codec Board.
7. Click the Remove button.
8. Reboot the system.

To uninstall the previously installed videoconferencing software, follow these steps:

1. Select Start > Settings > Control Panel to open the Control Panel.
2. Double click the Add/Remove Programs system applet.
3. Click the Uninstall/Install tab to display the software that is installed on your system.
4. Select the option for the videoconferencing software that you want to uninstall.
5. Click the Add/Remove button to remove the application.
6. Click the Yes button to continue uninstalling the software.
7. Reboot your system before you install the new videoconferencing software.

You have completed the removal of the previously installed videoconferencing software.

To Install the Videoconferencing Software:

1. Power on the video camera and speakers.
2. Exit all Windows applications.
3. Insert the PictureTel 550 Videoconferencing software CD into your CD ROM drive. The PictureTel CD ROM automatically loads the setup application. If setup does not automatically start, double click the setup.exe file in the root directory of the CD ROM drive to start the installation process.

Troubleshooting the Installation

If the Add New Hardware Wizard does not find the CODEC card, then check one of the following:

- The card is not plugged in properly.
- The device drivers are old.
- The device driver is not installed.
- Verify the "Z350 CODEC Videoconferencing Board" device exists under the "Multi-function Adapters " section of the Device Manager tab in the System Control Panel Applet.
- The Operating System knows about the CODEC PCI card, but there are no drivers installed.
- The "PCI Multimedia Video Device" exists in another section of the Device Manager Control Panel applet. If this device is present, remove it from the system. The "Add New Hardware" wizard treats the CODEC PCI card as new hardware.
- The CODEC Video Conferencing Application will not work properly unless you run the Network Setup Test before launching the application. The Network Setup Test updates an installation specific value in the registry for the CODEC driver. If you do not run the Network Setup Test, this value is not set up for the CODEC driver and the application does not launch properly because the CODEC driver can't find a file it needs to run.

Known Issues

- ❑ Analog handset is required for DTMF tone generation.
- ❑ FECC does not work in LAN calls. At the time of this release, FECC has not been ratified for H.323 by ITU.
- ❑ Voice only calls do not work for LAN calls.
- ❑ If you experience blocky or frozen video over LAN calls, PictureTel advises to hang up the call and redial the call at a lower data rate. The most likely cause is traffic on the network and availability of bandwidth.
- ❑ During call connection and disconnection, a popping noise can sometimes be heard.
- ❑ The PictureTel 550 does not announce that it is no longer registered with the H323 Gatekeeper.
- ❑ Hear self test does not work when input and output is set to headset.
- ❑ The Camera Controller (FECC) application does not close automatically when the PictureTel 550 application is closed. Click the 'X' in the upper right hand corner of the Camera controller window to close it.
- ❑ The PictureTel 550 is not supported on IBM laptops that use the IBM 770 Select-A-Dock docking station.
- ❑ When using Version 3.01 of NetMeeting, not closing Chat or Whiteboard from a previous videoconference will cause NetMeeting not to connect in future videoconferences.
- ❑ NetMeeting Version 3.01 does support application sharing with NetMeeting Version 2.X series however, collaboration is not supported in mixed versions of NetMeeting.
- ❑ PictureTel advises users to view the NetMeeting Readme file available from the NetMeeting Help menu for additional NetMeeting information.
- ❑ PictureTel LiveShare Plus is not compatible with NetMeeting 3.01. Therefore any systems using LiveShare Plus will not be able to connect data with NetMeeting 3.01.