

# PictureTel<sup>®</sup> 760/760XL Videoconferencing Systems

Version 2.0 Release

**Release Bulletin and Regulatory Information**

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# *PictureTel® 760 and 760XL Videoconferencing System Version 2.0 Release Bulletin and Regulatory Information*

This PictureTel 760/760XL software release bulletin and regulatory information provide information about version 2.0. This version supports both the PictureTel 760 and the 760XL.

This document includes the following topics:

**New Features**

**Product Description**

**Resolved Issues in this Version**

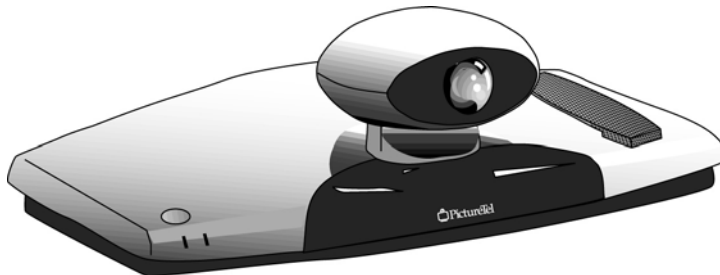
**Software Upgrade Instructions**

**Restrictions and Recommendations**

**Regulatory Information**

## **Product Description**

The PictureTel 760XL has a new camera and a new shape. The body of the 760XL system has a dark silver color applied to the camera and base unit. In addition, the 760XL has rounded corners, as opposed to the sharper edges of the PictureTel 760 system.



Information in this document applies to both the PictureTel 760 and 760 XL, unless otherwise specified.

## **Resolved Issues in This Version**

- Users can now make point to point video conferencing calls over a TCP/IP network using the H.323 protocol

## **Software Upgrade Instructions**

A new PictureTel 760 system with software version 2.0 installed is ready to set up and turn on. If your system is running an earlier software release or 2.0 Beta software, you must upgrade the software using a PCMCIA card. You can either purchase a card that has the software loaded on it (part number UPG-760-SW) or you can download the software from [www.picturetel.com](http://www.picturetel.com) to your own memory card. You can then use your card to upgrade your system.

### **Downloading the Software to Your PC Card (optional)**

If you want to install the software from your own PC Card, you will need a PCMCIA Card (Type I or Type II PC Card) with a capacity of 30 MB or larger to perform this task.

- 1. Using your web browser, go to <http://www.picturetel.com> and then click:**
  - Products and Services>Service and Support>Technical Support
  - PictureTel 760XL Compact Systems
  - Product Software
  - PC Card Download
- 2. Read the page and then click *Accept Terms to start the download.***
- 3. When the download is complete, double-click the downloaded file and extract the files to a PC that has a PC Card Port.**
- 4. Insert a formatted flash PC Card into the PC Card Port.**
- 5. Copy the extracted files to the PC Card.**

**Caution:** Before removing the PC Card from the PC, be sure to follow the operating system's procedures for PC Card removal. Failure to follow such procedures exactly may cause serious damage to the PC Card and/or the PC. PictureTel shall not be liable for any damage resulting from your failure to follow your operating system's procedures.

Once the PC Card has been created, continue to the next section of this document, **Before You Install.**

If you have questions about upgrading your system, contact your local PictureTel Technical Support Center.

## Before You Install

**Warning:** Upgrading your system will clear all system settings, preferences, speed dial settings, and directory entries stored on the system.

Before you begin the installation procedure, follow these steps:

1. ***Under Setup/Network settings you will need to write down the following system settings before reprogramming the 760.***
  - ISDN Protocol
  - ISDN SPIDs (if applicable)
  - ISDN Local Numbers
  - ISDN Subaddress (if applicable)
  - ISDN Options (if applicable)
2. ***If you have already established your IP configuration, note that your IP and Gateway settings will be lost during the upgrade. You should also write down the following settings:***
  - IP address
  - Gateway address
3. ***Make note of the following system settings before installing the software:***
  - Setup/Preferences
  - Setup/System
4. ***Make note of your speed dial settings.***

## Installing the Software

1. ***Turn your PictureTel 760 unit off.***
2. ***Insert the PC Card in the 760 unit.***
3. ***Power the 760 unit on.***

Following the Power on self test, you will see two options on the 760 monitor screen.

4. ***Press 1 on the 760 keypad to perform upgrade.***
5. ***In approximately 6 to 10 minutes you will see the message "Upgrade complete". Turn off the system and remove the PC Card.***
6. ***Turn the 760 system back on.***

In less than a minute, you will be presented with a series of setup screens, as if you were setting up the system for the first time. The first screen you will see is the language selection screen. The screen that follows is part of the "Guided Setup". Follow the on screen instructions.

## Restrictions and Recommendations

This section lists the specific issues that affect performance in software release 2.0.

### General Setup

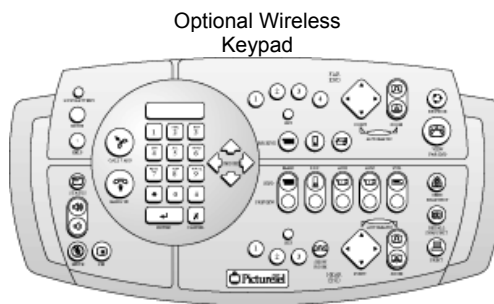
- ❑ Set SNMP to OFF.
- ❑ Set both Audio and Video preferences to Auto.
- ❑ Keep all audio processing enabled, including Auto Gain Control, IDEC, and Noise Suppression.
- ❑ Set Automatic Camera Pointing to OFF.
- ❑ Do not use the Snapshot feature.
- ❑ Note that the 760 is intended to use only one type of network at a time. If the system is set to use LAN, it cannot make or receive ISDN calls. Likewise, if the system is set to use ISDN, it cannot make or receive LAN calls. To select a network, press SETUP and then choose Network. After you change your network setting, the system automatically restarts. To find out which network the system is set up to use, press SETUP and choose Network.
- ❑ You must use only the PictureTel 760 power supply, PictureTel part number 300-0034-01 (Tri-Mag Inc. model DT450-4RS or Total Power International Incorporated model HES61-10), that came with the PictureTel 760. Using any other power supply, including the SwiftSite I power supply, will damage your system and void the warranty.

### Keypads

- ❑ The PictureTel 760 comes with the standard QuickPad II hand-held remote. You can also use the optional wireless keypad that is standard with Concorde and Venue products.



QuickPad II



- ❑ The wireless keypad includes buttons that are not supported in this version of PictureTel 760. These unsupported buttons are: Send Auxiliary Camera A, Send Auxiliary Camera B, Receive Document Camera, Receive Auxiliary Camera, Far-End Automatic, Far-End Presets, Browse, and Print.
- ❑ The Look-At-Me-Button™ (LAMB™) is not supported with the PictureTel 760 or 760XL.

## Passwords

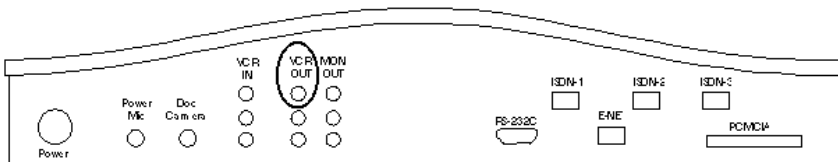
- ❑ If you enable password protection, the default password is **123**.
- ❑ If you set a password, it is the same, whether you access the system through the UI or through WebRemote.
- ❑ If you change the password from the default, be sure to remember it. Should you forget your password, reinstall the software.

## WebRemote

- ❑ Connection to the system using WebRemote is supported for Internet Explorer 4.0 (or higher) or Netscape Navigator 4.0 (or higher).
- ❑ Avoid changing system settings simultaneously from WebRemote and from the system itself.
- ❑ You must use Internet Explorer with Simplified Chinese or Japanese support installed in order to access the help files in Chinese or Japanese. This support is already included with the Simplified Chinese and Japanese versions of Internet Explorer. If you use an English-language version of Internet Explorer, you must download Simplified Chinese or Japanese support from <http://www.microsoft.com>. Netscape Navigator and Netscape Communicator are not supported for viewing help in Simplified Chinese and Japanese versions.
- ❑ WebRemote is only available in the English language in this version. Directory entries created on Simplified Chinese or Japanese systems will not display correctly in WebRemote.

## Dual Monitors

- ❑ To use two monitors:
  - Enable dual monitor use through the system's Preferences menu.
  - Connect a single RCA cable from the VCR Video Out connector on the system to the Video In connector on the secondary monitor.



- ❑ Do not connect audio cables from the PictureTel 760 to the secondary monitor. Connecting audio to the secondary monitor produces undesirable audio feedback.

## VCR

- ❑ You can record a conference on a system that is using dual monitors.
  - If the main monitor has a video out feature, connect the system's VCR In connector to the Video Out connector on the main monitor. Using this configuration, you do not need to disconnect the secondary monitor.
  - If the main monitor does not have a video out connector, you must replace the secondary monitor with the VCR using these steps:
    1. Disable dual monitor use through the Preferences menu.

2. Connect the VCR Out connector on the PictureTel 760 to the Signal In connector on the VCR (1 video cable, 2 audio cables). Do not connect any other cables between the system and the VCR.
- ❑ To play a videotape as part of a conference, connect the 760 VCR In connector to the Signal Out connection on the VCR (1 video cable, 2 audio cables). Do not connect any other cables between the system and the VCR.
  - ❑ To play a videotape in a conference and record the conference at the same time, you must use two VCRs. Set up the equipment as described in the two previous bullets.

## **H.323 Operation**

### **H.323 Compatibility**

Software release 2.0 is compatible with these systems:

- ❑ PictureTel 900 Series Release 1.01 and 2.02.611
- ❑ PictureTel 760 and 760XL with beta release 2.0
- ❑ PictureTel 680 Series Release 1.0.1.612

Future releases will provide compatibility between the following PictureTel endpoints.

- ❑ Intel® TeamStation™ 5.0 using H.323 protocols

### **H.323 Interoperability**

Software release 2.0 of the PictureTel 760/760XL Compact System is interoperable with this H.323-based system:

- ❑ Polycom® ViewStation™ 6.5

### **H.323 Usage Notes**

- ❑ Attempting to hang up an H.323 call before the call is established may render both the calling and the called systems inoperable. If this happens, reboot both 760 systems.
- ❑ Multipoint bridges are not supported.
- ❑ Far end camera control is not supported when using the H.323 protocol
- ❑ This version of PictureTel 760 supports these connection rates using the H.323 calling protocol: 64K, 128K, 256K, and 384K.
- ❑ Calls to systems other than other 760 systems that connect at 64 K often result in black or frozen video on one or both ends. Audio is not affected.
- ❑ Audio artifacts may occur during call connections at 128K. If this occurs, redial at a different speed.
- ❑ Switching to the Statistics screen during an H.323 call may cause momentary loss of audio.
- ❑ T.120 NetMeeting data collaboration is not supported in LAN calls.

## H.320 Operation

### H.320 Compatibility

Software release 2.0 of the PictureTel 760 is compatible with these systems:

- PictureTel 900 Series Release 1.0
- SwiftSite™ I 1.3 and 1.4
- Venue•2000™ 1.3 and 1.4
- Concorde•4500™ 6.50.02
- Live50™ 1.6T
- Live100™ 1.6T
- Live200™ 1.5.02
- Live200 for Windows NT 1.1
- Intel® TeamStation™ 5.0
- PictureTel 550 1.5
- PictureTel Prism™ 6.02 and 6.1
- PictureTel Montage™ 6.01 and 6.1

### H.320 Interoperability

Software release 2.0 of the PictureTel 760 is interoperable with these systems:

- Accord 2.2.293
- Sony TriniCom 5100PLUS 5.0
- Zydacron OnWAN 350 2.02
- VTEL® TC2000 2.0
- Tandberg 2000 4.1
- VTEL SmartStation 5.0
- VCON Armada 3.01
- Polycom® ViewStation™ 5.0

### H.320 Usage Notes

- The Tandberg 2000 4.1 is unable to negotiate to G.722 at any rate. The call does connect at G.728.
- LSD, T.120, and passwords must be disabled on bridges when you use them for calls with the PictureTel 760. The 760 does not support these features in multipoint calls. See also the T.120 NetMeeting Data Collaboration section, later in this document.
- Far-end camera control is not supported in calls with multipoint calls with Montage, Prism, and Accord.
- The Prism/Montage bridge does not support PT716*plus* audio mode.

- ❑ Due to a Prism/Montage restriction, you may experience no video or slow frame rate when the conference is established. To correct this, have all participants unmute their microphones. After the video corrects, participants can use the Mute function normally.
- ❑ In calls with the Intel TeamStation, the PictureTel 760 cannot control the TeamStation camera.

## **T.120 NetMeeting Data Collaboration**

- ❑ T.120 NetMeeting® data collaboration is not supported in multipoint calls.
- ❑ T.120 software in this product has been optimized for connections between PictureTel 760 and PictureTel 760 units only. ***Attempting T.120 sessions with other devices is not recommended for critical applications.***
- ❑ To connect 760 to 760 for T.120 NetMeeting data collaboration:
  - Set up both systems for a NetMeeting call. (See the PictureTel 760 online help for details.)
  - Initiate the call from either system.
  - On one of the PictureTel 760s, start NetMeeting and choose Call/New Call. Then, start the NetMeeting call.
  - Wait a few seconds. Then, on the other PictureTel 760, choose Call/New Call. Then, start that NetMeeting call.
  - When the NetMeeting calls connect you will see "Far end NetMeeting connecting..." on the system's monitor.
- ❑ To connect to a Concorde for T.120 NetMeeting data collaboration:
  - Set up the system for a NetMeeting call. (See the PictureTel 760 online help for details.)
  - Initiate the call from either system.
  - On the PictureTel 760, start NetMeeting and choose Call/Host Meeting. Then, start the NetMeeting call.
  - Wait a few seconds. Then, on the Concorde, start NetMeeting and call the Concorde.
  - NetMeeting data collaboration is not supported with Concorde in a 2x64 call.
- ❑ To connect to a Venue for T.120 data collaboration:
  - Set up the system for a NetMeeting call. (See the PictureTel 760 online help for details.)
  - On the PictureTel 760, start NetMeeting and configure the call.
  - Initiate the call from the PictureTel 760.
  - When the video call connects and you see "Far end NetMeeting connecting..." on the system's monitor, start the NetMeeting call. When this call connects, you are in a call with the Venue node manager.
  - On the Venue, start NetMeeting and call the Venue system. There should now be three conference participants: PictureTel 760, Venue PC, and the Venue node manager.
  - NetMeeting data collaboration is not supported with Venue in a 2x64 call.

**Note:** Venue's node controller automatically redials a participant which disconnects. Because of this, the only way to terminate a NetMeeting conference with a Venue is to exit NetMeeting.

- ❑ To connect to a TeamStation for T.120 data collaboration:
  - Set up the system for a NetMeeting call. (See the PictureTel 760 online help for details.)
  - On the PictureTel 760 and on the TeamStation, start NetMeeting.
  - Initiate the video call from the TeamStation to the PictureTel 760.
  - When the call connects, you see "Far end NetMeeting connecting..." on the PictureTel 760 monitor. When you see this, start the NetMeeting call.
- ❑ You may also be able to make T.120 data collaboration calls to other systems. Note that some systems may not be able to start T.120 once a video call has started. Because of this, the success of your call may depend on the order in which you start NetMeeting on the participating systems.

## **Regulatory Information**

### **Safety Information**

**Caution:** For service personnel only: Danger of explosion if battery is incorrectly replaced. Replace only with the same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

### **FCC Notices**

#### **Class B Part 15 Information**

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### **Part 68 Instruction Statement**

This equipment complies with Part 68 of the FCC Rules. Provided with the equipment is a label to be placed on the bottom of the system. This label contains the FCC Registration number. If requested, this information must be provided to the Telephone Company. This equipment has an RJ45 jack and should be connected according to the manufacturer's installation guide.

If the terminal equipment 500-0181-01 module caused harm to the network, the Telephone Company will notify you in advance that temporary discontinuance of the service may be required. But if advanced notice is not practical, the Telephone Company will notify the customer as soon as possible. Also, you will be advised of your rights to file a complaint with the FCC if you believe it is necessary.

The Telephone Company may make changes in its facilities, equipment, operation or procedures that could affect the operation of the equipment. If this happens, the Telephone Company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If you experience trouble with this equipment please contact:

PictureTel Corporation  
100 Minuteman Road  
Andover, MA 01810  
Phone: 978-292-5000

All warranty or repair information can be obtained from the Company listed above. If the trouble is causing harm to the telephone network, the Telephone Company may request that you remove the equipment from the network until the problem is resolved.

\*The customer cannot service the equipment.

#### **Notice to Canadian Users**

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme a la norme NMB- 003 du Canada.

Industry Canada has certified the module(s) for certification under the Terminal Attachment Programme and has issued the following certificate number:

1862 7033 A

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations. Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

**Caution:** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

#### **Bescheinigung des Herstellers/Importeurs**

Hiermit wird bescheinigt, dass das PictureTelsystem in Übereinstimmung mit den Bestimmungen der BMPT-AmtsblVfg 243/1991 funkenstört ist. Der vorschriftsmässige Betrieb mancher Geräte (z.B. Messender) kann

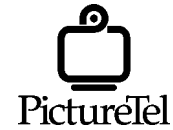
allerdings gewissen Einschränkungen unterliegen. Beachten Sie deshalb die HinWeise in der Bedienungsanleitung.

Dem Zentralamt fuer Zulassungen im Femmeldewesen wurde das Inverkehrbringen dieses Gerätes angezeigt und die Berechtigung zur Überprüfung der Serie auf die Einhaltung der Bestimmungen eingeräumt.

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**EC DECLARATION OF CONFORMITY**

We, PictureTel Corporation, 100 Minuteman Road, Andover, Massachusetts 01810, U.S.A. declare under our sole responsibility that the **PictureTel 760XL** systems to which this declaration relates is in conformity with the following standard(s):

- EMC:** EN 55022 (1998): Limits and methods of measurements of radio disturbance characteristics of information technology equipment.
- EN 55024 (1998): Electromagnetic compatibility - Product Specific immunity standard for Information Technology Equipment, residential, commercial, and light industry.
- EN 61000-3-2 (1995): Electromagnetic compatibility - Part 3: Limits - Section 2: Limits for harmonic current emissions (equipment input current up to and including 16 A per phase).
- EN 61000-3-3 (1995): Electromagnetic compatibility - Part 3: Limits - Section 3: Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current up to and including 16 A.
- Safety:** EN 60950/A4 (1997): Safety of information technology equipment, including electrical business equipment.

**Supplementary Information:**

The product herewith complies with the requirements of the R&TTE Directive 99/05/EC, the EMC Directive 89/336/EEC and the Low Voltage Directive 72/23/EEC.

Jon Kosheff  
Executive Vice President Operations  
April 12, 2001  
Andover, Massachusetts 01810, U.S.A.

Company Registered in England No. 2402338  
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