



Software Version 1.3 Release Bulletin

Copyright © 1997: PictureTel Corporation—Printed in U.S.A.
PictureTel Corporation, 100 Minuteman Road, Andover, MA 01810
www.picturetel.com

PictureTel is a registered trademark of PictureTel Corporation. The PictureTel logo, Concorde, GroupView, LiveShare Plus, M-8000, Montage, PCS 100, PictureTel LIVE, PictureTel Remote, PT724, SG3, SwiftSite, System 1000, System 4000, and Venue are trademarks of PictureTel Corporation.

Video Connect Series is a trademark and Lotus Notes is a registered trademark of Lotus Development Corporation.

All other product names are the trademarks or registered trademarks of their respective owners.

The information contained in this document is subject to change without notice. PictureTel assumes no responsibility for technical or editorial errors or omissions that may appear in this document or for the use of this material. Nor does PictureTel make any commitment to update the information contained in this document. This document contains proprietary information which is protected by copyright. All rights reserved. No part of this document may be photocopied or reproduced in any form without the prior written consent of PictureTel Corporation.

Edition: 800-0908-01/A

Software Version 1.3 Release Bulletin

This software release bulletin provides information about the system software version 1.3.

This bulletin includes the following topics:

- Release Description
- Compatibility
- Interoperability
- Restrictions and Recommendations

Note: Software Version 1.3 requires eight megabytes of system memory to run. If you are upgrading to 1.3, your system may require extra memory. Call your videoconferencing provider if you are unable to upgrade your system.

Release Description

System software version 1.3 contains the following features:

- ❑ Support for dataconferencing between T.120 peripherals
- ❑ Enhanced multipoint (H.243) functionality:
 - Browse mode (requires the large wireless keypad)
 - Chair Control mode (requires the large wireless keypad)
 - Multipoint Far End Camera Control (FECC)
- ❑ Support for PictureTel Remote™ 2.0
- ❑ Support for Developer's ToolKit (DTK)
- ❑ Support for up to five stored network configurations
- ❑ Support for printing snapshots
- ❑ Improved Simple Setup
 - Enhanced user interface
 - The ability to run Simple Setup by selecting the option in the main menu

Compatibility

A system using this software version is compatible with all PictureTel released products *except the following*:

- ❑ System 4000™ videoconferencing system using software version 4.2V.02 or earlier

Any calls to System 4000 systems with versions prior to 4.3V can cause problems that require your system to be powered off and on.
- ❑ M-8000™ multipoint bridge using software versions before 2.0
- ❑ System 1000 videoconferencing system using software version 1.0
- ❑ PictureTel LIVE™ PCS 100™ videoconferencing system using software version 1.0 or 1.1 and the optional Video Connect Series™ 1.0 for Lotus Notes®
- ❑ System 4000EX with software version 5.00.02.

The second channel may fail to connect when dialing a call. If this happens, disconnect the call and dial it again.
- ❑ PictureTel Remote earlier than version 2.0

Interoperability

Please read this section carefully before using PictureTel systems with those of other videoconferencing vendors.

Standards Conformance

System software version 1.3 supports the ITU-T Recommendation H.320 (P×64) for “Narrow-band Visual Telephone Systems and Terminal Equipment.” System software version 1.3 can interoperate with other manufacturers' videoconferencing systems that comply with this recommendation. Version 1.3 software complies with these ITU-T Recommendations:

- General
 - H.320 (P×64)
- Audio
 - G.711
 - G.722
 - G.728
- Video
 - H.261
- Communications
 - H.221 Frame Structure
 - H.242 Communication Procedure
 - H.230 Control and Indications
 - H.243 Multipoint Procedures (mandatory terminal procedures only)

Some videoconferencing manufacturers may not have included all these choices in their product designs, or they may have added their own proprietary choices. If you experience video or audio problems while interoperating with another manufacturer's H.320 system, verify that the other manufacturer's system is configured as recommended for H.320 operation.

Interoperability Restrictions

- ❑ When calling into an Aethra multipoint bridge, you must set the VCS to a specific audio algorithm (either G.711 or G.722-56); the system may not connect using the Automatic setting.
- ❑ If you are in a 2x64 kbps call with a VTel Team Conferencing (TC) system, your system will automatically send a snapshot to the TC when the TC requests the remote video source.
- ❑ If you are using the H.243 password option on a Lucent MCU V4.0, and the password is not entered within 60 seconds, the call connects on one channel only with no video. Hang up the call, redial, and enter the password within 60 seconds.

Restrictions and Recommendations

Please note the following items as you use this release of system software.

Usage

- ❑ If a user presses the SEND SNAPSHOT button, the user cannot mute or unmute until the graphics transfer is complete.
- ❑ You cannot force the far end to choose between 56 kbps and 48 kbps when you are using G.722 audio. When you select a specific transmit rate for G.722 (for example, G.722-56), the system limits the capabilities sent to the far end to include only G.711 (which is always required) and G.722. The far end can always select G.722-48 or G.722-56.

Video

- ❑ The preferred setting for video capabilities is Automatic. This is the system's default setting.
- ❑ You don't need to specify whether your monitor is PAL or NTSC or whether the AC power frequency is 50 Hz or 60 Hz. However, in areas (such as parts of Japan) that use NTSC monitors with 50 Hz power, you may need to use the AC Power Frequency setting on the Localization menu to manually configure the monitor's AC power setting. This eliminates the flicker caused by an incompatibility between the monitor's scan rate and the lighting frequency.
- ❑ Your video image may be distorted if you call a system that is connected to a network that produces a high number of errors. If this happens, hang up the call and dial again. If the problem persists, contact your network service provider.
- ❑ Occasionally, a call that connects on one channel only will not display video. If this happens, hang up the call and dial again.

Audio

- ❑ The preferred setting for audio capabilities is Automatic. This is the system's default setting.
- ❑ If your audio capabilities setting is not set to Automatic, your system cannot participate in a T.120 dataconference through a Concorde•4500.
- ❑ When you turn the system off and then on again, the system defaults to the recommended mid-range volume setting.
- ❑ If you are making a non-PT724 call through a multipoint bridge, the System Status display may list the audio decoding format as None. Disregard this message.
- ❑ If you lose your second channel while in a call with a videoconferencing system using software older than 1.3, the channel will reconnect but you may see a far-end mute icon on the screen even though the far end is not muted. After the far-end system is rebooted, the incorrect icon will disappear.

Multipoint

- ❑ When you are using the Browse menu in a multipoint call (large wireless keypad only), your system may not be able, in rare circumstances, to display all of the site names in a conference. This is a multipoint bridge restriction.
- ❑ H.243 features and Continuous Presence do not work concurrently.
- ❑ In a multipoint call, the first system to enter the conference sometimes displays the incorrect frame rate, as seen in Network Statistics in the System Status menu.
- ❑ If you send a snapshot while in a multipoint call, the received snapshot may contain video artifacts if your site is not being viewed when you send the snapshot. To correct the image, resend the snapshot while your site is being viewed by at least one other conference participant.
- ❑ When the conference chair drops a site from an active multipoint videoconference that is using a Montage or Prism bridge, the site cannot be re-added into the videoconference.
- ❑ When calling a PictureTel 340 or 380 MCU, if the MCU changes the call rate after your call connects, you may not be able to join the conference.

Diagnostics

- ❑ Before you run system diagnostics, you should disconnect from any call.
- ❑ If you attach an additional camera to your system and run a full self test, the monitor screen turns green for approximately 30 seconds after the diagnostics have finished unloading. The screen then resumes its normal color.
- ❑ If a call comes in while the Loopback Test menu is displayed, the Loopback Test menu does not refresh. Exit the menu and reenter it to refresh the display.
- ❑ If you call a SwiftSite or Venue•2000 running software earlier than version 1.3 to do a remote channel loopback, that far-end system may need to be rebooted after you hang up the call.

Upgrade

- ❑ If you upgrade your system using the PCMCIA card, a dialog box tells you when the upgrade is finished. At this point, remove the PCMCIA card and restart the system.
- ❑ You may not see the message Connecting to Upgrade Server after you have dialed the upgrade server.

Networks

- ❑ You may see a message that there is a network problem with your system if the following sequence of events has occurred:
 - You place a 2 x 64 kbps (two-channel) call from your system to another system.
 - You hang up the call.
 - You disconnect the network cable.
 - You reconnect the network cable.
 - You dial another number or redial.

To clear this message and resume normal operations, hang up the call and then redial.

- ❑ The ability to have multiple devices connected to one ISDN line is a service of the network provider. If you have multiple devices connected to the same ISDN line, you must use Service Provider IDs (SPIDs) in the United States or Canada, or you

must use Multiple Subscriber Numbers (MSNs) or subaddresses outside the United States or Canada.

SPIDs, MSNs, or subaddresses ensure that a call to a particular device on that line is answered by the proper device. If you intend to use multiple devices on the ISDN line, you must inform your network provider. Your network provider will supply you with the proper numbers to use. The use of MSNs and subaddresses may be subject to regulatory approval.

- ❑ Do *not* switch network data rates during a call.
- ❑ You may need to connect your system to a Network Termination (NT-1) device in order for your system to work properly; see your network provider for this information.

Far End Camera Control

- ❑ If you have activated FECC and control is removed at the far end, the FECC icon remains at the bottom of your screen. To remove the icon, toggle the enable / disable Far End Control menu option Permit Control by Far End under the Video Configuration menu.

Data Ports

- ❑ The Data Port menu item Meeting Tool-1 has been replaced with specific device names.
- ❑ You can use Data Interface ports for asynchronous data only. This restriction conforms to current standards.

Dataconferencing

- ❑ If you enter an invalid password while attempting to join a T.120 multipoint conference call, the message Conference not available appears; reentering the password lets you join the call.
- ❑ In certain circumstances, neither a near-end nor a far-end system can rejoin a conference after a LiveShare Plus system has disconnected from the conference. To clear the problem, hang up all the calls and redial.
- ❑ You must use a T.120-capable peripheral with your videoconferencing system in order to dataconference with a T.120-capable Live50, Live100, or Live200. Since GroupShare is not a T.120-capable peripheral, GroupShare customers must

upgrade to LiveShare Plus 4.0 to dataconference with these desktop videoconferencing systems.

- System software release 1.3 is compatible with GroupView™ software release 2.01 for multipoint T.120 dataconferencing. Configure your VCS Data Port as GroupView 2.0 or later, and configure your GroupView to use GCC 2.0 and a baud rate of 38.4 kbps.

See the GroupView release bulletin for more information on interoperability and multipoint conferencing.

