

User's Guide



User's Guide

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### **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.

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This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus set out in the interference-causing equipment standard entitled "Digital Apparatus", ICES-003 of Industry Canada.

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Industry Canada has certified the SwiftSite SS700 for certification under the Terminal Attachment Programme and has issued the following certificate number:

1862 7398 A

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We hereby declare under our sole responsibility, in alignment with the terms of European Union Directive number 89/336/EEC, 73/23/EEC, 93/68/EEC and 94/797/EEC on the approximation of the laws of the member states relating to Electromagnetic Compatibility (EMC), The Low Voltage Directive (LVD) and The Telecom Terminal Equipment Directive, that the SwiftSite SS700 meets the requirements of the Directives in full.

This equipment has been tested and found to comply with the following currently applied, harmonized European EMC Standards:

EN 55022, IT emission standard  
EN 50082-1, Immunity standard

harmonized European Safety Standard:

EN 60950, Harmonized Generic Safety Standard for Information  
Technology Equipment

harmonized European Telecom Terminal Equipment Standard:

I-CTR3

BABT, as notified to the commission under Article 10(1) of EC Council Directive 91/263/EEC, has issued the following marking which indicates their approval for SwiftSite to connect to the public telecommunications network(s):

**CE 168 X**

The SwiftSite SS700 has been approved by the BZT in Germany and has been issued the following Registration Number:

D127284H

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96367B

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# *About This Guide*

Congratulations! You've purchased one of the most simple and portable videoconferencing systems available today. If you've ever set up and used a VCR, fax machine, or stereo, you can set up and use this system.

The installation card that came with your system tells you how to install it and how to make your first call. This guide explains just about everything else you can do with your system — from the basic to the more advanced features.

To learn about the videoconferencing basics, read Chapters 2 and 4. When you're ready to do more with your system, continue with the remaining chapters. To learn more about calling, read Chapter 3.

If you need any help using your system, check the online manual or the online help for information. If you still need help, call your videoconferencing support provider.



# *Introducing Your Videoconferencing System*

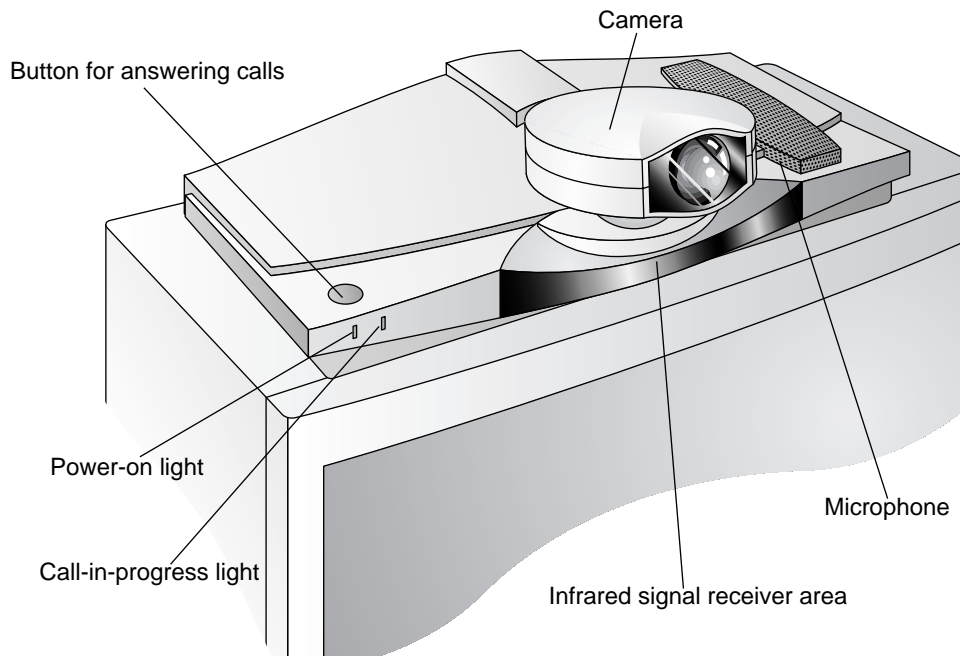
This chapter tells you about the components that make up your videoconferencing system and the optional equipment that you can add to it. It also explains how to access the system menus and the online manual.

# Introducing Your Videoconferencing System

## About Your System

Your videoconferencing system is compact, simple to learn, and easy to operate, *and* it's a powerful communications tool that allows you to be anywhere, now. You simply install your system on top of your monitor, follow a few steps to place a video call, and enjoy your videoconference!

This is your system placed on top of a monitor:

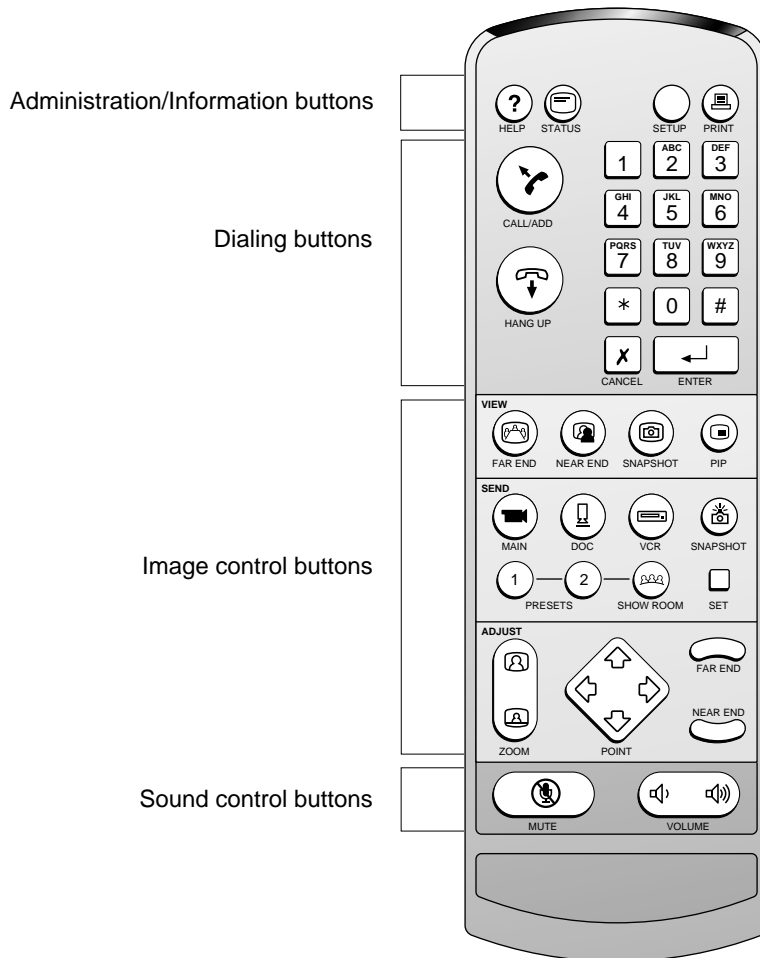


**Note:** The monitor you use must have a flat top and have at least 3 inches of depth to seat the unit properly.

Some of the parts that make up your system include:

- Hand-held remote — The hand-held remote lets you control your system from across the room. By pressing the buttons on your hand-held remote, you can move the camera, mute the microphone, change the volume, or perform the other tasks you may need to do during your videoconference.

The hand-held remote works up to 6 meters (20 feet) away from your system. Signals from the hand-held remote are picked up by the infrared receiver area beneath the main camera. Be sure you point the hand-held remote towards this area when using your system.



- ❑ Camera — Your system’s main camera, which is shown in the illustration on page 1-1, captures everything that’s going on in your conference room. You can pan (move to the left or right), tilt (move up or down), or zoom this camera by pressing buttons on your hand-held remote.
- ❑ Microphone — Often videoconferencing systems require you to put microphones on your conference room table or somewhere else around the room. Not so with this system. This system has a high-quality, built-in microphone that lets you clearly hear all the voices you need to hear during your conference.

The microphone works best in a room that’s about 5 meters (16 feet) by 5 meters (16 feet) or smaller. If your room is larger, you may want to connect another microphone.

- ❑ Back panel — This is where you connect the cables to your system, such as the network cable, the power cable, and the audio and video cables from the monitor. You can also connect optional equipment, such as a VCR or a printer, to the back panel. Appendix A shows the back panel connections.



When you get your system, it comes packed in a specially-designed box with the hand-held remote, cables, and documentation. Keep this box and use it whenever you move your system to another conference room or office.

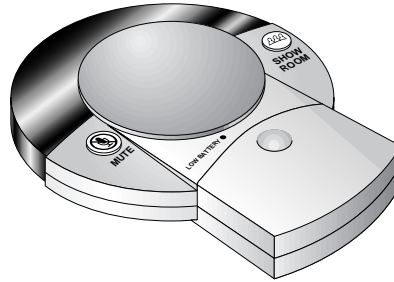
Before you power off your system, use the hand-held remote to move the main camera to the forward-facing position. You can then pack your system in the box.

## Adding Optional Equipment

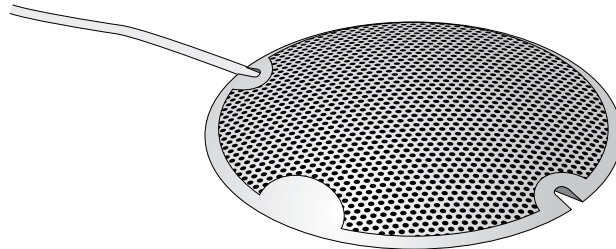
With this videoconferencing system, you can add optional equipment to tailor the system to fit your needs. For example, you can add:

- ❑ Another camera — You can add another camera, such as a document camera, to your system. A document camera lets you show your documents to everyone in the videoconference. This camera must be self-powered and have an S-video connector.

- Look-At-Me-Button™ — You place these around your room so that people who aren't holding the hand-held remote can press the Look-At-Me-Button to make the camera point at them. People can also use this device to mute and unmute the microphone and to make the camera center itself and then zoom out to show more of the room.



- Another microphone — If you often use your system in rooms larger than about 5 meters (16 feet) by 5 meters (16 feet), you can add a PowerMic™ microphone to your system.

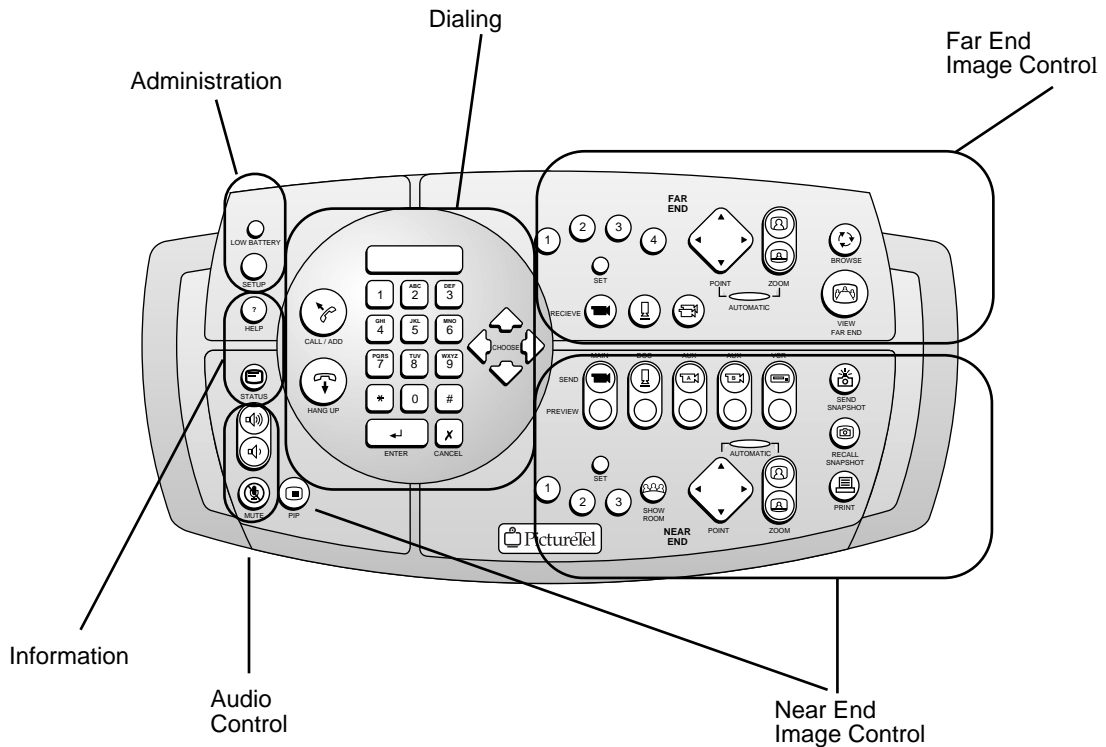


The PowerMic sits unobtrusively on the conference table and picks up voices within a 4.3-meter (14-foot) radius.

- VCR — You can add a VCR to your system if you want to record videoconferences or play videotapes that both the people at your site (the *near end*) and the people at the other site (the *far end*) can view.
- Printer — By attaching a printer to your system, you can print snapshots that you send or receive during a videoconference or you can print the online manual. The system supports PostScript™ and PCL printers.

- ❑ **Wireless Keypad** — The wireless keypad is larger than the hand-held remote and provides more options for controlling the videoconference. The wireless keypad has separate sections to control the near end and far end, and allows you to set up to four presets each for near-end and far-end sites. The keypad can be up to 15 meters (50 feet) away from your main camera and still control the videoconference. The wireless keypad also lets you take advantage of multipoint (H.243) conference control features. (For more information about these features, see “Participating in a Multipoint Call” on page 5-6.)

The keypad is divided into the basic sections illustrated below.



The illustration in Appendix A shows you where to connect each piece of equipment.

## Getting More Information

You can get information about your system by reading this book, by accessing the online help, or by accessing the online manual. This table tells you where you should look to get the kind of information you want:

Refer to this...	If you want this kind of information...
User's Guide	<ul style="list-style-type: none"> <li>❑ Introductory and overview information about the system</li> <li>❑ Step-by-step procedures for completing tasks</li> <li>❑ Description of each button on the hand-held remote</li> <li>❑ Basic troubleshooting information</li> </ul>
Online help	<ul style="list-style-type: none"> <li>❑ Step-by-step procedures for completing tasks</li> <li>❑ Description of each button on the hand-held remote</li> <li>❑ Description of each option on the system menus</li> </ul>
Online manual	<ul style="list-style-type: none"> <li>❑ Description of what the system can do</li> <li>❑ Background information on configuration settings</li> <li>❑ Basic troubleshooting information</li> <li>❑ Release bulletin with the most recent information about the system</li> </ul>



If you want to look at or change the configuration settings for your system, press **SETUP** to access the system menus.

## Using Online Help

The online help tells you, step by step, how to do everything you might want to do before or during a videoconference, such as setting a camera preset or moving a camera. The online help also tells you what each button on the hand-held remote is for and how to use each option on the system menus.

You can access the online help anytime.

The help screen that appears when you press the HELP button depends on what you're viewing:

- ❑ If you press HELP when you're viewing a menu, you see help on using that menu.
- ❑ If you press HELP when you're not viewing a menu (such as when you're viewing the near end or far end), the Main Help Menu appears.



When you display help screens during a call, the people at the far end don't see them.

To view the Main Help Menu:



**Press HELP when no menu is being displayed.**

The Main Help Menu appears.



From this menu you can:

- ❑ Get to the online manual (if you're not in a videoconference) by selecting Online Manual.
- ❑ Get help about what the buttons on the hand-held remote are for by selecting Using the Hand-Held Remote.
- ❑ Get help about how to do a task by selecting one of the other options.

## Using the Online Manual

The online manual tells you about what your system can do and gives you background information on the configuration settings. For example, it tells you about video and audio configuration and system tests. It also includes some basic troubleshooting information.

You can access the online manual whenever your system is *not* in a videoconference.

To access the online manual:



1. **Press HELP when you are not in a video call (and not viewing a menu).**

The Main Help Menu appears.



2. **Select Online Manual.**

The Online Manual menu appears.

**3. You can either:**

- ❑ Select any topic on the menu that you want to find out more about.

For example, to find out more about configuring your ISDN protocol, select Network Configuration.

- ❑ Select Topic Search to get to a list of all available topics.

Once you access the topic you want, you can print it by pressing PRINT if you have a printer connected to your system.





# *Getting Ready for Your Meeting*

Before you make a video call, you may want to do a few things to get ready. First, of course, you need to make sure your system is on. Then, you can check the view from your main camera. You might also want to preset some camera positions for use in the meeting. This chapter tells you how to do these things.

# Getting Ready for Your Meeting

## Making Sure Your System Is On

Your system is on if the light near the power-on icon on the front of the system is lit:

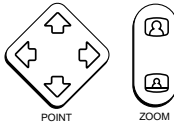


If it's not on, press the power switch on the back of the system.

If this is the very first time you power up your system, you need to follow the Simple Setup procedure that automatically appears on your screen. Simple Setup asks you for the information needed to get the system ready for videoconferencing with ISDN Basic Rate Interface (BRI) network service. (To learn more about ISDN, refer to Appendix D of this guide.) If you've used your system before, you can use the settings you already have, or you can create and save new settings (see the online manual and Appendix E of this guide for more information).

## Previewing Your Cameras or VCR

*Previewing* simply means looking at the image from your main camera, your document camera, or your VCR so that you can make any adjustments before the videoconference starts. For example, you may want to zoom the main camera in or out or point it at a different location.



To preview:

**1. Choose the camera or the VCR by pressing the MAIN, DOC, or VCR button in the SEND section of your hand-held remote.**

**2. Press NEAR END in the VIEW section of your hand-held remote.**

The image from that camera or VCR appears on your screen.

**3. If you want to adjust the image:**

- For the main camera, use POINT and ZOOM in the ADJUST section of the hand-held remote.
- For a document camera, use the controls on the document camera.
- For a VCR (with a videotape playing), use the controls on the VCR.

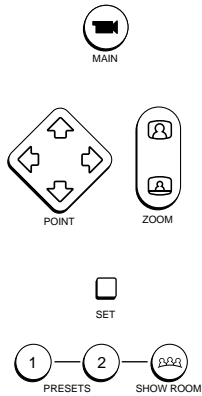
For information about configuring your camera (such as setting the white balance and focus), see the online manual.

## Setting Camera Presets

During a videoconference, you may want the camera to point at a particular person or location, such as at the main speaker or at a flipchart. *Camera presets* are buttons that let you store camera positions for the main camera. After you set a camera preset, all you have to do is press one of the buttons to make the main camera move to that stored position.

With the hand-held remote, you can set one or two camera presets for the main camera. You can set or change them anytime, but it's better to do it before you start your meeting so that you can easily use them during the conference.

Your hand-held remote has a camera preset button already set up for you — it's called the SHOW ROOM button — in the SEND section of the hand-held remote. When you first press this button, the main camera automatically centers and zooms out to show more of the conference room. We recommend that you keep it set like this or adjust it to get a better view of the room.



To set a camera preset button:

**1. Press MAIN to view the image from the main camera.**

**2. Adjust the image using POINT and ZOOM.**

Keep doing this until the camera is showing the image exactly the way you want it.

**3. Press SET.**

**4. Press a preset number button or SHOW ROOM to store that camera position.**



If you have a whiteboard in your room, you may want to preset the camera to point at the whiteboard. That way, if anyone uses the whiteboard during the videoconference, you can just press a preset button to point the camera at it.



# *All About Calling*

A video call is very similar to a regular telephone call. For example, you dial, answer, and hang up. This chapter tells you how to do all these things with your videoconferencing system.

# All About Calling

## Answering a Call

When you receive a video call, your system rings just like a telephone, and you see messages like these on your screen:

Incoming Call ...

Press  to Answer.

To answer the call:



**Press CALL/ADD.**

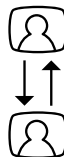
These messages appear:

Answering Call ...

Call Connecting ...

Call Connected - All Channels Active

You then see the far end on your screen and the light near the call-in-progress icon on the front of your system is lit:



**TIP**

If you're standing close to the system or if you can't quickly find your hand-held remote, you can press the green button on the top of the system instead of pressing the CALL/ADD button on your hand-held remote to answer the call.



**F.Y.I.**


If you have set up the system to answer calls automatically, you don't have to do anything to answer a call. When the system answers, you see the far-end site on the screen.

(Remember that if you set up the system to automatically answer calls, anyone can call your site at anytime and see anything in the room.)

For more information about automatic answering, see the online manual.

## Dialing a Call

You can dial a video call in any of these three ways:

- ❑ Directory Dial — Choose the place you want to call from the Dialing Directory.
- ❑ Speed Dial — Press  and then a one-, two-, or three-digit speed-dial number associated with a Dialing Directory entry.
- ❑ Manual Dial — Press the buttons on the hand-held remote the same way you dial a telephone call.

You can choose any one of these three ways to dial for each call you place — just choose the method that's easiest for you.



**F.Y.I.**

You can cancel a call anytime you are dialing by pressing CANCEL.

## Directory Dialing

The Dialing Directory is a phone book that you create, listing the names of the sites you call along with their numbers. Once you've entered these names and numbers into the Dialing Directory, you can call a site by either directory dialing or speed dialing.

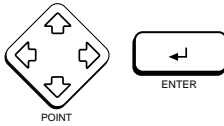
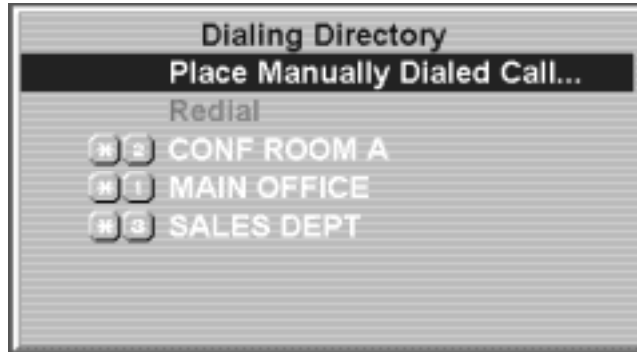
To create entries in your Dialing Directory or make changes to the names or numbers you've already created, see Chapter 6, "All About the Dialing Directory."




To dial a call from the Dialing Directory:



**1. Press CALL/ADD.**

The Dialing Directory appears.



**2. Press  to select the site you want to call, and press ENTER. (You can press  or  to move quickly between screens if the list of sites is long.)**

These messages appear:

Dialing Video Call ...

Ringing at Far End ...

Call Connecting ...

Call Connected - All Channels Active

You then see the far end on your screen and the light near the call-in-progress icon on the front of your system is lit:



## Speed Dialing

Speed dialing is a way to quickly call any site whose telephone number is in the Dialing Directory. All you have to do is type in the speed-dial number for that site.

Speed-dial numbers are made up of an asterisk and a one-, two-, or three-digit number (for example, \*354). When you speed dial, you don't have to press the CALL/ADD button, although you can.

To speed dial a call:

1. Press .
2. Dial the one-, two-, or three-digit speed-dial number, and press ENTER.



These messages appear:

Dialing Video Call ...

Ringing at Far End ...

Call Connecting ...

Call Connected - All Channels Active

You then see the far end on your screen and the light near the call-in-progress icon on the front of your system is lit:



## Manual Dialing

You manually dial a call by pressing the buttons on the hand-held remote the same way you dial a telephone call.



With video calls, you usually have to enter two telephone numbers instead of one. (Typically these numbers are very similar or exactly the same.) This is because ISDN BRI network connections often consist of two lines within the one ISDN cable.

To manually dial a call:

1. Press CALL/ADD.

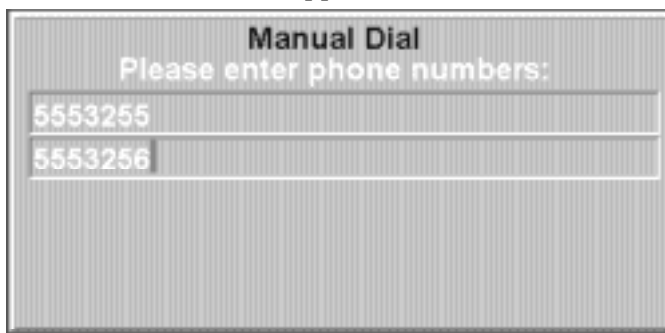
The Dialing Directory appears.





**2. Press ENTER to choose Place Manually Dialed Call.**

The Manual Dial screen appears.





Instead of pressing CALL/ADD and then ENTER, you can manually dial just by pressing the numbers on the hand-held remote. As soon as you press a number button, the Manual Dial screen appears, showing the numbers as you type them.



**3. Type the first telephone number, and press ENTER.**

The numbers appear on first line of the Manual Dial screen as you type them.

**4. If your call needs two telephone numbers, type the second number. (If your call needs only one telephone number, skip this step.)**

Instead of pressing ENTER after typing the first telephone number, you can press  to copy the first telephone number to the second line. Then press  to backspace if you need to change some of the numbers.



**5. Press ENTER again (whether or not you typed in a second number) to start dialing.**

These messages appear:

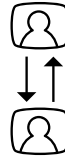
Dialing Video Call ...

Ringing at Far End ...

Call Connecting ...

Call Connected - All Channels Active

You then see the far end on your screen and the light near the call-in-progress icon on the front of your system is lit:



## Joining a Multipoint Call

A *multipoint call* is just like a regular video call except that there are usually more than two sites — in the same way that a conference call is a telephone call with more than two parties.

Multipoint videoconferences are controlled by a device called a multipoint bridge. To join a multipoint videoconference, either you call the multipoint bridge or the multipoint bridge calls you.

You dial a multipoint bridge the same way you dial any video call — that is, you can directory dial, speed dial, or manually dial.

There are some special multipoint features that you can use if you have the large wireless keypad. See “Participating in a Multipoint Call” on page 5-6 for more information.



In a multipoint call with *voice-activated switching*, the site where the current speaker is located is automatically shown on the screen. Because of this, when you’re in a multipoint call, you should mute your microphone whenever you’re not speaking. This way, your site won’t be shown to the other sites if you talk among yourselves.

## Joining a Data Conference Call



You can use your system to participate in a data conference call. Often referred to by the industry standard term T.120, data conferencing lets you share information from an electronic whiteboard, an overhead projector, or an online file.

To join a data conference call:

**1. Press CALL/ADD.**

The Dialing Directory appears.

**2. Use the Directory Dial, Speed Dial, or Manual Dial method to dial the data conference call.**

A screen appears that lists the current data conferences at the far end. Your system administrator can provide you with the name of the conference you wish to join.

Conference Selection	
<< JOIN UNLISTED CONFERENCE >>	
Marketing	7143445
Sales	7144422
Service	7149904

**3. If the data conference you want is not listed, but you have the numeric name, select <<JOIN UNLISTED CONFERENCE>> from the list and type in the number; otherwise, go to Step 4.**

The numeric name of the conference can be up to 255 characters in length.

Please enter conference name:

**4. Select the name of the conference you wish to join.**

A screen appears that prompts you to enter the conference password. Your system administrator can provide you with the password.



**5. Enter the conference password.**

The conference password can be up to 255 characters in length.

Your system is now ready to participate in the data conference. For more information about data sharing, refer to the appropriate documentation for your data-sharing peripheral devices.

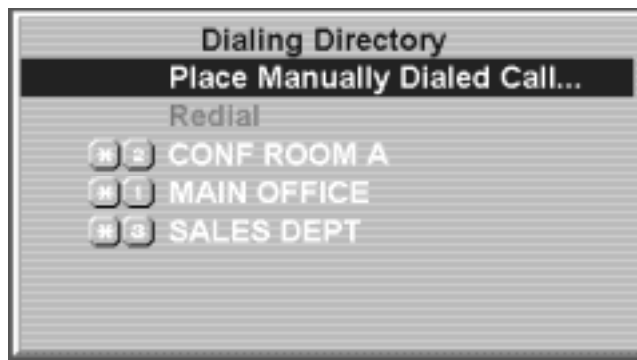
## Redialing a Call

Sometimes when you place a video call, the call may not go through the first time, such as when the far-end system is busy. If this happens, you may want to redial the call. Just as with the redial feature on a telephone, the redial feature on your system lets you automatically call the last number that you dialed.

To redial the last number that you dialed:

**1. Press CALL/ADD.**

The Dialing Directory appears.





**2. Press  to select Redial, and press ENTER.**

These messages appear:

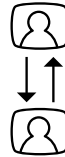
Dialing Video Call ...

Ringing at Far End ...

Call Connecting ...

Call Connected - All Channels Active

You then see the far end on your screen and the light near the call-in-progress icon on the front of your system is lit:



## Ending a Call

To end a video call:

**1. Press HANG UP.**

This message appears:

Do You Really Want to Hang Up?

Press CANCEL to Stay in Call.

Press HANG UP to Hang Up.



**2. Press HANG UP again.**

Your call hangs up and these messages appear:

Hanging Up Video Call ...

Near End Hung Up



If the far end hangs up first, you see the message Far End Hung Up on your screen.



If you press HANG UP when you're in a multipoint video call, your site is disconnected from the call, but the rest of the multipoint videoconference continues.

## Setting Do-Not-Disturb Mode

If you don't want to be disturbed by incoming calls, you can enable Do-Not-Disturb mode. Doing this is like turning off the ringer on your telephone — if someone tries to call you when your system is in this mode, you won't hear a ring.

When you enable this mode, the system does not answer incoming calls and the message Do-Not-Disturb appears on your screen.

To enable or disable Do-Not-Disturb mode:



### 1. Press **SETUP**.

The Setup Menu appears.



### 2. Press **2** to enable or disable Do-Not-Disturb mode.

The indicator light on the right side of the screen is lit if Do-Not-Disturb mode is enabled.



### 3. Press **CANCEL** to exit the menu.

If Do-Not-Disturb mode is enabled, the message Do Not Disturb appears in the upper right corner of your screen.

# *Meeting Basics*

You can use your videoconferencing system in many different ways to make each meeting as natural as possible. This chapter describes how to use basic features such as muting the microphone and moving the camera. More advanced features are described in Chapter 5.

# Meeting Basics

## Using a Microphone

Your system's microphone is built right in. Even though the microphone is small and hidden, it provides excellent sound quality. And you don't have to worry about where to put it or about bumping it or covering it with paper or other objects.

To get the best sound possible, keep the following tips in mind:

- ❑ Speak in your normal voice without shouting.
- ❑ Sit or stand within 5 meters (16 feet) of your system.
- ❑ Connect another microphone if your room is larger than about 5 meters (16 feet) by 5 meters (16 feet).

## Muting Your Microphone



If you want to speak privately to someone at your site during your videoconference, you can mute your microphone.

To mute your microphone:

**Press MUTE.**

The near-end mute icon appears on your screen.

When you finish your private conversation, press MUTE again to return to sending sound to the far end.

Here are some pointers for using MUTE if you have optional equipment or if you are in a multipoint call:

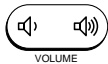
- ❑ If you have more than one microphone, pressing MUTE mutes all the microphones.

- ❑ If your system has an optional Look-At-Me-Button, people sitting far from the hand-held remote can mute the microphone by pressing the MUTE button on the Look-At-Me-Button.
- ❑ If you have a VCR connected to your system and you're playing a videotape, pressing MUTE does not mute the audio from the videotape.
- ❑ In a multipoint call with voice-activated switching, you should mute your system whenever you don't want to be seen or heard by the other sites in the call. This way, your site won't be shown to the others if you talk among yourselves.

## Adjusting the Sound You Hear

If the sound you hear from the far end is either too faint or too loud, you can adjust it by using the VOLUME button on the hand-held remote.

To adjust the volume:



**Press the left side of the VOLUME button to decrease the sound or press the right side of the VOLUME button to increase the sound.**

A volume bar appears on your monitor to show you the volume level.



We recommend that you *do not* use the volume buttons on your monitor to adjust the sound because this may interfere with your ability to adjust the volume with the hand-held remote.

Also, if the volume of the monitor is too high or too low, the people at the far-end site may hear echoes. In general, leave the volume level on the monitor set to about the middle position. If the far end does hear echoes, turn down the near-end monitor volume until the echoes stop.

The VOLUME button doesn't control the volume for your system's sound effects, such as the ring, dial tone, and beep. If you want to change the volume of these, use the system menus. See the online manual for more information about sound-effects volume.

## Displaying and Removing the PIP



The little window in the lower right corner of your screen is called the *picture-in-picture (PIP)* window. You can make this window appear or disappear anytime.

To make the PIP appear or disappear:

**Press PIP.**

If the PIP was on your screen, it disappears; if it wasn't on your screen, it appears.

Usually, the PIP shows what you are sending to the far end. However, if you're viewing a snapshot or viewing the near end, the PIP shows the far end instead.

## Switching Between the Main Camera, the Document Camera, and the VCR



With your system, you can send video to the far end from your main camera, your document camera, or your VCR.

To switch from one to another during your videoconference, just press the appropriate button (MAIN, DOC, or VCR) in the SEND section of the hand-held remote.

For example, to switch from sending video from the main camera to sending video from a document camera, press DOC. The far end then sees the video from your document camera. To switch back to the main camera, just press MAIN.



At the start of every video call, the video is sent from the main camera.

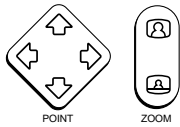
## Adjusting Your Cameras



During a videoconference, you might want to adjust your main or document camera to zoom in or out on a person or document or to show something else in the room.

To adjust your main camera:

1. **Press NEAR END in the ADJUST section of your hand-held remote.**



**2. Press POINT to pan or tilt the camera or press ZOOM to zoom in or out.**

Keep doing this until the camera shows the image exactly the way you want it.

If you want the main camera to center itself and then zoom out to show more of the conference room, you can press the SHOW ROOM button on the hand-held remote instead of adjusting the camera with the POINT and ZOOM buttons. Or, if you have a Look-At-Me-Button, you can press its SHOW ROOM button.

To adjust your document camera, use the controls on the camera itself to zoom in, zoom out, or focus. Or, you can pivot or move the document camera as needed to show another object.

## Using Camera Presets

Once you've set your camera presets, you simply press one of the PRESETS buttons or the SHOW ROOM button on your hand-held remote. The camera then moves to the preset position and the people at the far end see that view. (Chapter 2, "Getting Ready for Your Meeting," explains camera presets and how to set them.)

If you have a Look-At-Me-Button, you can move the camera to a preset position by pressing the blue button or the SHOW ROOM button on the Look-At-Me-Button.

To move the near-end camera to a preset position:

**Press a preset number button or SHOW ROOM.**

You send the preset view to the far-end site.



## Using the Orange Buttons to Send from the Main Camera and View the Far End



The hand-held remote has two orange buttons: the FAR END button, which is in the VIEW section, and the MAIN button, which is in the SEND section.

At the beginning of every videoconference, the far end sees video from your main camera and you see video from whatever the far end has currently chosen as its camera. By pressing the orange buttons on the hand-held remote, you return to this point.

If you get confused about what you're seeing from the far end or about what you're sending to the far end:

***Press both of the orange buttons on your hand-held remote.***

You'll see the image from whatever the far end has chosen as its camera, and you'll return to sending video from your main camera.



# *Beyond the Basics*

Once you feel comfortable with videoconferencing, you might want to try doing more with your system. For instance, instead of just adjusting your own camera, you might want to adjust far-end cameras. You might also want to connect and use other devices, such as a printer and a VCR. This chapter explains these advanced features.

## Beyond the Basics

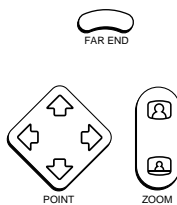
### Adjusting Far-End Cameras

During a videoconference, you might want to move a far-end camera if, for example, you can't see the person who's speaking or if you want to zoom out to see everyone in the room.

You can move the camera at any far-end site in any videoconference if the far-end system is set up to accept camera control from another site. You can only move the camera that the far end is currently using.

In a multipoint conference, you move the camera of the site you are viewing (see "Participating in a Multipoint Call" on page 5-6 for more information). Only one site can control a far-end camera at any one time. It's a good idea to let the other sites know what you want to do before you try to control a far-end camera.

To adjust a far-end camera:



**1. Press FAR END in the ADJUST section of your hand-held remote.**

**2. Adjust the image using POINT and ZOOM.**

Keep doing this until the camera is showing the image exactly the way you want it.

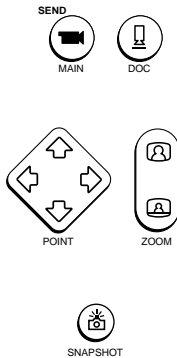
When you've finished adjusting the far-end camera, press NEAR END in the ADJUST section of your hand-held remote to return to adjusting your own camera.

## Working with Snapshots

During a meeting, you may want to distribute copies of a diagram or pass around an illustration so that everyone can take a close look at what you're discussing. You can do the same in a videoconference by sending a snapshot. A *snapshot* is a picture, like an electronic photograph, that you can send to the far end.

### Sending a Snapshot

To send a snapshot to the far end:



**1. Press either MAIN or DOC to view the image from that camera.**

**2. Adjust the image using POINT and ZOOM (for the main camera) or the manual controls (for the document camera).**

Keep doing this until the camera is showing the image exactly the way you want it.

**3. Press SNAPSHOT in the SEND section of your hand-held remote.**

The snapshot appears on the far-end screen and on your screen, and whatever you were viewing at the far end appears in your PIP. Whenever a snapshot appears, you also see the snapshot icon in the upper left corner of your screen.

When you've finished looking at the snapshot, press FAR END in the VIEW section of your hand-held remote to return to viewing the far end on your screen. If the snapshot was not from your main camera, you can also press MAIN in the SEND section of the hand-held remote to return to sending video from your main camera.

### Recalling a Snapshot

*Recalling* a snapshot simply means looking at the last snapshot that you sent or received.

To recall a snapshot:



**Press SNAPSHOT in the VIEW section of your hand-held remote.**

The snapshot appears on your screen again, but the people at the far end don't see it unless they recall it themselves.

When you've finished looking at the snapshot, press **FAR END** in the **VIEW** section of your hand-held remote to return to viewing the far end on your screen.


**F.Y.I.**

The snapshot clears from the system when you hang up the call so that the next people who use the system won't see your snapshot.

## Printing

If you attach a printer to your system, you can print a snapshot that you sent or received or you can print the online manual. You can print anytime in PCL or PostScript format. (PCL is generally faster than PostScript.) Appendix A shows where to connect a printer to the back of your system.

To print:

1. ***Make sure that the snapshot or the online manual appears on the screen.***
2. ***Press PRINT.***



## Checking the System Status

The **STATUS** button on the hand-held remote provides information that you might want to know during your videoconference. It tells you the call status (Idle, Active, or Clearing), which camera is currently sending images (Main, Doc, or VCR), and the time.


**TIP**

If you want to change the time or change the format of the time (12-hour or 24-hour format), see the online manual or the online help for information on how to do so.

To check the system status:

***Press STATUS.***

The status information appears at the top of the screen.

To remove the status information, press **STATUS** again.



## Accessing the System Menus



By accessing the system menus, you can perform administrative tasks, such as modifying the Dialing Directory, configuring the system, and running system tests.

To access the system menus:

**Press SETUP.**

The Setup Menu appears.



You can then choose the menu option that pertains to the task you want to perform. Menu options with three dots at the end lead you to additional menus. For example, if you want to make changes to the Dialing Directory, press **1** to choose Modify Dialing Directory.

## Using a VCR with Your System

If you have a VCR connected to your system, you can use it to record the videoconference or to play a videotape.

Before following the steps in this section, you should be familiar with using your VCR. You also need to connect your VCR to the system. (See Appendix A for an illustration of where to connect it.)

### Recording a Videoconference

When you record a videoconference, you record whatever video appears on your screen, including snapshots.

To record a videoconference:

- 1. Power on the VCR.**
- 2. Insert a blank videotape into the VCR.**

- 3. Begin the videoconference.**
- 4. Press the RECORD button on the VCR or on the VCR's remote control when you want to start recording the videoconference.**

## Playing a Videotape

You can use a VCR that's connected to the system to play a videotape that both the near end and the far end can see.

To play a videotape during a videoconference:

- 1. Power on the VCR.**
- 2. Insert the videotape into the VCR.**
- 3. When you're ready to play the videotape, press PLAY on the VCR or on the VCR's remote control.**
- 4. Press NEAR END in the VIEW section of the hand-held remote.**
- 5. Press VCR in the SEND section of the hand-held remote.**



The near end and far end can now see and listen to the videotape. You can use the VCR's remote control to fast-forward, rewind, or stop the videotape anytime. You can use the hand-held remote to adjust the volume.

## Participating in a Multipoint Call

In a point-to-point videoconference, there's only one way to participate: your site sees the other site, and the other site sees your site. Once the call connects, all you need to think about is controlling the camera, if you want to, and controlling the volume, which includes muting.

In a multipoint videoconference, things are different. There can be as few as three sites, but there can be many more than that. Imagine you're in a videoconference with eight other sites. There's a lot more to think about now: what view is everyone seeing? Does the videoconference need someone to control so many sites? Can I change the view I'm seeing if I need to? What if I want everyone else to see me?

### Understanding the Three Multipoint Modes

An international set of guidelines called H.243 helps sort out these questions. H.243 defines the standard for controlling and viewing other sites in a multipoint videoconference. In other words, the H.243 standard provides the recommended rules of the road so that multipoint conferencing doesn't become chaotic. Your system supports the H.243 standard.

There are essentially three "modes" that you can use while you're in an H.243 multipoint videoconference:

- Voice-activated

The multipoint bridge automatically shows you the site where the current speaker is located.

- Browse

You choose which site you see.

- Chair control

You control the videoconference.

Browse mode is more powerful than voice-activated mode, and chair control mode is more powerful than browse mode.

**Note:** Both browse mode and chair control mode require the wireless (large) keypad.

Read through the rest of this chapter to learn about these three modes.

## Voice-Activated Mode

Voice-activated mode is the simplest way to take part in a multipoint videoconference. In voice-activated mode, all participants see the person who's currently speaking. The current speaker sees the person who spoke last.

That's it. Voice-activated mode is straightforward, and it works automatically when you join the videoconference. It takes a little more than one second for everyone's view to switch to the next person who's begun speaking, but that slight delay prevents the view from switching if, for example, someone coughs or drops an object.

## Browse Mode

Voice-activated mode is simple, but it doesn't give you much flexibility.

Browse mode gives you more control over your multipoint environment than voice-activated mode. If you're in browse mode, you don't have to view the person who's speaking. Neither do the other participants. Each site could be looking at a different view.

This could get confusing, especially if there are a lot of sites in the videoconference. That's why H.243 provides for the concept of a *broadcaster*. The broadcaster is the site that is seen by everyone else by default.

- ❑ In voice-activated mode, the site where the current speaker is located is the broadcaster.
- ❑ In browse mode, the broadcaster is selected by the person who has control of the videoconference (see the next section, "Chair Control Mode"). The broadcaster doesn't have to be the person who's speaking.

As long as there's a broadcaster, there's a focal site for the videoconference, and the more sites there are, the more useful this is.

Browse mode lets you:

- ❑ Request that you see the broadcaster.
- ❑ Request that you become the broadcaster.
- ❑ Request that you see a particular site.
- ❑ Request that you control the videoconference

## Using Browse

When you press the BROWSE button on the wireless keypad, you see a menu similar to this:

The screenshot shows a menu titled "Browse" with the following options: "Request the Floor" (highlighted), "View Default Broadcaster", "Request Chair Control Menu", and a list of sites: "1 F", "2 BOSTON", and "3 WOODY20". An asterisk is placed to the right of "2 BOSTON". At the bottom right, it says "Viewing: BOSTON".

Callouts from the left side of the image point to the menu items:

- "Request to be the broadcaster" points to "Request the Floor".
- "Switch your view back to the broadcaster" points to "View Default Broadcaster".
- "Request to control the videoconference" points to "Request Chair Control Menu".
- "Choose a particular site to view" points to the site list.

Callouts from the bottom of the image explain the asterisk and the current view:

- "The asterisk indicates your site (near end)" points to the asterisk next to "2 BOSTON".
- "This is the site you are currently looking at" points to "Viewing: BOSTON".


**Note:** You can only browse if the conference is in voice-activated mode.

Suppose you want to view another site right now. Here's how:

1. **Press BROWSE on the wireless keypad.**

The Browse menu appears.

2. **Press  to highlight the site you want to view.**

If the site you want isn't on the present screen, go to the end of the site list on the first screen, and press  again: the highlight automatically jumps to the next screen. When you reach the end of the last screen, the highlight jumps back to the first screen.



BROWSE




If you know the number to the left of the site name, you can type that number and then press ENTER to highlight the site name.

3. **Press ENTER.**

Your view changes to the site you chose.

Now suppose you want to switch your view back to the broadcaster:

1. **Press BROWSE on the wireless keypad.**
2. **Press  to highlight View Default Broadcaster.**
3. **Press ENTER.**

You're now viewing the broadcaster, which is the current voice-activated site or the site selected by the chair.

## Chair Control Mode

Chair control mode is more powerful than voice-activated mode or browse mode: it gives you total control of a videoconference. If you have chair control, you can, for example, select who the broadcaster is, or drop a site from the videoconference, or even end the videoconference.



Use chair control for very large videoconferences, or those that have to be tightly scripted.

Typically, the person who has organized the videoconference has chair control at the beginning of the meeting. If you're chairing the meeting, it's good practice to let participants know what action you'll be taking before you take it.

## Using Chair Control

To request chair control:

1. **Press BROWSE on the wireless keypad.**

The Browse menu appears.

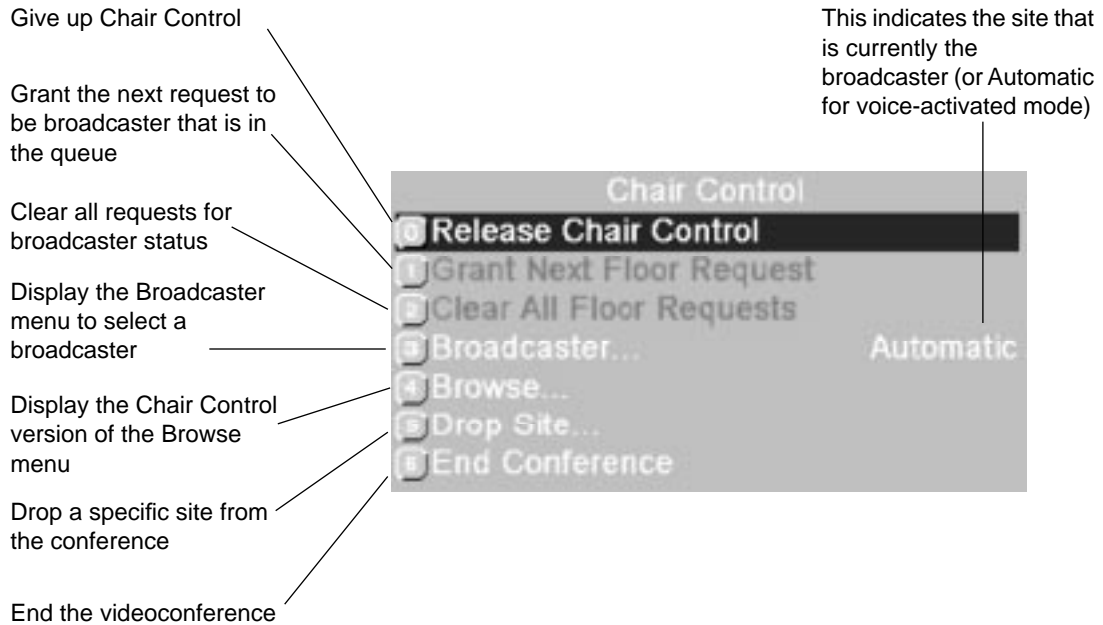
2. **Press  to highlight Request Chair Control Menu.**

**Note:** If Request Chair Control Menu is grayed out, the bridge you are using for this videoconference does not support chair control.

3. **Press ENTER.**



If no one has chair control, your site becomes the chair and the Chair Control menu appears.



You select any of these options by highlighting the option and pressing ENTER. Here's more information about these chair control features.

### **Releasing Chair Control**

If a participant at another site asks for chair control, you can release chair control if you wish. This allows the other site to become chair.

If you give up chair control, the system prompts you to confirm the action, just in case you chose the wrong menu item.

### **Granting the Next Floor Request**

In the Browse menu, there's an item called Request the Floor that lets a participant ask to become the broadcaster. It's not unusual for several participants to request broadcaster status during the same period of time.

If this happens, the system queues the requests. When someone requests the floor, a large dot appears next to the site name on the Chair Control Browse, Broadcaster, and Drop Site menus until the request has been granted.

**F.Y.I.**

This choice is grayed out when there are no pending floor requests.

### ***Clearing All Floor Requests***

You can clear all requests to be broadcaster if, for example, too many accumulate and you want to start over. When you select Clear All Floor Requests from the Chair Control menu, the system prompts you to confirm the action just in case you chose the wrong menu item.

**F.Y.I.**

This choice is grayed out when there are no pending floor requests.

### ***Selecting the Broadcaster***

When you first gain chair control, the broadcaster is set to Automatic (voice-activated mode). While you have chair control you can choose a specific site to be the broadcaster, which is the site that the rest of the sites see. If you choose a site as the broadcaster, this action overrides voice-activated mode for everyone. You can select your site or any other site in the videoconference to be the broadcaster.

To select a broadcaster:

- 1. Choose Broadcaster from the Chair Control menu.***

The Broadcaster menu appears.



2. Press  to highlight the site you want to be the broadcaster.

If you want to restart voice-activated mode, highlight Select Automatic Mode.

3. Press ENTER.

The site you've selected is now broadcasting to the rest of the sites.



The broadcasting site's name appears in the Chair Control menu, next to the Broadcaster choice.

### ***Browsing in Chair Control Mode***

The Chair Control Browse menu is different from the Browse menu that the other (non-chair control) sites see. You can get to this Browse menu in either of two ways, as long as you have chair control:

- Press the BROWSE button on the wireless keypad.
- From the Chair Control menu, select BROWSE.

The chair control Browse menu appears.



The chair control Browse menu is similar to the standard Browse menu except that on the chair control Browse menu a large dot appears next to the name of each site that has a pending floor request.

***Dropping a Site from the Videoconference***

The Drop Site menu allows the chair to drop a site from a videoconference. To drop a site:

- 1. Choose Drop Site from the Chair Control menu.***

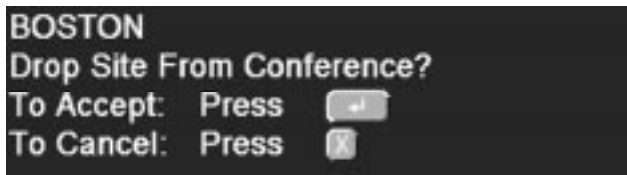
The Drop Site menu appears.



2. Press  to highlight the site you want to drop.

3. Press ENTER.

The system displays a message asking you to confirm the action of dropping the site from the videoconference.



4. Press ENTER again.

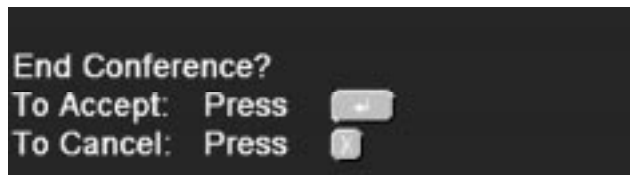
The site drops from the videoconference.

### ***Ending the Videoconference***

If you have chair control, you can end the videoconference. To end the videoconference:

1. ***Choose End Conference from the Chair Control menu.***

The following confirmation message appears.



2. Press ENTER.

When you end the videoconference, the message Ending call appears on the monitor of each site before the call ends.

# *All About the Dialing Directory*

You can use the Dialing Directory to store the telephone numbers of the places you call so that you can dial them easily. This chapter tells you how to add numbers to the Dialing Directory by typing them in or by saving a number that you have just called. It also explains how to change or remove Dialing Directory information.

# All About the Dialing Directory

## Adding or Saving a New Dialing Directory Entry

The Dialing Directory is a phone book that you create listing the names of the sites you call along with their numbers. It makes dialing calls faster and easier.

When you add a new directory entry, you enter the site name and phone numbers of a site that you plan to call. You can also automatically save the number of the last call you dialed to use at another time.

When you add or save an entry, the Dialing Directory assigns a speed-dial number (directory entry number) for that site. Then, the next time you want to call that site, you can simply press **\*** and type in the speed-dial number or you can highlight the site name in the Dialing Directory and press ENTER.

## Adding a New Dialing Directory Entry

To add a new entry in the Dialing Directory:



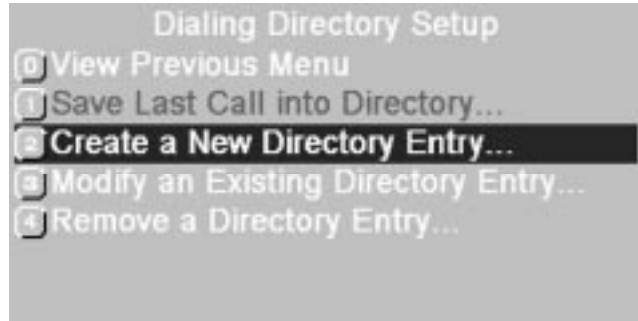
### 1. Press SETUP.

The Setup Menu appears.



**2. Press **1** to choose Modify Dialing Directory.**

The Dialing Directory Setup Menu appears.

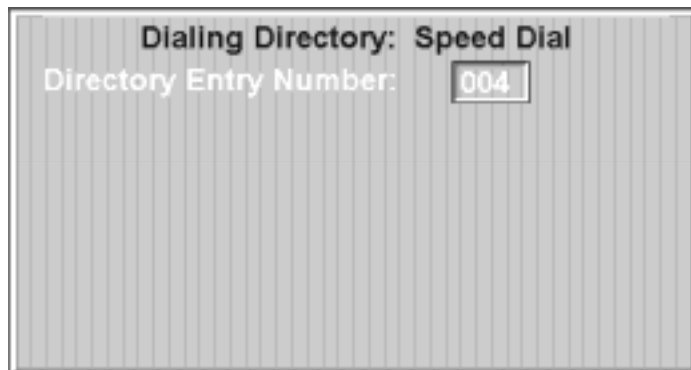


**3. Press **2** to choose Create a New Directory Entry.**



Depending on how you set up your system, you may be asked to indicate whether or not rate adaption is supported. For more information on rate adaption, see the online manual.

A screen appears showing the next available directory entry number. You can use that number or enter a new one (from 1 through 999). The number you enter becomes the speed-dial number for that site.









**4. Press ENTER to use the number shown on the screen, or type a different number and press ENTER.**

A warning message appears if an identical number is already in the Dialing Directory.

Another screen appears, asking you to enter the site name.



**5. Enter the site name by following these steps, using , , , or  to highlight a button on the screen:**

- a. Highlight the letter or number you want.
- b. Press ENTER to accept the letter or number.

The letter or number appears in the text box at the top of the screen.

- c. Repeat Steps a and b for each letter or number in the name. Site names can be up to 16 characters long.

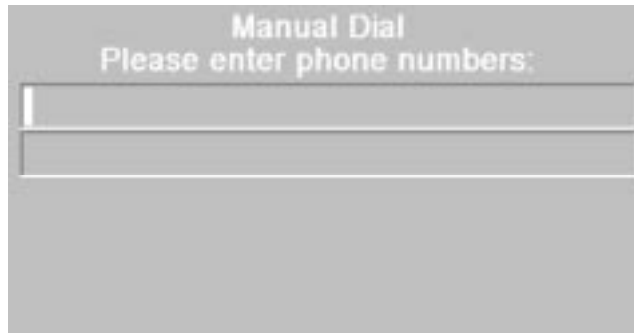
If you need to delete a letter or number, highlight Backspace and press ENTER.

- d. When you finish entering the site name, highlight DONE and press ENTER.

A warning message appears if an identical site name is already in the Dialing Directory.





Another screen appears, asking you to enter the phone numbers.



**6. Type the first telephone number, and press ENTER.**

The numbers appear on the screen as you type them.

**7. If your call needs two telephone numbers, type the second number. (If your call needs only one telephone number, skip this step.)**

Instead of pressing ENTER after typing the first telephone number, you can press  to copy the first telephone number to the second line. Then press  to backspace if you need to change some of the numbers.



**8. Press ENTER again (whether or not you typed a second number).**

A message appears asking if you want to add any more entries.

**9. Choose Yes to add more entries to the Dialing Directory or choose No if you don't want to add more entries at this time.**

## Saving the Last Dialed Call in the Dialing Directory

If you manually dial a phone number, you can automatically save that number in the Dialing Directory to use at another time. You must save the number within five minutes of hanging up the call.

To save the last manually dialed number into the Dialing Directory:



**1. Press SETUP.**

The Setup Menu appears.



**2. Press 1 to choose Modify Dialing Directory.**

The Dialing Directory Setup Menu appears.



**3. Press 1 to choose Save Last Call into Directory.**

A screen appears showing the next available directory entry number. You can use that number or enter a new one (from 1 through 999). The number you enter becomes the speed-dial number for that site.

**4. Enter the speed-dial number and site name as described in Steps 4 and 5 of the “Adding a New Dialing Directory Entry” section.**

A warning message appears if an identical site name or number is already in the Dialing Directory. Otherwise the new entry is added.

## Changing an Existing Dialing Directory Entry



To change an entry that's already in the Dialing Directory:

**1. Press SETUP.**

The Setup Menu appears.



**2. Press 1 to choose Modify Dialing Directory.**

The Dialing Directory Setup Menu appears.







**3. Press 3 to choose Modify an Existing Directory Entry.**

The Dialing Directory appears.

**4. Press ↵ to highlight the entry you want to modify, and press ENTER.**

A screen appears with the same information as when you select Create a New Directory Entry. The current settings appear as the default values.



5. Use , , , or  as needed to move to the information you want to change on the various screens, and type in the new information.

For example, you can change the speed-dial number or the site name.



6. Press **ENTER** when you finish changing the information or press **CANCEL** if you decide you do not want to save the changes you have made.

If you press **ENTER**, the changed entry appears in the Dialing Directory.

## Removing an Entry from the Dialing Directory



To remove an entry from the Dialing Directory:

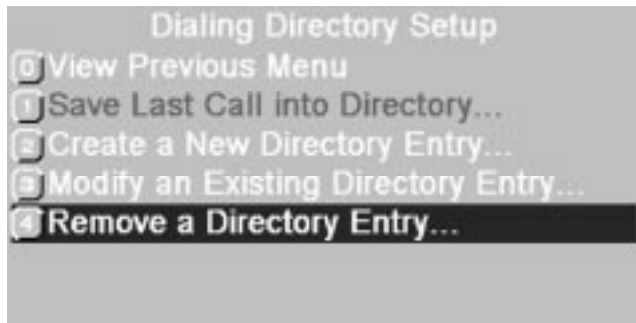
1. Press **SETUP**.

The Setup Menu appears.




2. Press **1** to choose **Modify Dialing Directory**.

The Dialing Directory Setup Menu appears.



**3. Press **4** to choose Remove a Directory Entry.**

The Dialing Directory appears.

**4. Press  to select the entry you want to remove, and press ENTER.**

A pop-up window appears, asking you to confirm your choice.

**5. Press ENTER again.**

The entry is removed from the Dialing Directory.



# *Problem Solving*

This chapter lists the steps you can take if you run into a problem with your system. If your system won't power on, if it fails tests when powering on, if it has no video or audio, or if you seem to have network problems, look in this chapter for the solution.

# *Problem Solving*

## **Before You Call for Support**



If you run into a problem with your videoconferencing system, follow these suggestions:

- If the problem is described in this chapter, follow the steps listed to see if you can fix it.
- If the problem is not described in this chapter, see the “Problem Resolution” section of the online manual.
- If you still can’t find a solution, gather the following information and then call your videoconferencing support provider:
  - The serial number of your system, which you can find on the back of the system
  - Information about the system and network configuration, which you can find through the system menus that you access by pressing **SETUP**
  - Any error codes or error messages that appeared on your screen
  - Symptoms of the problem you are experiencing

The rest of this chapter lists various problems and the steps you can take to fix them.

**No System Power** These are the steps you can take if your system doesn't seem to have power.

If you have this symptom...	Do this...
<p>The power-on light on the front of your system is not lit.</p>	<ol style="list-style-type: none"> <li><b>1. Make sure that the power switch on the back of your system is turned on.</b></li> <li><b>2. Make sure that the power adapter cable is plugged securely into the back panel, and that the power cord from the power adapter to the wall outlet is plugged securely into both the adapter and the wall.</b></li> <li><b>3. Make sure that power is available at the wall outlet.</b></li> </ol> <p>If you are sure that all of these are functioning correctly and you still do not have power to your system, call your videoconferencing support provider.</p>

**System Fails Power-On Tests**

Your system performs several tests when you power it on. These tests, called Rapid Power On Tests (RPOT), check the hardware components and system software.

During the RPOT, the green light on the back of the system lights up. If the system passes the RPOT, the light goes off. If the system fails the RPOT, the light remains lit.

These are the steps you can take if your system fails the RPOT.

If you have this symptom...	Do this...
<p>An error message occurs during the power-on process or the green light on the back of the system remains lit.</p>	<ol style="list-style-type: none"> <li><b>1. Press ENTER to run more tests.</b></li> <li><b>2. If the test results show a video, audio, or network connection problem, refer to the lists in this chapter or refer to the online manual to try to find out what the problem is.</b></li> </ol> <p>If you still can't fix the problem or the tests show a defective component, contact your videoconferencing support provider.</p> <p>If the tests show that there's a problem with the network, see "Network or Communications Failure" on page 7-5 for more information.</p>

## Blank Screen

These are the steps you can take if you can't get anything to appear on the screen.

If you have this symptom...	Do this...
<p>The screen is blank.</p>	<ol style="list-style-type: none"> <li><b>1. Press a button on the hand-held remote or press the green button on top of your system.</b></li> <li><b>2. Make sure that the power switch on the back of your system is turned on and that the power switch on your monitor is turned on.</b></li> <li><b>3. Make sure that all cable connections to your system and to the monitor are correct and secure (see Appendix A).</b></li> <li><b>4. If your monitor has multiple inputs such as Video 1 and Video 2, make sure that the correct video source is selected.</b></li> </ol> <p>If your screen is still blank, call your videoconferencing support provider.</p>

## No Sound

These are the steps you can take if you can't hear any sound during a video call.

If you have this symptom...	Do this...
<p>While in a call, you can't hear the far end and the far end can't hear you.</p>	<ol style="list-style-type: none"> <li>1. <b>Use the VOLUME button on the hand-held remote to increase the volume. Make sure that the volume bar that appears on the monitor is at least half-filled.</b></li> <li>2. <b>Ask the people at the far-end site if they have muted the call. If they have, ask them to unmute it.</b></li> <li>3. <b>If you detached an optional microphone, such as the PowerMic, during the call, you must reattach that microphone to receive audio.</b></li> <li>4. <b>Make sure that all cable connections to the system and the monitor are correct and secure. (Appendix A shows how the cables connect to the back of the system.)</b></li> <li>5. <b>Make sure that the volume on the monitor is on and at the appropriate level. Start with the monitor's volume set at its middle position.</b></li> <li>6. <b>Hang up the call.</b></li> <li>7. <b>Call another site to see if you can hear them and they can hear you.</b></li> </ol> <p>If you can hear each other, the problem is with the far-end site from the first call. If you cannot hear each other, hang up the call and continue with the next step.</p> <ol style="list-style-type: none"> <li>8. <b>From the System Exercises menu, choose Generate Audio Test Tone to check that the volume is set correctly.</b></li> <li>9. <b>Run the Local Channel Loopback test from the Loopback Tests menu, and then speak into the microphone to see if you hear yourself back.</b></li> </ol> <p>If you cannot hear yourself back, the problem is with the system. If you can, the problem may be with the system, the far end, or the network.</p> <p>If you place the call again and still don't hear any sound or if you have found a defective part, call your videoconferencing support provider.</p>

## Network or Communications Failure

If there is a problem with the network interface connection, the message Network not connected may appear briefly when the system is powering on or when you're using it. You can also check the Display System Status screen to see if the network is connected or disconnected.

Before trying the steps listed in the next table, follow these steps if you are having problems making and receiving calls:

**1. Make sure the ISDN cable to the system is securely attached.**

Loose or incorrect cabling is a common cause of problems.

**2. Check the network configuration menus to be sure that you set up the ISDN interface correctly.**

**3. If you suspect the problem is with the system, run the Local Channel Loopback test from the Loopback Tests menu.**

This test verifies the operation of the near-end components and cables.

**4. If you can make calls to some sites but not to others, or if you receive many errors when making calls, run the Network Reflector Loopback test from the Loopback Tests menu.**

This test verifies the transmission of data over the network.

Once you've tried the previous steps, these are the next steps you can take if you have network or data transmission failures.

<p><b>If you have these symptoms...</b></p>	<p><b>Do this...</b></p>
<p>You can call most sites, but not others.</p>	<p><b>1. Have the far-end site call your site.</b>                      If this is successful, go to the next step.                      If this is not successful, go to Step 4.</p> <p><b>2. Turn off the Set Automatic Rate Adaption item from the ISDN Network Configuration menu.</b>                      When you turn off this feature, you must manually select whether or not to use rate adaption at the beginning of the call. See the online manual for more information about automatic rate adaption.</p> <p><b>3. Select Force 56 kbps Operation from the Channel Operation menu when placing the call.</b>                      If this is successful, you can save this setting for calls made to this site and choose Set Automatic Rate Adaption again for your other calls. Choose Save Last Call into Directory from the Dialing Directory Setup menu to save the call with the correct settings.                      If this is not successful, go to the next step.</p> <p><b>4. If the far-end site is a PictureTel system, have them run the Local Channel Loopback test from the Loopback Tests menu.</b>                      If this test fails, the people at the far-end site should contact their videoconferencing support provider.                      If this is successful but you are still experiencing problems, go to Step 6.</p>

If you have these symptoms...	Do this...
<p>You can call most sites, but not others. <i>(continued)</i></p>	<p><b>5. If the far-end site is not a PictureTel system, verify that it can receive a call using the H.320 standard.</b></p> <p>Some non-PictureTel systems require that you manually set up the system before accepting an H.320 video call. If the far-end system is H.320 compatible, verify that it can support and is set for the appropriate video and audio transmission formats.</p> <p>If the far-end site can accept calls using the H.320 standard and you are still experiencing problems, go to the next step.</p> <p><b>6. Check to see if the far-end site is on a virtual private (sometimes called software defined) network.</b></p> <p>Have the people at the far-end site ask their internal telecommunications department for this information. Many virtual private networks do not permit inbound calls and some virtual private networks restrict OFF-NET calls (calls outside the private network).</p> <p>If both your site and the far-end site are on the same virtual private network and you are still experiencing problems, contact your ISDN service provider.</p> <p>If the far-end site is on a virtual private network and your site is <i>not</i> part of the same network, go to the next step.</p> <p><b>7. Check that you are dialing the correct OFF-NET numbers for the far-end site.</b></p> <p>Have the people at the far-end site ask their internal telecommunications department for this information.</p> <p>If you are still experiencing problems, contact your videoconferencing support provider.</p>

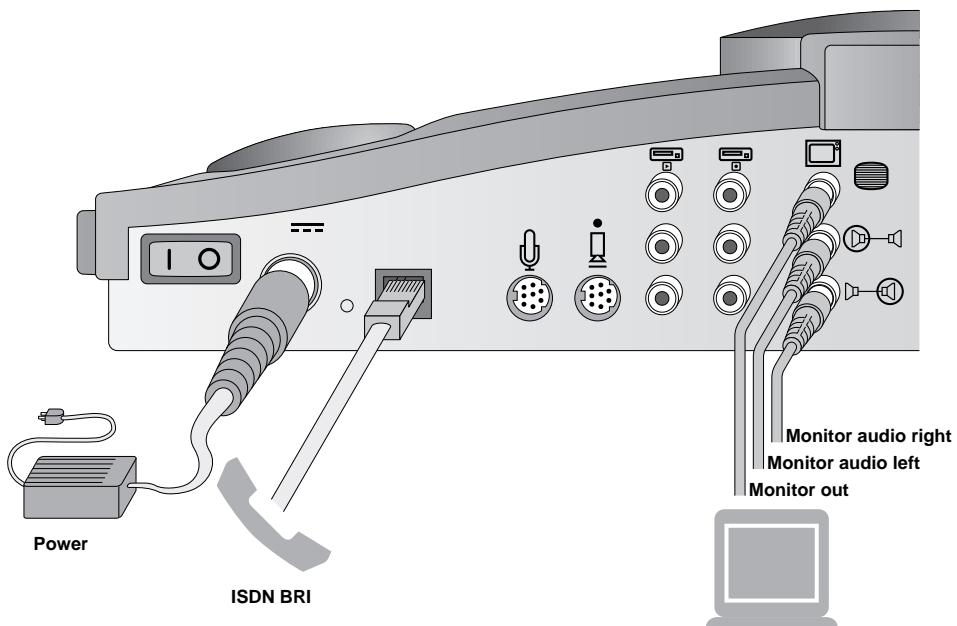
<p><b>If you have these symptoms...</b></p>	<p><b>Do this...</b></p>
<p>The message Network Disconnected appears during the power-on process or during operation.</p>	<ol style="list-style-type: none"> <li data-bbox="579 302 1053 328"> <p><b>1. Check the ISDN Protocol configuration.</b></p> <p>Refer to Appendix D of this guide if you are unsure whether or not you entered the correct information; if you have further questions about the correct configuration, contact your ISDN service provider.</p> </li> <li data-bbox="579 493 1210 548"> <p><b>2. Run Test ISDN Interface from the Network Subsystem Self-Tests menu.</b></p> <p>If this test shows that the system is defective, call your videoconferencing support provider.</p> </li> <li data-bbox="579 649 1243 769"> <p><b>3. Run the Network Reflector Loopback test from the Loopback Tests menu to determine if the problem is with the system or the network itself. Contact your ISDN service provider to get a loopback number you can call.</b></p> <p>If this test shows that the system is defective, call your videoconferencing support provider.</p> <p>If this test shows a problem with the network, contact your ISDN service provider.</p> </li> </ol>

# A

## *Back Panel Connections*

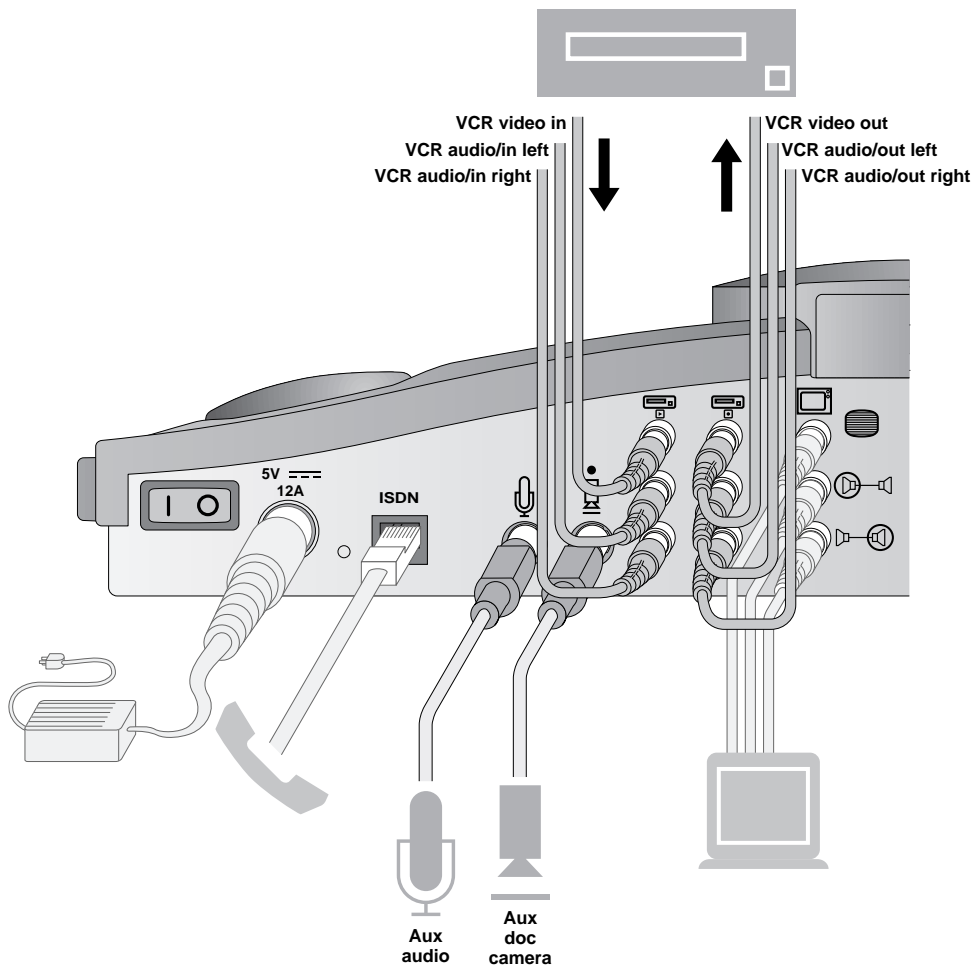
To get your videoconferencing system up and running, you need to connect the power cable, the ISDN cable, and the red, yellow, and white connectors on the monitor cable. You then turn on the power button.

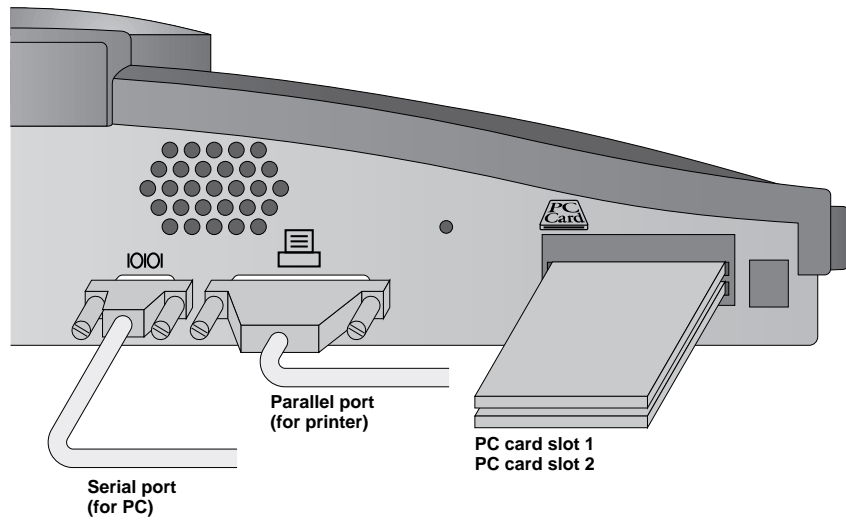
The following illustration shows the back of your system and where to connect those three cables. (For complete information on how to install your system, see the installation card that came with it.)



You can also connect optional equipment to your system, such as a VCR, another microphone, a document camera, a PC, or a printer.

The following illustration shows the back of your system and where to connect all this equipment.







# B

## *Default Settings*

Your system comes with some system settings already set for you, such as the clock display format and the camera configuration. This appendix lists the factory defaults for all these settings.



You can run your videoconferencing system as it is set, but if you want to change any of the settings you can do so through the system menus. You access the system menus by pressing **SETUP**. The Menu column in the following table lists the menus on which you'll find the various options that you can set. The Option column lists the options on those menus.



See the online manual if you want more information about the various options. For example, the online manual explains the various video transmission formats so you can decide which is the best for your system.

<b>Menu</b>	<b>Option</b>	<b>Default Setting</b>
Setup	Do-Not-Disturb	Off
Localization Settings	AC Lighting Frequency	60 Hz
Clock Settings	Clock Display Format	12 Hour
System Security Settings	Require Configuration Password	Off
	Allow Changes in Dialing Directory	On
	Enable Auto-Answer Mode	Off
Video Configuration	Permit Control by Far End	On
	Set Video Transmission Format	Automatic
Main Camera Source Configuration	Set Source Name	Main
	Set Pan Direction	Mirrored
	Set White Balance	Automatic
	Set Focus	Automatic
	Set Exposure	Automatic
Doc Camera Source Configuration	Set Source Name	Doc
Audio Configuration	Set Sound Effects Volume	Midscale
	Set Audio Transmission Format	Automatic
	Set Initial G.711 Encoding	μ-law
Audio Processing	Use IDEC Processing	On
	Use Noise Suppression	On
	Use Automatic Gain Control	On

<b>Menu</b>	<b>Option</b>	<b>Default Setting</b>
Data Port Configuration	Set Protocol	Port Disabled
	Set Data Rate	38400
	Set Data Bits	8
	Set Stop Bits	1
	Set Parity	None
	Set Flow Control	CTS/RTS
ISDN Network Configuration	Set Network Name	ISDN
	Set Redial on Line Drop	On
	Set Automatic Rate Adaption	On
ISDN Protocol Configuration	Enter Directory Numbers	Off
System Tests	Set Remote Access Level	None
Set Self-Test Options	Enable Extended Tests	Off
	Enable Repeated Tests	Off
System Exercises	Set ISDN Call Trace	Off



# *Upgrading Your System*

You can upgrade your system software and install the latest release either locally or remotely. Then, if for some reason you decide to go back to the earlier release, you can switch back to that release.

## **Upgrading the Software**

You might want a new release of software if, for example, you want to add a new feature to your system. You can upgrade your system software either locally with a PCMCIA card (PC card) or remotely through an ISDN connection.



You cannot upgrade the software when you are in a video call.

To upgrade the software:



**1. Press SETUP.**

The Setup Menu appears.



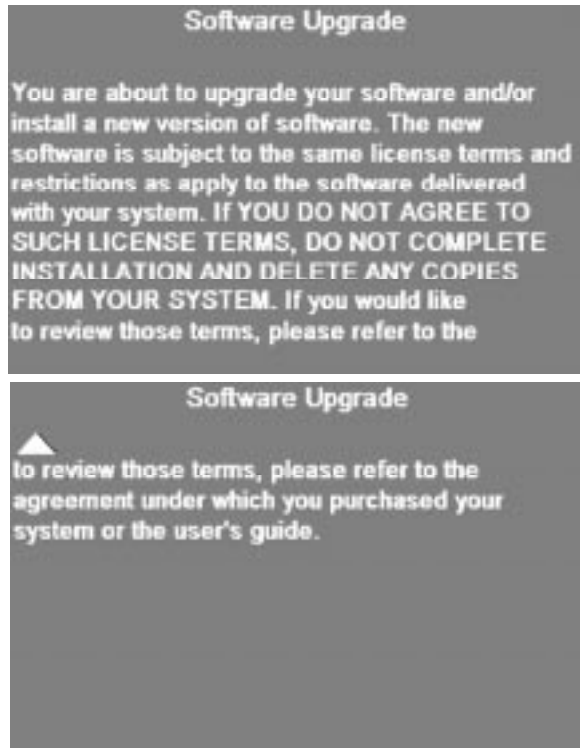
**2. Press  and ENTER to choose Update Software.**

The Update Software Menu appears.



**3. Choose Install New Version.**

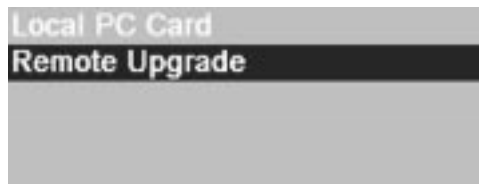
The Software Upgrade Agreement appears.



See the front matter of this guide for the full text of the PictureTel License Agreement.

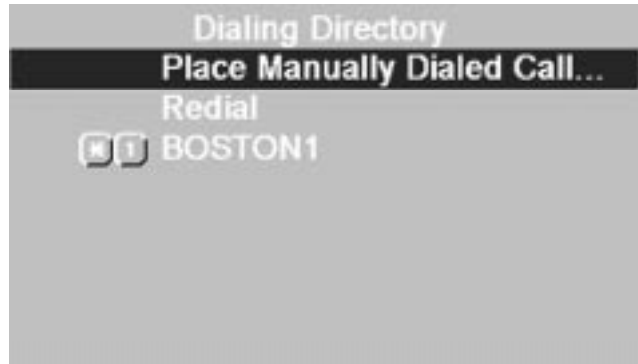
**4. Press ENTER to proceed, or press CANCEL to stop the upgrade.**

If you press ENTER, a pop-up window appears and you can choose to upgrade either through a remote upgrade or through a local PC card.

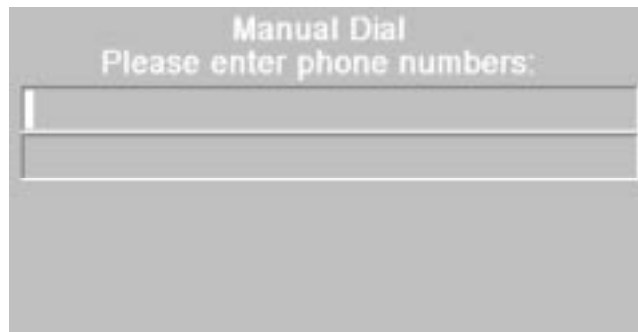


**5. Choose your upgrade method.**

- If you choose Remote Upgrade, the Dialing Directory appears so you can place a call indicating that you want an upgrade.



- a. Choose Place Manually Dialed Call.



- b. Enter the Software Upgrade phone number (one number only).

When the call connects, the Call Connected message appears and the upgrade begins automatically.

**Note:** If the line is busy, your system automatically redials until it makes the connection, or until you press CANCEL.

- If you choose Local PC Card, the system prompts you to insert the PC card. Insert the card face up into either PC card

slot at the back of your system (see Appendix A for an illustration of the back of the system). Then press ENTER.

If you want to stop the upgrade, press CANCEL at any time. Doing this leaves your old software unchanged.

When the upgrade is done, this message appears:

Please restart your system for the changes to take effect.

**6. Turn the power button off, and then turn it on again.**

When the system restarts, the new version of software automatically initializes.

**Note:** When you upgrade your system software, your system settings and Dialing Directory entries remain unchanged.

## Switching Software Versions

You may want to switch software versions if, for example, you downloaded a new software release, but then you decide you want to switch back to the previous version. You can have one or two software versions resident on your system.



You cannot switch software versions when you are in a video call.


To switch software versions:



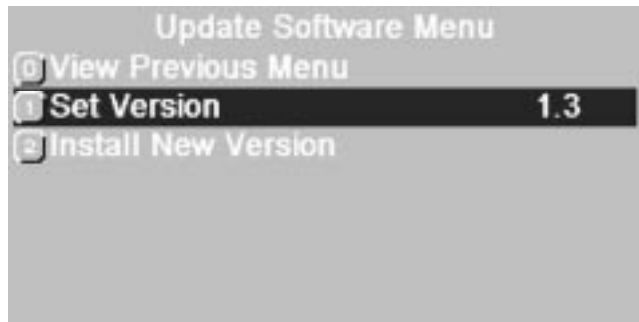
**1. Press SETUP.**

The Setup Menu appears.



**2. Press  and ENTER to choose Update Software.**

The Update Software Menu appears.



**3. Choose Set Version.**

Up to two available software versions are listed.

**4. Choose a software version and press ENTER.**

The message Change from Version XXX to Version YYY appears.



**5. Press ENTER to change versions or press CANCEL if you want to leave the current version unchanged.**

Your system switches software versions. When the switch is done, this message appears:

Please restart your system for the changes to take effect.

**6. Turn the power button off, and then turn it on again.**

When the system restarts, the version of software that you chose automatically initializes.

**Note:** If you are switching from an older version (Version A) to a newer version (Version B), the Version A system settings and Dialing Directory entries are automatically saved and restored. If you are switching from a newer version (Version B) to an older one (Version A), the Version A settings and entries are restored automatically.



# D

## ISDN

### *Configurations*

Your system uses the ISDN network to send and receive video calls. When you use the system setup procedure for the first time, you are actually providing ISDN information so that the network “knows” what your system is, where it is, and what services it needs. This process of entering ISDN information is called *configuring* your system. When you finish providing the setup information, you have built a *configuration*.

When you move your system, or change its settings in any way, you must use the setup procedure to reenter or change the ISDN information. This is called *reconfiguring* your system.

#### **Using the System Setup Procedure**

Your system lets you save up to five different configurations so that you don’t have to rebuild a configuration each time you change or move your system. Setting up different configurations is part of the setup procedure.

The first time you use the setup procedure, the system guides you through the process of configuration, but you won’t be asked about any other configurations, because you don’t yet have any. At the end of the system setup, you have the chance to save the configuration.

Once you save a configuration, and then use the system setup procedure again, the system will ask you if you want to add, change, or delete a configuration.

You may want to add another configuration in case you want to use your system in more than one site, or you may need to change your configuration if, for example, you change your network provider. You might also want to delete a configuration that is no longer valid.

**Note:** You can enter the setup procedure by choosing Simple Setup from the Main Menu rather than restarting the system to do so.

For more information about the system setup, see the online manual.

## Things to Remember

ISDN configuration can be a complicated process, but your system removes a lot of the complication.

- Your system only uses one type of ISDN, BRI, so the configuration choices are greatly simplified.
- The *How to Order ISDN* form (see Appendix E) provides all of the information you need to configure your system for ISDN service.
- The system setup procedure guides you through the configuration process: you simply plug in the values that your network provider supplied on the *How to Order ISDN* form.

The key to making configuration as easy as possible is getting the right information from your network service provider. Before you reconfigure your system, PictureTel strongly recommends that you use the *How to Order ISDN* form so that you get accurate information from your network service provider. Make sure you retain a copy of this form.

## ISDN Terms

Here are some terms to help you understand what you need to configure your system properly.

□ *Switch*

The collective term for the equipment that routes telephone traffic through the public network. The type of switch you're using determines, for example, how many ISDN devices you can use, and what ISDN services you can use.

□ *Dialect*

Designates the specific set of instructions the switch uses to route your calls; see also *Switch*. For example, the name of one type of switch is 5ESS, but the dialect might be 5ESS Multipoint.

□ *Directory Numbers (DNs)*

Same as *Multiple Subscriber Numbers (MSNs)*.

□ *Numbering Plan and Numbering Type*

Specify the form in which the network receives dialed calls.

□ *Service Profile Identifiers (SPIDs)*

Numbers that identify to the telephone service company what your equipment is and what kind of ISDN services you're entitled to. A typical SPID is a number appended to an MSN.

□ *Multiple Subscriber Numbers (MSNs)*

Also known as *Directory Numbers*. These are the ISDN "telephone numbers" for your videoconferencing system. The people who call your system use these numbers to do so.

## Common Configuration Values

The table below provides standard information about certain types of dialects. For example, if you know you're using the 5ESS Point-to-Point dialect, you also know that the value for both Numbering Type and Numbering Plan is Unused.

Dialect	Numbering Type	Numbering Plan	Number of SPIDs Used	MSNs Used
5ESS Point-to-Point	Unused	Unused	None	None
5ESS Multipoint	Unused	Unused	1 or 2	Same as SPID number
National ISDN-1	Unknown	Unknown	1 or 2	Same as SPID number
DMS 100	Unknown	Unknown	2	2
Euro-ISDN (Net3)	One of the following:	One of the following:	None	Optional:  (Based on network provider)
VN3				
NTT	Unknown	Unknown		
KDD	International	ISDN		
1TR6	National	Data (X.21)		
TPH1962	Network Specific			
Net3-Swissnet	Subscriber			
Net3-Singapore				
Net3-Norway				
Net3-Taiwan				
Net3-Belgium				

**Note:** Unused and Unknown are actual entries. Do not leave this information blank.

# E

## *How to Order ISDN BRI*

Before you ordered your system, you received a *How to Order ISDN* form that guided you through the ISDN ordering process. You may need an additional form or forms, however, in case you move your system or otherwise change its configuration. This appendix provides you with an additional copy of the *How to Order ISDN* form that you can photocopy and keep in case you need it later.

The form is available in two versions. Use the form that is appropriate for your site:

- How to Order ISDN BRI in the United States and Canada
- How to Order ISDN BRI Outside the United States and Canada

Each *How to Order ISDN* form has two sides:

<b>Side</b>	<b>Information</b>	<b>Description</b>
Front	User	Asks the videoconferencing user questions to ensure that the correct type of ISDN BRI is installed.
Back	Network Provider	Guides the network provider in provisioning ISDN BRI. This section also instructs the network provider to supply the user with the information needed to install the videoconferencing system.

---

# How to Order ISDN BRI For Your Videoconferencing System in the United States and Canada

This form will help you order ISDN BRI for your videoconferencing system by guiding you through the process and ensuring that you receive the correct ISDN line for your videoconferencing system.

There are two sections to this ordering sheet:

**Section One** (below) should be completed by the videoconferencing **user**

**Section Two** (reverse) should be completed by the **network provider**

**Step 1:** The videoconferencing **user** fills out Section One of this sheet. The **user** then forwards both sides of this sheet to the **network provider** who completes Section Two

**Step 2:** The **network provider** provisions the correct ISDN BRI and completes Section Two of this sheet, supplying the **user** with all the information necessary to install the videoconferencing system. The **network provider** returns the completed sheet to the **user** listed in Section One

**Step 3:** The **user** retains this sheet for quick reference when installing the videoconferencing system

## Section One

### To be completed by the Videoconferencing User

The site where I want my ISDN BRI installed is in the following city/state/province:

(1) \_\_\_\_\_

I do [ ] do not [ ] want to connect multiple devices (for example, videoconferencing equipment, facsimile, and/or computer) to the **same** incoming ISDN BRI line.

My network provider is:

\_\_\_\_\_

Fill in your name and contact information:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**Note:** In the United States and Canada, you may need to plug your videoconferencing system into a device called an NT1 before you plug the system into your ISDN BRI wall jack. See Section Two (reverse) – your network provider will tell you if you need an NT1 and, if so, how to order one.



---

# How to Order ISDN BRI For Your Videoconferencing System Outside the United States and Canada

This form will help you order ISDN BRI for your videoconferencing system by guiding you through the process and ensuring that you receive the correct ISDN line for your videoconferencing system.

There are two sections to this ordering sheet:

**Section One** (below) should be completed by the videoconferencing **user**

**Section Two** (reverse) should be completed by the **network provider**

**Step 1:** The videoconferencing **user** fills out Section One of this sheet. The **user** then forwards both sides of this sheet to the **network provider** who completes Section Two

**Step 2:** The **network provider** provisions the correct ISDN BRI and completes Section Two of this sheet, supplying the **user** with all the information necessary to install the videoconferencing system. The **network provider** returns the completed sheet to the **user** listed in Section One

**Step 3:** The **user** retains this sheet for quick reference when installing the videoconferencing system

## Section One

### To be completed by the Videoconferencing User

The site where I want my ISDN BRI installed is in the following city and country:

(1) \_\_\_\_\_

I do [ ] do not [ ] want to connect multiple devices (for example, videoconferencing equipment, facsimile, and/or computer) to the **same** incoming ISDN BRI line.

My network provider or international carrier is:

\_\_\_\_\_

Fill in your name and contact information:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ Country: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

---

## Section Two

### To be completed by the user's network provider:

Please read the following section – **ISDN BRI Service Specification** – then fill in the data requested in the **Information Needed to Install this User's PictureTel Videoconferencing System** section (below).

#### ISDN BRI Service Specification

- Both B channels must carry circuit-switched videoconferencing data
- The ISDN BRI service must allow videoconferencing calls to be dialed on either B channel or on both simultaneously
- The D channel should not permit X.25 packet data
- The ISDN BRI service must be configured as Terminal Type A
- The ISDN BRI service must support automatic Terminal Endpoint Identifiers (TEIs)
- The ISDN BRI service must be tariffed and available at the user site listed in Section One

**Note:** Network provider does not block BRI videoconferencing transmissions into its data network

Please check the appropriate choice below.

ISDN BRI service  is  is not tariffed, available, and loop-qualified at all the sites the user has listed.

#### Information Needed to Install this User's PictureTel Videoconferencing System:

This user's service will use which of the following ISDN BRI dialects?

(Check only one):	<input type="checkbox"/> 5ESS Point-to-Point	United States
	<input type="checkbox"/> 5ESS Multipoint	United States
	<input type="checkbox"/> DMS-100	United States
	<input type="checkbox"/> National ISDN (NI1)	United States
	<input type="checkbox"/> NTT	Japan
	<input type="checkbox"/> KDD	Japan
	<input type="checkbox"/> Euro-ISDN	Europe
	<input type="checkbox"/> VN3	Europe
	<input type="checkbox"/> ITR6	Europe
	<input type="checkbox"/> TPH1962	Australia/New Zealand
	<input type="checkbox"/> NET3	Swissnet
	<input type="checkbox"/> NET3	Taiwan
	<input type="checkbox"/> NET3	Norway
	<input type="checkbox"/> NET1	Belgium

Which Network Numbering Type will the ISDN service use?

(Check only one):  Unknown  International  National  
 Network Specific  Subscriber

Which Network Numbering Type will the ISDN service use?

(Check only one):  Unknown  ISDN  Data <X.21>

User's MSNs (also known as Directory Numbers, or the numbers other users will dial to connect to user's videoconferencing system) are:

MSN1 \_\_\_\_\_ MSN2 \_\_\_\_\_

**Note:** If user plans to use multiple devices on this ISDN BRI line (see Section One), please specify if:  
 MSNs will filter calls  Subaddresses will filter calls

**Users:** See Directory Number and Subaddresses in the online manual for more information.

**Please provision the ISDN BRI network and return this form to the USER at the fax, phone, or address listed in Section One on the other side of this page.**

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