

User's Guide *Intel Business Video Conferencing*



Copyright information



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C O N T E N T S



Introduction

What is Intel Business Video Conferencing with ProShare® Technology?

Intel Business Video Conferencing, hereafter referred to as Business Conferencing, lets you make audio, video, and data connections.

With Business Conferencing you can:

- see and hear another person (or persons, if you are multipoint conferencing)
- view and mark up a copy of a document together with another person
- transfer files and high-quality images
- share applications, so that you can make changes to a document using the application which created the document

What's a data connection? Just as an audio connection lets you transmit sound to another person, and a video connection lets you transmit images, a data connection lets you transmit data, such as a file.

What's new in this release?

- **Data applications** — Microsoft's NetMeeting* data applications are now supported. These applications include an application sharing program, Microsoft Whiteboard*, and Microsoft Chat*.
- **Standards** — ITU H.323 video conferencing on the LAN is supported. ITU H.320 video conferencing on ISDN and T.120 data conferencing are also supported.

About LAN connections

For a LAN conference, all computers must be connected to a Local Area Network (LAN) using Microsoft's TCP/IP network protocol.

- LAN connections between two people (point-to-point) support full audio/video and data conferencing.
- Business Conferencing supports only point-to-point LAN conferencing. Multipoint data-only conferencing can be done over a LAN via Microsoft NetMeeting. See NetMeeting's online Help for more information.

Interoperability with other versions of ProShare Conferencing

ProShare products, versions 2.0 or 2.0a, can interoperate with Intel's Business Conferencing product via ISDN. You can make audio, video and data connections, but you cannot share applications using Microsoft NetMeeting, enlarge your video window to full-screen size or use the record/playback feature.

System Requirements

- ✓ Intel Pentium® Processor, 166 MHz or better (Pentium® Processor with MMX(™) technology recommended)
- ✓ 24 MB RAM (32 MB recommended)
- ✓ 70 MB available hard disk space for full installation
- ✓ One ISA slot for ISDN card
- ✓ One PCI slot for video capture card
- ✓ CD ROM Drive
- ✓ Microsoft Windows* 95 (CD needed during installation)
- ✓ Microsoft DirectDraw*-enabled graphics adapter for improved full screen performance
- ✓ For ISDN operation: Basic Rate ISDN connection from a local service provider (An NT-1 adapter may be required for operation in North America.)
- ✓ Network interface card for LAN operation using TCP/IP.



Getting Started

Starting the Business Conferencing software

- 1 From the Windows Start menu, choose **Programs > Intel Business Video Conferencing > Conference Manager**. You see this dialog:



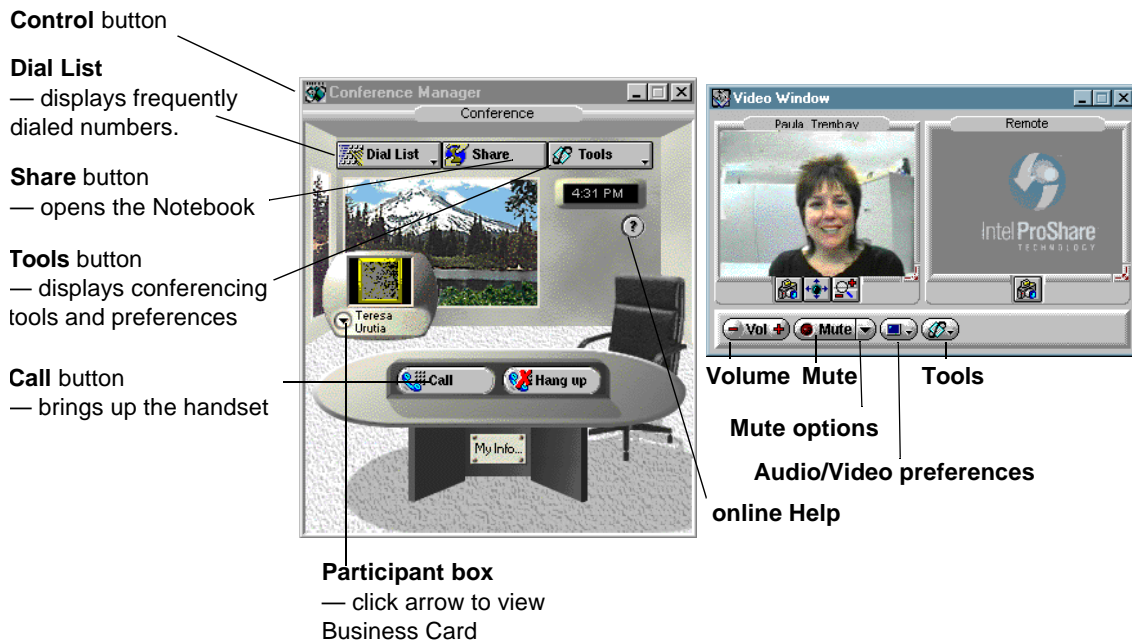
If you don't see this dialog, someone has clicked this box. You'll see the Conference Manager instead.

- 2 Click **Continue** to display the Conference Manager and Video Window.

For more details on any topic in this manual, see the online Help by pressing **F1**, or click on the **question mark button** on the Conference Manager. You'll find helpful topics and an easy **Tutorial**.

The Conference Manager

After you close the Welcome screen, you'll see the Conference Manager and Video Window. The Video Window local and remote screens will display "Video Initializing," and then you'll see:



The Conference Manager is your home base. You can make all your calls and start all the conferencing applications from it.

NOTE: Microsoft NetMeeting is launched at the same time as Business Conferencing. You'll see a NetMeeting window or taskbar icon, depending upon how your NetMeeting preferences are set.

Making a call

Using an ISDN or LAN connection, you can call someone with Business Conferencing four ways:

- use the **Call** button on the Conference Manager table
- use the **Dial List** on the Conference Manager menu
- use the **Browse** button on the handset and the Address Wizard
- directly from a **Business Card**

The person you're calling must be running Business Conferencing, another ProShare product, or another H.320 or H.323-compatible system. If your ISDN line has "voice provisioning", you can call a standard telephone.

Using the Call button

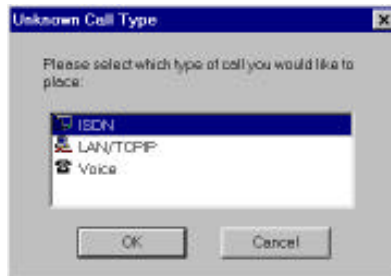
- 1 From the Conference Manager, click the **Call** button on the table.
You see the handset:

- 2 Click the number buttons, or click in the "Ready to dial" area and type numbers on your keyboard.



- 3 Click **Dial**.

- 3 Select a call type and click **OK**.
Your call is dialed.



Using the Dial List

The Dial List is the quickest and easiest way to call numbers that you dial frequently. It also displays all recently dialed numbers.

To make a call from the Dial List

- 1 From the Conference Manager, or from the handset, click the **Dial List** button. You see recently-dialed numbers and your Dial List:



- 2 Click any name or number.
Your call is dialed automatically.

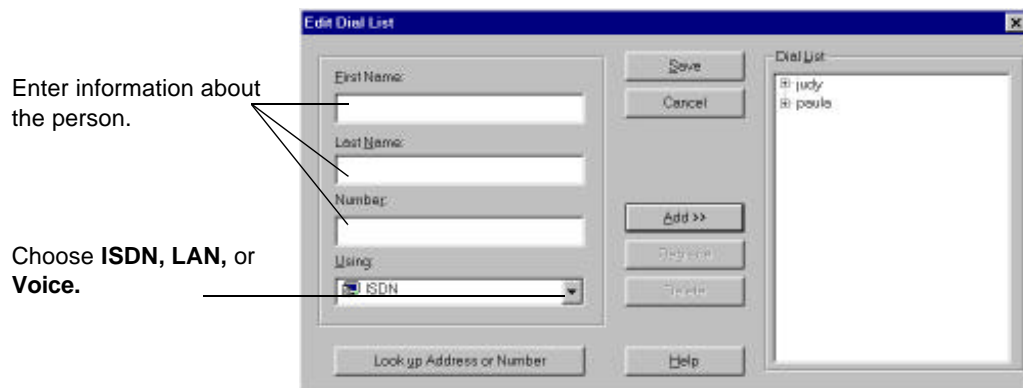
Creating your own Dial List

You can create your own Dial List. You can also use a Network Dial List that your system administrator creates. (Appendix C details how administrators can set one up).

- From the Conference Manager, click **Dial List**. You see the Dial List:



Click to open the **Edit Dial List** dialog.



Once you've entered all the information for a person, click **Add**. The information you entered is added to the Dial List. When you're done, click **Save**.

Using the Browse feature

The Browse feature allows you to look up and dial a number in one of your address lists. Your address lists include a Business Card folder, Address Books, and other lists where you can organize your information. Information in address lists tends to be more comprehensive than information in the Dial List. To find out more

about this feature, see “Using the Browse feature from the handset” on page 34.

Calling directly from a Business Card

You can put someone’s Business Card on your desktop, and call directly from there. See “Putting a Business Card on the desktop and calling from it” on page 32.

When you connect

After you dial a number using one of the methods above, the message “Ringing” displays in the handset window. The voice, video and data connections are made automatically. You see the other person’s image and name in the remote Video window, and a participant icon in the Conference Manager.

NOTE: The data connection is made via Microsoft NetMeeting. You will hear a tone when the NetMeeting connection is made.

To view the other party’s LAN address or ISDN number:

- From the Conference Manager, click next to the person’s name, and then click **Business Card > View**.

Answering a call

When somebody calls you, Business Conferencing automatically answers the call — this is called the **Auto-Answer feature**.

You can change this option so that a dialog asks you whether you’d like to answer a call:

- 1 From the Conference Manager, click **Tools > Preferences**. Select **Conference Manager**.
- 2 On the **Notification** tab, under On Incoming Call, select **Show Dialog**. Click **OK**.

Arranging your conference windows

If you don't like the way your conferencing windows are arranged, you can choose another arrangement:

- 1 Click the **Tools** button, then choose **Select Window Arrangement**.
- 2 Click the arrangement you'd like and click **OK**.

You can also arrange the windows yourself by dragging them.

Using the data applications

When you make a video connection, a data connection is also started automatically via Microsoft NetMeeting. Through the data connection, you can take advantage of Business Conferencing's data applications. These include

- **The Notebook** — a tool that helps you share and mark up material with others during a conference.
- **Photo Exchange** — allows you to share high-resolution images during a conference. See Chapter 5: Photo Exchange.
- **File Transfer** — allows you to send a copy of any file on your hard drive to anyone you're conferencing with. See Chapter 6: File Transfer.

You can also take advantage of additional data features offered by Microsoft NetMeeting. These include:

- **Application sharing** — Share a non-Business Conferencing application (such as Microsoft Word) with the other participant. See Chapter 9: Application sharing.
- **Chat** — Send typed messages to the other person in a conference. See the online Help topic "Using NetMeeting applications".
- **Whiteboard** — Illustrate your ideas so that other people can see them. See the online Help topic "Using NetMeeting applications".

- Multipoint LAN conferencing — Share data (no audio/video) with several people over a LAN by using NetMeeting to call into a NetMeeting LAN conference. See the online Help topic “Using NetMeeting applications”.

Ending the conference

- From the Conference Manager, click the **Hang Up** button. The call ends when either person clicks Hang Up.

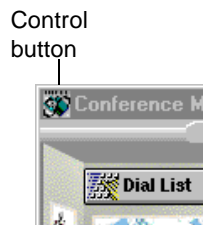
When you or another participant start to disconnect, you’ll see a dialog asking if you want to save the other person’s Business Card. The Business Card shows a person’s numbers, addresses, and sometimes a picture. (See Chapter 6 for more information about creating, editing and saving Business Cards.)

The Business Cards you receive from other people are stored in your Personal Address Book. Initially this is designated as the Business Card folder. (You can change this designation -- see “Changing the file designated as your Personal Address Book” on page 38.)

Exiting the Business conferencing software

- From the Conference Manager, click the **Control** button in the upper-left corner. Choose **Exit**.

Once you exit the Conference Manager, you won’t be able to receive any more calls. If you’d like to close Business Conferencing but still receive calls, use Listening mode.



Listen mode

Instead of exiting Business Conferencing, you can use Listen mode, where the system notifies you when a call comes in, and starts Conference Manager automatically. Listen mode uses less memory than starting the Conference Manager and minimizing it. To start Listen mode:

- From the Conference Manager, click the **Control** button in the upper left corner. Choose **Listen**.

Setting preferences for Conference Manager

In Conference Manager, you can specify how you're notified of a call, what's displayed on the main screen, and other preferences.

- 1 From the Conference Manager, click the **Tools** button, then choose **Preferences**.
- 2 In the Preferences dialog, select the **Conference Manager** category. Select the options you prefer. (For details about the preferences, click **Help**.)
- 3 Click the tabs to see more preferences. When you've finished selecting options, click **OK**.



Audio and Video Basics

Audio basics

SHOULD THERE BE INSTRUCTIONS ON HOW TO SWITCH BETWEEN OPEN & CLOSED AUDIO???

SHOULD THERE BE INSTRUCTIONS ON HOW TO SET UP AN EXTERNAL OPEN AUDIO DEVICE??

Adjusting the Volume

Use the Volume button on the Video window to control your system's volume.

Muting a call

During a conference, you can mute audio, video, or both. If you mute your video, others in the conference will see a message saying you've muted your video. If you mute the audio, no message will be displayed.



Mute

- 1 Click the down arrow on the **Mute** button.

- 2 Choose the options you'd like to mute (audio, video, or both).
- 3 Click the **Mute** button.

When the other person clicks the Mute button

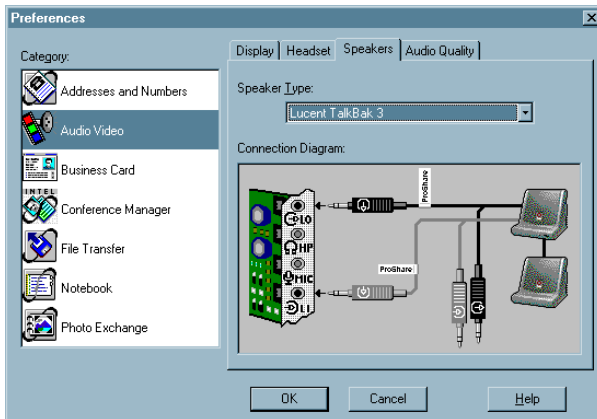
If the other person mutes the video or mutes both the audio and video, you'll see a message. The other person will still be able to see and hear you.

Using speakers, an external microphone or a different headset

For each of these options, set your preferences to recognize the equipment. (The default settings apply to the headset that come with the system.)

Using speakers

- 1 From the Conference Manager **Tools** menu, choose **Preferences**.



- 2 Under Category, choose **Audio/Video**.
- 3 Click the Speakers tab. Select the kind of speakers you are installing from the drop-down list.

- 4 Connect your speakers following the diagram on the tab.
- 5 Click **OK**.
- 6 From the Video Window, click the **Audio/Video Preferences** button. Choose **Use Speakers**.

Using a microphone with speakers.

The **Installation Guide** (NAME??) that came with your system provides instructions on installing and using the microphone shipped with the Business Conferencing system. You can also

Using a different headset

- 1 From the Conference Manager **Tools** menu, choose **Preferences**.
- 2 Under Category, choose **Audio/Video**. Click the **Headset** tab. Select the kind of headset you are installing from the drop-down menu.
- 3 Following the Connection Diagram, attach the headset to the HP and MIC jacks on your sound board on the back of your computer. Match the icons on the plugs with those on the board.
- 4 On the Headset tab, choose the headset you're using, then click **OK**.
- 5 From the Video Window, click the **Audio/Video Preferences** button. choose **Use Headset**.

If your headset is unlisted

See the online Help. THIS GETS REALLY DETAILED--SHOULD BE IN HELP. ASK PRATYSH JAISWAL.

Using Lucent Talkbak

For configuration of a Lucent Talkbak open audio device, see online Help.

Video basics

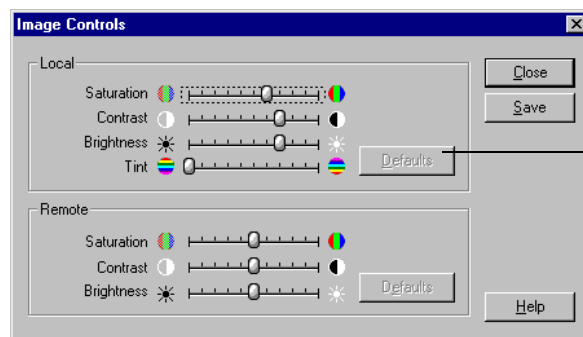
You can adjust many of Business Conferencing's video features. You can also take and send a video snapshot.



Audio/Video
Preferences

Adjusting the saturation, contrast, brightness and tint

- From the Video window, click the **Audio/Video Preferences** button, then choose **Image Controls**. Click and drag the sliders to change the settings.



Click **Defaults**
to return to the
original
settings.

When you're done, click **Save**, then click **Close**.

Zooming in and out

- Click the top of the **Zoom** button for a close-up, or the bottom of the button for a wide-angle view. You can zoom only your Local window.



Pan Zoom

Changing the camera angle (panning)

You can pan your Local window once you've zoomed in using the Zoom button.

- 1 Click the **Pan** button under your Local window.

- 2 Click the arrows to change the camera angle until the window looks the way you'd like, and click **OK**.

Changing the mirroring option

When you first install Business Conferencing, your image in the Local window is mirrored (it appears as if you're looking in a mirror). To switch it so the image is not mirrored:



Tools

- 1 From the Video window, click the **Tools** button, then choose **Preferences**. Click on the **Audio Video** tab.
- 2 On the Display tab, select **Not Mirrored** and click **OK**.

Changing the video window sizes

Click these handles and drag your mouse to change the window size (there are five sizes).



NOTE: you can also view your Video windows full screen. Click on the **Audio/Video Preferences** button, and choose **Full Screen**.

Taking snapshots of the video windows

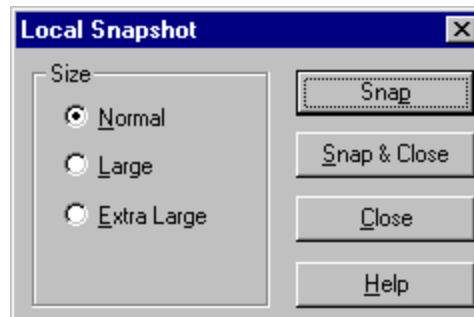


Snapshot

You can take snapshots of the Local and Remote video window. When you take a snapshot, it's copied to Photo Exchange, where you can share it, or save it as a bitmap (.BMP file).

- Click the **Snapshot** button in the video window you'd like to take a snapshot of. You'll see this dialog:

Choose a size:
160x120 pixels
320x240
640x480



Choose one:
Snap— to take one or more snapshots.
Snap & Close— to take one snapshot and close this dialog.

After you click close, Photo Exchange starts. The image is copied to the Photo Exchange album. From there you can send it, if you're in a video conference, by clicking **Send**. You can also save the snapshot to your hard drive (see "Sharing a snapshot of your video image" on page 47).

Changing the quality of your audio and video for a LAN conference

When you're conferencing over a LAN, you can adjust the quality of the audio and video of the call.

- 1 In the Video Window, click the **Tools** button, then choose **Preferences**.
- 2 Under Audio/Video, click the **Audio Quality** tab.

- 3 Move the slider between Best Possible Audio and Best Possible Video. (NAMES CHANGING??) Click ??????

Audio/Video conferencing tips

- ✓ **Can't hear the other person?** Check these things:
- ✓ Make sure the Audio/Video Preferences button is set correctly to **Use Headset** or **Use Speakers**. (From the Video Window, click the Audio/Video Preferences button. Choose **Use Headset** or **Use Speakers**.
 - Check the volume (have the other person talk while you adjust the level using the **Volume** button in the video window).
 - Make sure your headset and/or speakers are plugged in correctly.
 - Make sure that the other person has not muted his or her audio.
- ✓ **Can't see yourself in your Local window?** Make sure your camera is plugged in and the lens cover is open. If this happens when you start the conferencing software, you may have an IRQ conflict with the video board. See Appendix A for troubleshooting information.
- ✓ **Can't see the other person in the Remote window?** Ask the other person to check that his or her camera is connected and the lens cover is open.



Organizing numbers and addresses

As you make calls using Business Conferencing, you'll be searching for and collecting number and address information from the people you conference with. Business Conferencing provides several handy features to help you organize your information for easy retrieval and calling.

The main features are: the Dial List, the Business Card, and browsable address lists.

The Dial List

As discussed in Chapter 2, the Dial List is the quickest and easiest way to call numbers that you repeat often. It also records every number you dial. (See "Using the Dial List" on page 14 and "Creating your own Dial List" on page 14.)



Network Dial List

Your administrator can create a Network Dial List which everyone can use (see “Creating a Network Dial List” on page 54 for administrator instructions). If your administrator has created a Network Dial List, you’ll need to select it:

- 1 From the Conference Manager Tools menu, choose **Preferences > Addresses and Numbers**.
- 2 On the **Dial Lists** tab, check the box next to “Use Network Dial List File”. Browse to the file and click **Open**.

Business cards

Your electronic “Business Card” (which has your name, number, and other information) is created automatically when you install the Business Conferencing software.



Viewing Business Cards

You can view the Business Card of either participant:

- 1 Click on the arrow next to the name in a Participant box.
- 2 Choose **Business Card > View**.

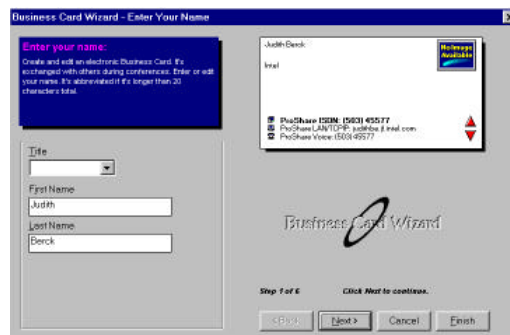


Participant boxes

Editing Business Cards

You can edit your Business Card if you'd like to change the information, or add a picture of yourself:

From the Conference Manager Tools menu, select **Preferences > Business Card**. Click **Edit**. The Business Card Wizard appears. Follow the steps on your screen.



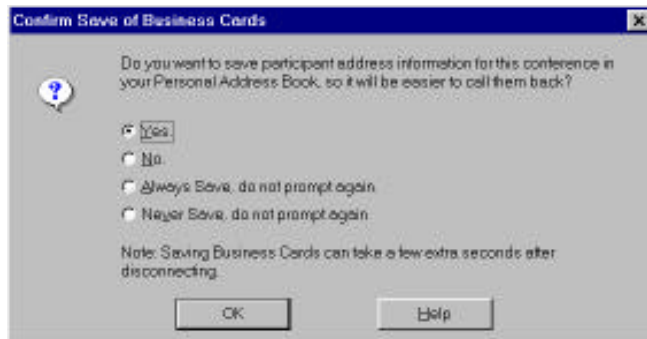
NOTE: To edit your ISDN number or LAN address, you need to change your system configuration. See your ISDN installation manual or Windows 95 LAN documentation.

Saving Business Cards

Business Conferencing can save a copy of the other person's Business Card into a special location called the Personal Address Book.

When you end a conference, you'll be asked whether you'd like to save the other person's Business Card:

Choose one of the options, then click **OK**.



If you select **Yes**, the Business Card is copied into whatever file or folder is designated as your Personal Address Book. (The default designation is to use your Business Card folder as your Personal Address Book. If you'd like use a different file, see "Changing the file designated as your Personal Address Book" on page 38.)

To view the cards in your Business Card folder and place a call using one of them, see "Using the Browse feature from the handset" on page 34.

NOTE: You can also change these options by choosing **Preferences** from the Conference Manager Tools menu, and then **Addresses and Numbers**. The options are on the General tab.

Putting a Business Card on the desktop and calling from it

You can export a Business Card file directly to the desktop, and make calls directly from there.

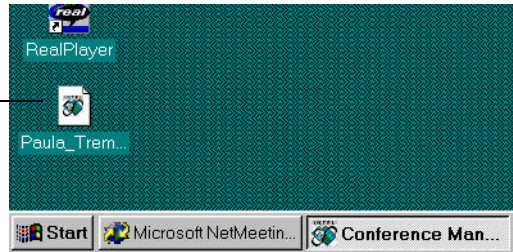
- 1 From the Conference Manager, click on the arrow next to a per-

son's name in the Participant box.

- 2 Choose **Business Card > Export**. An icon representing the card appears on the desktop with the person's name beneath.

If you click on a Business Card icon on the desktop, Business Conferencing will open automatically (unless its already open).

A dialog will ask if you'd like to make a connection.



NOTE: Once the Business Card file is on the desktop, you can send a Business Card as an e-mail attachment. **HOW???**

Network Business Card folders

Your network administrator may set up a Business Card folder on the network (see “Creating a Network Business Card folder” on page 55). To use a Business Card folder on the network, designate it as your Corporate Address Book:

- 1 From the Conference Manager Tools menu, choose **Preferences**. Select **Addresses and Numbers**.
- 2 Click on the **CorporateAB** tab.
- 3 Uncheck the box next to “No Corporate Address Book.”
- 4 Select one of the unassigned address lists, or click **Browse** to select a folder from the network.

Automatically updating Business Card information on the network

If you are using a Corporate Address Book, and would like the information you enter in your Business Card to automatically update the information kept on the network,

- 1 From the Conference Manager Tools menu, choose **Preferences**.

Select **Addresses and Numbers**.

- 2 Click on the **General tab**.
- 3 Check the box next to “Add My Business Card to the Corporate AB.”

Browsable address lists

The Business Card folder is only one kind of address list. Your other address lists include:

- Address Books — these are files that have been created using a prior version of ProShare conferencing software. They can be designated as your Personal Address Book or Corporate Address Book.
- text files — if you’d like to use an address list you’ve created in another format, convert it into a text file, if possible. Business Conferencing supports text files with comma-separated fields or fixed-width columns.

Using the Browse feature from the handset

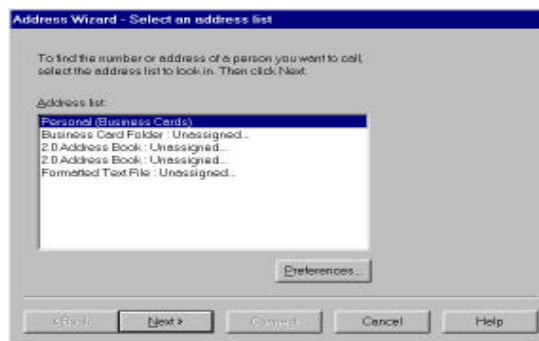
You can easily search through any of your address lists to make a call by using the Browse feature:

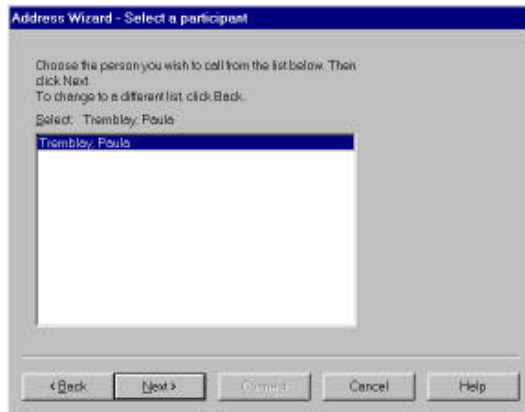
- 1 From the Conference Manager, click the **Call button** on the table. The handset will come up:

- 2 Click **Browse**.

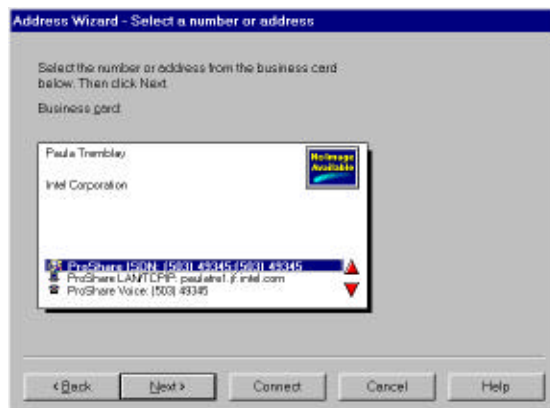


- 3 The Address Wizard comes up. Click on the address list you'd like to use.
- 4 Click **Next**.





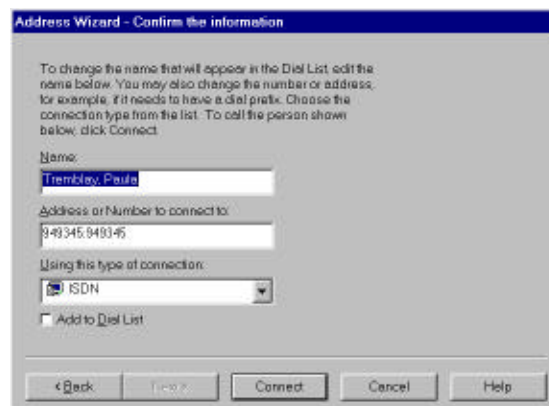
- 5 Select the participant you'd like to call.
- 6 Click **Next**.



- 7 If the information looks correct, use the arrows to select an address.
- 8 Click **Connect**. Your call will be dialed automatically.

OR

- 7 If you'd like to change any information, use the arrows to select an address.
- 8 Click **Next**.



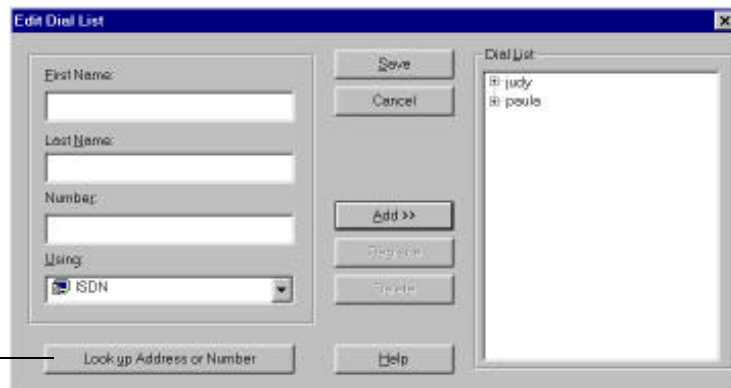
- 9 Edit the information and click **Connect**.

Browsing from the Dial List

You can also use the Browse feature directly from the Dial List.

- 1 From the Conference Manager Dial List menu, choose **Edit Dial List**.

- 2 Click on “Look Up Address or Number”.

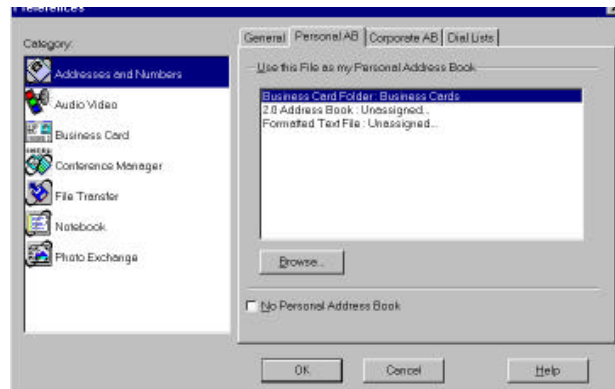


- 3 Follow the directions on the Address Wizard. You will be able to look up information, and to add it to the Dial List if you wish, but you won't be able to connect directly.

Address list preferences

You can change the options that pertain to address lists, such as whether names are listed Last Name, First Name or vice versa.

- From the Conference Manager Tools menu, choose **Preferences**. Select **Addresses and Numbers**.
- Click on the **General** tab. Change the options you'd like.



Changing the file designated as your Personal Address Book

By default, the Business Card folder is designated as your Personal Address Book. If you'd like to change this,

- 1 From the Conference Manager Tools menu, choose **Preferences**. Select **Addresses and Numbers**.
- 2 Click on the **PersonalAB** tab. Select the file you'd like to use, or click on an unassigned file and **Browse** to file you'd like to use.



Application sharing

Sharing an application using Microsoft NetMeeting*

One of the additional features offered by Microsoft NetMeeting is application sharing. Application sharing means you can share a non-Business Conferencing application such as Microsoft Word* with another person.

To share an application using Microsoft NetMeeting,

- 1 Start a video conference normally. NetMeeting will start at the same time.
- 2 Open a non-Business Conferencing application. You'll see the "ProShare Technology Everywhere" icon in the title bar at the top of the application. For example, if you open Microsoft Word* during a conference, you'll see the icon in its title bar.

"ProShare Technology Everywhere" icon



- 3 Click on the “**ProShare Technology Everywhere**” icon, and choose **Share This Application**. The application will automatically appear on the other person’s screen.

NOTE: when you first share an application, the other participant can see the content being shared, but cannot work in it.

To enable the other participants to edit:

- From Microsoft NetMeeting’s toolbar, click **Collaborate**. All the people who want to work in the application must also click **Collaborate**.

To stop all the participants from working in the application:

- From Microsoft NetMeeting’s toolbar, click **Stop Collaborating**.

To share an application so that others can view it but not work in it:

- From Microsoft NetMeeting’s toolbar, click **Share**, and then click the name of the application.

For further NetMeeting options and tips:

see NetMeeting’s online Help.

Stop sharing an application

To stop sharing an application and return to Business Conferencing,

- Click on the “**ProShare Technology Everywhere**” icon, and choose **Unshare This Application**.

Do NOT exit from Microsoft NetMeeting. NetMeeting will close when you exit Business Conferencing.

NOTE: Only the person who started sharing the application can save changes made to a file in the shared application. That person can then use File Transfer to send the file to the other participant. (See “Transferring a file” on page 63.)

For further information on using Microsoft NetMeeting, see NetMeeting’s online Help.



Multipoint conferencing

You can conference with several people at once, or multipoint conference.

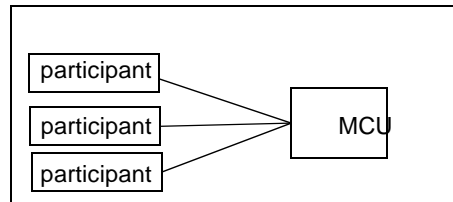
- **ISDN** — up to eight people can participate in an audio/video multipoint conference. Up to five people can participate in a full audio/video/data multipoint conference.
- **LAN** — Business Conferencing supports only point-to-point (two person) LAN conferencing. Multipoint data-only conferencing can be done over a LAN via Microsoft NetMeeting. See NetMeeting's online Help for more information.

ISDN multipoint conferences

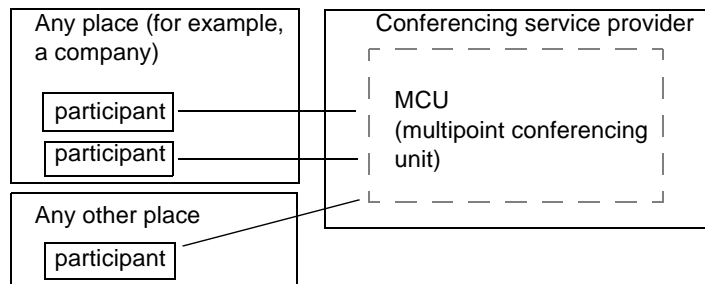
ISDN either uses your company's MCU (multipoint control unit) or uses a conferencing service from a service provider.

NOTE: Your MCU may support only an audio/video conference — it may not support data conferencing.

Using your company's MCU



Using a conference service



The MCU (multipoint control unit) is the connecting unit that allows everyone to connect to each other over ISDN lines.

Either all participants call into the MCU, or the MCU calls all the participants (it depends on your conferencing service provider or MCU). **IS THIS ACCURATE?--CHUCK SMITH SAID TO REMOVE FROM TUTORIAL.**

Setting up for ISDN multipoint conferences

Before you can start conferencing, you may have to register with a conferencing service provider.

To use a conferencing service:

- 1 From the Tools menu, choose **Conferencing Services**.
- 2 From the menu, click the conferencing service you'd like to

use for multipoint calls. You'll see a dialog with information about the service and a link to its World Wide Web site.

- 3 Click the link to launch your Web browser and display the service's Web site.
 - 4 Follow the instructions on the Web site for setting up or joining a multipoint conference.
- **If your company has its own MCU:** Contact your MCU administrator.

Starting an ISDN multipoint conference

How you start an ISDN multipoint conference depends on your conferencing service provider or MCU. In general, it works like this (for specifics, see your service provider or MCU administrator):

- 1 A few minutes before the scheduled conference time, start Business Conferencing on your system.
- 2 When it's time for the conference, the MCU calls you, or you call the MCU using a number provided to you.

NOTE: The remote Video window shows whomever is speaking the loudest.

Ending an ISDN multipoint conference

How you end an ISDN conference depends on your MCU or service provider — see their documentation for details

Multipoint conferencing over a LAN

You can share data (no audio/video) with several people over a LAN by

using Microsoft NetMeeting. See the online Help topic “Using NetMeeting* applications”.

Multipoint conferencing tips

- ✓ **Pause often** to allow for transmission delays (especially when sharing applications).
- ✓ **To avoid mouse conflicts** when using the Notebook, use the Turntaking tray (see Chapter 4).
- ✓ **To help identify participants** marking the Notebook, each of you should select a distinct color.
- ✓ **The camera automatically switches** to whomever is talking the loudest, so you’ll see different people in your Remote window.
- ✓ **Avoid unnecessary sound** to prevent the camera from switching to you. Mute the audio when the speaker talks for a long time.



Troubleshooting

Check here regarding problems that may happen BEFORE you start the Business Conferencing software. Once the software is running, refer to the Troubleshooting section in the online Help.

Be sure to check the Release notes for late-breaking troubleshooting information.

- From the Windows Start menu, choose **Programs > Intel Business Video Conferencing > Release Notes**.

Customer Support

If the solutions in this section don't help you, contact your network administrator, Intel Business Video Conference System reseller, or Customer Support.

BUSINESS CONFERENCING	
Problem	Possible Solution
Low memory.	<p>The conferencing software needs at least 24MB of RAM. To see how much memory you have available:</p> <ul style="list-style-type: none"> Choose Start/Settings/Control Panel/System. On the Performance tab, click Virtual Memory. <p>To increase virtual memory, close any open applications you don't need.</p>
No Business Conferencing software items listed in Start menu	<ul style="list-style-type: none"> Shut down your computer and restart it. Reinstall the conferencing software.
Setup locks up	<p>If you're installing in a system with a network card, try these things in this order:</p> <ul style="list-style-type: none"> Start your system without loading the network drivers, then run Setup again. Remove the network card, then run Setup. Make sure you set the conference system to IRQs and I/O addresses that don't conflict with the network card. Then reinstall the network card and reload the drivers. CHANGE THIS <p>Note: During LAN installation, if the network drivers aren't loaded when you run Setup, you must set up TCP/IP .</p>
Can't initialize video OR No video in the Local window	You have an IRQ conflict. You need to reconfigure your video board (see "Configuring your boards" in this appendix).
No local video	You may have an IRQ conflict. See "Hardware resource (IRQ) conflicts" below.
Error message: Bad PnP Serial ID Checksum	Press ESC to continue past this message. Your system will function normally. To eliminate the message, install the latest BIOS for your computer (contact your computer manufacturer for details).
Error message: you must run a 256-color VGA driver or better.	If you're using the ATI Mach 32 video driver, you must use version 2.60 or later. Also, make sure you turn off Crystal fonts. ????HOW??
Problems connecting	See the Troubleshooting section in the online Help.

Running hardware diagnostics

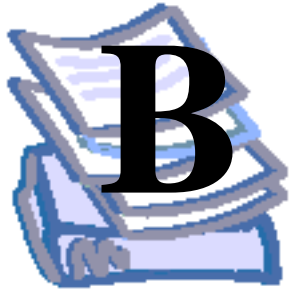
If you suspect a hardware problem with your Business Conferencing board(s), run the hardware diagnostics:

- 1 From the Windows Start menu, choose **Programs > Intel Business Video Conferencing > Diagnostics & Utilities**.
- 2 Double-click **Hardware Diagnostics**.
- 3 ????????ADD STEPS HERE

Hardware resource (IRQ) conflicts

During setup and installation, if Business Conferencing detects a hardware conflict, it displays a **Setup Wizard** automatically. You can also open the Setup Wizard manually:

- From the Windows Start menu, choose **Programs > Intel Business Video Conferencing > Setup Wizard**. Choose the **Hardware Configuration Tutorial**.



Other Important Information

Network information

The Business Conferencing system supports these network protocols and versions (see the Release Notes for the very latest list):

TCP/IP support

- Microsoft Windows 95 native 32 bit

Supported address formats:

- **TCP/IP** — 4 sets of 1 to 3 numbers each, with a period between each set like this: 123.123.123.123 or 123.22.12.44.

Other supported standards

- H.323 video conferencing standard
 - G.711 quality audio, 56 or 64 Kbps bandwidth
 - G.723 quality audio, 16 Kbps bandwidth
 - H.261 FCF, QCIF
 - H.263 FCF, QCIF video

- T.120 data conferencing standard

Two-camera support (dual video inputs)

There are two video connectors on the Business Conferencing video board:

- VIN 1 — composite video
- VIN 2 — S-video

You can use the second connector for a second camera, or a VCR, or another video device. To switch the Video window in the Business Conferencing software to the second device:

- From the Video window, click on the Audio/Video Preferences button and choose **Use Camera 1** or **Use Camera 2**.

NOTE: This setting is not saved from conference to conference.



For LAN Administrators

See the Release Notes for any late-breaking information concerning LANs.

To make installing and conferencing easier for users, follow these steps:

- **Installations to a network drive are not supported. However, the Business Conferencing software can be setup so that users can install the software from the network and run it on their hard drives. HOW??? NO DETAILS LATER.**
- **OPTIONAL: Install the LAN DESK® Conferencing Manager on a system on the network.** This allows you to restrict the amount of video conferencing bandwidth, and prevent network performance degradation. LDCM also provides reporting and monitoring capabilities. INCLUDE??? WE DON'T DOCUMENT THIS.
- **Create a Network Dial List(s)** so users have easy access to LAN or ISDN addresses for making conference calls.
- **Create a Corporate Business Card folder** so users' Business Cards can be automatically collected and updated on the network.

Auto update feature: The Corporate Business Card folder is automatically updated whenever any user makes a change to her Business Card. For more information about this feature, see the Business Conferencing online Help.

Creating a Network Dial List

The Conference Manager has a Dial List feature that lists names, LAN addresses and ISDN numbers so a user can quickly and easily call people. Users can create their own Dial Lists on their local drives. But one way you can help make life easier for users is to create a Network Dial List file(s) and configure each user's workstation to use it.

The Dial List has two files:

- **Local Dial List file (QUIKLIST.INI)** — this resides on the user's workstation in the conferencing software directory.
- **Network Dial List file** — this resides on the network (anywhere you want). You can have several of these files, but each user can access only one at a time. You should set the access rights so that users can't edit this file. You can name the file anything you like (it must have a .DLS extension).

Corporate Address Book vs. Network Dial List

You might want to create a Corporate Business Card folder instead of a Network Dial List because the Corporate Business Card folder has:

- auto update (see note below)
- no size limit

When the Dial List is displayed, the user sees one combined list with entries from both the Network and local Dial List files. Entries from the Network Dial List file that have network protocols not available on the user's workstation won't be displayed. When the same entry exists in both files, the user sees only the local entry in the Dial List.

Users can create their own local Dial List files using the ProShare software. However, most users don't know the network addresses of other users and don't know which network protocols their workstations are using.

To create a Network Dial List file:

- 1 On a workstation with the conferencing software installed, make a copy of the local Dial List file (QUIKLIST.INI) so you can restore it when you're done. Copy it to a temporary name (e.g., QUIKLIST.SAV).
- 2 Start the conferencing software.
- 3 In Conference Manager, click the Dial List button, then choose **Edit Dial List**.
- 4 Add users to the Dial List (for more information, click the **Help** button in the dialog).

- 5 Copy the QUIKLIST.INI file to the network (this is your Network Dial List).
- 6 Rename the Network Dial List QUIKLIST.DLS (or any name you want, with a .DLS extension).
- 7 If you made a backup copy of the local Dial List file in step 1, copy it back to QUIKLIST.INI.

Giving users access to the Network Dial List

You must configure each workstation's conferencing software individually to access the Network Dial List file.

To enable the Network Dial List on a conferencing system:

- 1 Start the conferencing software.
- 2 In Conference Manager, from the Tools menu, choose **Preferences**.
- 3 Under Categories (left side), choose **Addresses and Numbers**.
- 4 Click the **Dial Lists** tab.
- 5 In the Network Dial List section, check the **Use Network Dial List File** box.
- 6 Type the pathname of the Network Dial List file and click **OK**.

Creating a Network Business Card folder

FCC Compliance Statement

Part 15

Intel Video Capture card (FCC ID: EJMPC VD18XX) and ISDN card, S/T interface (FCC ID: MWV 225)

These devices comply with Part 15 of the FCC Rules. Operation is subject to the two following conditions:

1. These devices may not cause harmful interference.
2. These devices must accept any interference received, including interference that may cause undesired operations.

The boards have been tested and verified to be within the energy emission limits for Class B digital devices as defined in Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential situation. These boards generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Installed correctly, it probably will not interfere with your radio or TV. However, we do not guarantee the absence of interference.

If you modify the boards in any way, without getting approval from Intel Corporation, your boards may violate FCC regulations. Violation of FCC regulations may cause the FCC to void your right to use the modified boards. Only peripherals (computer input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to the computer containing the boards. Operations with non-certified peripherals is likely to result in interference with radio and TV reception. NOTE: Use only shielded, grounded cables.

If you suspect these boards are causing interference, turn your computer on and off while your radio or TV is showing interference. If the interference disappears when you turn the computer off and reappears when you turn the computer on, something in the computer is causing

interference.

To reduce interference, try these suggestions:

- Change the direction of the radio or TV antenna.
- Move the computer or the radio or TV. For example, if the computer is to the right of the TV, move it to the left of the TV. Or, move the computer farther away from the radio or TV.
- Plug the computer into a different outlet. Don't plug your radio or TV into the same circuit as your computer.
- Ensure that all expansion slots (on the back or side of the computer) are covered. Also, ensure that all metal retaining brackets are tightly attached to the computer.

If these suggestions don't help, consult your computer dealer or an experienced radio/TV technician for more suggestions.

Industry Canada (IC)

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-0003 of Industry Canada.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans le norme sur le matériel brouilleur : "Appareils Numériques," NMB-003 édictée par l' Industrie Canada.



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