TANDBERG

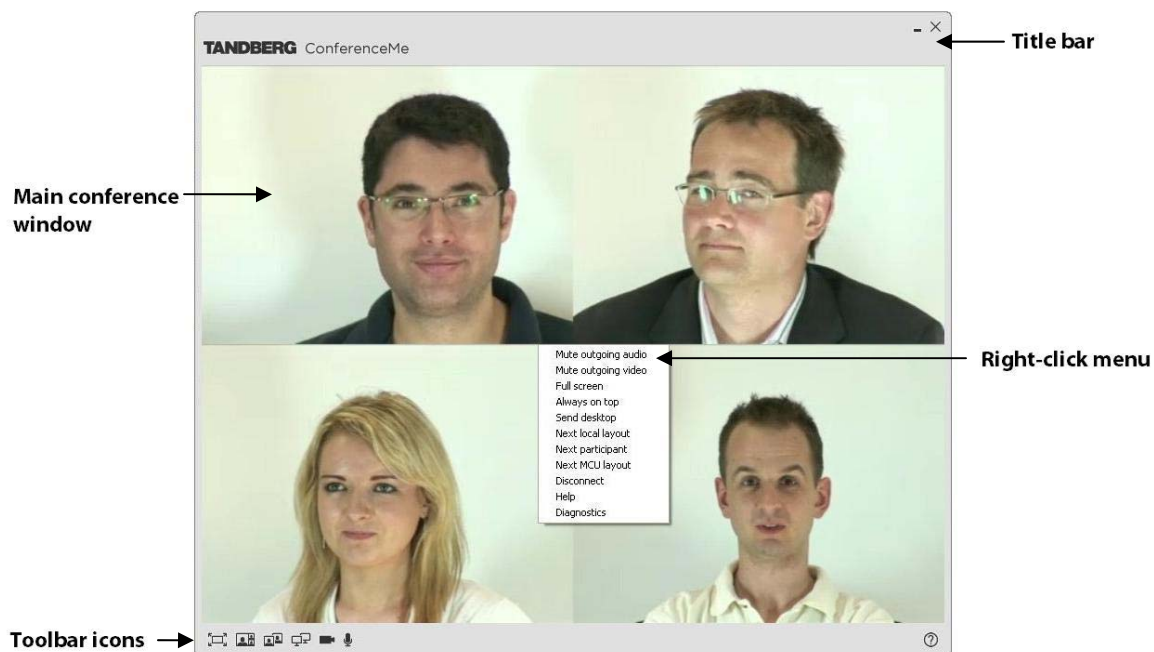# ConferenceMe

Release notes
Software version 1.0(1.2)

Introduction

The TANDBERG ConferenceMe™ version 1.0 (1.2) is the first release of the new TANDBERG software endpoint. If you have a previous version of ConferenceMe installed on your computer you **must** upgrade to the new version by running the ConferenceMe installer from an MCU running 3.0 or higher.

ConferenceMe allows participants to access a conference without using a hardware-based endpoint. ConferenceMe works with TANDBERG Codian MCU units and MSE media blades; in these release notes, "MCU" is used for both. Using ConferenceMe, there are two methods for entering conferences: through the web interface of your MCU, or by launching the program and entering the conference address.

ConferenceMe has one main window which has a number of sections:

- The toolbar icons which make the most common functions available with one mouse click, for example, muting outgoing video
- The right-click menu that enables you to access further functions, for example, the diagnostics box
- The main conference window where video and content is displayed
- The title bar that allows you to minimise and close ConferenceMe

When using ConferenceMe, you can access functions in more than one way; for example, you can select participants by clicking the *Next participant* toolbar icon, by right-clicking and selecting *Next participant*, or by using the arrow keys.

See Understanding in-conference toolbar icons later in this document for more information on the toolbar icons.

See Using shortcut keys later in this document for more information on the shortcut keys available.

System requirements

Hardware requirements

ConferenceMe is a Windows™ application. The following minimum specifications are recommended for using ConferenceMe:

- Windows XP (requires Service Pack 2 or higher) or Windows Vista (requires Service Pack 1 or higher)
- Dual-Core processor
- 1GB RAM

MCU requirements

The MCU needs to be running software version 3.0 or later and have the Web conferencing feature key installed. If you require this feature key, contact your sales representative.

See Activating ConferenceMe later in this document for more information on installing feature keys.

ConferenceMe requirements

There are a number of settings you can alter on your computer to increase ConferenceMe performance:

- ▶ We recommend you enable the microphone boost on your *Audio input* device.

- ▶ Use of a built-in web cam microphone can lead to higher levels of background noise and a reduced audio experience. We therefore recommend that you use one of the following:

  - An external 3.5mm jack microphone connected directly to the microphone port (pink socket) on your computer

  - A USB headset microphone

- ▶ ConferenceMe has no method for controlling Windows audio or voice settings; therefore volume must be controlled through the Windows control panel. To do this:

  - In Windows XP: Go to **Start menu > Control panel > Sounds and audio devices**. Use the **Voice** tab to control both the audio playback device and microphone

  - In Windows Vista: Go to **Start menu** > **Control panel > Sound**. Use the **Playback** tab to control the audio playback device and the **Recording** tab to control the microphone

- ▶ Mute all other input devices except the microphone you intend to use with ConferenceMe.

- ▶ Disable and/or mute any 'stereo mix' features on audio mixer panels.

Getting started for participants

Configuring ConferenceMe

When you load ConferenceMe for the first time you are prompted to enter some initial settings:

▶ *Display name*: Enter the name you would like to be known as within the conference. By default, this is set to your Windows user account name
▶ *Aspect ratio*: Either Auto detect, Standard (4:3), or Widescreen (16:10). When selecting Auto detect, ConferenceMe automatically detects whether a standard or wide display is being used
▶ *Audio input*: The device that will receive your audio inputs
▶ *Video input*: The device that will send your video
▶ *Bit rate*: The bit rate used to connect your calls

You can change these settings at any time. To do this:

1 Close ConferenceMe if it is currently open.
2 Go to **Start menu > All programs > TANDBERG** and select **Configure ConferenceMe**.
3 Enter your new settings.
4 Click the **OK** button.

Low bandwidth

If you have a low bandwidth connection, we recommend that you manually set your bandwidth using the *Bit rate* option in the configuration dialog. This is because ConferenceMe cannot accurately estimate the bandwidth over low bandwidth connections.

Joining a conference using ConferenceMe

The ConferenceMe endpoint provides you with two methods of joining a conference:

▶ Through the web interface of the MCU running the conference that you want to join
▶ Directly from within ConferenceMe

Each method is explained below.

Joining a conference using the MCU web interface

There are three methods for joining a conference through the web interface of the MCU:

▶ Clicking a link in an email
▶ Entering the Conference ID
▶ Through the Conference list page

Each method is explained below.

Clicking a link in an email

You can receive a link in an email to use with ConferenceMe.

Clicking the link loads a web browser that allows you to load ConferenceMe and be connected directly to your conference. If you do not already have ConferenceMe installed, you can access the installer from this page before joining the conference.

These links will always begin `http://`

To use the link:

1   Click the link. A web browser will open and take you to the conference page.
   - If you already have ConferenceMe installed, select the *Click here to join the conference using ConferenceMe* link.
   - If you do not currently have ConferenceMe installed:
      a. Select *click here to install*.
      b. Complete the installation process by following the on-screen instructions.
      c. When the installation is complete select *Click here to join the conference using ConferenceMe* link.
2   If you want ConferenceMe to open automatically and connect you to your conference on your next visit, select the *Automatically join next time* check box.
3   ConferenceMe opens and you are connected to your conference.

Entering the Conference ID

To join a conference by entering the Conference ID:

1   Navigate to the web interface of your MCU. You will see a section called **Join a conference using ConferenceMe**.
2   Enter the Numeric ID of the conference you are joining in the *Conference ID* dialog box.

- If you already have ConferenceMe installed, select the *Click here to join the conference using ConferenceMe* link.
- If you do not currently have ConferenceMe installed:
  a. Select *click here to install*.
  b. Complete the installation process by following the on-screen instructions.
  c. When the installation is complete select *Click here to join the conference using ConferenceMe* link.
3 If you want ConferenceMe to open automatically and connect you to your conference on your next visit, select the *Automatically join next time* check box.
4 ConferenceMe opens and you are connected to your conference.

Through the conference list page

To join a conference through the Conference list page:

1 Navigate to the web interface of your MCU.
2 Click **Log in**.
3 Go to **Conferences**.
4 Select the *ConferenceMe* link next to the conference you are joining.
- If you already have ConferenceMe installed, select the *Click here to join the conference using ConferenceMe* link.
- If you do not currently have ConferenceMe installed:
  a. Select *click here to install*.
  b. Complete the installation process by following the on-screen instructions.
  c. When the installation is complete select *Click here to join the conference using ConferenceMe* link.
4 If you want ConferenceMe to open automatically and connect you to your conference on your next visit, select the *Automatically join next time* check box.
5 ConferenceMe opens and you are connected to your conference.

Note: If accessing the installer using Internet Explorer, we recommend you save the installer before running it.

Joining a conference directly from ConferenceMe

The conference administrator can send you an HTTP link to use with ConferenceMe. You can join a conference by typing or pasting the HTTP link into the *Conference address* box within ConferenceMe.

To do this:

1 Copy the link from the email.
2 Go to **Start menu > All programs > TANDBERG** and select **ConferenceMe**.
3 Paste the HTTP link into the *Conference address* box.
4 Click **Connect**.
5 If the conference is PIN-protected, type the PIN using the number keys on your keyboard.

Getting started for administrators

Activating ConferenceMe

Before your MCU is able to accept calls from ConferenceMe, a feature key must be installed on your MCU. Feature keys are alphanumeric codes specific to an MCU or MSE blade, which allow you to use certain advanced features.

ConferenceMe is included in the Web conferencing option available for the MCU. If you have purchased the Web conferencing option for your MCU, you do not need to install an additional feature key.

If you do not have the Web conferencing option and would like this, contact your sales representative.

To activate the Web conferencing feature on an MCU:

1. Go to **Settings > Upgrade**.
2. For *Activation code*, type the new feature code exactly as you received it, including any dashes.
3. Click **Update features**. The browser window will refresh and list the newly activated feature, showing the activation code beside it. Activation codes may be time-limited. If this is the case, an expiry date will be displayed, or a warning that the feature has already expired. Expired activation codes remain listed, but the corresponding feature will not be activated. If the activation code is not valid, you will be prompted to re-enter it.
4. We recommend you make a note of the activation code in case you need to re-enter it in the future.

Feature activation has immediate effect and will persist even if the unit is restarted.

Note that you can remove MCU feature keys by clicking the **Remove** link next to the feature key on the **Settings > Upgrade** page.

Connection mode

ConferenceMe can connect using either UDP or TCP. When connecting using UDP, ConferenceMe will have better network performance, resulting in better video being sent to and received from the MCU.

To connect using TCP, you need to have *Allow fall back to media using TCP* checked. To do this, go to **Settings > Streaming > ConferenceMe settings** and select the *Allow fall back to media using TCP* check box. The *Allow fall back to media using TCP* check box is not selected by default and therefore needs to be enabled by the MCU administrator.

To connect using UDP, the tunneled media port on the MCU must be enabled. To do this, go to **Network > Services** on your MCU and select the *Tunneled media* check box. The *Tunneled media* check box is not selected by default and therefore needs to be enabled by the MCU administrator.

In addition to this, the computer must have unrestricted access to port 5082. Firewalls often block port 5082 by default; therefore for ConferenceMe to work using UDP you must add an exception to your firewall to unblock port 5082.

Initial setup

Before your MCU is able to accept calls from ConferenceMe, you must define some initial settings.

ConferenceMe requires that both the H.264 and G.722.1 Annex C media codecs are enabled on the MCU.

To enable H.264 and G.722.1 Annex C:

1   Go to **Settings > Conferences**.

2   Scroll down to **Advanced settings**.

3   For *Audio codecs from MCU*, select *G.722.1 Annex C*.

4   For *Audio codecs to MCU*, select *G.722.1 Annex C*.

5   For *Video codecs from MCU*, select *H.264*.

6   For *Video codecs to MCU*, select *H.264*.

7   Click **Apply changes**.

If you do not have these codecs enabled, you will not receive any audio or video.

Note: If you only have on direction enabled, you will not send or receive audio or video in either direction.

To access ConferenceMe settings, go to **Settings > Streaming**.

Your MCU can be enabled to allow either streaming or ConferenceMe connections, or neither. To enable ConferenceMe, under **Streaming and ConferenceMe settings** select *ConferenceMe*.

The table below describes the options available to you under **ConferenceMe settings**.

Field	Field description
Allow fall back to media using TCP	Allows ConferenceMe to connect using TCP if a UDP connection is not available (see <u>Connection mode</u> for more information)
Maximum ConferenceMe connections	Allows you to define the number of ConferenceMe connections on your MCU, from a minimum of 0 to a maximum of 12. That is, you can have the defined number of participants in one conference or shared across several conferences
Maximum bandwidth from MCU	The maximum bandwidth that can be sent from the MCU to ConferenceMe
Maximum bandwidth to MCU	The maximum bandwidth that can be received by the MCU from ConferenceMe

Note: To connect to an MCU using ConferenceMe either UDP or TCP needs to be enabled on the MCU. See <u>Connection mode</u> earlier in this document for more information.

Installing ConferenceMe

You must install ConferenceMe on each participant's computer to enable them to join conferences on the MCU.

You must have an active conference on your MCU to access the ConferenceMe installer.

To access the installer:

1   Create a conference (see the online help for more information).

2   Go to **Conferences**.

3   Click the *ConferenceMe* link next to your conference.

4   Click the *click here to install* link.

5   Complete the installation process by following the on screen instructions.

To open ConferenceMe, go to **Start menu > All programs > TANDBERG** and select **ConferenceMe**.

Note: If accessing the installer using Internet Explorer, we recommend you save the installer before running it.

Emailing a ConferenceMe link

ConferenceMe allows users to access conferences by clicking on a link provided to them by the conference administrator. Clicking the link loads a web browser that allows the participant to load ConferenceMe and be connected directly to the conference. If they do not already have ConferenceMe installed, they can access the installer from this page before joining the conference.

There are two methods for emailing the link:

Emailing a link through the web interface of your MCU

If you have an email program installed on your computer, you can automatically generate a ConferenceMe email through the web interface of your MCU.

To do this:

1   Go to **Conferences**.

2   Select your conference.

3   Click the **Invite** button next to the *ConferenceMe link* text box.

4   Your email will open with text in the subject line and body of the email asking people to join your conference using the link provided. Fill in the email recipients you would like to invite to your conference.

5   Click **Send**.

Pasting a link into an email

You can copy a ConferenceMe link from the web interface to paste into an email.

To do this:

1   Go to **Conferences**.

2   Select your conference.

3   Copy the link in the *ConferenceMe link* text box.

4   Paste the link into the body of an email.

5   Finish the email and enter the recipients.

6   Click **Send**.

In-conference features

ConferenceMe contains many of the features found on a hardware endpoint.

Understanding in-conference toolbar icons

The table below describes the icons that appear on the ConferenceMe toolbar.

Icon	Descriptions
	Full screen: display the video and content section of the ConferenceMe window full screen
	Next local layout: scroll through the available content and self-view layouts
	Next participant: scroll through the participant list
	Send desktop: send your desktop to the other participants in the conference
	Mute / Stop muting outgoing video: stop/start contributing video to the conference
	Mute / Stop muting outgoing audio: stop/start contributing audio to the conference
	Help: open the ConferenceMe help

Customizing layout views

When you join a conference, you can choose how to display the conference participants on your video screen.

See the MCU online help for more information on family views.

Choosing a conference view

When connected to a conference you can use the arrow keys to control in-conference settings and navigate through the various conference views.

Use the **Up** key on your keyboard to scroll upwards through the conference views.

Use the **Down** key on your keyboard to scroll downwards through the conference views.

Alternatively, you can select *Next MCU layout* from the right-click menu.

Selecting participants

ConferenceMe allows you to select which participants to display in the focused panes on the video screen.

You can scroll through participants in three ways:

- Using the **Left** and **Right** arrow keys on your keyboard

- By selecting *Next participant* from the right-click menu

- By clicking the ▣ toolbar icon

Sending your desktop

Conference participants are able to share their desktop with the other participants in the conference. This is often referred to as sharing 'content'. To do this, click the 'Send desktop' ▭ toolbar icon.

If desktop sharing is possible, the ConferenceMe window is minimised and displays a dialog in the bottom right of your screen informing you that you are sharing your desktop. To stop sharing your desktop, click **Stop** in the dialog box.

Note: Only one conference participant can share their desktop to a conference at any time. If you attempt to send content to a conference that is already receiving content you will receive an error message.
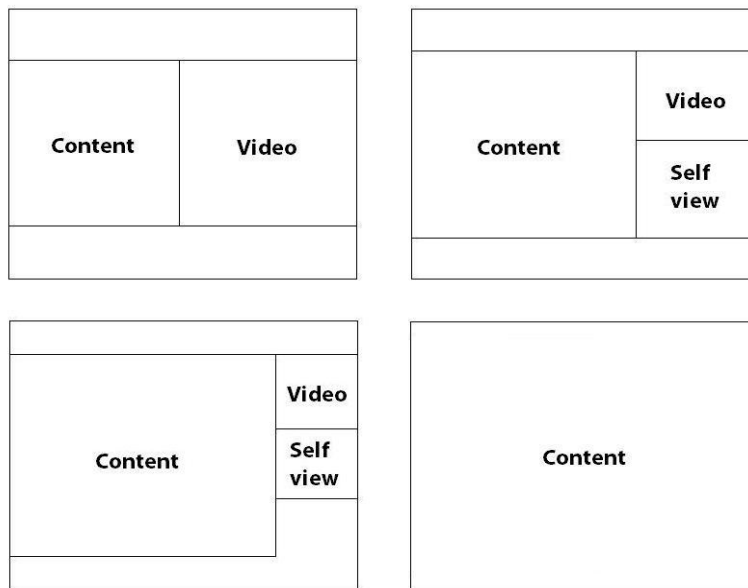
Next local layout views

The *Next local layout* feature within ConferenceMe controls the way a conference's content and a participant's self-view is displayed within the ConferenceMe window.
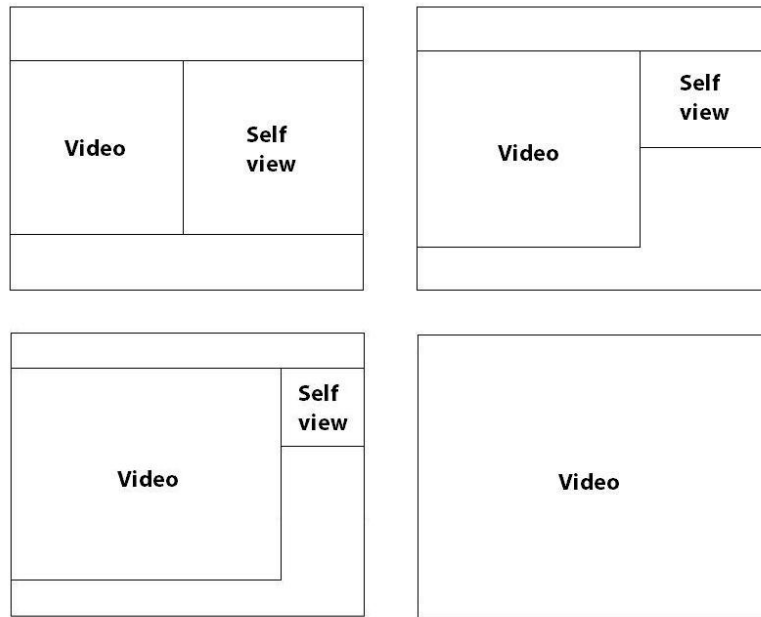
If there is content in the conference you see the first of four possible local layouts, with content always appearing as the focused participant. Selecting *Next local layout* cycles through the four available layouts.

The four content layout options are:

If there is no one sharing their desktop, the *Next local layout* feature gives you a self-view.

The four self-view layouts are:

You can scroll through participants in three ways:

- Using the **L** key on your keyboard

- By selecting *Next local layout* from the right-click menu

- By clicking the ▣ toolbar icon

The right-click menu

The table below describes the options available through the ConferenceMe right-click menu:

Item	Description
Mute outgoing audio	Stop contributing audio to the conference
Mute outgoing video	Stop contributing video to the conference
Full screen	Make ConferenceMe full screen
Always on top	Make ConferenceMe always appear on top of other windows
Send desktop	Send your desktop to the other participants in the conference
Next local layout	Scroll through the available content and self-view layouts
Next participant	Scroll through the participant list
Next MCU layout	Scroll through the available conference views
Disconnect	Leave the conference and close ConferenceMe
Help	Open the ConferenceMe help
Diagnostics	Open the diagnostics information box

Using shortcut keys

The table below describes the shortcut keys available in ConferenceMe:

Feature	Shortcut key
Full screen	F or f, F11, Ctrl+F11, Alt+Enter, double-click
Next local layout	L or l
Next participant	Left or Right arrow keys
Next MCU layout	Up or Down arrow keys

The diagnostics box

The diagnostics box contains information that may be useful if you need technical support.

The table below describes the fields that appear in the diagnostics box:

Field	Description
Connection mode	The protocol used to connect. Either TCP or UDP
Bandwidth estimated	Whether or not bandwidth estimation was possible
Outgoing bandwidth	The estimated bandwidth from the computer to the MCU
Incoming bandwidth	The estimated bandwidth from the MCU to the computer
Display name	The display name defined in the configuration box
Audio input	The device that will receive your audio inputs. Defined in the configuration box
Video input	The device used to send your video. Defined in the configuration box
Outgoing video	The resolution sent by ConferenceMe
Incoming video	The resolution received by ConferenceMe
Outgoing bit rate	The media bit rate sent from ConferenceMe to the MCU
Incoming bit rate	The media bit rate sent from the MCU to ConferenceMe

Outstanding limitations and bugs

AntiVirus

By default ConferenceMe traffic uses UDP. Some AntiVirus software monitors and blocks network traffic by default and therefore encounters problems when using ConferenceMe. To solve this problem, add an exception to the Antivirus to allow ConferenceMe traffic or traffic from the MCU. This will vary depending on the AntiVirus software being used.

Further information on configuring AntiVirus software is available in FAQ 468:
http://www.tandberg.com/support/knowledgebase/viewfaqentry.jsp?id=468

Blurred content

In this release, content sources larger than 1024 x 768 received by the MCU are blurred due to scaling.

Conference address retry

In this release, when entering an address into the ConferenceMe *Conference address* field, if you make a mistake ConferenceMe will close.

Lenovo computers

Certain Lenovo computers have issues running ConferenceMe effectively. The following models require you to upgrade their camera software drivers:

ThinkPad T500

ThinkPad W500

ThinkPad W700

ThinkPad X200, X200s, X200 Tablet

ThinkPad X300, X301

Upgrade the integrated camera software to version 1.23.500.0 or higher. To do this, go to http://www.lenovo.co.uk and select the relevant driver.