



**Enterprise Series™**

# **ESA Conferencing System**

## **User's Handbook**

*Smart Videoconferencing™*

**TC1000  
TC2000  
LC5000**

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Document Edition	Part Number	Date
First	907-692-EN1.20	January 1997

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VTEL Corporation  
108 Wild Basin Road  
Austin, Texas 78746 USA

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**Electric Shock Caution: Do not remove top cover.**

Because of the danger of electric shock, do not remove the top cover of any Enterprise Series Team Conferencing system component. No user-serviceable parts are inside. Refer any servicing needs to qualified service personnel.



# Contents

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## Expanding Your Horizons: Introducing the ESA System

Worldwide videoconferencing . . . . .	xiv
Recording and playing VCR tapes . . . . .	xv
Capturing and annotating video slides . . . . .	xvi
Using the electronic whiteboard . . . . .	xvii
Sharing applications . . . . .	xviii
Transferring files . . . . .	xix
Connecting to the Internet . . . . .	xx

# 1 Getting Started

Turning on the system and running AppsView .....	1
Turning off the system .....	2
Performing AppsView operations .....	3
Using the mouse .....	3
Using the electronic tablet and pen .....	3
Using the CommandTouch control panel .....	4
Using AppsView toolbars .....	4
Displaying toolbars .....	4
Functions of toolbar buttons .....	5
Toolbar 1 .....	5
Toolbar 2 .....	6
Toolbar 3 .....	6
Changing the position of the AppsView toolbar .....	7
Using a one-monitor system .....	8
Using a two-monitor system .....	9
Using the PIP window .....	10
Using cursors to control local and remote cameras .....	11
Moving the camera .....	12
Zooming .....	13
Hiding and showing the AppsView icon .....	14
Hiding the AppsView icon .....	14
Showing the AppsView icon .....	14

Setting up AppsView display options . . . . . 15  
     Accessing the Advanced Interface Setup window. . . . . 15  
     Setting display options. . . . . 16  
 Getting help . . . . . 17

## 2 Making and Answering Calls

Making a video call: Quickstart . . . . . 20  
 Making a video call . . . . . 22  
     Using the Speed-Dialer . . . . . 23  
         Setting up Speed-Dialer site buttons . . . . . 24  
     Using the Hand-Dialer . . . . . 24  
     Showing or hiding the Call Status window  
     during videoconferences . . . . . 26  
         Hiding the Call Status window . . . . . 26  
         Showing the Call Status window . . . . . 27  
     Selecting a camera. . . . . 27  
         Selecting a remote camera to display video  
         on your monitor. . . . . 28  
         Selecting a local camera to send video  
         to the remote site . . . . . 28  
         Using the document stand and camera . . . . . 29  
     Focusing the camera and adjusting brightness . . . . . 29

Setting and using preset camera positions . . . . .	30
Using the AppsView toolbar to set a local camera position . . . . .	30
Using the AppsView toolbar to set a remote camera position . . . . .	31
Using the tablet to set a local or remote camera position . . . . .	32
Adjusting speaker volume . . . . .	33
Muting the audio you are sending to the remote site . . . . .	33
Invoking video privacy . . . . .	34
Hanging up . . . . .	34
Answering a video call . . . . .	34
Using the Address Book . . . . .	35
Accessing the Address Book . . . . .	35
Entering a new site in the Address Book . . . . .	36
Dialing a site from the Address Book . . . . .	37
Deleting a site from the Address Book . . . . .	37
Making and answering telephone calls . . . . .	37
Making a telephone call . . . . .	38
Answering a telephone call . . . . .	39
Hiding and redisplaying the Telephone window . . . . .	39
Hanging up a telephone call . . . . .	39

### 3 Using a VCR

Recording video . . . . . 42

Testing your VCR setup before you send video  
to the remote site . . . . . 44

Playing a videotape . . . . . 44

### 4 Using PenPal Graphics

Displaying PenPal Graphics . . . . . 46

Hiding and showing the PenPal toolbar . . . . . 47

Working with slides . . . . . 48

    Capturing an image to use as a slide . . . . . 48

        Using the AppsView toolbar to capture an image . . . 48

        Using the tablet to capture an image . . . . . 49

    Saving an image as a slide . . . . . 50

    Importing a PowerPoint slide show . . . . . 51

Presenting a slide show . . . . . 53

    Displaying a slide . . . . . 53

    Displaying the next or previous slide . . . . . 56

        Using the toolbar or tablet to display slides . . . . . 56

        Using Presentation mode to display slides . . . . . 58

---

Sending a slide . . . . .	58
Sending slides in sequence . . . . .	59
Using the toolbar or tablet to send slides in sequence . . . . .	59
Using Presentation mode to send slides in sequence . . . . .	60
Sending slides out of sequence. . . . .	60
Sending a slide from another application. . . . .	61
Sending a slide from the document stand. . . . .	61
Clearing a slide from the screen. . . . .	62
Using SmartView to send slides. . . . .	63
Disabling SmartView. . . . .	64
Managing slides . . . . .	64
Opening the Slide Tray Management window. . . . .	64
Copying a slide. . . . .	65
Renaming a slide . . . . .	66
Deleting a slide. . . . .	66
Changing the position of a slide in a slide tray . . . . .	66
Printing a slide . . . . .	67
Using slide trays . . . . .	68
Opening the Slide Tray Management window. . . . .	68
Adding a slide tray . . . . .	69
Selecting a slide tray . . . . .	69
Renaming a slide tray. . . . .	70
Deleting a slide tray . . . . .	70



Annotating slides . . . . . 71

    Preparing to annotate a slide . . . . . 71

    Displaying the electronic whiteboard . . . . . 71

    Using a pointer. . . . . 71

    Entering text. . . . . 72

        Selecting and using the text tool . . . . . 72

        Entering more than one line of text. . . . . 72

        Changing the type size . . . . . 72

    Drawing . . . . . 73

        Selecting and using the drawing tool . . . . . 73

        Changing the line thickness . . . . . 73

    Changing the color of annotations. . . . . 74

    Erasing annotations . . . . . 75

    Clearing all annotations from the image . . . . . 75

Designating the document camera . . . . . 76

## 5 Sharing Applications

Sharing an application with a remote  
VTEL system running AppsShare . . . . . 80

Sharing an application with a VTEL S-Max system . . . . . 81

## 6 Transferring Files . . . . . 83

---

<b>7</b>	<b>Using the Chair Control Application</b>	
	Displaying the Chair Control toolbar . . . . .	86
	Setting up a conference. . . . .	86
	Chairperson activities . . . . .	87
	Becoming the chairperson . . . . .	87
	Selecting the video everyone will see . . . . .	87
	Granting or denying a participant's request for the floor. . . . .	88
	Dropping yourself or another participant from the conference . . . . .	89
	Relinquishing the chair. . . . .	90
	Ending the conference . . . . .	90
	Participant activities . . . . .	90
	Requesting the floor. . . . .	90
	Selecting the video you will see. . . . .	91
	Making your site the source of the video other participants will see. . . . .	91
<b>8</b>	<b>Connecting to the Internet</b> . . . . .	93
<b>9</b>	<b>Troubleshooting</b>	
	Video problems. . . . .	96
	Monitor problems . . . . .	98

Audio problems . . . . . 99

Tablet problems . . . . . 101

Camera problems . . . . . 102

Keyboard problems . . . . . 102

Communications problems. . . . . 103

Slide problems . . . . . 103

Running a loopback test. . . . . 105

**A Using the Tablet**

Performing AppsView operations . . . . . 110

    Pressing tablet buttons . . . . . 110

    Using the electronic pen as a mouse . . . . . 111

Using tablet overlays . . . . . 112

    Turning on the tablet overlay. . . . . 114

Adjusting local and remote cameras . . . . . 115

    Moving local and remote cameras. . . . . 115

    Focusing the camera and adjusting brightness . . . . . 116

PIP window choices . . . . . 116

View choices . . . . . 117

Adjusting speaker volume . . . . . 117

<b>B</b>	<b>Using the CommandTouch Panel</b> .....	119
<b>C</b>	<b>Setting Up Communications Profiles</b>	
	Accessing configuration windows .....	123
	Selecting a communications profile .....	125
	Adding or customizing a profile for your site. ....	132
<b>D</b>	<b>Fine-tuning Audio and Video Settings</b>	
	Accessing the Control Panel .....	135
	Fine-tuning audio settings .....	136
	Changing the audio level .....	136
	Setting audio delay (adjusting lip sync). ....	137
	Fine-tuning video settings .....	138
	Quality balance .....	138
	Chroma-key color .....	139
	<b>Index</b> .....	141



# Expanding Your Horizons: Introducing the ESA System

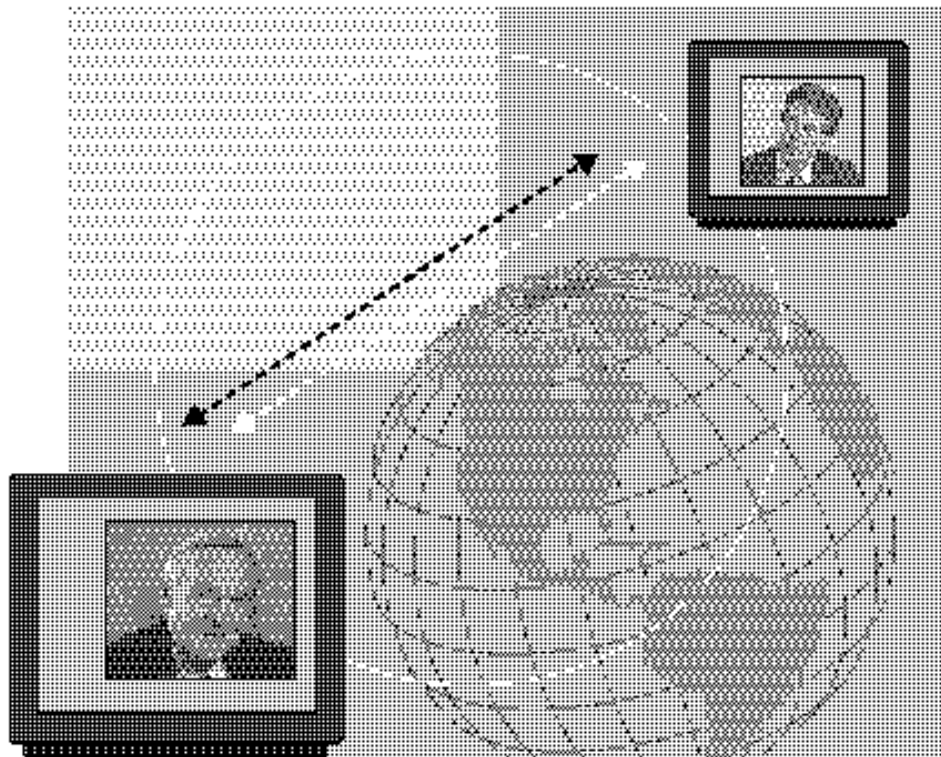
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Welcome to VTEL's Enterprise Series Architecture™ (ESA) system. The PC-based ESA system lets you participate in videoconferences with colleagues — down the hall or around the world. VTEL's AppsView™ software makes it easy to use all your ESA videoconferencing tools.

## Worldwide videoconferencing

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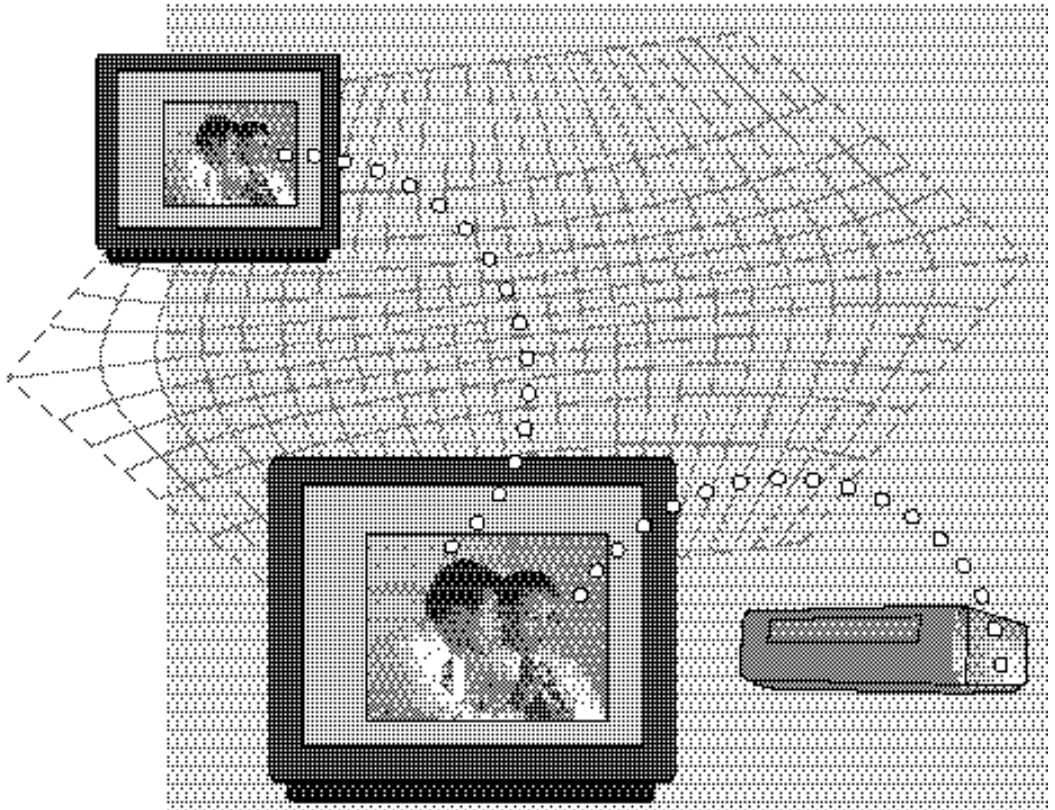
The ESA system supports international videoconferencing communications standards that make it possible for you to join in videoconferences with other participants in locations worldwide.



## Recording and playing VCR tapes

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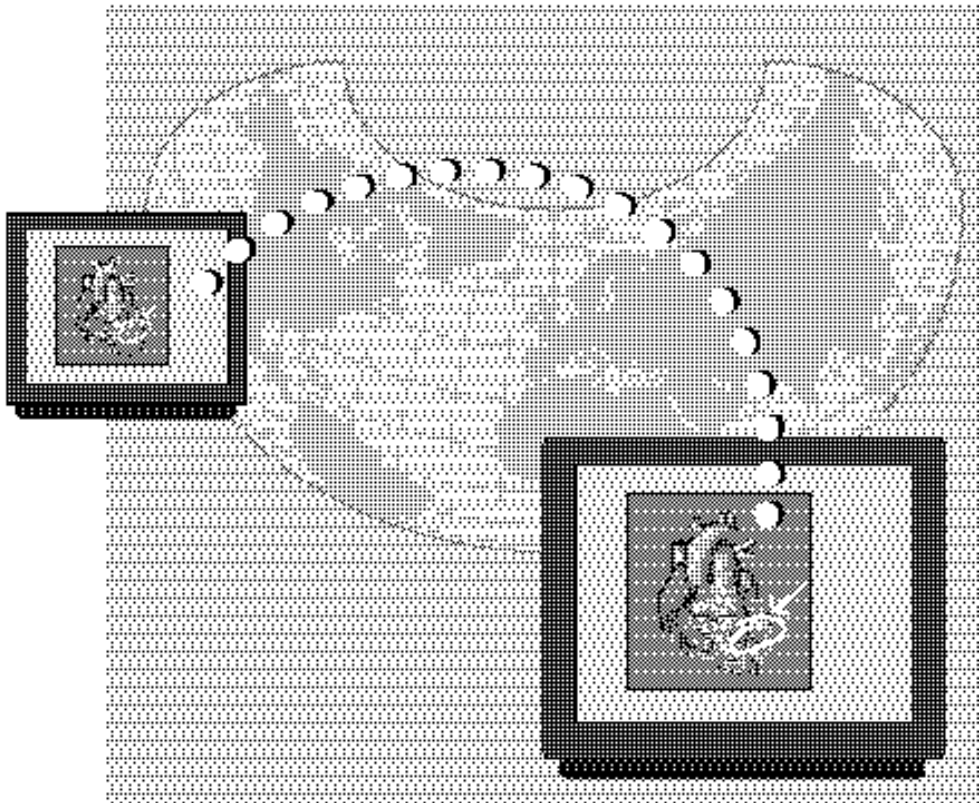
Your marketing staff wants to share a new training video with the sales staff in Tokyo, or your corporate communications department needs to make a video of your annual shareholders meeting. You can use the ESA system to record and play videotapes. It's as simple as connecting a VCR to the system.



## Capturing and annotating video slides

---

With VTEL's optional PenPal Graphics® software, you can capture video images and save them as slides. Videoconference participants can view video slides and make changes by writing, typing, or drawing on the slides. PenPal also lets you run your Microsoft® PowerPoint® presentations during a videoconference.

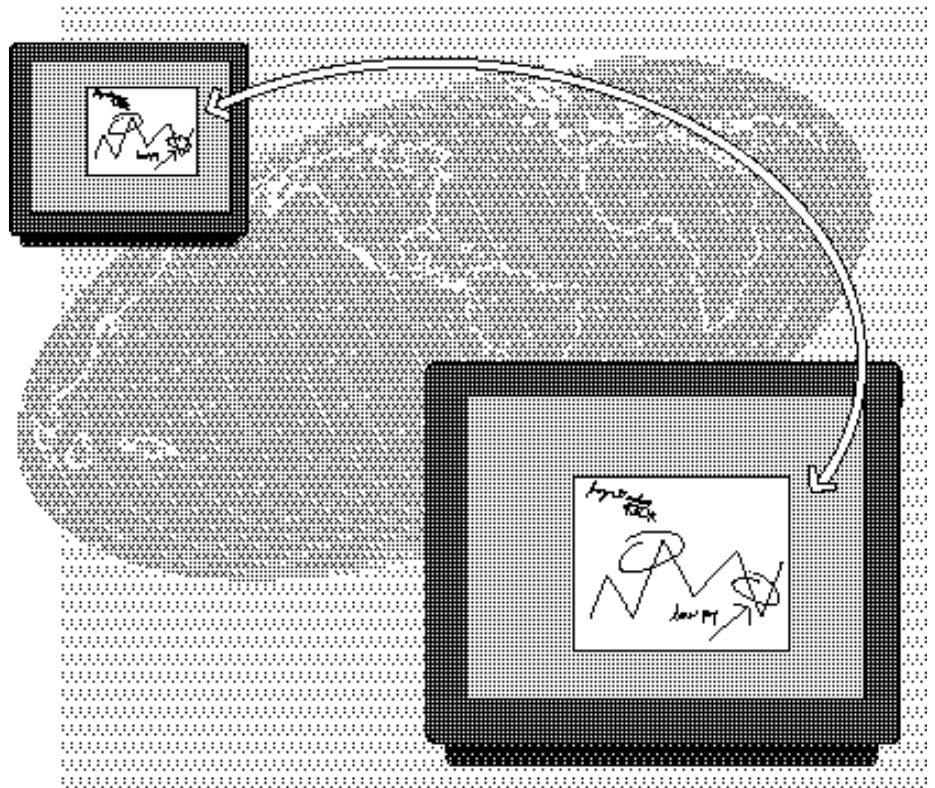




## Using the electronic whiteboard

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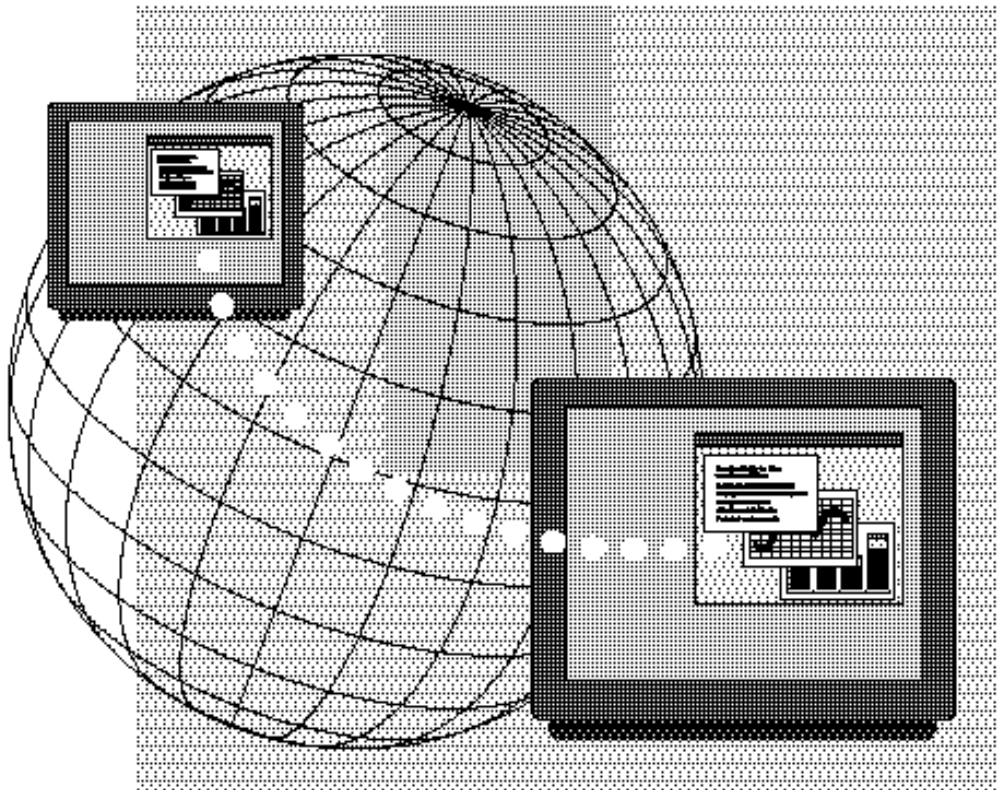
Your office in Texas and your European headquarters need to coordinate plans for marketing a new product. With the PenPal Graphics option, you can display an electronic whiteboard on which everyone can write or type dates, highlight milestones, and initial their approval.



## Sharing applications

---

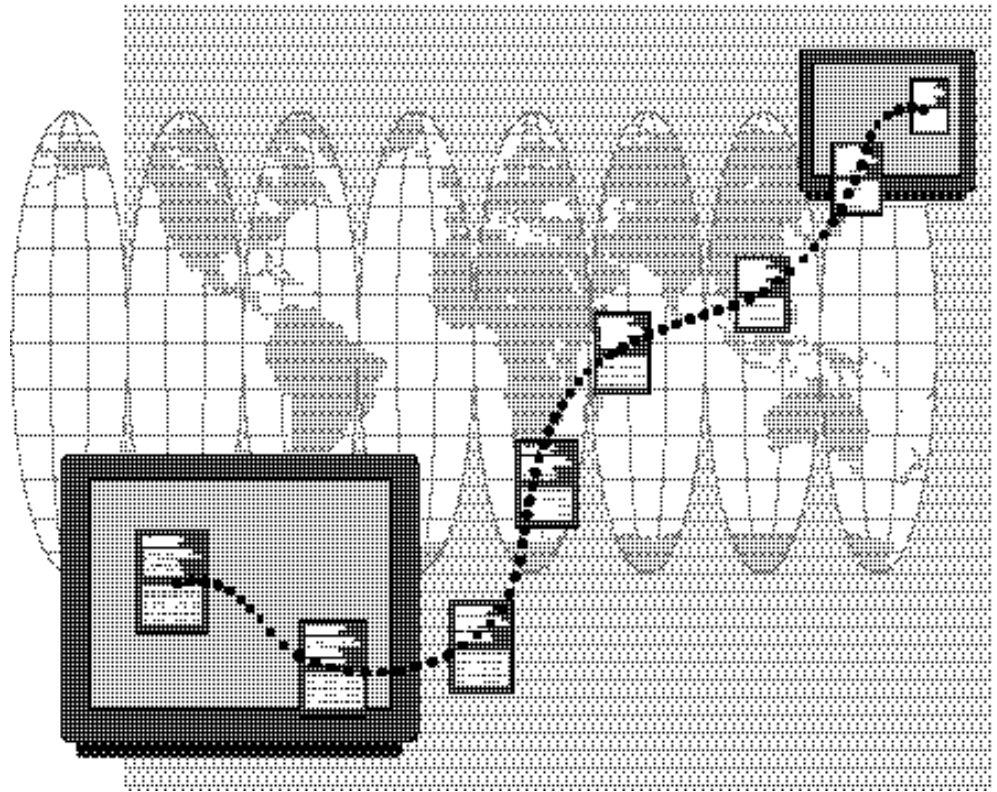
It's time to meet with one of your branch managers to put together monthly revenue and expense reports for the executive committee. Using VTEL's AppsShare™ software, you and your branch manager in San Francisco can interactively view and make changes to your Excel® spreadsheet (or any other Windows application) and immediately approve any changes.



## Transferring files

---

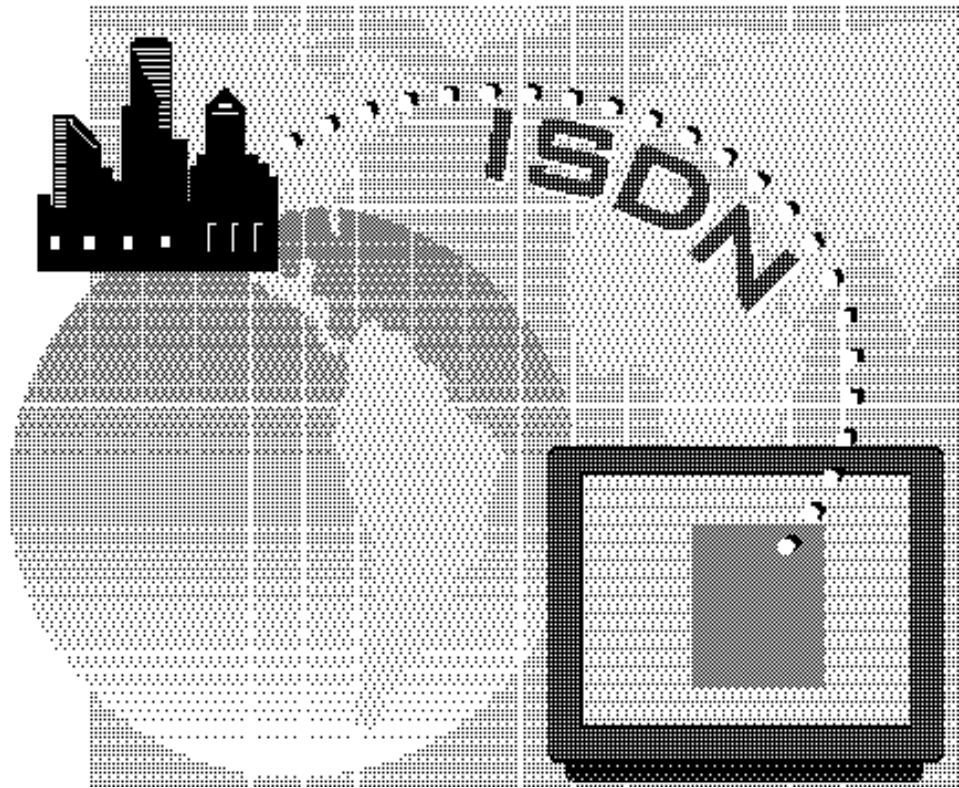
The ESA system lets you transfer text, data, or graphics files to remote videoconference participants. It's as easy as dragging and dropping your file onto the AppsView icon.



## Connecting to the Internet

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During a videoconference, you want to show your class a page from an Internet site. Your ESA system works with the dial-up networking feature of Windows 95 to let you tap information resources around the world.





# 1

## Getting Started

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This chapter lets you quickly start using AppsView, VTEL's powerful videoconferencing software.


### Turning on the system and running AppsView

---

*The on/off switch is located either inside the cabinet door or on the back of the system.*

- ◀ If the ESA system has been turned off, turn it on by pressing the on/off switch to **On**.

Windows 95 and AppsView start up automatically, and the AppsView icon  appears in the lower right corner of the screen.

If you want to use the tablet, press the Tablet On button  on the left side of the tablet.

## Turning off the system

---



- 1 If a videoconference call is in progress, hang up.
- 2 Click the AppsView icon with the right mouse button, then select **Exit AppsView Immediately**. (If you are using a tablet, move the pen in the mousepad area until the cursor is on the AppsView icon, then click the button on the barrel of the pen.)
- 3 Click the Windows 95 **Start** button, then select the **Shut Down** option.

To display the taskbar, press **Ctrl-Esc**.



**Note:** You cannot shut down Windows 95 until you close AppsView.

- 4 Turn off the system by pressing the on/off switch to **Off**.

The on/off switch is located either inside the cabinet door or on the back of the system.

**Note:** Wait at least 30 seconds before you turn the system on again.

## Performing AppsView operations

---


You can perform AppsView operations in a number of ways — by using the mouse, the optional electronic tablet and pen, or the optional CommandTouch™ control panel.

### Using the mouse

---

You can use the mouse to select buttons from the AppsView toolbar or to control PTZ (pan/tilt/zoom) cameras.

**To select buttons from the AppsView toolbar**, use the mouse to rotate the toolbars until you see the button you need, then click the button.

To rotate the AppsView toolbar, move the cursor until it is on the **AppsView** icon , then click the left mouse button until you see the toolbar you want. Place the cursor on the button you need, and click the left mouse button once.

*See “Using cursors to control local and remote cameras” on page 11.*

- ◀ You can also use the mouse to control PTZ (pan/tilt/zoom) cameras.

### Using the electronic tablet and pen

---

- ◀ If your system includes the optional tablet and pen, use the tablet pen to select an AppsView button on one of the tablet overlays. Place the pen on the button and press once.

You can also use the tablet pen in the tablet mousepad area to perform AppsView operations. Move the pen in the mousepad area as if it were a mouse. When the cursor is on the button you want, press down on the pen.

*To learn more about the tablet, see Appendix A, “Using the Tablet” on page 109.*

## Using the CommandTouch control panel

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See Appendix B, "Using the CommandTouch Panel" on page 119.

- ◀ If your system includes the optional CommandTouch control panel, use your finger to touch AppsView buttons on the CommandTouch control panel.

## Using AppsView toolbars

---

If your system includes the optional Chair Control application, a fourth toolbar is visible when you make multiway calls.

If the AppsView icon is not visible, moving the cursor will make it appear.

- ◀ You can display three main toolbars on the monitor. This section explains how to display and select the toolbars.

### Displaying toolbars

---

- ◀ To display the first toolbar, click the **AppsView** icon displayed on the screen.



Because the toolbars can be customized, your AppsView toolbars may not look exactly like the ones shown in this chapter.

- ◀ AppsView displays the first toolbar.



To display the next toolbar, click the **Rotate Toolbars** button. The **Rotate Toolbars** button appears on all toolbars, allowing you to rotate the toolbars to display the one you need.

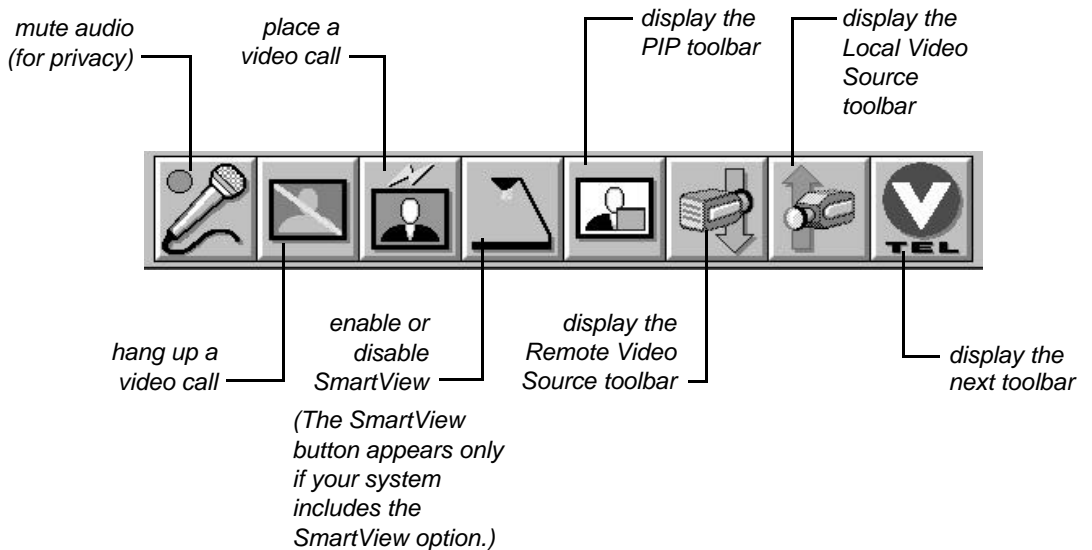


## Functions of toolbar buttons

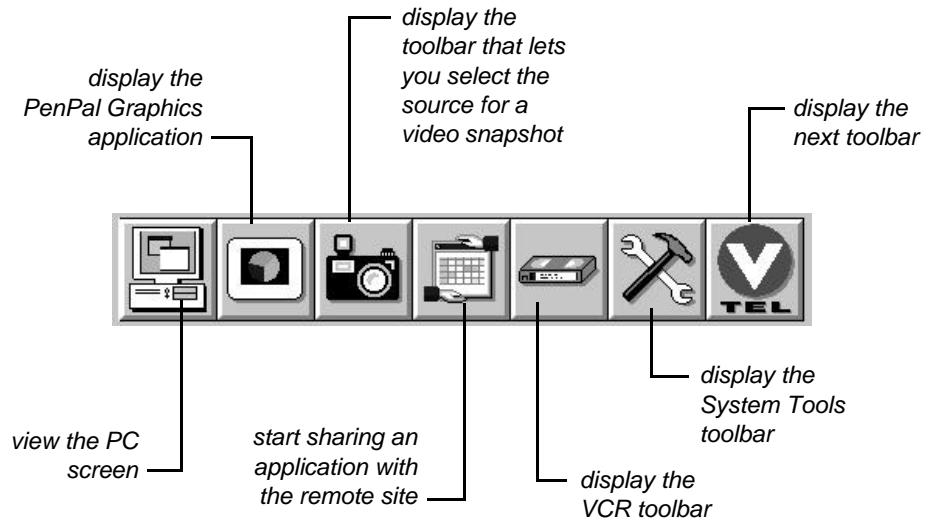
*A quick-reference guide on the inside back cover of this book identifies all the AppsView buttons and toolbars.*

◀ This section describes the function of each button on the toolbars.

### Toolbar 1



### Toolbar 2



### Toolbar 3

See "Setting and using preset camera positions" on page 30.

- ◀ The third toolbar displays buttons that let you select preset camera positions.



## Changing the position of the AppsView toolbar

The border is the area at the edge of the toolbar.



- ◀ **To move the toolbar to a new location**, place the cursor in the right border of the toolbar, then press and hold down the left mouse button while you drag the toolbar to the location you want.

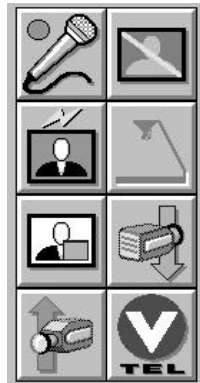
**To return the toolbar to the default position**, drag the toolbar back to the AppsView icon.

### To change the orientation of the toolbar:

Place the cursor in the right corner border of the toolbar and drag the toolbar away from the AppsView icon. Click the **Rotate Toolbars** button.

When a toolbar is away from the default position, it doesn't time out.

- ◀ The toolbar's orientation changes:



To return the toolbar to a horizontal position, click the **Rotate Toolbars** button.

## Using a one-monitor system

---

With one-monitor systems:

- The PIP window can display the video you are sending to the remote site or can be swapped to display the video you are receiving.
- The large window displays either the video the remote site is sending to you or the image from your local PC. The large window also displays the AppsView toolbars and these applications:
  - PenPal Graphics (if your system includes this option)
  - Chair Control application (if your system includes this option)
  - Windows 95 applications running on your PC

**To display remote video**, select a remote camera source. (See “Selecting a remote camera to display video on your monitor” on page 28.)



**To display the local PC image**, click the **Local PC** button.

## Using a two-monitor system

---

With two-monitor systems:

The right monitor displays:

- the video you are sending to the remote site
- AppsView toolbars
- PenPal Graphics (if your system includes this option)
- Windows 95 applications running on your system
- on-screen cursors for local camera control
- Chair Control (if your system includes this option)

The left monitor displays:

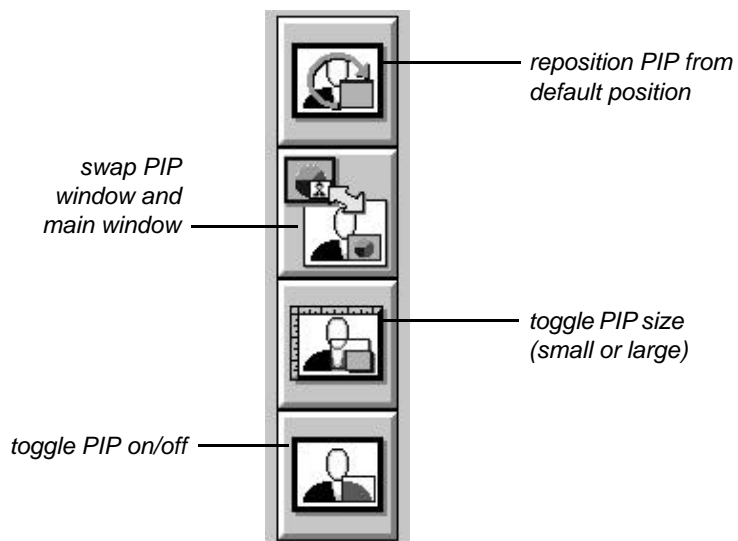
- video the remote site is sending to you
- privacy (mute) icons
- on-screen cursors for remote camera control
- ◀ ■ PIP window (if you use a PIP window). The PIP window can display the video you are sending to the remote site or be swapped to display the video you are receiving.
- live local video, when a call is not in progress.

*You must be in a call for the PIP window to be available in a two-monitor system.*

## Using the PIP window

---

The PIP toolbar lets you control PIP functions.



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## Using cursors to control local and remote cameras

---

See “Selecting a camera” on page 27.

- ◀ AppsView has on-screen cursors that let you control local and remote PTZ cameras by positioning the cursor and clicking the mouse.

**Notes:** If your system includes the optional tablet or CommandTouch panel, you can use them to control cameras. See Appendix A, “Using the Tablet,” or Appendix B, “Using the CommandTouch Panel.”

You must manually move stationary cameras, such as document stand cameras; you can't use on-screen cursors or tablet buttons to move them.

These conditions must be met in order for you to move or zoom a *remote* camera:

- The remote camera must be a PTZ (pan/tilt/zoom) camera.
- The remote site must support remote camera control.
- A call must be in progress.

## Moving the camera

---

### 1 If you have a one-monitor system:

Jump the cursor from the main window to the PIP by moving the cursor to the far left or to the far right.

### If you have a two-monitor system:

Display the local or remote camera's video on the monitor—the right monitor for the local video, the left monitor for the remote video.

Jump the cursor to the left monitor by moving the cursor to the left edge of the right monitor, or jump the cursor to the right monitor by moving the cursor to the right edge of the left monitor.

*If the directional cursors do not appear on your screen, the selected local camera is not a PTZ camera.*

- ◀ **2** Move the cursor around on the monitor until the shape of the cursor matches the direction you want to move the camera, then press the left mouse button to move the camera.

*tilt camera up*



*move camera  
to the left*



*move camera  
to the right*



*tilt camera down*



## Zooming

---

### 1 If you have a one-monitor system:

Jump the cursor from the main window to the PIP by moving the cursor to the far left or to the far right.

### If you have a two-monitor system:

Display the local or remote camera's video on the monitor—the right monitor for the local video, the left monitor for the remote video.

Jump the cursor to the left monitor by moving the mouse to the left edge of the right monitor, or jump the cursor to the right monitor by moving the mouse to the right edge of the left monitor.

*If the Zoom In and Zoom Out cursors do not appear on your screen, the selected local camera is not a PTZ camera.*

- ◀ **2** Move the cursor around on the monitor until the shape of the cursor matches the Zoom In or the Zoom Out cursor.



*Zoom In*



*Zoom Out*

- 3** Press the left mouse button to adjust the camera.

## Hiding and showing the AppsView icon

---

You may not always want the AppsView icon to display on your screen. For example, if your system includes PenPal Graphics, you may want to hide the AppsView icon when you are using PenPal to create or display slides.

### Hiding the AppsView icon

---

- 1 Select a local camera so that live video appears on your local view monitor.
- 2 Place the cursor anywhere on the screen *except* on the AppsView icon, then click the right mouse button.
- 3 Click the **Always on Top** option.

### Showing the AppsView icon

---

#### To display the AppsView icon when it is hidden:

Press the **Alt-Tab** key combination. The AppsView icon appears.

#### To cause the AppsView icon to always be displayed:

- 1 Press the **Alt-Tab** key combination. The AppsView icon appears.
- 2 Place the cursor anywhere on the screen *except* on the AppsView icon, then click the right mouse button. A menu appears.
- 3 Click the **Always on Top** option.

## Setting up AppsView display options

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This section explains how to use the options available in the Advanced Interface Setup window to configure settings that affect the appearance of the video image on your monitors and that enable or disable certain AppsView functions.

### Accessing the Advanced Interface Setup window

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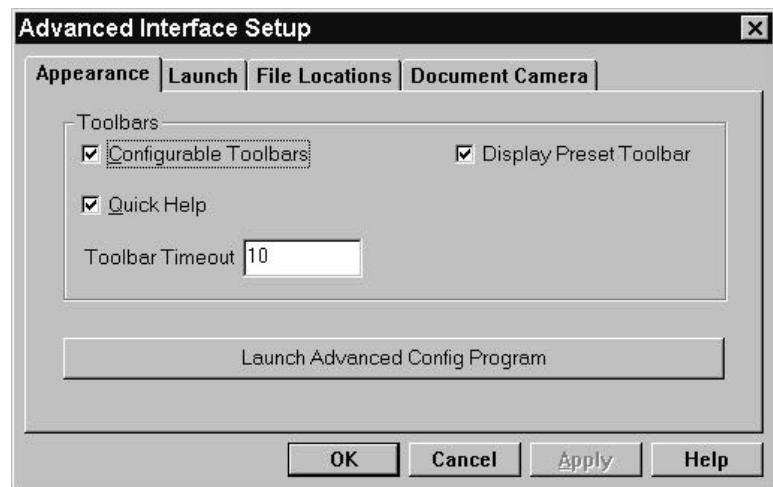
1 Click the **AppsView** icon to display the AppsView toolbar.



2 Click the **System Tools** button on the AppsView toolbar to display the System Tools toolbar.



3 On the System Tools toolbar, click the **Set Configuration** button. The Advanced Interface Setup window opens:



## Setting display options

---

From the Advanced Interface Setup window, select the **Appearance** tab.

The following table describes the options available from the Appearance window:

---

<b>Option</b>	<b>Description</b>
Configurable Toolbars	Select this option if you want to be able to customize AppsView toolbars by adding, moving, or removing buttons.
Quick Help	Select this option to turn on Tool Tips. When Tool Tips is on, a popup displays the name of the toolbar button when the cursor is on the button.
Toolbar Timeout	The number of seconds AppsView toolbars stay on the screen after you move the cursor off the toolbar.
Display Preset Toolbar	Select this option to show the camera preset toolbar as one of the rotations of the AppsView toolbar.
Launch Advanced Config Program	Runs the program used for configuring the system. See the <i>ESA Conferencing System - System Administrator's Guide</i> .

---

## Getting help

---

Online help is available for AppsView.

To access online help:

- 1** Select a local camera so that live video appears on your local view monitor.
- 2** Place the cursor anywhere *except* on the AppsView icon, then click the right mouse button.
- 3** Select the **Help** option from the menu that appears.

Chapter 9, “Troubleshooting,” contains information about what to do if you encounter some common problems.

If you need more help, contact your system administrator.





# 2

## Making and Answering Calls

---

In this chapter, you'll learn how easy it is to place and receive video calls. You can dial a number by entering a number to call or by just clicking a Speed-Dialer button. Once the call is connected, you can make adjustments such as selecting which camera to use and changing the audio volume.

## Making a video call: Quickstart

---

For detailed information, see “Making a video call” on page 22.

- ◀ These are the **basic** steps for making a video call:
  - 1 If the Speed-Dialer window is not already open, click the **Call** button on the AppsView toolbar or press the **Call** button on the tablet.



The Speed-Dialer window opens.

See “Entering a new site in the Address Book” on page 36 and “Setting up Speed-Dialer site buttons” on page 24.

- ◀ **2** If one of the site buttons is for the site you want to call, click that site button. AppsView dials the call.

**If no site button exists for the remote site, but it is included in the Address Book list in the center of the window**, select the site from the list, then click the **Dial** button. AppsView dials the call.

**If the site is not listed**, select the **Hand-Dialer** tab. Use the keypad to enter a number, then click the **Dial** button. AppsView dials the call.



- 3 To select the local camera for the video you want the remote site to see:



- From the AppsView toolbar, select the **Local Video Source** button, then select the camera.

or, if your system includes the optional tablet:

- Select the **Local Video Source** button on the AppsView tablet.

- 4 To move cameras, use the on-screen camera controls (“Using cursors to control local and remote cameras” on page 11) or use buttons on the tablet (“Moving local and remote cameras” on page 115).

- 5 To adjust the audio you are receiving from the remote site:



- Use the on-screen audio adjustment bar above the AppsView icon. (This bar is visible only when a local camera is selected.)

or, if your system includes the optional tablet:



- Use the audio buttons on the AppsView tablet.



- 6 To end the call, click the **Disconnect Video Call** button.

## Making a video call

---

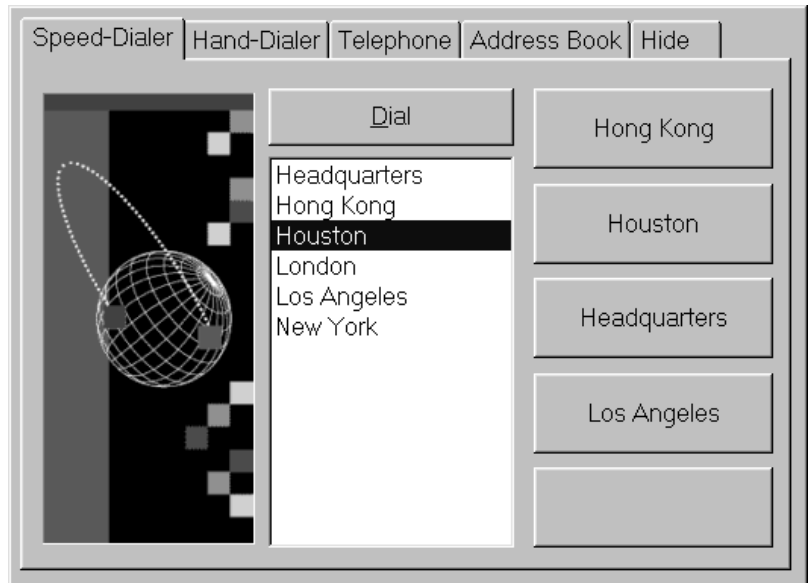
*You can also dial calls from the Address Book. See “Dialing a site from the Address Book” on page 37.*

- ◀ After you click the **Call** button, you can use either of these methods to make a video call:
  - From the Speed-Dialer window:
    - Click a Speed-Dialer button.
  - or
  - Select a site from the list in the center of the Speed-Dialer window, then click **Dial**.
- From the Hand-Dialer window, enter a number, then click **Dial**.

The following sections explain how to use each of these methods.

## Using the Speed-Dialer

- 1 To access the Speed-Dialer, click the **Call** button on the AppsView toolbar or press the **Call** button on the tablet. The Speed-Dialer window opens.



- 2 Use one of these methods to select a site and dial the call:
  - Click a site button on the right side of the window.
  - Select a site from the Address Book listings in the center of the window. Click **Dial** to make the call.

## Setting up Speed-Dialer site buttons

See "Entering a new site in the Address Book" on page 36.

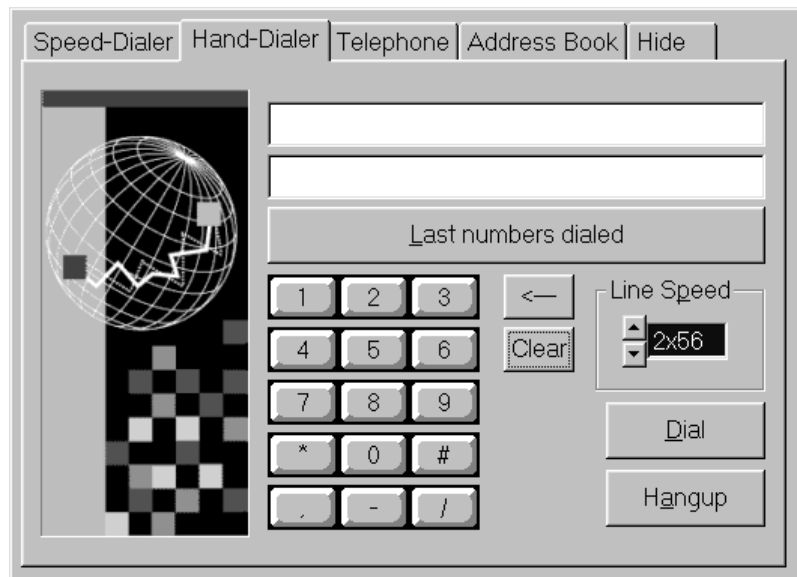
- ◀ After a site is set up in the Address Book, that site name appears in the Speed-Dialer window.

If you want to set up a button for a site you frequently call, drag the name of the site from the list in the center of the Speed-Dialer window to a site button on the right side of the window.


## Using the Hand-Dialer


When you dial with the Hand-Dialer, the default communications profile is used.

- ◀ 1 To access the Hand-Dialer, click the **Call** button on the toolbar or press the **Call** button on the tablet, then select the **Hand-Dialer** tab.



- 2 Use one of these methods to select or enter a number to dial:
  - Select a number from the **Last numbers dialed** drop-down list.
  - Enter a number to dial by clicking the digit buttons in the Dialer window, or use the keyboard to enter the numbers.

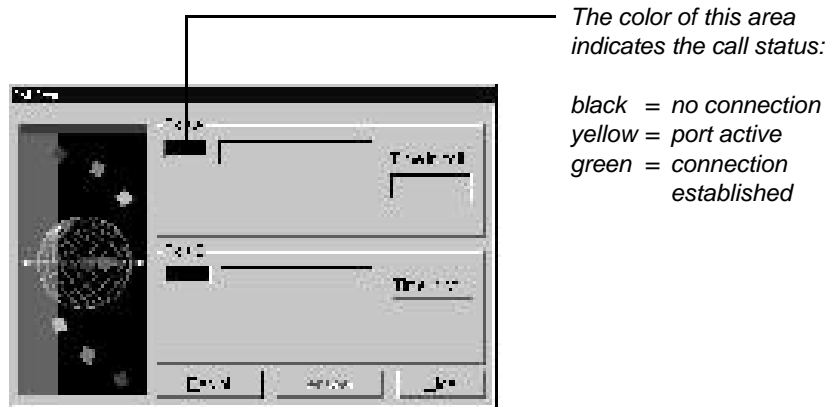
**To change a digit you've entered**, click the  button to move to the digit, then reenter the digit.

**To clear the entire number**, click the  button.
- 3 Select a line speed from the **Line Speed** list.
- 4 Click **Dial**.

## Showing or hiding the Call Status window during videoconferences

---

When AppsView makes or receives a call, the Call Status window displays information about the status of the call.



## Hiding the Call Status window

---

Click the **Hide** button if you do not want the Call Status window to remain on the screen.

## Showing the Call Status window

---

When you want to see the Call Status window again:



- 1 Click the **System Tools** button on the AppsView toolbar.

The System Tools toolbar opens.



- 2 Click the **Show Call Status Window** button.

## Selecting a camera

---

This section tells how to:

- Select which remote camera's video you want to display on your monitor.
- Select which local camera's video to display on your monitor and send to the remote site.

**Note:** The last camera selected is the active camera, whether it is selected by the remote site or by the local site.

## Selecting a remote camera to display video on your monitor

---

There are two ways to select a remote camera:

- Press a **Remote Camera** button on the tablet (if your system includes this option).

or

- Use the AppsView toolbars:



- 1 Click the **Remote Video Source** button on the AppsView toolbar.



- 2 On the Remote Video Source toolbar, select which camera's video to display on your monitor. For example, to select the video sent by the remote site's camera 2, click the **Remote Camera 2** button.

**Note:** Your system may be configured for remote camera selection only for certain types of calls.

## Selecting a local camera to send video to the remote site

---



- 1 Click the **Local Video Source** button on the AppsView toolbar.



- 2 From the Local Video Source toolbar, select which camera's video to send to the remote site. For example, to send video from local camera 2, click the **Local Camera 2** button.

**Note:** A gray camera button indicates a camera that is not available. Contact your system administrator if you need a camera set up.



### Using the document stand and camera

*For more information, see "Designating the document camera" on page 76.*

- ◀ Your system may include a document stand on which you can place documents you want to show to a remote site.
  - 1 Place the document on the document stand.
  - 2 Use AppsView to select the camera your site uses as the document stand camera (typically Camera 3).

Manually adjust the document and the camera as necessary.

### Focusing the camera and adjusting brightness

*Your system may not be configured for remote camera control for all types of calls.*

- ◀ The cameras that are shipped with your system are equipped with automatic focus and brightness control. However, you can use the optional tablet or the optional CommandTouch panel to adjust the focus and brightness by pressing the Focus and Iris buttons.



*adjust the focus*

*Brightness controls are for local cameras only.*

- ◀ *darken the image*  *brighten the image*

## Setting and using preset camera positions

---

You can set camera positions and assign buttons to the positions you set. Then when you want to use that camera position, just click the button.

For example, you can set up camera preset **Local B** to provide a close-up view of the speaker at the podium. Then, at any time during the videoconference, you can switch to a close-up of the person at the podium by pressing the **Local B** button.

## Using the AppsView toolbar to set a local camera position

---

- 1 Select a camera.
- 2 Use the Zoom, Focus, and camera movement buttons to adjust the camera settings (if the camera is a PTZ camera).
- 3 Click the **Store** button on the Local Camera Presets toolbar.



*On the AppsView toolbar, the Group View preset is the **Local F** button.*

- 4 Click one of the preset buttons (Local A through Local F).

### Using the AppsView toolbar to set a remote camera position

*You cannot set remote camera presets if the remote site does not support remote camera control.*

- ◀ During a call, you can set remote camera presets. Follow these steps:
  - 1 Call the remote site.
  - 2 Select the **Rotate Toolbars** button to display the Local Camera Presets toolbar, then click the **Remote** button to display the Remote Camera Presets toolbar.

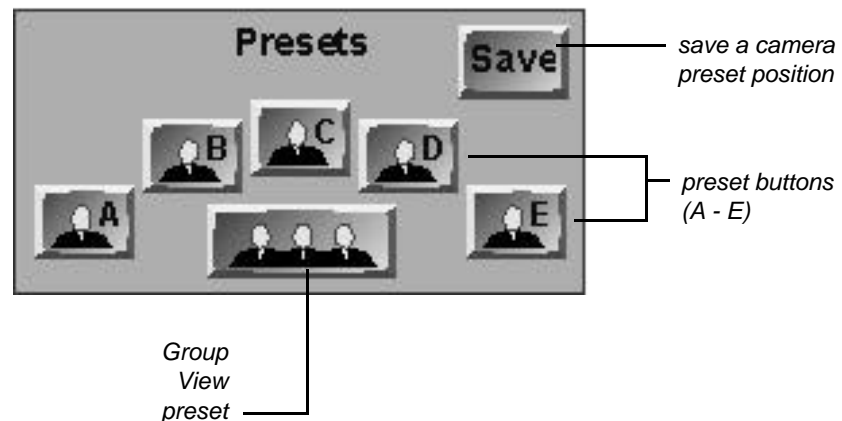


- 3 Select a remote camera.
- 4 Use the Zoom, Focus, and camera movement buttons to adjust the camera settings (if the camera is a PTZ camera).
- 5 Click the **Store** button on the AppsView Remote Camera Presets toolbar.
- ◀ 6 Click one of the preset buttons (Remote A through Remote F).

*On the AppsView toolbar, the Group View preset is the **Remote F** button.*

## Using the tablet to set a local or remote camera position

If your system uses tablet overlay TC2, you can set a local or remote camera or camera position and assign a button to it.



*A call must be established before you can set a preset for a remote camera.*

- ◀ **1** Select a local or remote camera.

**Note:** Make local camera selections from the local (green) area of the tablet, and make remote camera selections from the remote (blue) area of the tablet.

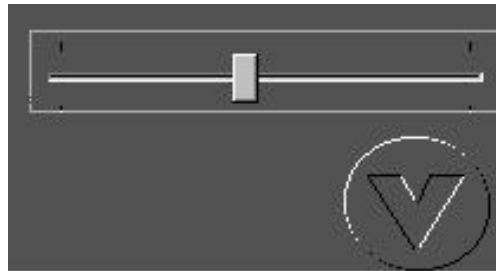
*Cameras that are not PTZ (pan/tilt/zoom) cameras must be adjusted manually.*

- ◀ **2** Use the Zoom, Focus, and camera movement buttons to adjust camera settings.
- 3** Click the **Save** button.
- 4** Click one of the preset buttons.

## Adjusting speaker volume

---

To increase or decrease the volume of the sound you are receiving from the remote site, move the volume control slider, located above the AppsView icon on the monitor.



### Muting the audio you are sending to the remote site

---



For privacy, mute your audio so that the remote site can't hear you. Click the **Audio Privacy** button.

When the audio is muted, an audio privacy symbol appears in the lower left corner of the main monitor screen.

**To begin sending audio again**, click the **Audio Privacy** button again.

## Invoking video privacy

---



For video privacy, suppress your video so that the remote site can't see your site. Click the **Video Privacy** button. (If you do not see the **Video Privacy** button on the AppsView toolbar, ask your system administrator to add it.)

When you click the **Video Privacy** button, the screen at the remote site is filled by an illustration similar to the **Video Privacy** button, a camera with the “no” symbol over it.



When you invoke video privacy, the audio is muted. To send audio while retaining video privacy, click the **Audio Privacy** button.

To begin sending video again, click the **Video Privacy** button again.

## Hanging up

---



To end a video call, click the **Disconnect Video Call** button on the AppsView toolbar or press the **Hangup** button on the tablet.

## Answering a video call

---

*If your system administrator has turned the Auto Answer option on, the system automatically answers the call.*

- ◀ When another site calls you, the Call Status window appears on the monitor:

Click the **Answer** button in the Call Status window.

## Using the Address Book

---

This section explains how to set up sites in the AppsView Address Book.

### Accessing the Address Book

---

Click the **Call** button on the toolbar or press the **Call** button on the tablet.  
Select the **Address Book** tab.

The screenshot shows a software interface for managing an address book. At the top, there are five tabs: "Speed-Dialer", "Hand-Dialer", "Telephone", "Address Book", and "Hide". The "Address Book" tab is currently selected. Below the tabs is a list of site names: "Headquarters", "Hong Kong", "Houston", "London", "Los Angeles", and "New York". The "Houston" entry is highlighted with a black background. To the right of the list is a "Site Information" panel. It contains the following fields and controls:

- Name:** A text input field containing "Houston".
- A:** A text input field containing "713-555-8675".
- B:** A text input field containing "713-555-8675".
- Line Speed:** A dropdown menu currently set to "2x64".
- Use Default profile**
- Always use:** A dropdown menu.

At the bottom of the interface, there are four buttons: "New", "Save", "Delete", and "Dial".

## Entering a new site in the Address Book

---

*Address Book entries may have already been set up by your system administrator.*

- ◀ **1** Click **New**.
- 2** Enter the name of the site in the **Name** field.
- 3** Select a line speed.
- 4** Use the keyboard to enter the site's number in the Port A field (and the Port B field, if necessary).
- 5** Select the communications profile to use:
  - If you want to use the default profile, select **Use Default profile**. (The default profile is the profile displayed in the Default Profile field in the Communications window. See page 125.)
  - ◀ ■ If you want to use a profile other than the default profile, select **Always use**, then select the profile name in the drop-down list.
- 6** Click **Save** to save the new entry.

*Default and alternate dialing profiles are usually set up by your system administrator. See Appendix C, "Setting Up Communications Profiles."*

The site name is now listed in the Address Book and in the Speed-Dialer window.



### Dialing a site from the Address Book

---

*You can also call Address Book sites from the Speed-Dialer window (page 23).*

- ◀ 1 Highlight the site's name in the list.
- 2 Click **Dial**.

### Deleting a site from the Address Book

---

- 1 Highlight the site's name in the list.
- 2 Click **Delete**.

## Making and answering telephone calls

---

If your ESA system includes the Telephone option and is connected to a telephone line, you can make and answer telephone calls during a videoconference. Another site can participate in your videoconference via telephone, even if that site does not have a videoconferencing system.

## Making a telephone call

---



- 1 Click the **Telephone Call** button on the AppsView toolbar. The Telephone window opens.



*Enter a comma if you need a one-second delay in the dialing sequence.*

- 2 Enter a number to dial by pressing the digit buttons, or use the keyboard to enter the numbers.
- 3 Click the **Dial** button.

**To clear a number so you can dial a new number,** click the **Clear** button.

**Note:** You can also dial by first clicking **Dial**, then entering the numbers. This is useful if, for example, you need to dial 9, wait for a dial tone, then enter the number.

## Answering a telephone call

---

If someone calls when you are in a videoconference and your system administrator has set the system's Auto Answer option to **Off**, the Telephone window opens. Click the **Answer** button.

If someone calls and the Auto Answer option is set to **On**, the Telephone window opens and AppsView answers the call automatically.

## Hiding and redisplaying the Telephone window

---

**To hide the Telephone window**, click the **Hide** tab.

**To redisplay the Telephone window**, click the **Call** button on the AppsView toolbar, and select the **Telephone** tab.

## Hanging up a telephone call

---

Press the **Hang Up** button in the Telephone window.





# 3

## Using a VCR

---

Your ESA system lets you use a VCR to record or play videotapes during videoconferences. In this chapter, you'll learn how to switch between local and remote video sources with the touch of a button, and how to direct a videotape recording to other participants in a videoconference.

## Recording video

---

- 1 Turn the VCR on.
- 2 Perform one of these operations:
  - Click the **VCR** button on the AppsView toolbar, then select the source of the video you want to record to videotape.



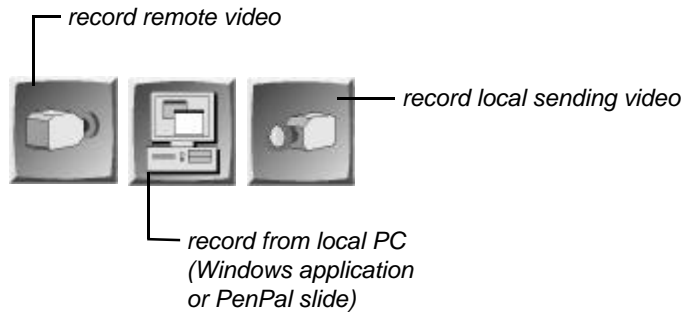
*record remote video*

*record local sending video*

*record from local PC  
(Windows application  
or PenPal slide)*

or

- Press the button on the tablet that corresponds to the source of the video you want to record to videotape.



- 3 Press the VCR's **Record** button.

You can change the video source at any time by selecting a different source (as described in step 2).

## Testing your VCR setup before you send video to the remote site

---

Before you send the VCR video to the remote site, check to be sure that you are recording from the correct source and that the audio level is good:

- 1 Record for a few minutes.
- 2 Rewind the tape.
- 3 Play the tape to verify that you have recorded from the correct source and that the audio level is set to the right volume. If the audio played from or recorded to the VCR needs to be adjusted, contact your system administrator.
- 4 Rewind the tape.
- 5 Begin recording again.

## Playing a videotape

---

- 1 Turn the VCR on.
- 2 Select the VCR:



On the AppsView toolbar, select the **Local Video Source** button (or the **Local Camera Source** button on the tablet), then select the **VCR Camera** as the local camera source.

- 3 Press the VCR's **Play** button.





# Using PenPal Graphics

---

VTEL's PenPal Graphics option lets you capture and save video images as slides. You can use the slides to create presentations, which you can then show during videoconferences. You can also import Microsoft PowerPoint presentations to include in your videoconferences.

PenPal lets you and remote participants annotate slides interactively, on the fly, during videoconferences.

The PenPal option includes an electronic tablet, an electronic pen, and tablet overlays. You can perform videoconferencing operations by using the mouse to click on-screen buttons or by using the electronic pen to press buttons on the tablet. This chapter explains how to use both methods to work with slides. For more information, see Appendix A, "Using the Tablet."

## Displaying PenPal Graphics

---



To display the PenPal Graphics application, click the **PenPal** button.



To return to other applications from PenPal, click the **Local PC** button.

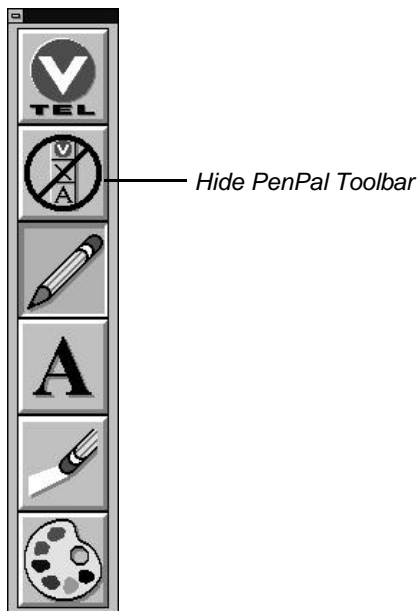


To return to local video from PenPal, select a local camera.

## Hiding and showing the PenPal toolbar

---

To hide the PenPal toolbar, click the **Hide PenPal Toolbar** button:



To show the PenPal toolbar, click the right mouse button, or click the button on the barrel of the pen. (Do not press down on the pen.)

## Working with slides

---

An important part of any meeting is the ability to share information. This section explains how to use VTEL's PenPal Graphics software to capture and retrieve images as slides for sharing documents, images, and computer presentations during videoconferences. You can file slides in "trays," rename slides, and sort slides to customize your presentations.

### Capturing an image to use as a slide

---

This section explains how to use the AppsView toolbar or the tablet to capture images to use as slides.

#### Using the AppsView toolbar to capture an image

---

Follow these steps to capture an image:



1 Click the **Snapshot** button on the AppsView toolbar.

◀ 2 On the **Snapshot Source** toolbar, click the button for the source of the image you want to capture:

**Taking a snapshot does not save the image.** To save the image, see "Saving an image as a slide" on page 50.



*capture local PC screen*

*capture local sending video*

*capture remote video*

### Using the tablet to capture an image

---

You can use the tablet to perform these capture operations:

- capture an image and print it
- capture an image and save it
- ◀ ■ capture an image and send it

*If a call is not in progress when you press the Send button, the image is only captured; it is not sent.*



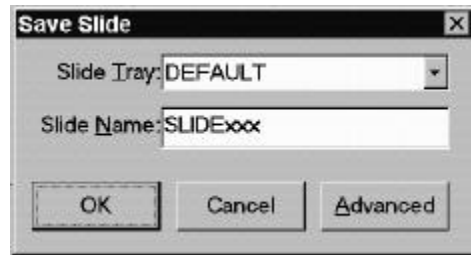
## Saving an image as a slide

---

- 1 Display the captured image you want to save on the local view monitor or in the PIP window.



- 2 Click the **Save Slide** button. The Save Slide window opens:



*For information about slide trays, see “Using slide trays” on page 68.*

- 3 Accept the displayed slide tray or select a different tray from the drop-down list.
- 4 Accept the displayed slide name or enter a different name in the **Slide Name** field.

**Note:** If you accept **SLIDExxx** as the slide name or if you enter another name that ends with **xxx**, PenPal incrementally increases the number of each slide you save.

**If you want to save the slide in a location other than your slide trays**, click the **Advanced** button. Enter the new location in the Save As window.

## Importing a PowerPoint slide show

---

This section explains how to import a Microsoft PowerPoint slide show into PenPal so you can use it as part of a videoconference presentation.

**Note:** The PowerPoint application must be installed on your system to import, view, and send PowerPoint slide shows. Participants at remote sites can view the PowerPoint slide shows you send without having the application present on their systems.



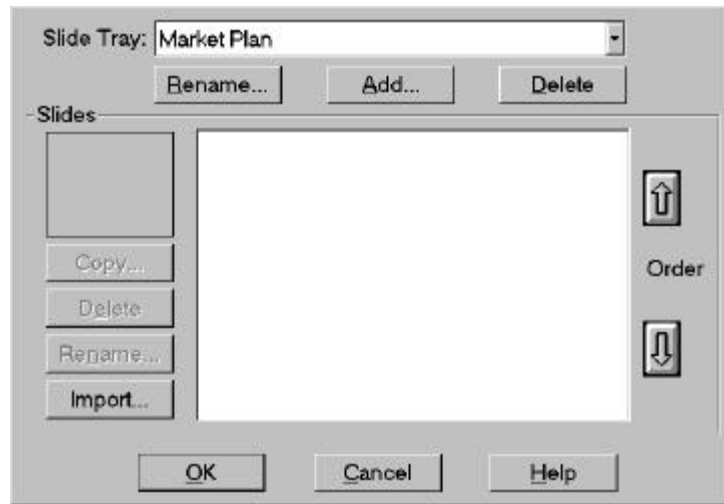
- 1 Display PenPal Graphics. (See “Displaying PenPal Graphics” on page 46.)



- 2 Click the **Rotate Toolbars** button on the PenPal toolbar to rotate the toolbars until the **Slide Tray Management** button is displayed.

For information about slide trays, see "Using slide trays" on page 68.

- 3 Click the **Slide Tray Management** button. The Slide Tray Management window opens.



- 4 From the drop-down list, select a slide tray to hold the PowerPoint slide show.

- 5 Press the **Import** button.

A dialog box opens to help you locate the file you want to import.

- 6 Enter the filename or browse for the directory and highlight the name of your PowerPoint slide show.

- 7 Click **OK**.

The slide show is imported into the slide tray you selected.



## Presenting a slide show

---

This section explains how to present a slide show in a videoconference: how to display slides locally and send slides to the remote site for viewing. You can present a slide show made up of PenPal slides, PowerPoint slides, or a mixture of both.

Before you present your first slide show, you may find it helpful to get a quick overview of the process by reading this entire section.

### Displaying a slide

---



- 1 Display PenPal Graphics. (See “Displaying PenPal Graphics” on page 46.)

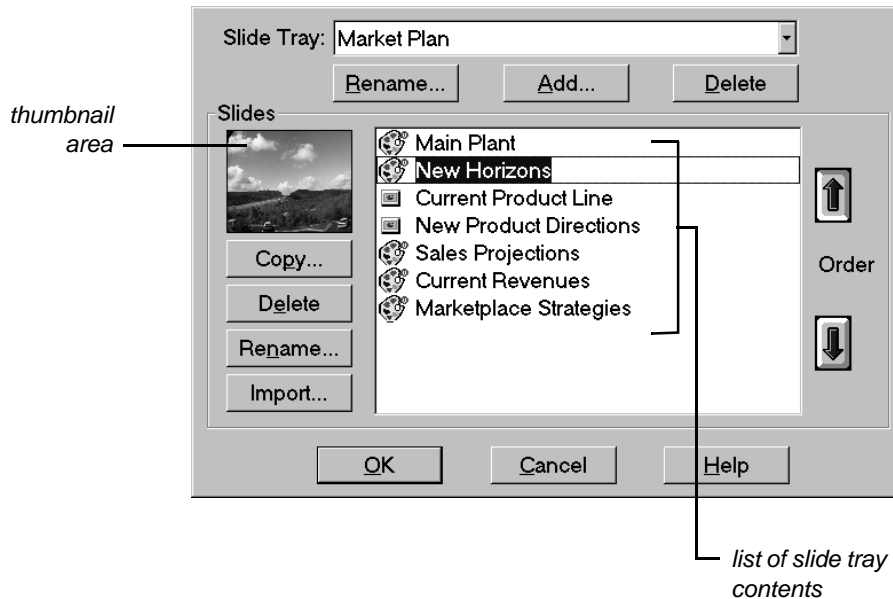


- 2 Click the **Rotate Toolbars** button on the PenPal toolbar to rotate the toolbars until the **Slide Tray Management** button is displayed.

*For information about slide trays, see “Using slide trays” on page 68.*

- 3 Click the **Slide Tray Management** button. The Slide Tray Management window opens.

- 4 Select a slide tray from the Slide Tray drop-down list (at the top of the window).



For information about importing PowerPoint files, see “Importing a PowerPoint slide show” on page 51.

- ◀ The contents of that slide tray are displayed in a list in the center of the window. The slide tray can contain individual PenPal slides and entire PowerPoint *slide shows*. (The tray does not contain individual PowerPoint slides.)

Each item in the list has a symbol on its left that identifies it as a PenPal slide or a PowerPoint slide show.

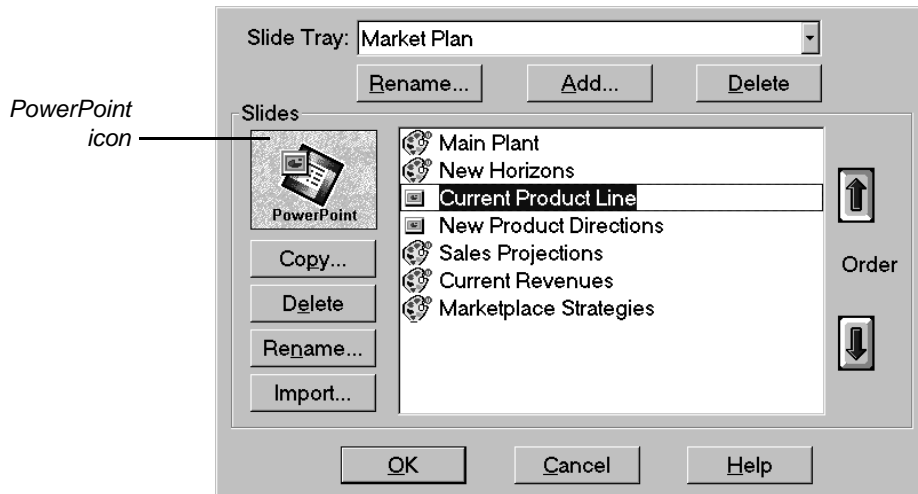
**Notes:** A PowerPoint slide show can consist of any number of slides, but no matter how many slides are in the file, only the slide show name appears in the list.

PowerPoint must be installed on your system to import, view, and send PowerPoint slide shows. Participants at remote sites can view the PowerPoint slide shows you send without having the application present on their systems.

- 5 Highlight a slide or a PowerPoint slide show from the list in the center of the window.

**If you select a PenPal slide,** a thumbnail of the selected slide appears in the thumbnail area (as shown on page 54).

**If you select a PowerPoint slide show,** the PowerPoint icon appears in the thumbnail area.



6 Click **OK** to display your selection.

**If you choose a PenPal slide**, the slide is displayed.

**If you choose a PowerPoint slide show**, the first slide in the file is displayed.

## Displaying the next or previous slide

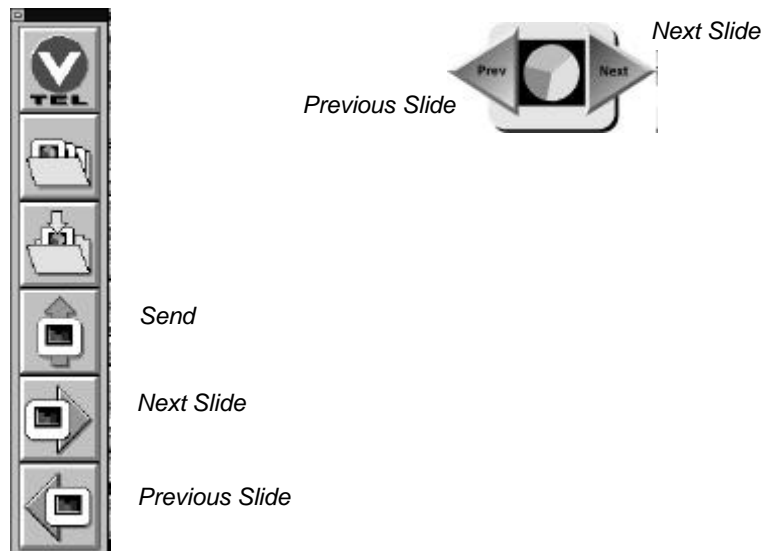
---

There are three ways to display the next or previous slide: click buttons on the toolbar, click buttons on the tablet, or click the mouse while you are in Presentation mode.

### Using the toolbar or tablet to display slides

---

To display the next or previous slide, click these buttons on the toolbar or tablet:



*To learn how to rearrange your slide tray, see "Changing the position of a slide in a slide tray" on page 66.*

◀ **If you press the Next Slide button**, the next slide in your slide tray is displayed.

**Notes:** If the next item in your slide tray is a PowerPoint slide show, the first slide in that show is displayed. Display each slide in the slide show by continuing to press the **Next Slide** button. At the end of the PowerPoint slide show, when you press **Next Slide**, the next item in your slide tray is displayed.

If you press **Next Slide** when the last slide in the slide tray is on display, the first slide in the tray is displayed again.

**If you press the Previous Slide button**, the previous slide or PowerPoint slide show in your slide tray is displayed.

**Notes:** If the previous item in your slide tray is a PowerPoint slide show, the last slide in that show is displayed.

If you press **Previous Slide** when the first slide in the slide tray is on display, the last slide in the tray is displayed.

PowerPoint must be installed on your system to view PowerPoint slide shows.

## Using Presentation mode to display slides

---

*When you use Presentation mode to display or send slides, you cannot annotate them.*

- ◀ **To switch to Presentation mode**, click the right mouse button.

The PenPal toolbar disappears from view.

- **To display the next slide**, click the left mouse button.
- **To display the previous slide**, double-click the left mouse button.

**To close Presentation mode**, click the right mouse button.

The PenPal toolbar reappears.

## Sending a slide

---



To send a slide to the remote site during a call, display the slide and click the **Send Slide** button.

The slide is displayed at the remote site.

**Notes:** If you receive a message that says a slide cannot be sent, contact your system administrator.

Do not click the **Send Slide** button repeatedly, in rapid succession, or your slides may not be sent.

## Sending slides in sequence

---

There are three ways to display the next or previous slide: click buttons on the toolbar, click buttons on the tablet, or click the mouse while PenPal is in Presentation mode.

### Using the toolbar or tablet to send slides in sequence

---



**To send the next slide in your slide tray to the remote site,** click the **Next Slide** button.

*A videoconference call must be in progress in order for you to send slides.*

- ◀ The next slide in the tray is displayed and sent to the remote site for viewing.

**Notes:** If the slide on display is part of a PowerPoint slide show, the next slide in the show is sent.

If the slide on display is the last slide in a PowerPoint slide show, the next slide in the slide tray is sent.



**To send the previous slide in your slide tray to the remote site,** click the **Previous Slide** button.

The previous slide in the tray is displayed and sent to the remote site for viewing.

**Notes:** If the slide on display is part of a PowerPoint slide show, the previous slide in the show is sent.

If the slide on display is the first slide in a PowerPoint slide show, the previous slide in the slide tray is sent.

PowerPoint must be installed on your system to send PowerPoint slides.

### Using Presentation mode to send slides in sequence

---

*When you use Presentation mode to send or display slides, you cannot annotate them.*

*Close Presentation mode when you want to use the mouse for annotating.*

- ◀ Click the right mouse button to switch to Presentation mode when a video call is in progress.

The PenPal toolbar disappears from view.

- **To send the next slide**, click the left mouse button.
- **To send the previous slide**, double-click the left mouse button.

**To close Presentation mode**, click the right mouse button.

The PenPal toolbar reappears.

### Sending slides out of sequence

---



To interrupt your slide show and send a slide from another part of the slide tray or from a different slide tray:

- 1** If you are in Presentation mode, perform a right mouse click.

The PenPal toolbar reappears.

- 2** Press the **Slide Tray Management** button.

The Slide Tray Management window opens.

- 3** Select the name of the PenPal slide or the PowerPoint slide show you want to send.

(For step-by-step instructions, see “Displaying a slide” on page 53 and “Sending a slide” on page 58.)



## Sending a slide from another application

---

To make a screen capture and send it as a slide from another application:



1 From the AppsView toolbar, click the **View PC** button.



2 Click the **Snapshot** button on the AppsView toolbar.



3 Click the **Send PC** button.

**Note:** The remote site's system must include PenPal in order to receive the slide you send.

## Sending a slide from the document stand

---

Your ESA system may include an optional document stand on which you can place documents you want to show to the remote site.

To send a slide from the document stand:

1 Place the document on the document stand.



2 Select **Camera 3** from the **Local Video Source** AppsView toolbar.

*SmartView doesn't send the slide unless SmartView is enabled. See "Using SmartView to send slides" on page 63.*



**3** Adjust the document, and manually adjust the camera.

◀ **4** **If your system includes the SmartView option**, your slide is sent automatically after you adjust the document.

**If your system does not include SmartView**, click the **Send Slide** button on the AppsView toolbar or press the **Send Slide** button on the tablet.

The image is captured as a slide on your system and is sent to the remote site. (If the remote site is using a two-monitor system, their right monitor displays the captured slide and their left monitor displays the video image of the document on your document stand.)

*See "Designating the document camera" on page 76.*

◀ **Note:** If you or your system administrator has configured the document stand camera as a document camera, the **Send Slide** button on the *tablet* (not on the AppsView toolbar), has a unique feature: After you press the **Send Slide** button on the tablet and the slide is sent, the camera that was sending video before you sent the slide automatically becomes the source for the sending video again.

## Clearing a slide from the screen

---



**1** Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Whiteboard** button.

**2** Click the **Whiteboard** button.

**Note:** Also see "Displaying the electronic whiteboard" on page 71.

## Using SmartView to send slides

---

The SmartView option is an innovative, motion-detection application for two-monitor ESA systems. Use it like you would use an overhead projector—just place an object in front of the SmartView camera—SmartView does the rest.

**Note:** In order to use SmartView, the document stand camera must be designated as Camera 3. (Your VTEL system administrator designates cameras when he or she configures your ESA system.)

*You cannot use SmartView if a PIP window is open.*

◀ To use SmartView, follow these steps:



- 1 Click the **SmartView** button on the AppsView toolbar to enable SmartView.
- 2 Place the object you want to send to the remote site in front of the SmartView camera (Camera 3) and, if necessary, focus the camera.

When you finish adjusting the object and focusing the camera, SmartView's motion detector senses the absence of movement and switches control to the SmartView camera, captures the video image, saves it as a slide, and sends it to the remote site.

Camera control then returns to the local camera that was in use before you used SmartView to send your slide.

If the remote site's system includes the PenPal option, those participants can use PenPal to view the slide.

### Disabling SmartView

---



If SmartView is enabled, you can disable it by clicking the **SmartView** button on the AppsView toolbar.

## Managing slides

---

Follow the steps in the next sections to:

- copy a slide
- rename a slide
- delete a slide
- move a slide

### Opening the Slide Tray Management window

---



1 Display PenPal Graphics.



2 Click the **Rotate Toolbars** button on the PenPal toolbar to rotate toolbars until you see the **Slide Tray Management** button.

For more information about slide trays, see "Using slide trays" on page 68.

- 3 Click the **Slide Tray Management** button. The Slide Tray Management window opens.



## Copying a slide

- 1 Highlight the tray in which the slide you want to copy is located.
- 2 Select the slide, then click **Copy**. The Copy Slide window opens.
- 3 Select the slide tray in which to place the copied slide.

## Renaming a slide

---

- 1 Highlight the tray in which the slide you want to rename is located.
- 2 Highlight the slide, then click **Rename**. The Rename Slide window opens.
- ◀ 3 Use the keyboard to enter the name of the slide, then click **OK**. Click **Yes** to confirm the change.

*The slide name is case sensitive.*

## Deleting a slide

---

- 1 Highlight the tray in which the slide you want to delete is located.
- 2 Select the slide, then click **Delete**. Click **Yes** to confirm the change.

## Changing the position of a slide in a slide tray

---

- 1 Highlight the tray in which the slide you want to move is located.
- 2 Highlight the slide name, then move it with one of these methods:
  - With the cursor on the slide, hold down the left mouse button and drag the slide to a new position in the slide tray.or
  - Click the up or down arrow to change the slide's position in the slide tray.

## Printing a slide

---

In order to print a slide, your ESA system must include a printer (connected directly to the local PC or available over a network) and either a keyboard or the electronic tablet option (with the TC2 tablet overlay).

- 1 Display PenPal Graphics. (See “Displaying PenPal Graphics” on page 46.)
- 2 If the PenPal toolbar is not visible, click the right mouse button (or press the button on the barrel of the pen, if your system includes a tablet).
- 3 Display the slide you want to print.
- 4 To print the slide, press the **Alt-P** key combination on the keyboard, or press the **Print Slide** button on the tablet



## Using slide trays

This section explains how to use slide trays to organize your video slides.

### Opening the Slide Tray Management window

In order to use slide trays, follow these steps to open the Slide Tray Management window:



- 1 Display PenPal Graphics.
- 2 Click the **Rotate Toolbars** button on the PenPal toolbar to rotate toolbars until you see the Slide Tray Management button.
- 3 Click the **Slide Tray Management** button.

The Slide Tray Management window opens.





## Adding a slide tray

---

- 1 In the Slide Tray Management window, click **Add**.  
The Add Slide Tray window opens.



- 2 Enter the name of the new slide tray, then click **OK**.

## Selecting a slide tray

---

In the Slide Tray Management window, highlight the slide tray you need and, if you wish, a slide from the tray. Click **OK**.

### Renaming a slide tray

---

- 1 In the Slide Tray Management window, highlight the slide tray you want to rename, then click **Rename**. The Rename Slide Tray window opens.
- 2 Type the new name, then click **OK**. Click **Yes** to verify the change.

### Deleting a slide tray

---

Highlight the slide tray you want to delete, then click **Delete**.

## Annotating slides

---

Marking up documents or highlighting important sections of documents is an important part of any meeting. In this section, you'll learn how you and a videoconference participant at a remote site can use PenPal Graphics to write, type, or draw on a video slide. You'll also learn how to use PenPal's electronic whiteboard to brainstorm during videoconferences.

### Preparing to annotate a slide

---

Before you annotate a slide or a snapshot, display the image as described in "Displaying a slide" on page 53 and "Using the AppsView toolbar to capture an image" on page 48.

### Displaying the electronic whiteboard

---



To display a blank screen on which to enter annotations, click the **Whiteboard** button on the PenPal toolbar.

### Using a pointer

---



- 1 From the PenPal toolbar, click the **Drawing** button. The cursor changes into a pencil.
- 2 Move the pencil by moving the mouse (or, if you are using a tablet, by *lightly* moving the pen).

## Entering text

---

This section explains how to use text to annotate an image.

## Selecting and using the text tool

---



- 1 Rotate the PenPal toolbars until you see the **Text** button.
- 2 Click the **Text** button.
- 3 Move the cursor to the area where you want to add text, click the left mouse button, then use the keyboard to type the text.

## Entering more than one line of text

---

Press the **Enter** key on the keyboard to start a new line.

## Changing the type size

---



- 1 Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Font Size** button.



- 2 Click the **Font Size** button to move the pencil to the size you want.

## Drawing

---

This section explains how to use drawing tools to annotate an image.

### Selecting and using the drawing tool

---



- 1 Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Drawing** button.
- 2 Click the **Drawing** button.
- 3 Press the left mouse button while you move the cursor to make your drawing, or press the pen down on the tablet while you draw in the tablet's mousepad area.

### Changing the line thickness

---



- 1 Rotate the PenPal toolbars until you see the **Line Thickness** button.
- 2 Click the **Line Thickness** button to move the pencil to the thin line or the thick line.

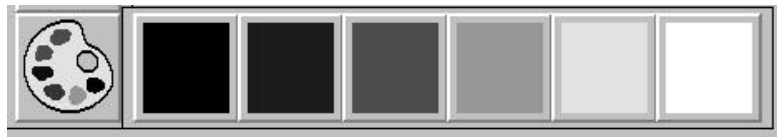
## Changing the color of annotations

---

To change the color of annotations you are about to make:



- 1 Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Color** button.
- 2 Click the **Color** button and select a color from the Color Options toolbar:



## Erasing annotations

---

If you want to remove some of your annotations without removing them all, use the **Eraser** button:



- 1 Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Eraser** button.
- 2 Click the **Eraser** button.
- 3 Press the left mouse button as you move the cursor over the lines or text you want to erase. (If you are using the tablet, use the electronic pen as an eraser.)

## Clearing all annotations from the image

---

If you want to remove all of your annotations, use the **Clear Annotations** button.



- 1 Click the **Rotate Toolbars** button to rotate the PenPal toolbars until you see the **Clear Annotations** button.
- 2 Click the **Clear Annotations** button.

## Designating the document camera

---

*Your ESA system must have more than one camera to use the document camera feature.*

- ◀ The PenPal Graphics document camera feature lets you capture and send slides by simply pressing the **Send Slide** button *on the tablet*. After the slide is sent, control is automatically switched back to the local camera.



To designate one or more local cameras as the video source for the document camera (typically the camera on the document stand, Camera 3):

- 1 Open the Advanced Interface Setup window. (See “Accessing the Advanced Interface Setup window” on page 15.)



- 2 Select the **Document Camera** tab. The Document Camera window opens:



- 3 Check the box for each camera you want to use as a document camera.

**Notes:** Although the document camera is typically assigned to the document stand camera, the camera you select does not have to be the document stand camera; it can be any motion camera (except a VCR).

If you do not select a camera in the Document Camera window, the document camera feature is disabled.

If the SmartView option is installed on your ESA system, the document camera feature is disabled for Camera 3.





# 5

## Sharing Applications

---

In this chapter, you'll learn how you and a videoconference participant at a remote site can use VTEL's AppsShare software to view and manipulate an application, such as Word for Windows or Excel.

## Sharing an application with a remote VTEL system running AppsShare

---

*The VTEL system at the remote site must be either an ESA system (TC1000, TC2000, or LC5000) or a MediaMax-based Leadership Conferencing™ (LC) system. A MediaMax-based LC system must be running AppsView version 1.1 or higher.*

- ◀ This section explains how to share an application with a VTEL AppsShare system at a remote site.

**Note:** To share an application with a different type of videoconferencing system, see the next section, “Sharing an application with a VTEL S-Max system” on page 81.

### To share an application with the remote site:

- 1 Run the application you want to share. (For best performance, close all applications except AppsView and the application you want to share.)



- 2 Click the **AppsShare** button on the AppsView toolbar.

The Share Application window opens, which shows all applications you are currently running.

- 3 In the Share Application window, select the application you want to share, then click the **Share** button.

The application starts running at the remote site. Both you and the remote site can control the application.

### To stop sharing the application:

Either you or the remote site closes the application you are sharing.

or

Click the **AppsShare** button on the AppsView toolbar.

---

## Sharing an application with a VTEL S-Max system

---

*S-Max systems can share only applications compatible with Windows 3.x or lower.*

*If the Windows 95 taskbar is not visible, press the **Ctrl-Esc** key combination to display it.*

When the remote site has a VTEL AppsShare system, AppsShare automatically launches ProShare™ Premier™ to enable application sharing. However, if the remote site has a VTEL S-Max™ (115S, 117S, or 127S) system, both sites must manually start ProShare:

- 1 Run the application you want to share. (For best performance, close all applications except AppsView and the application you want to share.)
- 2 On the Windows 95 taskbar, click the **Start** button. Click **Programs**, then select **ProShare Premier** to start the ProShare application.

The Share Application window opens, which shows all the applications you are currently running.

- 3 In the Share Application window, select the application you want to share, then click the **Share** button.

The application starts running at the remote site.

Now both the local and the remote sites can control the application.

### **To stop sharing the application:**

Either you or the remote site closes the application you are sharing.





# 6


## Transferring Files

---

You've just spent several hours working on a spreadsheet. How do you get the file, which is located on your system or local area network (LAN), to a remote videoconference participant? This chapter tells how you can use AppsView to transfer text, data, or graphics to remote sites by simply dragging and dropping files.

*If you transfer a file while you are participating in a multiway call, the file is sent to all the sites.*

*For information about Explorer, see the Windows 95 online help.*

- ◀ To transfer a file during a videoconference:
- ◀ **1** Use the Windows 95 Explorer to locate the file you want to transfer. Select the file.
- 2** Drag the file to the **AppsView** icon  and drop it there. AppsView transfers the file to the remote site (or sites).

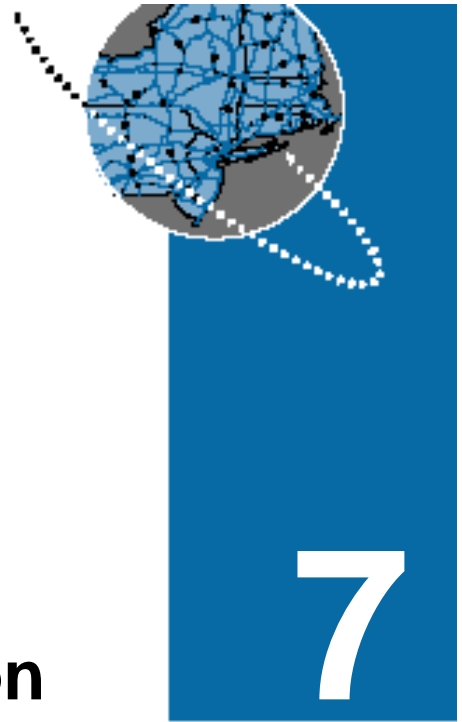
The file is transferred to the folder designated by the remote site's system administrator as the folder for transferred files (usually the default, **c:\vtel\files**).

**Note:** File transfer may be slowed if you perform other activities during the transfer, such as displaying status screens or working in applications.

You cannot transfer:

- hidden files
- system files
- read-only files
- folders





# Using the Chair Control Application

---

*A multiway conference is a conference in which two or more sites participate via a Multipoint Control Unit (MCU).*

- ◀ Your ESA system lets you participate in multiway conferences. This chapter explains how to use VTEL's optional Chair Control software to enhance your multiway conferences. For example, you can specify which site you or other sites can see during a conference.

## Displaying the Chair Control toolbar

---

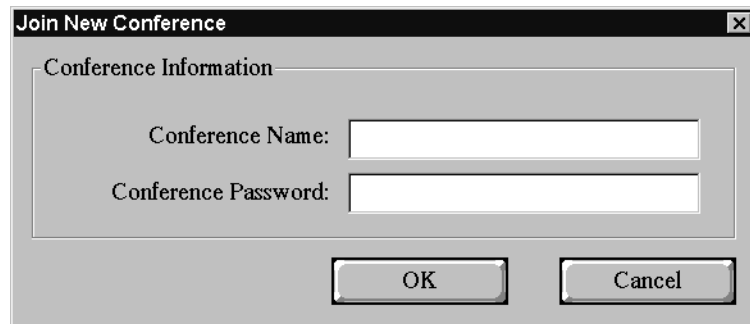
Click the **Rotate Toolbars** button to display the Chair Control toolbar:



## Setting up a conference

---

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **Join new conference**.  
This window opens:



*After you enter the password, other sites cannot participate until you tell them the password.*

- 3 Enter a name for the conference.
- ◀ 4 Enter a password for the conference.

## Chairperson activities

---

### Becoming the chairperson

---

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **Become Chairperson**.

### Selecting the video everyone will see

---

If the toolbar displays the option **I Want Everyone to See**, skip to step 3.

If the toolbar *does not* display this message, proceed with step 1.

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **I Want Everyone to See**.

*The video source you select overrides other participants' selections.*

- ◀ 3 Click the button that represents the site you would like everyone to see.

## **Granting or denying a participant's request for the floor**

---

*Only the chairperson can grant a request for the floor.*

- ◀ If a participant requests the floor, an indicator appears in their site's name field.
  - 1 Click the **Click here for Options** button.
  - 2 From the **Options** menu, select **Floor Requests**.
  - 3 Click the button that represents the site that is requesting the floor.
  - 4 At the prompt, accept or deny the site's request for the floor.

## Dropping yourself or another participant from the conference

---

1 Click the **Click here for Options** button.

*If you remove yourself from the conference, another participant can become chairperson.*

◀ 2 From the **Options** menu, select **Remove Sites**. The Remove Sites from the Conference window opens.



**Note:** If the chair is one of the sites you want to remove, remove it last. The chair must be connected in order to remove any other sites.

3 Highlight the name of the site you want to remove, then click the **Remove** button. Repeat for each site you want to remove. Click **OK**.

## Relinquishing the chair

---

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **Relinquish** chair.

## Ending the conference

---

To end the conference, drop each site from the conference, as described in “Dropping yourself or another participant from the conference” on page 89.

## Participant activities

---

### Requesting the floor

---

If your conference has a chairperson and you want your site to be the video source for all the participants, request the floor as follows:

- 1 Click the **Click here for Options** button.
- ◀ 2 From the **Options** menu, select **Request the Floor**.

*If this option is not available, the conference has no chairperson.*

The system displays an indicator on the chairperson's monitor, and he or she can accept or deny your request.

## Selecting the video you will see

---

If the conference does not have a chairperson, you can select the video you want to see:

If the toolbar displays the option **I Want to See**, skip to step 3.

If the toolbar *does not* display this message, proceed with step 1.

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **I Want to See**.
- 3 Click the button that represents the site you want to see.

## Making your site the source of the video other participants will see

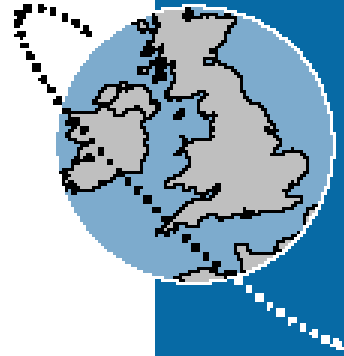
---

If the conference does not have a chairperson, you can make your site the source of the video other participants see:

- 1 Click the **Click here for Options** button.
- 2 From the **Options** menu, select **I Want Everyone to See**.
- 3 Click the button that represents your site.







# Connecting to the Internet

---

During a videoconference, you want to show your class a page from an Internet site. The ESA system works with the dial-up networking feature of Windows 95 to let you tap information resources around the world.

If your system administrator has set up your ESA system for Internet access, you can use one of these methods to establish a connection:



- Click the **Local PC** button to display the Windows desktop. On the Windows desktop, double-click the icon your system administrator has set up for Internet access.
- If your system administrator has added an Internet button to the AppsView toolbar, click that button to access the Internet.

After your Internet connection is established, use your Internet browser (typically Netscape Navigator™ or Microsoft Internet Explorer™) to navigate through the screens and options at Internet sites.

For information about using your browser, see the online help included with the browser.

After you connect to the Internet, you can use Internet screens as you would use any other Windows application during your videoconference. For example:

- You can select the local PC as the sending video to show an Internet screen to the remote site. (Select the PC button on the Local Video Source toolbar. See page 28.)
- If your system includes the PenPal Graphics option, you can capture an Internet screen as a slide and send it to the remote site. (See page 48.)



# 9

## Troubleshooting

---

Usually, if you encounter a problem, the solution is simple. This chapter guides you through some common problems and offers solutions. In most cases, you'll find the answer to your problem here. If you still need help after trying the suggestions in this chapter, contact your system administrator.

## Video problems

---

### **Your monitor is not displaying video sent by the remote site**

Ask someone at the remote site to check these conditions:

- The camera they selected to send video is an active camera.
- The lens cover is not on the camera.
- The camera is pointed at something other than a blank wall.
- The camera's iris is open wide enough.
- The camera's cables are all tightly connected.
- If the camera is a document camera, the camera's power cord is plugged into a power source.
- Video privacy is not turned on.
- If the camera is a Canon™ camera, make sure the camera is not in sleep mode. (Press the **Operate** button on the camera remote control.)

### **The quality of the video you receive from the remote site is poor**

Ask your system administrator for assistance.

### **Your monitor is not displaying video from the local camera**

Check these conditions:

- Ask your system administrator to make certain that the cameras are properly configured.
- The lens cover is not on the camera.
- The camera is pointed at something other than a blank wall.
- The camera's iris is open wide enough.
- The camera's cables are all tightly connected.
- If the camera is a document camera, the camera's power cord is plugged into an electrical outlet.
- If the camera is a Canon camera, make sure the camera is not in sleep mode. (Press the **Operate** button on the camera remote control.)

### **During a conference involving more than two sites, one site's video cannot be seen by other sites**

Ask someone at the site to check these conditions:

- The camera they selected to send video exists.
- The lens cover is not on the camera.
- The camera is pointed at something other than a blank wall.
- The camera's iris is open wide enough.
- The camera's cables are all tightly connected.
- If the camera is a document camera, the camera's power cord is plugged into an electrical outlet.

- If the camera is a Canon camera, make sure the camera is not in sleep mode. (Press the **Operate** button on the camera remote control.)

### **The VCR is not recording video**

Make sure that you specify the source of the video before you press the VCR's **Record** button. See "Recording video" on page 42.

## **Monitor problems**

---

### **Your monitor's picture is too bright**

- Adjust the video brightness.
- Room lighting can affect the picture's brightness. If hot spots appear, point the camera away from bright objects or lights.
- If the problem is with the video sent from the remote site, ask someone at the remote site to adjust brightness or check their room's lighting.

## Audio problems

---

### **The audio is not synchronized with the video**

Contact your system administrator.

### **You cannot hear the remote site and the remote site cannot hear you**

Contact your system administrator.

### **You cannot hear the remote site, but the remote site can hear you**

Your speaker may be disconnected or not functioning. Check the cables connecting audio from the monitor to the ESA system.

The remote site may have muted its microphone. Ask someone at the remote site to click the **Audio Privacy** button to test whether or not their microphone is muted.

The microphone at the remote site may have been disconnected. Ask someone at the remote site to check their microphone connections.

**The remote site cannot hear you**

The remote site's speaker may be disconnected or not functioning. Ask someone at the remote site to check their audio cable connections.

Your microphone may be muted. Click the **Audio Privacy** button to test whether or not the microphone is muted.

Your microphone may have been disconnected. Check your microphone connections.

**You hear your voices echo during a videoconference**

Contact your system administrator.

**The VCR audio is too loud or too soft**

If the audio played from or recorded to the VCR is too loud or too soft, contact your system administrator.



## Tablet problems

---

### **The tablet does not work at all**

Make sure the tablet overlay is turned on. See “Turning on the tablet overlay” on page 114.

Check to see that all tablet connections are secure.

Reset the tablet pen by unplugging the pen from the tablet, then plug it in again. Press the **Tablet On** button on the tablet overlay.

Tablet controls do not function when MS-DOS® is displayed in full-screen mode. Try minimizing the MS-DOS window.

### **The tablet does not work correctly**

Contact your system administrator.

## Camera problems

---

### **The pan, tilt, and zoom controls do not work**

Make sure the tablet is working. (See “Tablet problems.”)

Make sure the camera is a PTZ (pan/tilt/zoom) camera.

Check the camera cables to make sure they're secure.

### **Camera preset button(s) do not work**

If the camera has been turned off and then turned on again during the video session, the camera presets will no longer be accurate. You must either shut down and restart AppsView, or reset your presets. (See “Setting and using preset camera positions” on page 30.)

## Keyboard problems

---

### **The keyboard does not work**

Check the keyboard cable connection to be sure it is secure.

## Communications problems

---

### You cannot connect to any remote sites

Contact your system administrator. Your system administrator may perform a loopback test (see page 105) as part of the troubleshooting procedure.

## Slide problems

---

### A slide you saved does not appear in the Slides list in the Slide Tray Management window

In the slides folder, `c:\vtel\slides`, delete the file that corresponds to the slide tray name (for example, `default.ar`).

### A MediaMax™ slide sent to the ESA system appears upside down

Follow these steps to flip a slide:

- 1 Press **Ctrl-Esc** to display the Windows 95 menu.
- 2 Select **Run**, then type:  
  
`c:\vtel\appsvievw\flipjpg.exe`
- 3 Select the appropriate slide tray and highlight the slide or slide tray name. Click the **Flip** button.

**Resolution of a converted slide is not as good as the original slide image**

Some degradation in slide quality occurs when slides are exchanged between an ESA system and a MediaMax or a MediaMax-based Leadership Conferencing system, or if slides are exchanged via a Multipoint Control Unit (MCU). For example, an ESA system 640 x 480 slide is converted to a 512 x 480 slide when sent to a MediaMax-based system.

**You can't annotate slides**

An HDLC call must be in progress in order for you to annotate slides.

## Running a loopback test

This section describes how to run a loopback test, which can help you find the source of connectivity or communications problems.

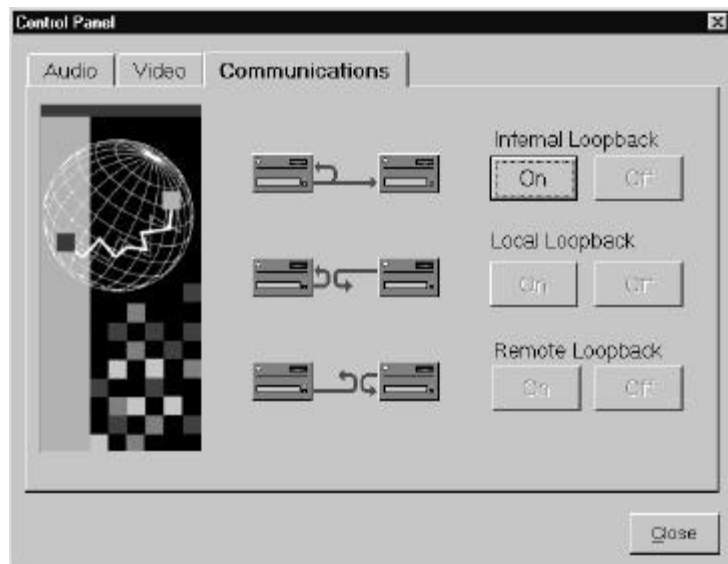


- 1 Press the **System Tools** button on the AppsView toolbar to display the System Tools toolbar.



- 2 Press the **Control Panel** button on the System Tools toolbar. The Control Panel window opens.

- 3 Select the **Communications** tab.



- 4 Press one of the buttons in the Communications window to select the loopback mode you need. The following table describes each mode.

Loopback mode	Description
Internal Loopback (valid only when not in a conference)	<p>Diagnostic test that verifies that the ESA system boards and expansion unit are working correctly.</p> <p>With internal loopback, you see yourself (the local view) on the main monitor. The local signal is sent back to you and to the remote site.</p> <p>This test must be performed when a call is not in progress.</p>
Local Loopback (valid only when in a conference)	<p>Diagnostic test within the local ESA system. Returns the remote site's communication signal to the remote site.</p> <p>The remote site can put your local system into local loopback mode.</p> <p>The local site sees the local site; the remote site sees the remote site.</p> <p>When you run a local loopback test during a VTEL HDLC call, the test functions regardless of whether auto-configuration is enabled or not.</p> <p>The local loopback test is not for use during an H.221 call.</p> <p>After you run the local loopback test, turn Local Loopback <i>off</i> before you hang up.</p>

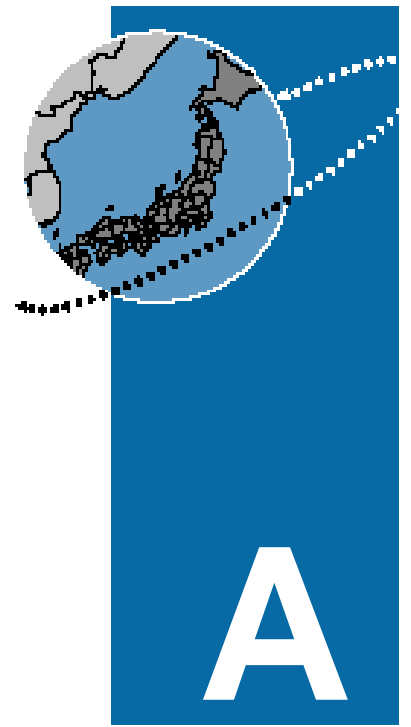
---

Loopback mode	Description
Remote Loopback (valid only when in a conference)	<p data-bbox="808 352 1293 435"><b>During VTEL HDLC calls:</b> Remote loopback tests all the lines at both the local and the remote sites.</p> <p data-bbox="808 473 1272 527">The local site sees the local site; the remote site sees the remote site.</p> <p data-bbox="808 560 1276 675">When you run a remote loopback test during a VTEL HDLC call, the test functions regardless of whether auto-configuration is enabled or not.</p> <p data-bbox="808 708 1272 881"><b>During H.221 calls:</b> The remote loopback test invokes digital loopback at the remote site. The remote site returns the communications signal to the invoking site while continuing to process the invoking site's communication signal.</p> <p data-bbox="808 914 1240 940">Both sites see and hear the invoking site.</p> <p data-bbox="808 973 1293 1027">Run the remote loopback test only when auto-configuration is turned <i>off</i>.</p> <p data-bbox="808 1060 1268 1114">After you run the remote loopback test, turn Remote Loopback <i>off</i> before you hang up.</p>

---







# Using the Tablet

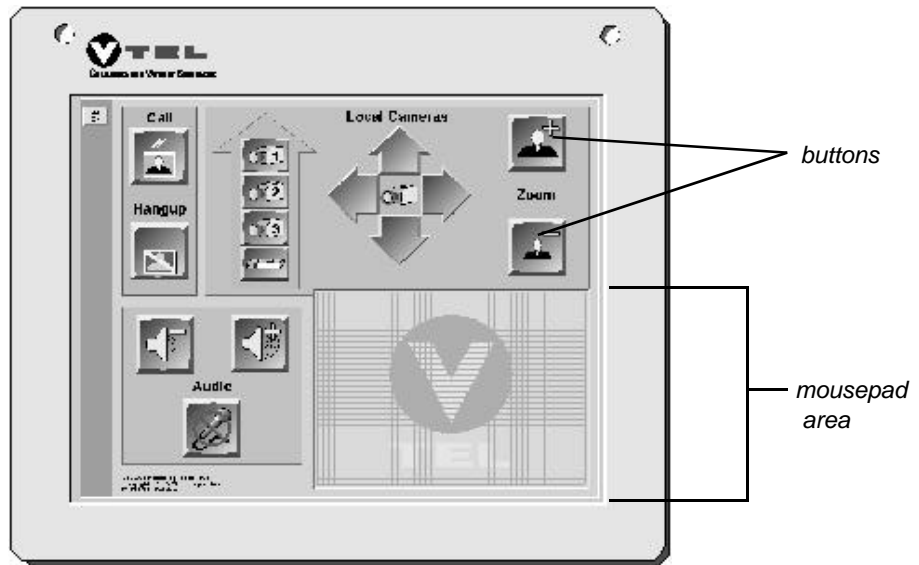
---

This appendix explains how to use the optional tablet and electronic pen to perform AppsView functions. Nearly all the functions you perform with the mouse and AppsView toolbars can be done with the tablet and the electronic pen, and some functions can only be performed by using the tablet.

## Performing AppsView operations

---

You can use the electronic pen to press buttons on the tablet, or as a mouse in the tablet's mousepad area.



### Pressing tablet buttons

---

Use the tablet's pen to press a button on the tablet. To select a tablet button, place the pen on the button and press once.

## Using the electronic pen as a mouse

---

See "Using AppsView toolbars" on page 4.

- ◀ Use the tablet's pen as a mouse in the tablet mousepad area to perform AppsView or other Windows 95 application operations.

**To select an AppsView toolbar button or option**, move the pen in the tablet's mousepad area until the cursor on the screen is on the button or option, then press once.

**To perform a Windows function that requires a double-click**, move the pen in the tablet's mousepad area until the cursor on the screen is on the option or icon, then use one of these methods:

- Press the pen once to select the option or icon, then press the application's **OK** button or other appropriate button.
- Hold the pen firmly in place while you quickly press twice.

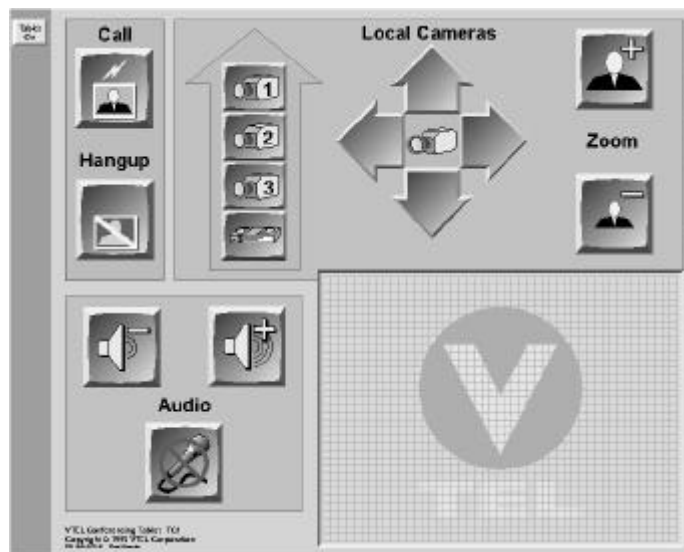
**To perform a Windows function that requires a right mouse button click**, move the pen *lightly* in the tablet's mousepad area until the cursor on the screen is in the location you want, then click the button on the barrel of the pen. (Do not press down on the pen.)

## Using tablet overlays

*A special overlay is provided with the optional CommandTouch panel.*

- ◀ This section shows the three tablet overlays included with the tablet. A quick reference guide to tablet buttons is inside the back cover of this book.

The **TC1 overlay** is a simple overlay for use with dual-monitor systems.



The **TC2 overlay** is a full-featured overlay for use with single- and dual-monitor systems.

**Note:**

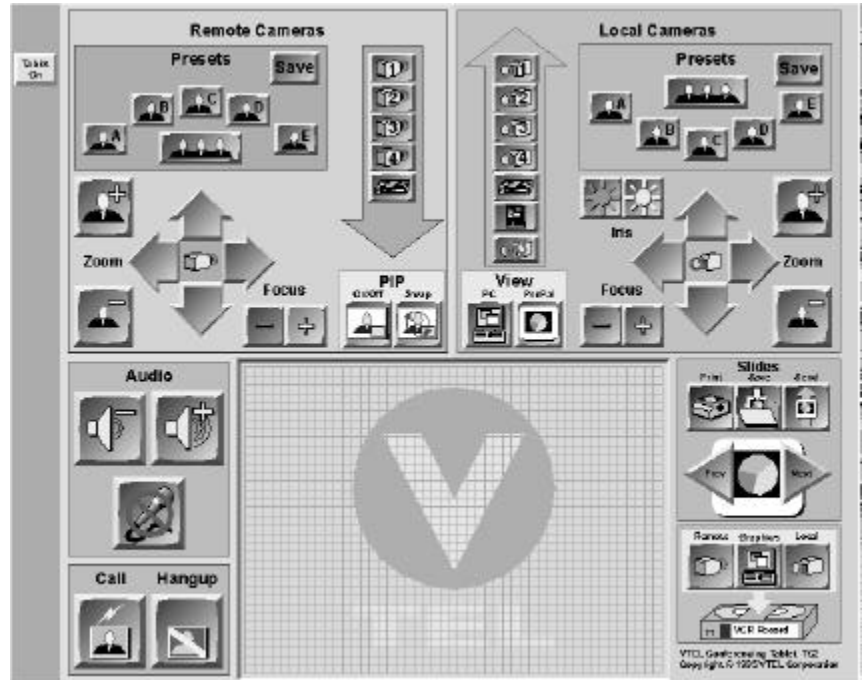
Colors on the overlays indicate operational groupings as follows:

**Blue** Remote operations

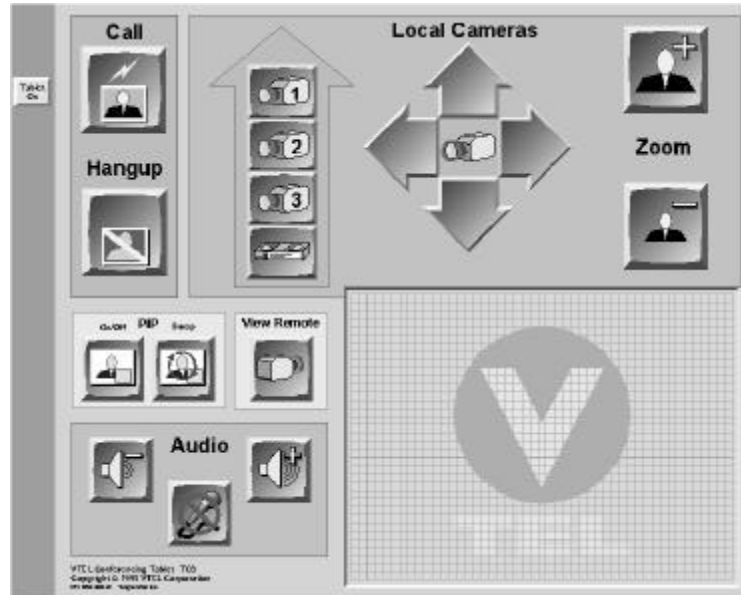
**Green** Local send operations

**Yellow** Local view and PIP operations

**Orange** Calling and hanging up operations



The **TC3 overlay** is a simple overlay for use with single-monitor systems.



## Turning on the tablet overlay



Place the overlay you want to use on the tablet. Press the **Tablet On** button, located on the edge of the overlay.

**Note:** Each time you change a tablet overlay or restart AppsView, press the **Tablet On** button to load the new overlay.

## Adjusting local and remote cameras

---

After you select a camera, you can move it to the position you want or zoom in or out on an image by pressing tablet buttons.

**Notes:** You must manually move stationary cameras, such as document stand cameras; they can't be moved using on-screen icons or tablet buttons.

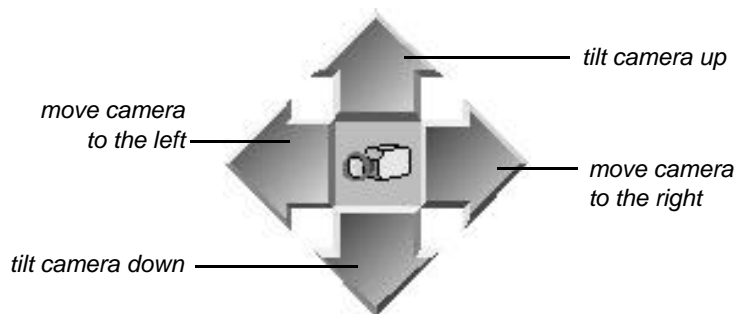
These conditions must be met in order to move or zoom a remote camera:

- The remote camera must be a PTZ (pan, tilt, zoom) camera.
- The remote site must support remote camera control.
- A call must be in progress.

### Moving local and remote cameras

---

To move a camera, use these buttons on the AppsView tablet. Buttons in the green area adjust local cameras, and buttons in the blue area adjust remote cameras.



## Focusing the camera and adjusting brightness

---

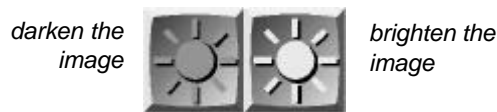
*Your system may not be configured for remote camera control for all types of calls.*

- ◀ Adjust the focus and brightness with the Focus and Iris buttons.



*adjust the focus*

*Brightness controls are for local cameras only.*



## PIP window choices

---

*For more PIP options, see "Using a one-monitor system" on page 8.*

- ◀ These PIP window choices are available:



*turn the PIP window on or off*



*swap the PIP window with the main window*



## View choices

---

These view options are available:



*display the PC screen (such as a Windows application you are running)*

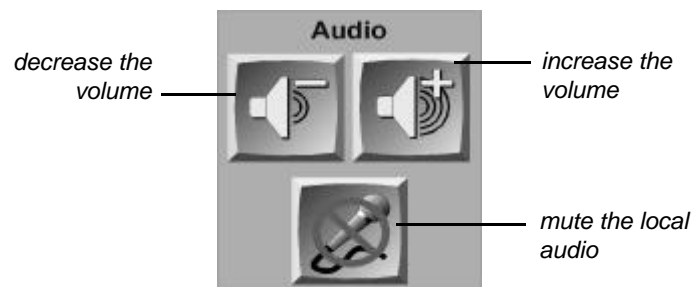


*display the PenPal screen*

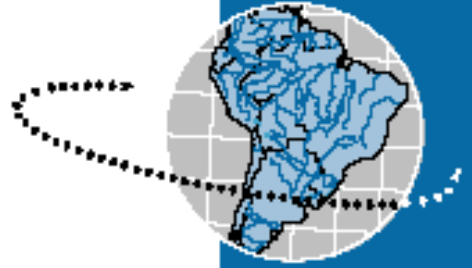
## Adjusting speaker volume

---

To increase or decrease the volume of the sound you are receiving from the remote site, press the audio control buttons.







# B

## Using the CommandTouch Panel

---

If your system includes a CommandTouch panel, you use it to perform videoconferencing functions.



**Note:** If your system includes the CommandTouch panel, you use the tablet only to perform mouse and annotation functions. (A special tablet overlay is provided for use with the CommandTouch panel.)

To select a CommandTouch button, place your finger on the button and press once. To perform some functions, such as adjusting camera settings or setting camera positions, press and hold the button.

For a full description of the CommandTouch screens and buttons, see your CommandTouch manual.



# Setting Up Communications Profiles

---

This appendix explains how to set up a communications profile and, if necessary, to set up alternate profiles.

**Note:** Your VTEL system administrator sets up communication profiles for your ESA system. Check to see if one of the profiles your system administrator has already set up will work for the calls you want to make. To view a list of profiles that have already been set, select the Configuration program's **Communications** tab (page 125).

You can use one of these methods to set an AppsView communications profile based on your system's hardware and the types of connections your site usually makes:

- Select one of the profiles VTEL provides.
- Copy one of the profiles VTEL provides, save it under a new file name, then modify configuration parameters for your site's communications setup.
- Create a new communications profile.

**Note:** To configure communications settings, you must know the types of external equipment to which your system is connected (for example, dialer, MUX, or IMUX).

You can also set up alternate profiles for use in atypical situations (for example, if your system sometimes uses a dial-out prefix that is different from its usual prefix, or occasionally uses a single port call when your site usually makes dual port calls). See “Adding or customizing a profile for your site” on page 132.

## Accessing configuration windows

---



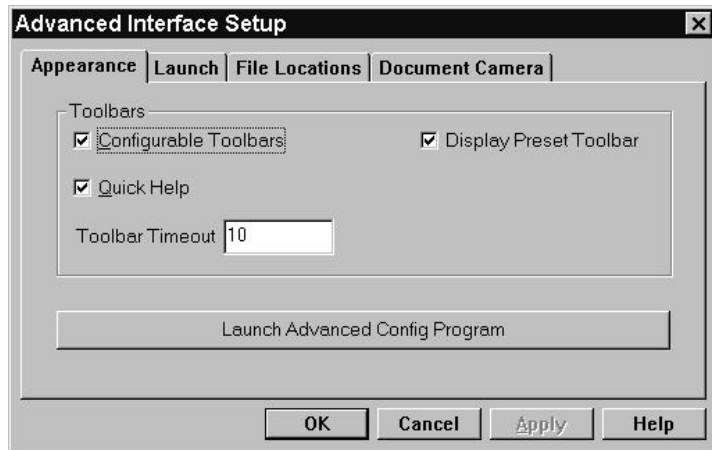
1 Click the **AppsView** icon to display the AppsView toolbar.



2 Click the **System Tools** button on the AppsView toolbar to display the Configuration toolbar.



3 On the **Configuration** toolbar, click the **Set Configuration** button. The Advanced Interface Setup window opens:



- 4 Click the **Launch Advanced Config Program** button. The Configuration window opens and displays the Welcome tab.

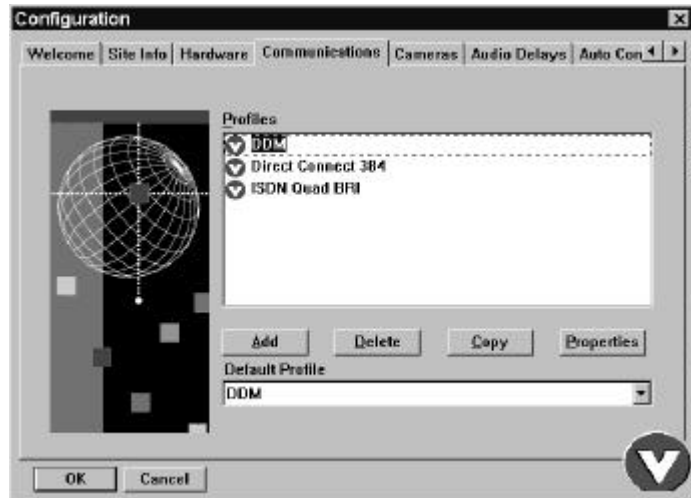


- 5 Click the tab for the configuration window you need.



## Selecting a communications profile

- 1 From the Configuration window, select the **Communications** tab.



- 2 In the list of profiles, highlight the profile that seems to best match your system's equipment.

**Do not change the properties of any profile provided by VTEL.**

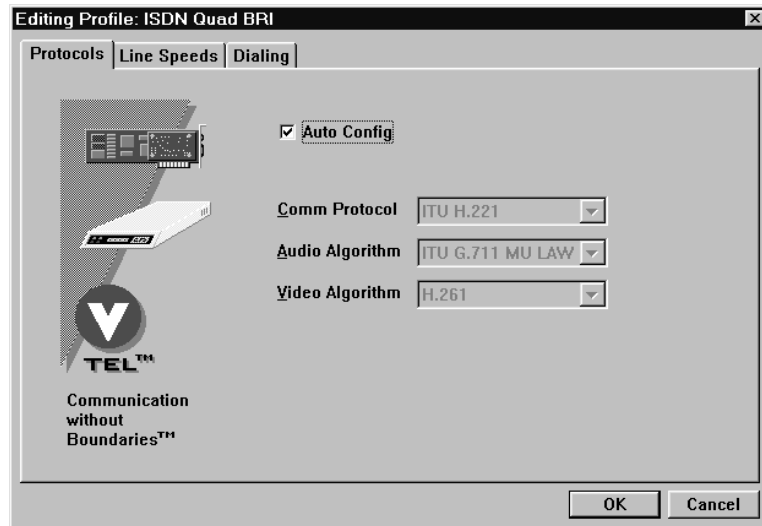
◀ If you ever reinstall AppsView, settings you change in a configuration may be overwritten. Also, changing a VTEL-provided profile may make it more difficult to troubleshoot problems that may arise.

Proceed with steps 3 through 6 to make sure the properties of the profile you've selected are the best ones for your system.

If any property setting does not meet your needs, **do not change the setting**. Instead, follow this procedure:

- Return to the Communications tab.
- Create a new profile by following the instructions in “Adding or customizing a profile for your site” on page 132.

- 3 Click the **Properties** button to open the Editing Profile window.



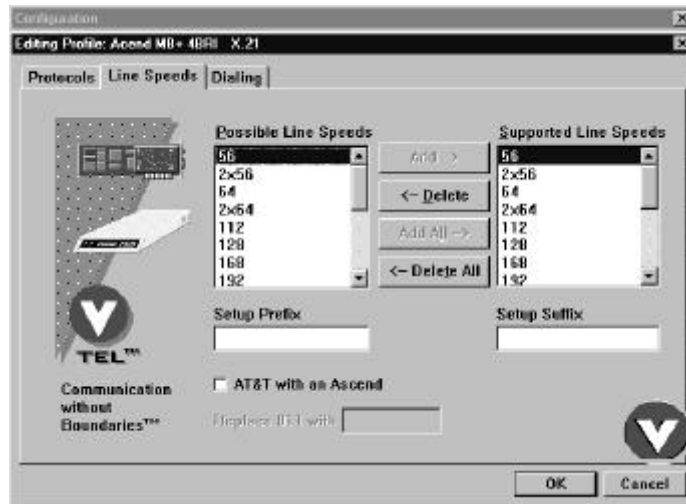
Select options in the Protocols window as described in the following table:

### Protocols options

---

Option	Description
Auto Config	Selecting this option causes AppsView to determine the best communications setting for each call when the call is dialed. (If Auto Config is selected, you cannot change the audio algorithm or the comm protocol.)
Comm Protocol	For communication with another VTEL system, select VTEL HDLC.  For communication with another type of system, select H.221.
Audio Algorithm	In North America, selecting a low algorithm (16 Kbps) allows more bandwidth for video.  In Japan, select the highest available algorithm.
Video Algorithm	The ESA system uses the H.261 algorithm.

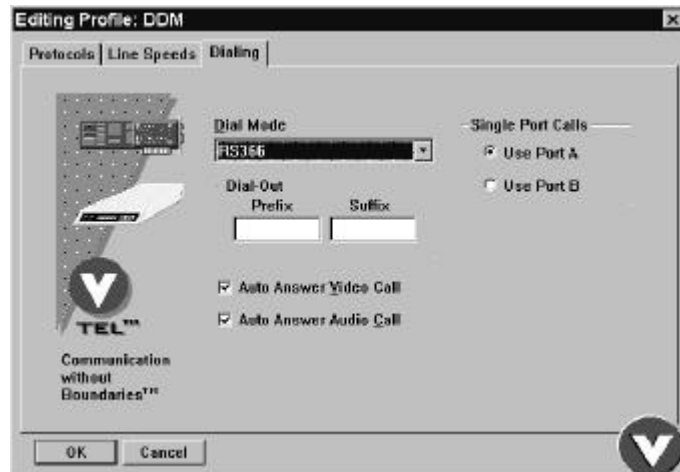
#### 4 Select the **Line Speeds** tab.



In the Line Speeds window, make sure the options selected are suitable for your configuration (as described in the following table), then click the **Dialing** tab to proceed.

Option	Description
Possible Line Speeds and Supported Line Speeds	<p>For each line speed your system supports:</p> <ol style="list-style-type: none"> <li>1. Select the line speed in the list of Possible Line Speeds.</li> <li>2. Drag it to the Supported Line Speeds list and drop it there (or press the Add button).</li> </ol> <p>From the Supported Line Speeds list, select the line speed to use for your profile.</p>
Setup Prefix Setup Suffix	<p>Selecting certain line rates allows you to enter a dial-out prefix or suffix to use only with that selected line rate.</p>
AT&T with an Ascend	<p>If you select the AT&amp;T with an Ascend option, you can enter a different prefix to replace the default 011 prefix. (For example, if you enter the number for your UK office, which begins with the 011 prefix, but your network is set up to recognize the prefix 071 instead of 011, your 071 entry overrides the ESA system's 011 default setting, enabling your call to be completed.)</p>

- 5 In the Dialing window, check the options described in the table, then click **OK**.



### Dialing options

Option	Description
Dial Mode	Select the dial mode appropriate for your system's type of dialing interface.
Single Port Calls	Select Port A or Port B.  Two communications ports are on the back of the PC. For calls that use high line rates, such as 384 Kbps or 768 Kbps, only one port is required. Use this field to select which port you will use.  Calls that use 112 Kbps or 128 Kbps line rates typically require both ports, in which case no setting is required for this field.

**Dialing options (continued)**

<b>Option</b>	<b>Description</b>
Dial-Out	Enter a prefix or a suffix, if necessary. For example, if your system is connected to a PBX, you may need to enter the prefix 9 to dial out.
Auto Answer Video Call	Place a check mark in this box if you want AppsView to always answer every video call it receives. Click the check box to add or clear the check mark for this option.
Auto Answer Audio Call	Place a check mark in this box if you want AppsView to always answer every audio (telephone) call it receives. Click the check box to add or clear the check mark for this option.

**6 If the VTEL-provided settings in all the properties windows are correct for your system:**

Return to the Communications window and make sure the VTEL-provided profile is selected in the Default Profile field.

**If any of the VTEL-provided settings are not correct:**

Follow the steps in the next section, “Adding or customizing a profile for your site” on page 132, to create a new profile.

---

## Adding or customizing a profile for your site

---

The settings VTEL provides for the profiles listed in the Communications window may not match the requirements for your system's hardware or its connection types.

To set up a custom profile for your system, follow these steps:

- 1 From the Configuration window, select the **Communications** tab. (See "Accessing configuration windows" on page 123.)
- 2 **If the settings for a profile in the Profiles list match** many (but not all) of the settings required by your system, select the profile, then press **Copy**.

**If you cannot find a profile in the Communications window with settings that closely match** the settings required by your system, select **Add**.

- 3 Enter the name of your new profile.
- 4 Highlight the name of the new profile in the Profiles list.
- 5 Press the **Properties** button.
- 6 Select options in the Protocols window, as described in the table on page 127.



- 7 Select Line Speed and Dialing options as described in steps 4 through 6 of the previous section, “Selecting a communications profile,” beginning on page 128. Click **Finish** to complete your setup.

**To use the new profile as the default:**

- Select the new profile in the **Default Profile** field on the Communications tab (see page 125).
- In the Address Book window, select the **Use Default profile** option. (See “Entering a new site in the Address Book” on page 36.)

**To use the new profile as an alternate profile:**

See “Entering a new site in the Address Book” on page 36.





# D

## Fine-tuning Audio and Video Settings

---

This appendix explains how to use the AppsView Control Panel to fine-tune the system's audio and video.

Your VTEL system administrator adjusts audio and video settings when he or she sets up your ESA system. You may never need to change these settings.

### Accessing the Control Panel

---



- 1 Click the **System Tools** button on the AppsView toolbar to display the configuration toolbar.



- 2 Click the **Control Panel** button on the configuration toolbar. The Control Panel window opens.

## Fine-tuning audio settings

---

The Control Panel's Audio tab lets you set audio levels:



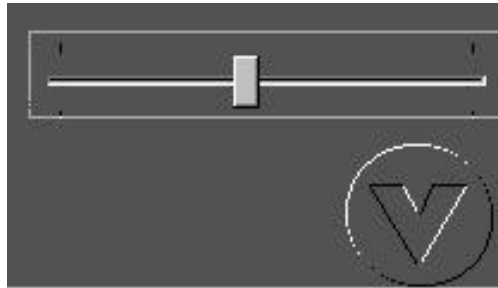
### Changing the audio level

---

Move the control button on the vertical slide bars to increase or decrease volume levels as shown in the following table.

Setting	Description
Speaker Volume	Audio level of the speaker at the local site.
VCR Play Volume	Audio level of the sound from the VCR going to the expansion unit's VCR In port.
VCR Record Level	Audio level of the sound going from the VCR Out port of the expansion box to the VCR.

**Note:** You can also control the audio level by moving the volume control slider over the AppsView icon.



### Setting audio delay (adjusting lip sync)

---

During a call, if mouth movements are not in sync with the words the speaker is saying, the *lip sync* is not correct.

The ESA system provides audio delay of incoming speech in order to synchronize with the video, because the video compression process requires additional time. The compression time varies, depending on the data rate and the amount of motion. Audio delay is preset to the best value for each line rate. In *unusual circumstances*, you may need to adjust the audio delay.

The Rx (receive) and Tx (transmit) fields indicate the data reception and transmission rates in milliseconds.

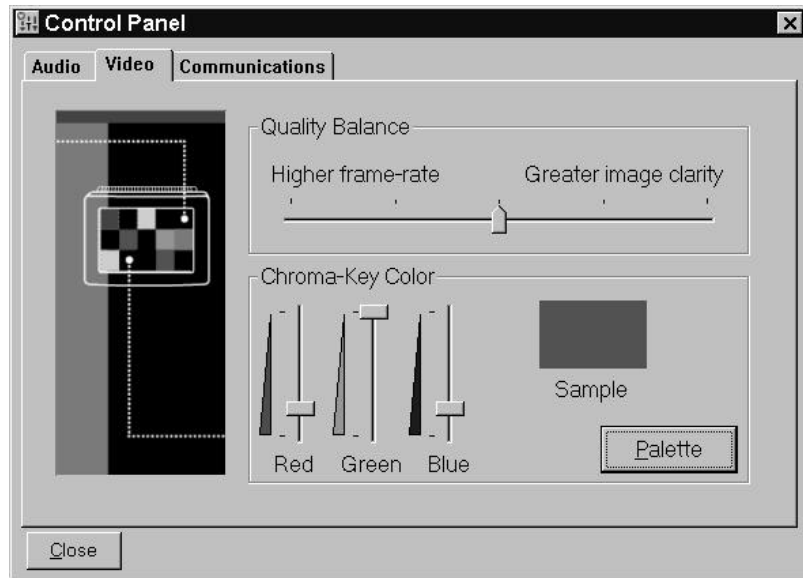
Add 40 milliseconds to the Receive field by moving the Rx slider up. Continue to add to the Rx field in 40-millisecond increments until lip sync is correct.

To help someone at a remote site adjust lip sync, change the rate in the Tx field.

## Fine-tuning video settings

---

To adjust video settings, select the **Video** tab from the Control Panel:



### Quality balance

---

Adjust the quality of the video by moving the slider to attain the best balance between a higher (faster) frame rate and greater image clarity.

### Chroma-key color

---

*The default chroma-key color is magenta.*

- ◀ The chroma-key color you select determines the PC VGA color that is replaced by live video on your ESA system screens.

If you see video showing through other applications, those applications are using the same chroma key that AppsView is using. Select a different AppsView chroma-key color, one that is not likely to be common in the applications you run.

If you do want to change the chroma-key color, click the **Palette** button and select a color from the palette, or move the **Red**, **Green**, and **Blue** sliders to create your own color.







# Index

## A

### Address Book

- accessing 35
- deleting entries from 37
- dialing from 37
- entering sites in 36
- setting up entries 35
- using 35

### adjusting lip sync 137

### Advanced Interface Setup window

- Appearance tab 16
- displaying 15, 123

### alternate prefix setting

- description 129

### annotating

- changing colors 74
- changing line thickness 73
- changing the type size 72
- clearing all annotations 75
- displaying a blank screen 71
- displaying an image 71
- entering more than one line of text 72
- entering text 72
- erasing selected annotations 75
- limitations on 60
- using a pointer 71
- using the PenPal drawing tool 73
- using the PenPal text tool 72

answering  
    telephone call 39  
    video call 34

applications  
    sharing 79  
    viewing 6, 117

AppsShare 79  
    starting 6, 80

AppsView  
    exiting 2  
    setting display options 15  
    starting 1, 114

AppsView icon  
    displaying 14  
    hiding 14

AppsView toolbar  
    displaying 123

audio  
    adjusting volume 33, 117  
    canceling audio muting 33  
    changing volume level 136  
    muting 5, 33, 117  
    privacy 5, 33, 117  
    sending audio without video 34  
    troubleshooting 99  
    troubleshooting VCR audio 100

audio delays  
    setting 137

audio settings  
    fine-tuning 136

Auto Config setting  
    description 127

## B

blank screen for annotations  
    displaying 71

## C

call status 26

camera  
    adjusting 11, 115  
        brightness 29, 116  
        focus 29, 116  
    moving 12, 115  
    preset positions 30  
    PTZ 11, 115  
    selecting 27  
    selecting a local camera  
        for display at a remote site 21, 28  
    selecting a remote camera  
        for display on your monitor 28  
    troubleshooting 102  
    using cursors to adjust 11  
    using tablet to adjust 115

Chair Control application  
    becoming the chairperson 87  
    displaying toolbar 86  
    dropping a participant 89  
    ending the conference 90  
    granting or denying a request for the floor 88  
    relinquishing the chair 90  
    requesting the floor 90  
    setting up a conference 86  
    video  
        making your site the source  
            other participants see 91  
        selecting the source everyone sees 87  
        selecting the source you see 91

- chroma-key color
  - selecting 139
- CommandTouch panel
  - using 4, 119
- Communication Profile Properties
  - Dialing tab 130
  - displaying window 126
  - Line Speeds tab 128
  - Protocols tab 126
- communications
  - troubleshooting 103
- communications ports
  - selecting 130
- communications profiles
  - profile used by Hand-Dialer 24
  - selecting 125
  - setting a default profile 122
  - setting up 121–133
  - setting up an alternate profile 132
- Configurable Toolbars setting
  - description 16
- Configuration toolbar
  - displaying 123
- Configuration window
  - Communications tab 125, 131
  - Dialing tab 130
  - displaying 15, 124
  - Line Speeds tab 128
  - Protocols tab 126
- Control Panel
  - displaying 135

## D

- default profiles
  - selecting 125
  - setting up 122
- Dial Mode setting
  - description 130
- dialing
  - telephone call 38
  - video call 22
- dial-out
  - prefix 131
  - suffix 131
- Dial-Out setting
  - description 131
- disconnecting
  - telephone call 39
  - video call 34
- display options
  - setting 16
- document camera 62
  - designating 76
- document stand
  - using 11, 29, 61
- drawing, *see annotating*

## E

- Editing Profile window
  - Dialing tab 130
  - Line Speeds tab 128
  - Protocols tab 126
- electronic whiteboard 71

- 
- F**
- files, transferring 83
- H**
- Hand-Dialer
    - changing a digit you've entered 25
    - clearing a number 25
    - selecting a number to call 25
    - using 20, 24
  - hanging up
    - telephone call 39
    - video call 5, 34
  - help 17
- I**
- image
    - capturing 48
    - capturing and sending 49
    - displaying 53
    - saving as a slide 50
  - Internet
    - connecting to 93
- K**
- keyboard
    - troubleshooting 102
- L**
- line speed
    - setting 129
  - loopback test
    - running 105
- M**
- monitor
    - displaying remote video source 28
    - troubleshooting 98
    - using a one-monitor system 8
    - using a two-monitor system 9
  - mouse
    - using in Presentation mode 58, 60
    - using to perform AppsView operations 3
  - moving
    - camera 12, 115
  - multiway conference
    - definition 85
  - muting, *see audio muting*
- O**
- online help
    - accessing 17
- P**
- PBX
    - setting dial-out prefix 131
  - PC screen
    - viewing 6, 8, 117

PenPal Graphics  
displaying 6, 117  
hiding/showing toolbar 47  
returning to other applications 46

PIP toolbar  
displaying 5

PIP window  
changing size 10  
hiding/showing 5, 10  
repositioning 10  
swapping 10, 116  
turning on and off 10, 116  
with one-monitor systems 8  
with two-monitor systems 9

pointer  
using to annotate 71

Possible Line Speeds setting  
description 129

PowerPoint slide shows  
appearance in thumbnail area 55  
importing 51  
presenting 53–60  
requirements for using in PenPal 51  
symbol for 55

Presentation mode  
using to display slides 58  
using to send slides 60

privacy, *see audio privacy*,  
*also see video privacy*

profiles, *see communications profiles*,  
*also see default profiles*

## Q

Quick Help setting  
description 16

## R

Rotate Toolbars button 4

## S

Setup Prefix setting  
description 129

Setup Suffix setting  
description 129

sharing applications, *see applications, sharing*

Single Port Calls setting  
description 130

slide shows

clearing slides from the screen 62

displaying next or previous slide

with button clicks 56

with mouse clicks 58

displaying slides 53

presenting 53–64

rearranging slides for 66

selecting a slide from a slide tray 54

sending slides

sending from other applications 61

sending from the document stand 61

sending out of sequence 60

using button clicks to send slides in sequence 59

using mouse clicks to send slides in sequence 60

using Presentation mode 58, 60

viewing thumbnails 55

slide trays  
  adding 69  
  deleting 70  
  opening the Slide Tray Management window 68  
  rearranging slides 66  
  renaming 70  
  selecting 69

slides  
  annotating 71–77  
  capturing an image 48  
  capturing and sending an image 49  
  changing position of in slide tray 66  
  copying 65  
  deleting 66  
  displaying 53  
  importing PowerPoint 51  
  limitations on annotating 60  
  managing 64  
  printing 67  
  renaming 66  
  saving 50  
  sending for viewing by the remote site 58  
  sending from the document stand 61  
  sending in sequence to remote site 59  
  sending out of sequence 60  
  sending slides from other applications 61  
  troubleshooting problems 103  
  using Presentation mode 58, 60  
  working with 45–77

SmartView  
  disabling 5, 64  
  enabling 5, 63  
  using 63

S-Max  
  sharing application with 81

snapshots  
  capturing 6, 48

speaker  
  adjusting volume 33, 117  
  resetting level 136

Speed-Dialer List  
  adding site buttons 24  
  using 23

Supported Line Speeds setting  
  description 129

synchronizing audio and video 137

## T

tablet  
  adjusting camera focus 116  
  adjusting video brightness 116  
  adjusting volume 117  
  moving a camera 115  
  performing a double-click 111  
  performing a right mouse button click 111  
  PIP window options 116  
  selecting a button or option 110  
  setting a camera position 32  
  Tablet On button 114  
  troubleshooting 101  
  turning on 114  
  using 109–117  
  view options 117

Tablet On button 114

tablet overlays  
  loading a new overlay 114  
  TC1 112  
  TC2 32, 113  
  TC3 114

- telephone call
  - adding caller to videoconference 37
  - answering 39
  - clearing a number 38
  - dialing 38
  - hanging up 39
  - hiding/showing Telephone window 39
- text, *see annotating*
- tool tips
  - turning on 16
- Toolbar Timeout setting
  - description 16
- toolbars
  - AppsView
    - adding buttons to 16
    - buttons 5, 6
    - changing the orientation 7
    - displaying 4, 15
    - moving 7
    - rotating 4
    - setting toolbar timeout length 16
    - using 4
  - Chair Control 86
  - Configuration
    - displaying 123
  - Local Camera Presets
    - displaying 6, 30
  - Local Video Source
    - displaying 5
  - PenPal Graphics
    - displaying 6, 46
  - PIP toolbar 10
    - displaying 5
  - Remote Camera Presets
    - displaying 31

- Remote Video Source
  - displaying 5
  - rotating 4
- System Tools
  - displaying 6
- VCR
  - displaying 6
  - VCR toolbar 42
- transferring files 83
- troubleshooting
  - audio problems 99
  - camera problems 102
  - communications problems 103
  - keyboard problems 102
  - monitor problems 98
  - running a loopback test 105
  - slide problems 103
  - tablet problems 101
  - video problems 96

## V

- VCR
  - displaying VCR toolbar 6
  - playing a videotape 44
  - recording 42
  - testing setup 44
  - troubleshooting 98, 100
  - using 41
- video
  - adjusting 11, 29, 115, 116
  - canceling video privacy 34
  - privacy 34
  - troubleshooting 96

**video call**

- answering 34
- Call button 5
- hanging up 5, 21, 34
- making 22
- Quickstart guide to making 20
- selecting a site to call 23

**video settings**

- fine-tuning 138

**video source**

- displaying Local Video Source toolbar 5
- displaying Remote Video Source toolbar 5
- invoking privacy 34
- selecting a local camera
  - Quickstart guide 20, 21
- selecting a local camera to send video to the remote site 28
- selecting a remote camera to display video on your monitor 28
- selecting during a Chair Control conference 87

**volume**

- adjusting 33, 117
- muting 5, 117
- resetting level 136

**volume control slider**

- using 137

**W****whiteboard**

- displaying 71