

Release Notes

ViaVideo 5.0



Polycom is pleased to announce the release of ViaVideo 5.0.

ViaVideo 5.0 introduces enhancements including easier connectivity, a new Windows-like user interface, and integration with other version 5.0 Polycom Office products including the MGC bridge, ViewStation products, PathNavigator, and Global Management System (GMS).

What's New?

The ViaVideo 5.0 features include:

Increased Data Rates

ViaVideo 5.0 now supports calls up to 512 Kbps. At speeds above 320 Kbps, you will see crisp, clean video motion with video frame rates of up to 30 fps.

Great New Windows-like UI

Based on customer feedback, we have redesigned the user interface for ease of use. The interface now looks and behaves more like other Windows applications and is therefore more intuitive for Windows users. The application now has resizable and detachable windows along with much, much more. It's never been easier to make calls, set preferences, and navigate the setup screens.

Location Profiles - Home, Office, Travel

- ❑ We've made videoconferencing for travelers that much easier with customizable location profiles. ViaVideo now provides location profiles that allow you to set up and save network characteristics for Home, Office, and Travel use.
- ❑ You only have to set up your location profiles once. After that, every time you start the ViaVideo program, simply select which of the three location profiles you want to use and you will be ready to place and receive calls.

Multiple Monitor Support

Version 5.0 now allows for multiple monitors to be used in conjunction with the ViaVideo application. Two or more VGA displays can be attached to your PC or laptop, expanding the desktop conferencing space for enhanced visual collaboration.

Full screen video

- ❑ ViaVideo 5.0 offers one of the most requested features – full screen video! This feature allows you to increase the size of the meetings you conduct with ViaVideo. Now you can gather in small groups and everyone can easily see the remote location.
- ❑ If you are in a multipoint call, using Conference on Demand, the quadrants are large enough in full screen mode for everyone to view the remote locations.
- ❑ To switch to full screen mode during a call, click the icon in the top left corner of the main window. To return to normal viewing mode, simply press the Esc key.

ViaVideo now supports 11 languages

ViaVideo 5.0 supports the following new languages:

- ❑ Traditional Chinese
- ❑ Simplified Chinese
- ❑ Korean
- ❑ Norwegian

Other supported languages are English, French, German, Spanish, Italian, Portuguese, and Japanese.

Integrated Audio via USB

If you are running ViaVideo 5.0 on Windows 2000 or Windows XP, and your PC sound card supports USB audio, you do not need the audio cable. With version 5.0, the audio is driven through the USB cable to the audio card.

Sound via USB provides half-duplex audio, which may be a problem in environments with background noise. You may prefer to use the audio cable to take advantage of ViaVideo's full-duplex audio and echo cancellation.

Expanded QoS

If you are using your ViaVideo over a heavily-congested network, you may experience problems with packet loss. With the integration of Polycom Video Error Concealment (PVEC) in 5.0, picture quality and frame rate operate at the highest possible levels, providing clear audio and video connectivity even on the most burdened networks.

Direct registration with Global Address Book

- ❑ ViaVideo 5.0 now registers directly with the Global Management System (GMS), just as the ViewStation products do. In previous versions, ILS registration was required in order to register with the Global Address Book. ILS registration is still an option for those who have applications calling for it.
- ❑ ViaVideo 5.0 allows for three GMS server entries and three ILS server entries.

VideoMail now supports the .asf file format

- ❑ ViaVideo VideoMail now supports .asf files. The .asf file format is more common than the .avi file format and can be played by all recent versions of MediaPlayer and RealPlayer.
- ❑ In addition, .asf files are usually about a quarter of the size of a corresponding .avi file, with no loss in video quality.

E.164 support

- ❑ ViaVideo supports alias recognition for E.164 addresses.
- ❑ When you select another system to dial from the directory and when ViaVideo is on a network connected to a gatekeeper, ViaVideo automatically dials using that endpoint's E.164 number (extension) if one is available. If the other endpoint doesn't have an E.164 number, then its IP address is used.
- ❑ For example, if Mary Smith has a system with an extension of "3456", and an IP address "255.255.255.0", your ViaVideo will dial using the extension "3456" when you call Mary Smith's system using your Directory.

What's This? Help and Enhanced Application Help

- ❑ To make ViaVideo even easier to use, we've developed 'What's This?' Help for all of the interface items. If you need more information about an interface option, click the '?' icon in the top left corner of the application, select **What's This?**, then click the item on the interface to see an explanation.
- ❑ We have also enhanced our application help to cover all topics concerning network configuration as well as general usage.

Enhanced Web UI

The look and feel of the web interface has matured. Navigation is significantly enhanced and security can be set from almost every page.

Microsoft Certified Drivers

The ViaVideo 5.0 device drivers have been certified by Microsoft to be compatible with Windows XP and Windows 2000.

ViaVideo Supports IPSec Virtual Private Networks (VPNs)

Using ViaVideo over a VPN is now even easier as ViaVideo can auto-detect the VPN's dynamically-assigned IP address.

Enhanced Configuration Security

ViaVideo 5.0 provides enhanced security of configuration settings by allowing administrators to password protect individual setup screens.

Enhanced On-Screen Messages

ViaVideo 5.0 has over 100 new messages that provide descriptive information in the event of an error. These errors are also reported in the Call Detail Record.

Expanded Gatekeeper Support

The addition of canMapAlias now provides the gatekeeper with more control in routing the call by allowing it to tell the endpoint to modify the destination address.

Extensive Windows OS Support

ViaVideo can be used with Windows XP, 2000, 98 SE, and ME.

Upgrading to ViaVideo 5.0

To upgrade to ViaVideo 5.0:

1. Close any programs running on your computer.
2. Go to the Software Downloads page of the Polycom Resource Center at www.polycom.com and select **ViaVideo 5.0**.
3. Select **Open** to launch the installation wizard directly from the web.
- OR -
Select **Save** to save the installation file to a location on your computer, then double-click the saved file to launch the installation wizard.



You need Internet Explorer 5.5 or later to run the install wizard.

4. Start the installation wizard, and select your language from the flags shown.
5. On the **Required Software** page, verify that the required software is already installed on your computer. Items that are already installed have a checkmark.
6. Click **ViaVideo 5.0** to start the installation.
7. After you have installed the software, power on your camera by moving the slider on the front of the unit all the way to the left.
8. Double-click the ViaVideo desktop icon and complete the out-of-box setup wizard.
9. In the main ViaVideo window, click **Call** and enter a number to place a test call.
The Resource Center at www.polycom.com provides a list of worldwide numbers that you can use to test your videoconferencing system.

Installing ViaVideo 5.0 for the First Time

To install and set up your ViaVideo for the first time:

1. Close any programs running on your computer, and install the ViaVideo software from the installation CD or from the software download page at www.polycom.com.
2. Start the installation wizard, and select your language from the flags shown.

3. On the **Required Software** page, verify that the required software is already installed on your computer. Items that are already installed have a checkmark.
4. Click **ViaVideo 5.0** to start the installation.
5. Set up the camera as instructed in the *ViaVideo QuickStart*.
6. Power on your camera by moving the slider on the front of the unit all the way to the left.
7. Double-click the ViaVideo desktop icon and complete the out-of-box setup wizard.
8. In the main ViaVideo window, click **Call** and enter a number to place a test call.
The Resource Center at www.polycom.com provides a list of worldwide numbers that you can use to test your videoconferencing system.

Troubleshooting

Current Workarounds

The following table lists possible issues and provides suggested workarounds.

Issue	Workaround
<p>Call Speed Selection Refresh</p>	<p>When you select a call speed, for example 128 Kbps, in the directory window, 128 Kbps becomes the default for all calls placed from the directory.</p> <p>If you change the available speeds on the directory drop-down list (via the H.323 > Dialing Speeds tab), and remove the current directory default speed, you must go back to the directory and explicitly change to the new speed for the change to take effect. If you do not select a new speed in the directory, ViaVideo will continue to place calls at the previous default speed, even though that speed no longer appears in the list.</p> <p>This issue will be addressed in a future release.</p>
<p>Camera Calibration</p>	<p>For optimal low light calibration, the camera lens must be completely covered. To cover the lens, move the slider on the front of the camera to the middle position. With the slider in the middle position, the camera is still running but the lens is covered.</p> <p>If the lens cover is not completely closed during calibration, you may need to repeat the calibration process.</p> <p>To repeat the camera calibration:</p> <ol style="list-style-type: none"> 1. Power off the camera. 2. In the ViaVideo application, go to Setup > Web/GMS. 3. On the Web/GMS tab, click Reset to restore default factory settings. 4. Restart the ViaVideo application and complete the setup wizard. 5. Power on the ViaVideo camera and allow 30 minutes for the camera calibration to begin. 6. When prompted, move the slider on the front of the camera to the middle position to cover the lens.
<p>Snap Shots</p>	<p>If snapshots taken locally or in a call are not displayed in a maximized browser, increase the time between snapshots to 5 seconds or more. The extra time allows the first snapshot to arrive completely before delivering the next snapshot.</p>

Issue	Workaround
<p>USB Audio Configuration during out-of-box setup wizard</p>	<p>If you do not have the ViaVideo camera powered on while you are completing the out-of-box setup wizard, the USB audio option may be grayed out on the initial Audio Setup screen. Perform the following steps to resolve this issue:</p> <ol style="list-style-type: none"> 1. Turn the camera on. 2. Continue with the out-of-box wizard and on the Audio Setup screen of the out-of-box wizard, select the Audio cable connected to the Audio In port on the PC option. 3. Finish the out-of-box setup wizard, then go to Setup > Audio in the ViaVideo application and change the audio setting to USB audio. <p>NOTE: The ViaVideo software performs a check to determine whether or not the sound card on your computer supports USB audio. If your PC sound card does not support USB Audio, this option will always be grayed out.</p>
<p>VideoMail Saving as .asf</p>	<p>If you are having difficulty saving a VideoMail file, it may be because Windows has not appended the .asf extension correctly in the File Save dialog box.</p> <p>If you explicitly enter the .asf extension as part of the file name, the file will be saved correctly. For example, in the file name field, enter the file name as MyVideoMail.asf.</p>
<p>Windows XP Problems placing and receiving calls</p>	<p>If you are having problems placing or receiving calls and you are using the Windows XP operating system, you may need to disable the Internet Connection Firewall on your computer. Settings related to firewalls are located in the My Network Connections area of Windows XP.</p>

Feature Limitations

The feature limitations listed in the following table may be addressed in a future release.

Feature	Limitation
<p>Call Forwarding</p>	<p>The Call Forwarding indicator in the main window is green only when the Forward when busy option has been selected.</p> <p>In a future release, the indicator will be green when the Forward all calls option has been selected.</p>
<p>Call Transfer</p>	<p>Call Transfer cannot currently be used when you are connected to a gatekeeper.</p> <p>iPower 970 does not accept transferred calls from ViaVideo 5.0 at this time.</p> <p>Call Transfer cannot currently be used when you are in a call using Conference on Demand.</p>
<p>VideoMail</p>	<p>VideoMail cannot be created while you are in a call.</p>
<p>Web Interface</p>	<p>Users of Netscape 6.2 will not have access to the following web interface features: placing calls from the web interface, and global and local directories.</p>
<p>Windows NT</p>	<p>ViaVideo 5.0 does not support the Windows NT operating system.</p> <p>For users still requiring NT support, ViaVideo 3.0 remains available for download and is fully interoperable with the 5.0 release.</p>

Hardware and Software Requirements

	Windows 98 SE and ME	Windows 2000 Windows XP
USB Support	USB	
Processor	400 MHz Intel® Pentium® II compatible with MMX™	
RAM	64 MB	128 MB
Video Memory	4 MB	8 MB
Hard Drive Space	62 MB available (for ViaVideo software)	
Speaker Option	Headphones Headset with microphone Computer speakers (external or internal)	Headphones Headset with microphone Computer speakers (external or internal) Speakers connected directly to ViaVideo
SVGA Monitor Resolution	800 x 600	
Network Access	Broadband IP (64 Kb and above)	
Microsoft® Internet Explorer	Version 6.0 or later	
Windows Media® Player	Version 7.1 or later	
Microsoft DirectX® Software	Version 8.1 or later	
Microsoft NetMeeting®	Version 3.01 or later	

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