



PictureTel

Concorde•4500™

User's Notebook

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Do you have any suggestions or comments on the documentation you received with Concorde•4500? If so, please send them by e-mail to iDesign@pictel.com.

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Welcome!

Welcome to videoconferencing with the PictureTel Concorde•4500™. The Concorde•4500 can help you hold meetings more productively and efficiently with colleagues anywhere in the world. But before you start videoconferencing, you may want to leaf through this notebook — it includes a lot of information to help you get the most out of your videoconferencing system.

PictureTel designed this notebook for use in the same room as your videoconferencing system. Please leave it in the room so it's available to anyone who uses the Concorde•4500.

Is This Notebook for You?

Regardless of your level of videoconferencing experience, you'll find something in this notebook for you.

- **For the novice...**

Even if you're new to videoconferencing, you don't have to read through this entire notebook to have a successful videoconference. If you don't know how to dial, for example, you can simply read the information under the *Making a Call — The Basics* tab. Then you can spend the rest of the videoconference just talking back and forth with the other participants — you may not even need to press another button (except for HANG UP, of course!) if you don't want to.

When you get more confident about videoconferencing, you might want to read more of this notebook to learn about the other features of the system. For example, you'll probably want to learn how to move the cameras and mute the microphones. If so, you can read the information under the *Adjusting the Picture* and *Adjusting the Sound* tabs.

- **For the experienced user...**

If you're already an experienced videoconferencing system user, you may not need to read any of this notebook before using your system. If, however, you run into a problem or you decide to try something new, you can probably find the information you're looking for here.

❑ **For the system administrator...**

If you're the system administrator, you'll have your own copy of the *Concorde 4500 Administrator's Guide*, which provides you with the in-depth information you need to set up and use the system. You may find this notebook useful, however, because it contains some problem solving information under the *Solving Problems* tab as well as the system menu trees under the *System Menu Trees* tab.

❑ **For everyone...**

Whether you've never seen a videoconferencing system before or you consider yourself an old hand, you'll find the information under the *Worksheets* tab helpful. The worksheets list information your company decides is important for you to know when videoconferencing.

Where Can You Get Help?

You can get help in a number of places.

❑ **If you need help getting your system up and running...**

See the *Solving Problems* tab. If you can't find an answer there, call your system administrator. The administrator's number should be listed on a worksheet under the *Worksheets* tab.

❑ **If you need help using the system...**

Refer to the tab in this notebook that's appropriate for the task you're trying to accomplish. For example, if you're controlling a multipoint videoconference for the first time, you may want to read about that under the *Using Multipoint* tab. If you'd rather use online help, press HELP on your keypad.

❑ **If you can't find an answer in the documentation or online help...**

Call your system administrator. If your administrator can't help you, contact your PictureTel service provider. The numbers for both the system administrator and your service provider should be listed on a worksheet under the *Worksheets* tab.

❑ **If you know there's a problem with the network...**

Call your system administrator. If your administrator can't help you, call your network provider. The numbers for both the system administrator and the network provider should be listed on a worksheet under the *Worksheets* tab.

Concorde•4500 Quick Reference

On the next page, you'll find the *Concorde•4500 Quick Reference*, which lists the steps for the system tasks you'll probably want to do most frequently:

- Making a call
- Adjusting cameras
- Setting and using presets
- Sending video or a snapshot
- Adjusting volume, muting microphones, and other meeting basics

Please feel free to make copies of the *Concorde•4500 Quick Reference* for yourself or for anyone else who uses the Concorde•4500. You can keep your copy in your calendar or meeting notebook, so it's available anytime you need it.

Videoconferencing Tips

Once you start videoconferencing, you'll see that a videoconference meeting is a lot like a regular meeting. You can just talk with the other people in the meeting, without spending much time dealing with the equipment.

If, however, you want to take a few minutes to learn some tips about videoconferencing, read this section. It provides ideas on how to make your videoconferencing even better than it already is.

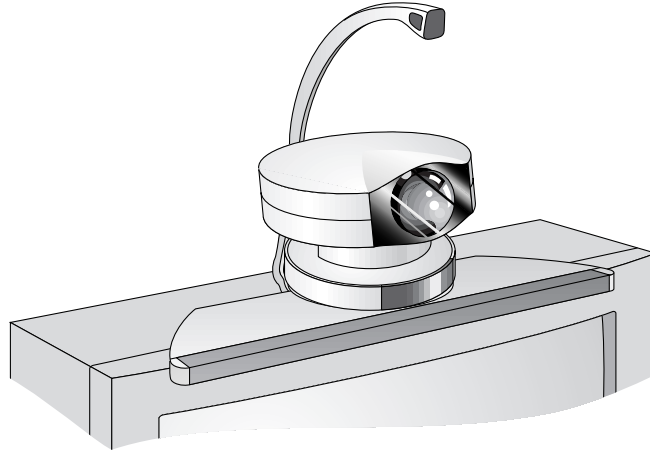
Tips for Great Video

Your Concorde•4500 videoconferencing system provides you with great video. To get the best video quality possible, follow these tips:

- If possible, equip the room with indirect fluorescent lighting. Indirect lighting minimizes shadows, and fluorescent lighting provides the truest skin tones on the screen.
- If there are windows in the conference room, add curtains, drapes, or blinds, and close them. Daylight is a variable light source and can conflict with your interior room lighting.
- Use natural gestures when you speak, but try to avoid too much movement, such as swiveling in your chair or twirling your pen.
- Try to wear both light and dark clothing. Wearing all-light or all-dark clothing can trick the camera's automatic brightness control.
- Avoid very "busy" patterns on clothing, such as small checks or narrow stripes. These can cause distracting visual effects on the screen.
- Avoid bright colors. Light pastels and muted colors look better on the screen than very intense colors or bright white.

Tips for Using Automatic Camera Pointing

Your Concorde•4500 may have LimeLight™, a device that senses voices in a room and automatically points the camera at the speaker. Your system has LimeLight if the unit on top of the monitor looks like this:



Here are some tips for using automatic camera pointing:

- Speak directly to the camera.
- Do not pass out or shuffle papers while someone is speaking.
- Minimize background noise in the room.
- Turn the picture-in-picture (PIP) window off to avoid being distracted by the changing view.
- Don't worry if LimeLight doesn't point the camera at you immediately when you start speaking. Automatic camera pointing works on a slight delay.

For more information on using LimeLight, see "Using Automatic Camera Pointing" on page 46.

Tips for Great Audio

Your Concorde•4500 comes equipped with a PowerMic™ microphone. The PowerMic is very sensitive and picks up every sound in its operating radius.

To get the best audio quality possible, follow these tips:

- ❑ Place the PowerMic on the table in front of the meeting participants. For videoconferences with more than four participants, consider adding another microphone.
- ❑ Speak in your normal voice without shouting.
- ❑ Speak toward the PowerMic without leaning into it.
- ❑ Ask the people at the other site if they can hear you. Have them introduce themselves so you can be sure that you can hear them.
- ❑ Pause for others to answer you or to make comments because the audio has a slight delay.
- ❑ Don't place papers or other objects on or in the way of the PowerMic.
- ❑ Don't rustle papers or tap on your PowerMic.
- ❑ Try to limit side conversations.

Tips for Muting

Whenever you don't want to be heard by another site in your videoconference, you should mute your microphones. Here are some muting tips:

- ❑ If your system has an optional Look-At-Me-Button™ (LAMB™), people sitting far from the keypad can mute your microphones by pressing the MUTE button on the LAMB.
- ❑ If you have a VCR connected to your system and you're playing a videotape, pressing MUTE doesn't mute the VCR's audio.
- ❑ In a multipoint call with voice-activated switching, you should mute your system whenever you don't want to be heard by the other sites in the call. This way, your site won't be heard by the others if you talk among yourselves.

Tips for Using Documents

When you want to use documents during your videoconference, follow these tips:

- Make sure people at all the sites have copies of the documents.
- When using the document camera, use paper copies, not transparencies.
- Use 16- or 18-point bold typeface in “landscape” mode for all documents that you’re placing on the document camera. (Before the meeting, let others who are using documents know this as well.)
- If you’re recording the meeting, make sure that you focus on the document long enough for viewers of the videotape to read what’s on it.

Tips for a Great Meeting

Here are a few more tips to make your meeting even more productive:

- Set your camera presets before you start your call so that you can quickly change the camera’s view during the call.
- Make sure you have the number(s) of the site you want to call. If the site is in the Dialing Directory, you can use the speed-dial number for the site to dial more quickly and easily.
- When adjusting your cameras during the meeting, try to fill the screen as much as possible with people rather than with tables, chairs, floors, and walls.
- In a multipoint videoconference, let everyone in the meeting know when you have chair control or directorship.
- When you have chair control or directorship in a multipoint videoconference, let everyone in the meeting know the action you’ll be taking before you take it. For example, if you decide to switch to voice-activated mode, you should tell all the meeting participants first.
- Add peripherals to your system if you need to. For example, you can use a VCR with your system if you need to show a videotape, or you can add a document camera if you need to show documents.

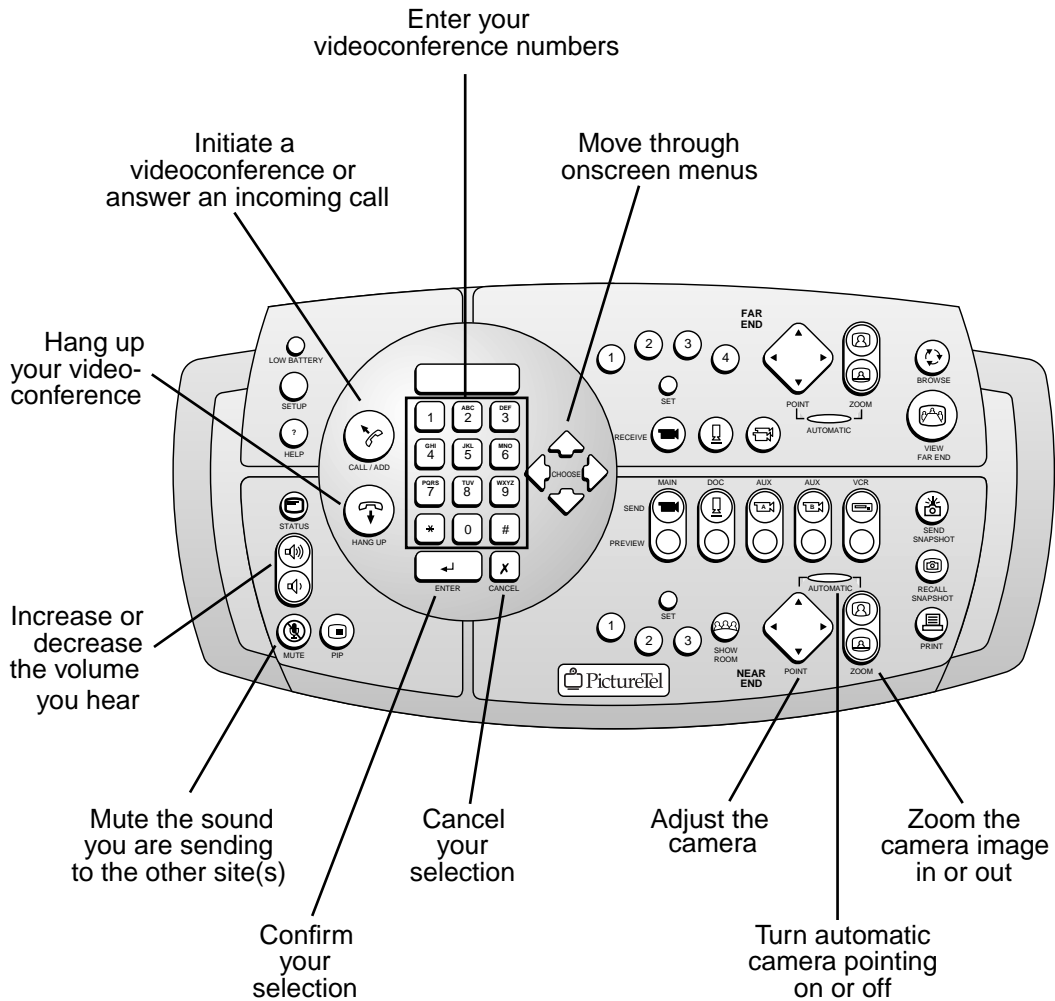
Using the Keypads

You control your videoconference by pressing buttons on your keypad. You will use either the wireless keypad or the QuickPad™, a smaller, hand-held remote. Both of these keypads work by sending infrared signals to the infrared receiver on your PowerCam™ 100 camera. By pressing buttons on the keypad, you can send video images from your cameras, adjust the sound you hear, or mute your microphones.

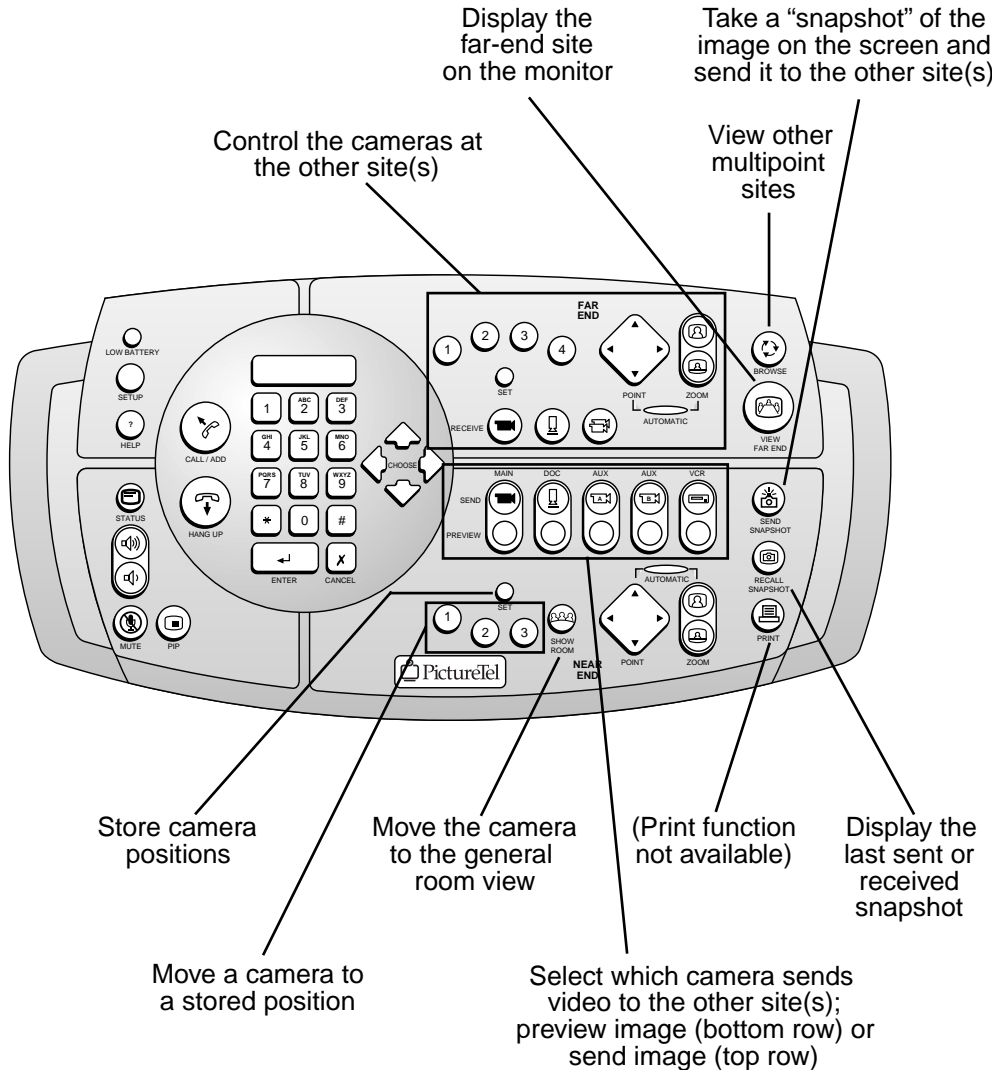
The next pages show you both of the keypads and describe what each button can do.

Wireless Keypad Overview

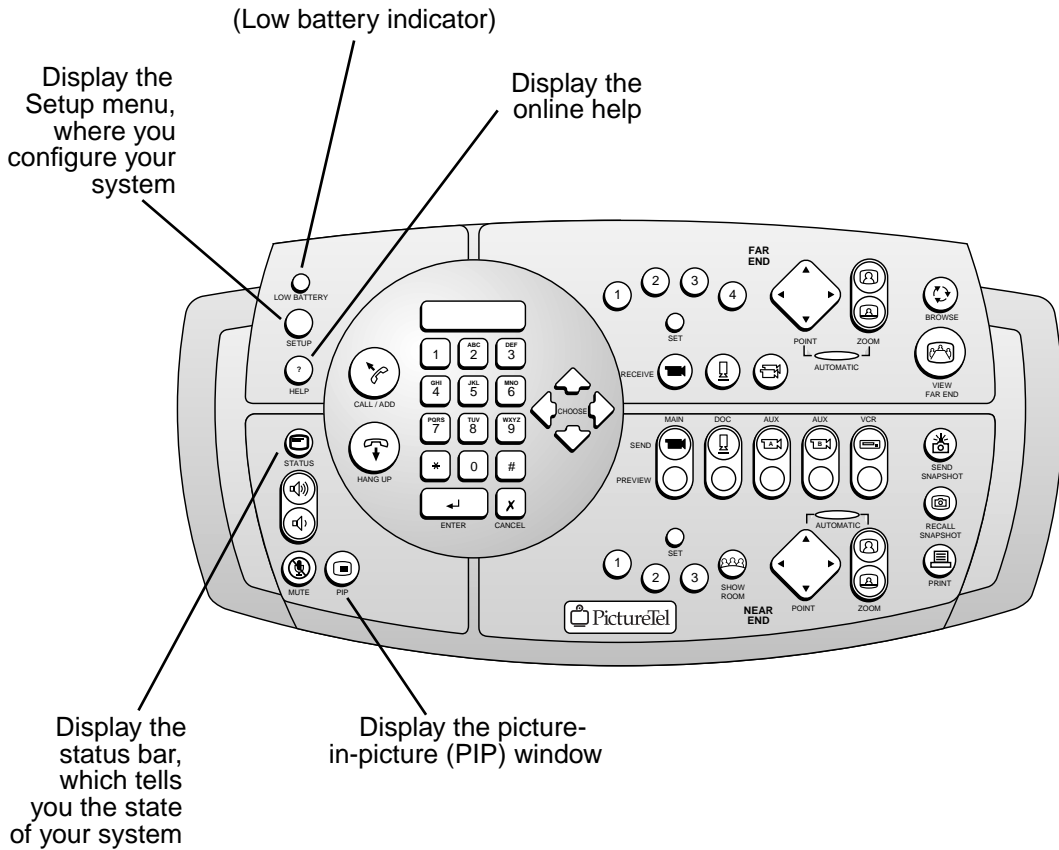
Here are the most commonly used buttons on the wireless keypad:



Here are some of the buttons that you will probably use less frequently. These are located in the NEAR END and FAR END sections of the wireless keypad:

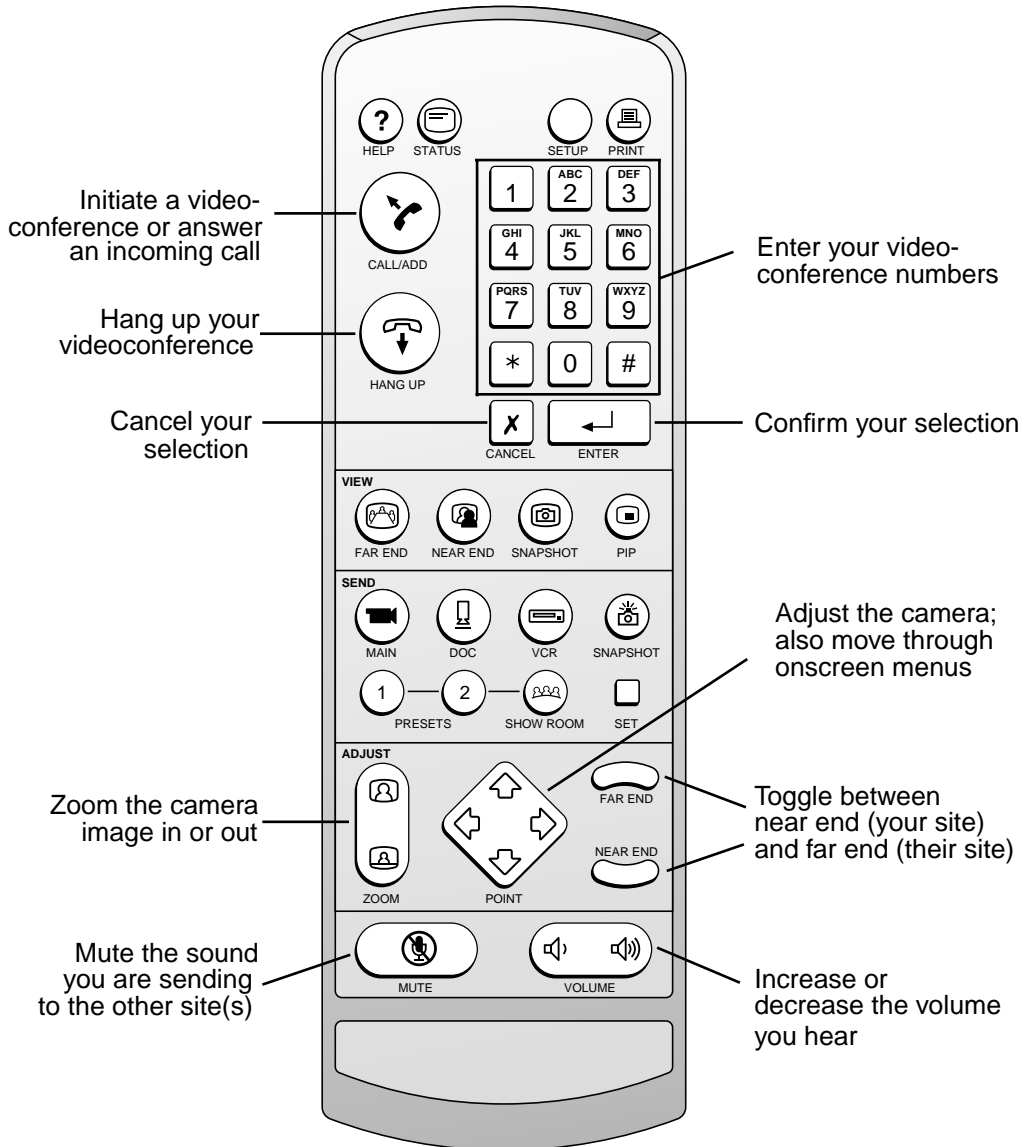


Here are the other buttons on the wireless keypad that you will probably use less frequently:

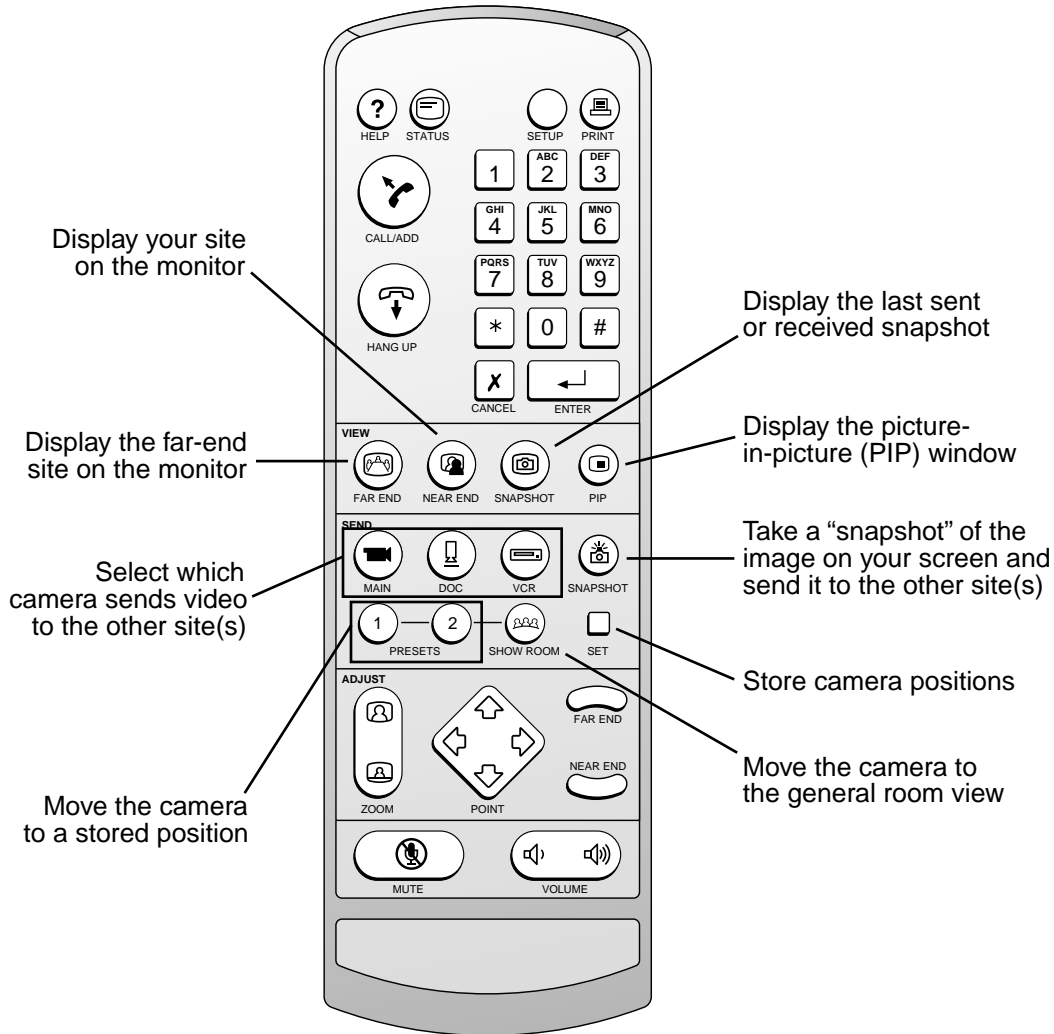


QuickPad Overview

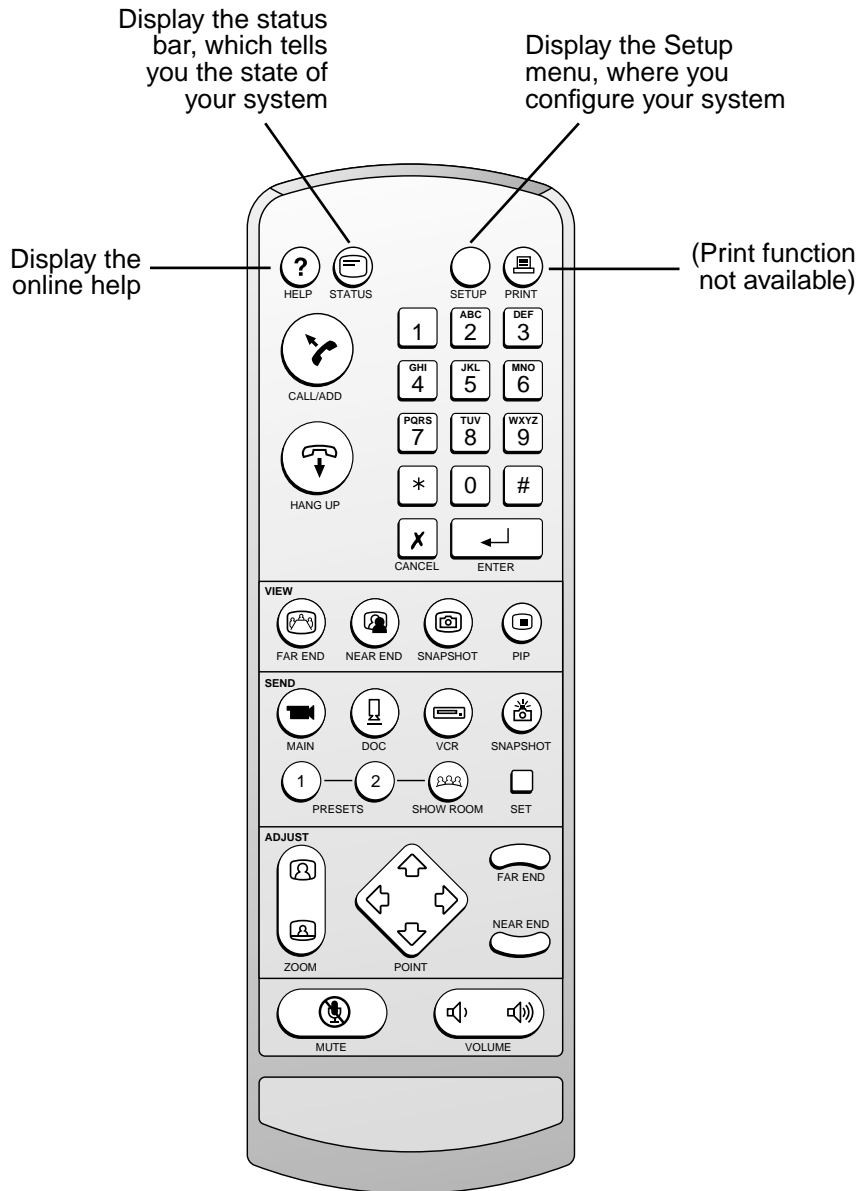
Here are the most commonly used buttons on the QuickPad:



Here are some of the buttons that you will probably use less frequently. These are located in the VIEW and SEND sections of the QuickPad:



Here are the other buttons on your QuickPad that you will probably use less frequently:



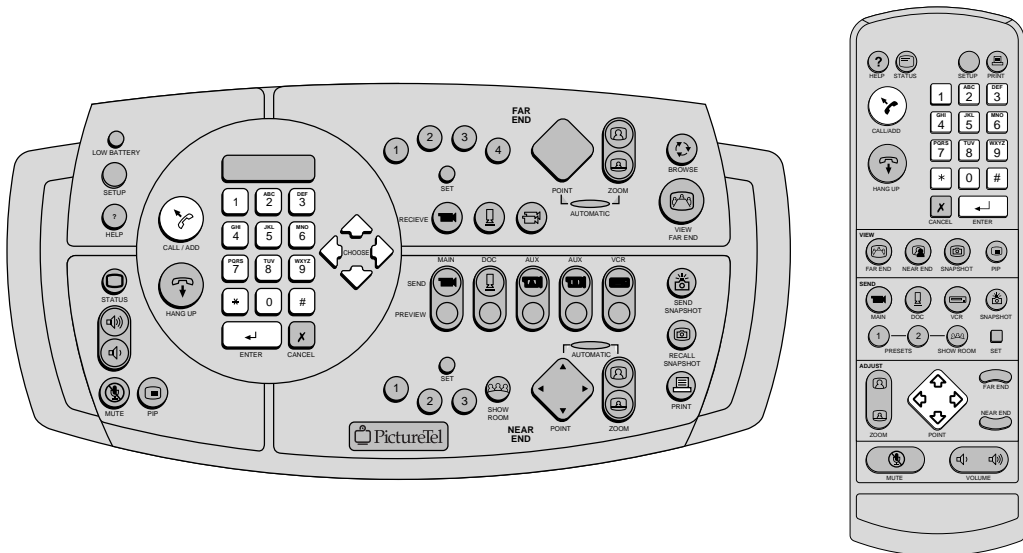
Making a Call — The Basics

With your Concorde•4500, you can make a video call in either of two ways:

- You can manually dial, just like you do with an ordinary telephone.
- You can directory dial, which is like picking a name from a phone book and having the system automatically dial the number for you.

Your system offers other calling features as well, such as redialing a call, dialing into a multipoint call, and dialing into a dataconference.

The buttons shown in white below are the buttons you use when making a call with either the wireless keypad or the QuickPad:



Manual Dialing

You manually dial a call by pressing the number buttons on the keypad the same way you dial a telephone call. You usually manually dial numbers that aren't in your Dialing Directory.



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

If you know the site you're calling has a Local Area Network (LAN) extension, skip this section and go to "Dialing with a LAN Extension" on page 22.

To manually dial a call:

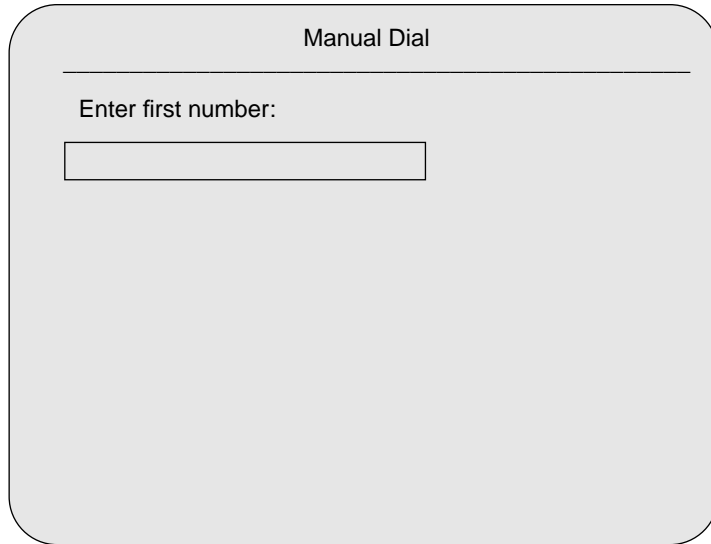
1. Press CALL/ADD.

The Dialing Directory screen appears.

Dialing Directory			
<u>No.</u>	<u>Location</u>	<u>Lines</u>	<u>1st Number</u>
<input type="text" value="Manual Dial..."/>			
Redial Last Video Number			
*1	BOSTON	1	7005631563
*2	MJONES	1	7008651000
*3	ITALY	1	7009991200

2. Press ENTER to choose Manual Dial.

The Manual Dial screen appears.





3. Type the first number and press ENTER.

The second number field opens.

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



Instead of typing the second number, you can press  to copy the first number to the second line. Then use  to backspace and change some of the digits.

5. Press ENTER (whether or not you typed a second number).

You'll see messages indicating the system is making the call.

You then see the people at the far-end site on your screen and you can begin your meeting.

Dialing with a LAN Extension

If the site you're calling is one of several videoconferencing systems in an organization, it may have a LAN extension. A LAN extension works just like a telephone extension.

To call a site that has a LAN extension:

1. Press CALL/ADD.

The Dialing Directory screen appears.

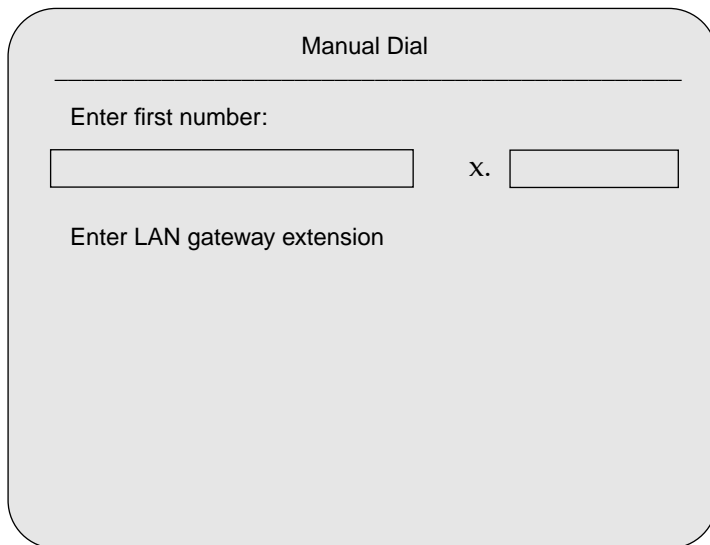
2. Press ENTER to choose Manual Dial.

The Manual Dial screen appears.

3. Type the first number.

4. Press  to open the extension field.

The LAN extension field opens.





The screenshot shows a window titled "Manual Dial". Below the title is a horizontal line. Underneath the line, the text "Enter first number:" is followed by a rectangular input field. To the right of this field is the text "x." followed by another rectangular input field. Below these two fields, the text "Enter LAN gateway extension" is displayed.

5. Type the extension and press ENTER.

The extension field closes, and the second number field opens.

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



Instead of typing the second number, you can press  to copy the first number to the second line. Then use  to backspace and change some of the digits.

7. Press ENTER (whether or not you typed a second number).

You'll see messages indicating the system is making the call.

You then see the people at the far-end site on your screen and you can begin your meeting.

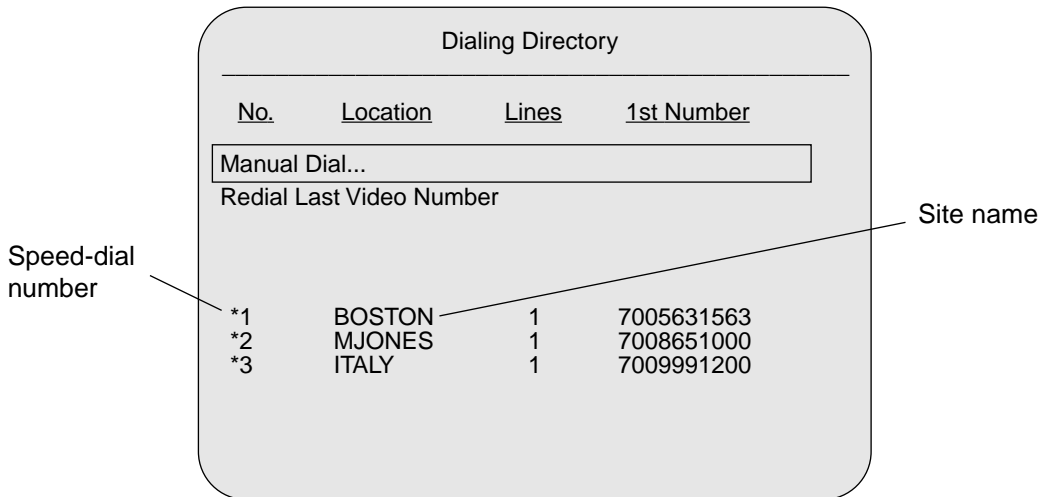
Directory Dialing

The Dialing Directory is like a phone book that lists the names and numbers of the sites you call. Because video numbers are usually long and difficult to remember, the Dialing Directory makes it easier for you to call a site.

To make a call from the Dialing Directory:

1. Press CALL/ADD.

The Dialing Directory screen appears.



2. Use to select the site you want to call, and press ENTER.

You'll see messages indicating the system is making the call.

You then see the people at the far-end site on your screen and you can begin your meeting.

TIP

If you want to speed-dial a site in the Dialing Directory, simply type an asterisk plus the one- or two-digit speed-dial number (for example, *35) and press ENTER.

Dialing into a Multipoint Call

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

Multipoint videoconferences are controlled by a device called a multipoint bridge. The bridge, which could be located at your site or far away, enables people at many sites to join together in a videoconference.

To dial into a multipoint call:

1. Dial the number for the bridge.

You can get the number for the bridge from the person who set up the multipoint videoconference or from your system administrator.

2. If you see a message requesting a password, type the password and press ENTER.

If you don't know the password, contact the person who set up the multipoint videoconference or your system administrator.

3. If you see the Welcome message, you can begin talking to the other sites in the videoconference. If you see the Waiting message, wait for the other sites to join the conference.

For more information about using multipoint, refer to the *Using Multipoint* tab in this notebook.

Joining a Dataconference Call

You can use your Concorde•4500 to participate in a dataconference call. Often referred to as a *T.120 conference* (from the industry standard), dataconferencing lets you share information from an electronic whiteboard, an overhead projector, or an online file.

If you have a T.120 peripheral connected to your system, you can dataconference with other videoconferencing systems that have T.120 peripherals. The easiest way to join is to be called by someone in the dataconference. Simply answer the call and you're in.

To answer a dataconference call:

Press CALL/ADD to answer the call.

The system answers the call and you join the dataconference.

You can now share data with the other dataconference participants.

For more information on dataconferencing, see the documentation that came with your dataconferencing peripheral.

Making a Nondialed Call

A nondialed network connection is like a hotline — the connection from your system to another system is always present. Some Concorde•4500 systems only have a nondialed connection available. With other systems, you can choose between a dialed and a nondialed connection.

To make a nondialed call:

1. Press CALL/ADD.

If you only have a nondialed connection available, pressing the CALL/ADD button will automatically activate the call, and you can begin your meeting.

If you have both dialed and nondialed connections available, the Dialing Directory screen appears with the Connect Nondialed Line choice highlighted.

2. Press ENTER to select Connect Nondialed Line.

The system activates the call, and you can begin your meeting.

Redialing a Call

Just as with the redial feature on a telephone, the redial feature on your Concorde•4500 lets you automatically call the last number you dialed. This is especially useful when the system you're calling is busy or if you get disconnected during a call.

To redial the last number you called:

1. Press CALL/ADD.

The Dialing Directory screen appears.

2. Use  to select Redial Last Video Number and press ENTER.

The system redials your last call.

Making a Call — Other Options

For most users, in typical videoconferencing situations, all the information needed to make a call is covered under the *Making a Call — The Basics* tab. However, in a few specific situations you may need additional information to help you place your call. This section describes:

- ❑ Choosing the transmission rate of your call
- ❑ Making a voice-only call
- ❑ Encrypting your call

Depending on your system configuration, some or all of these options may not be available to you. To be sure, check with your system administrator.

Choosing the Call Rate

Your Concorde•4500 allows you to choose the transmission rate of your calls. The rate determines the quality — and cost — of the call.

You set a call's rate by choosing *Change Rate for This Call* from the *Dialing Directory* screen. This choice affects only the next call you make. After the call, the rate returns to the setting made by your system administrator.

You have four choices:

- ❑ Premium
- ❑ Standard
- ❑ Specific Rate
- ❑ Default

Your system administrator sets the Premium, Standard, and Default settings. If you choose *Specific Rate*, you can choose the exact rate you want from a long list of rates.

Before you choose a specific rate, check with your system administrator. Your administrator may have a policy about which rates you can use.



Depending on your system configuration, the call rate option may not be available to you. If you can't use it, Change Rate for This Call won't appear on your Dialing Directory screen.

To choose the rate of your call:

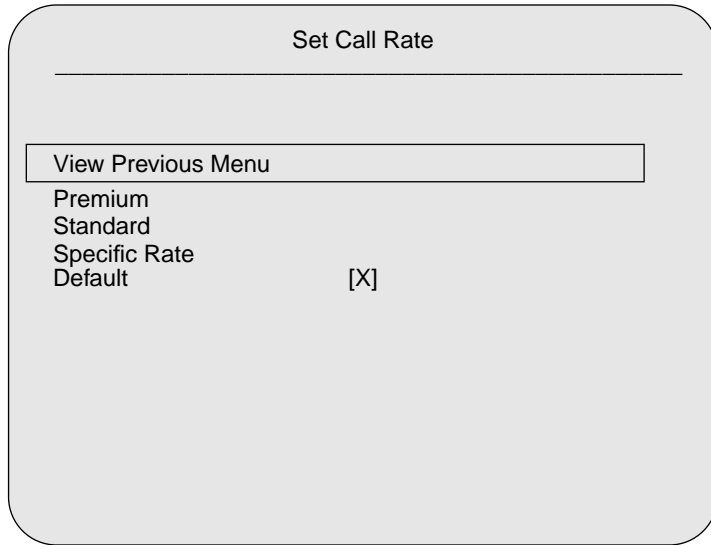
1. Press CALL/ADD.

The Dialing Directory appears.

Dialing Directory			
<u>No.</u>	<u>Location</u>	<u>Lines</u>	<u>1st Number</u>
<input type="text" value="Manual Dial..."/>			
Redial Last Video Number			
Change Rate for This Call			
*1	BOSTON	1	5631563
*2	MJONES	1	8651000
*3	ITALY	1	9991200

2. Use  to select **Change Rate for This Call**, and press ENTER.

The Set Call Rate screen appears.

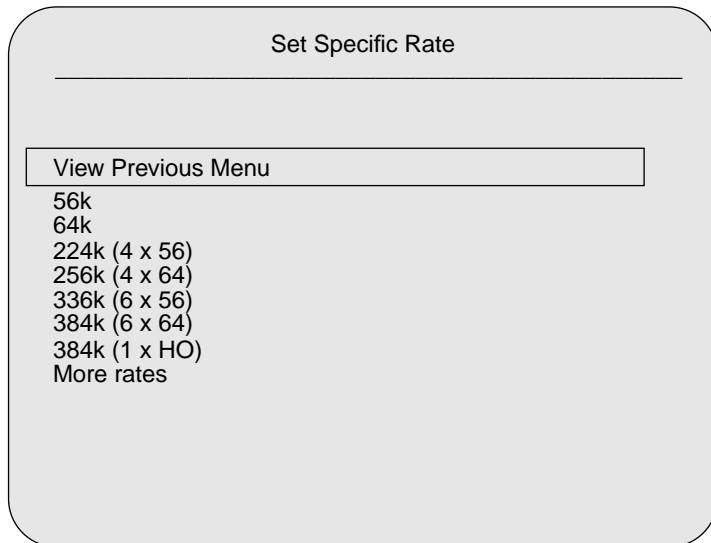


The image shows a screen titled "Set Call Rate". At the top, there is a horizontal line. Below the line is a rectangular box containing the text "View Previous Menu". Underneath this box, the following options are listed: "Premium", "Standard", "Specific Rate", and "Default". To the right of the "Default" option, there is a small box containing the text "[X]".

3. Use  to select **Premium, Standard, Specific Rate, or Default**, and press ENTER.

If you chose Premium, Standard, or Default, the system marks your choice with an [X].
Go to step 6.

If you chose Specific Rate, the Set Specific Rate screen appears.



The image shows a screen titled "Set Specific Rate". At the top, there is a horizontal line. Below the line is a rectangular box containing the text "View Previous Menu". Underneath this box, the following options are listed: "56k", "64k", "224k (4 x 56)", "256k (4 x 64)", "336k (6 x 56)", "384k (6 x 64)", "384k (1 x HO)", and "More rates".

4. Use  to select a rate from the list, and press ENTER.

The system marks your choice with an [X].

5. Press ENTER to choose View Previous Menu and return to the Set Call Rate screen.

The call rate you chose appears in brackets next to Specific Rate.

6. Press ENTER to choose View Previous Menu and return to the Dialing Directory.

The call rate you chose appears in brackets next to Change Rate for This Call.

7. Make your call.

You can use the manual dial, speed dial, or directory dial method. For more information, see the *Making a Call – The Basics* tab.

You'll see messages indicating the system is making the call.

You then see the people at the far-end site on your screen and you can begin your meeting.

Using the Voice-Only Option

At times, someone who doesn't have a videoconferencing system may want to join your conference. If the voice-only option is installed on your Concorde•4500, you can add this person to your videoconference by making or answering a voice-only call.

To voice-only participants, the videoconference sounds like a telephone conference call. They can hear everyone in the videoconference, and everyone can hear them.



You can make or answer a voice-only call before, during, or after a videoconference.

How you make or answer a voice-only call depends on the way the telephone system works in your country. To use the voice-only option, see either "Using the

Voice-Only Option in the U.S.” on this page or “Using the Voice-Only Option Outside the U.S.” on page 35.



The voice-only option is available only in the United States, the United Kingdom, Hong Kong, New Zealand, and Australia.

Using the Voice-Only Option in the U.S.

You dial and answer a voice-only call in the United States using your keypad.

Dialing a Voice-Only Call

To dial a voice-only call in the United States:

1. Press CALL/ADD.

The Dialing Directory appears:

Dialing Directory			
<u>No.</u>	<u>Location</u>	<u>Lines</u>	<u>1st Number</u>
Manual Dial...			
Redial Last Video Number			
Dial Voice Call			
*1	BOSTON	1	7005631563
*2	MJONES	1	7008651000
*3	ITALY	1	7009991200

2. Use  to select Dial Voice Call, and press ENTER.

You'll hear a dial tone and Voice Call in Progress appears on your screen.

3. Dial the telephone number, and press ENTER.

You'll hear a ringing sound.

Wait for the person to answer the call.

4. Talk to the voice-only participant using the closest microphone.

If a videoconference is in progress, the voice-only participant can converse with all the sites in the videoconference.



If the voice-only participant can't hear you, your system may be muted. If it is, Mute: Near End appears on your screen. Press MUTE to turn mute off.

Answering a Voice-Only Call

When you receive a voice-only call, your Concorde•4500 rings and you see messages on your screen letting you know that you have an incoming voice-only call.

To answer a voice-only call:

1. Press CALL/ADD.

You'll see messages indicating that the system is answering the call.

2. Talk to the voice-only participant using the closest microphone.

If a videoconference is in progress, the voice-only participant can converse with all the sites in the videoconference.

If your system administrator has set up your system to answer voice-only calls automatically, you don't have to do anything to answer a call. When a call comes in, your system answers it and you can hear the other person.



If your system administrator has set up your system to answer calls automatically with mute turned on, Mute: Near End appears on your screen. Press MUTE to turn mute off.

Hang Up a Voice-Only Call

When you're ready to end your voice-only call, you can hang up easily.

To end a voice-only call:

1. Press HANG UP.

If you just have a voice-only call active, the call hangs up.

If you have both a voice-only call and a video call active, the Hang Up menu appears.

2. If you see the Hang Up menu, use  to select Hang Up Voice Call and press ENTER.

The call hangs up.



If the voice-only participant ends the call, but the call does not disconnect from your system, press HANG UP.

Using the Voice-Only Option Outside the U.S.

You dial and answer a voice-only call in the United Kingdom, Hong Kong, New Zealand, or Australia using the telephone connected to your system.



You can use the telephone connected to your system as a regular telephone when you're not in a videoconference.

Dialing a Voice-Only Call

To dial a voice-only call outside the United States:

1. Dial the number using the telephone connected to your system.

2. When someone answers, begin speaking.

3. Transfer the call to your system:

- a. Press CALL/ADD.
- b. Use  to select Add Voice Call, and press ENTER.

4. Hang up the telephone, and talk to the voice-only participant using the closest microphone.

If a videoconference is in progress, the voice-only participant can converse with all the sites in the videoconference.




If the voice-only participant can't hear you, your system may be muted. If it is, Mute: Near End appears on your screen. Press MUTE to turn mute off.

Answering a Voice-Only Call

When you receive a voice-only call outside the United States, the telephone connected to your system rings.

To answer a voice-only call:

- 1. Answer the call using the telephone connected to your system.**
- 2. Transfer the call to your system:**
 - a. Press CALL/ADD.
 - b. Use  to select Add Voice Call, and press ENTER.
- 3. Hang up the telephone, and talk to the voice-only participant using the closest microphone.**

If a videoconference is in progress, the voice-only participant can converse with all the sites in the videoconference.

Hang Up a Voice-Only Call

When you're ready to end your voice-only call, you can hang up easily.

To hang up a voice-only call:

1. Press HANG UP.

If you just have a voice-only call active, the call hangs up.

If you have both a voice-only call and a video call active, the Hang Up menu appears.

2. If you see the Hang Up menu, use  to select Hang Up Voice Call and press ENTER.

The call hangs up.



If the voice-only participant ends the call, but the call does not disconnect from your system, press HANG UP.

Encrypting a Call

When your videoconference requires a high level of security, you can encrypt your calls. Encryption scrambles a call's video and audio signals so they are unintelligible without the key to decryption.

When you encrypt a call, all of the information you send to the people at the far-end site is encrypted. For example, if you send a still snapshot of an image, the snapshot is encrypted.

This section describes how to encrypt individual, dialed calls. If you want to encrypt all of your dialed calls, or if you want to encrypt nondialed calls, see your system administrator or the *Concorde•4500 Administrator's Guide*.



Depending on your system configuration, encryption may not be available to you. If you can't use it, Encrypt This Call won't appear on your Dialing Directory screen.

There are two ways to encrypt calls:

- *Automatic encryption* — The system generates the key.
- *Manual encryption* — You choose the key.

Using Automatic Encryption

When you use automatic encryption, your system generates a decryption key at the beginning of the call. The far-end system automatically receives the key and decodes the call.

To use automatic encryption:

1. Press **CALL/ADD**.

The Dialing Directory screen appears.

No.	Location	Lines	1st Number
*1	BOSTON	1	#7005631563
*2	MJONES	1	#7008651000
*3	ITALY	1	#7009991200

2. Use to select **Encrypt This Call**, and press **ENTER**.

The Set Encryption Mode screen appears.

3. Use to select **Enable Auto Key**, and press **ENTER**.

The system returns you to the Dialing Directory screen, and [On] appears next to Encrypt This Call.

4. Make your call.

You can use the manual dial, speed dial, or directory dial method. For more information, see the *Making a Call — The Basics* tab.

You'll see messages indicating the system is making the call.

When the people at the far-end site answer your call, Encryption in Use appears briefly on your screen.

Using Manual Encryption

When you use manual encryption, you choose a number to serve as the decryption key. The people at the far-end site must use this number to decode the call. For example, if you choose 7344590, they must also use 7344590.

The people at the far-end site must enter the decryption key before they answer your call. If they don't, the call won't connect successfully. Once they enter the key, the far-end system will decode the call.

The decryption key can contain up to 14 numbers.



If you and the people at the far-end site use different numbers for the decryption key, the call won't connect successfully. Hang up the call and try again with both sites using the same number for the key.

To use manual encryption:

1. Press CALL/ADD.

The Dialing Directory screen appears.

2. Use to select **Encrypt This Call**, and press ENTER.

The Set Encryption Mode screen appears.

3. Use  to select Enable Manual Key, and press ENTER.

The following message appears:

Manual Key

Enter master key,
press ENTER for no change.

4. Type the decryption key number, and press ENTER.

You'll see a message asking you to reenter the key.

5. Retype the decryption key number, and press ENTER again.

The system returns you to the Dialing Directory screen and [On] appears next to Encrypt This Call.

6. Make your call.

You can use the manual dial, speed dial, or directory dial method. For more information, see the *Making a Call — The Basics* tab.

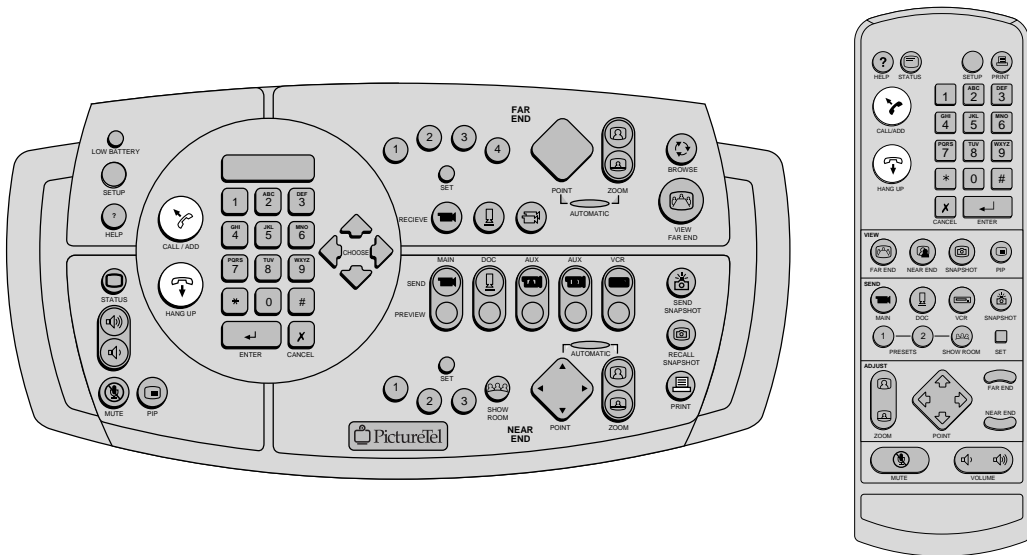
You'll see messages indicating that the system is making the call.

When the people at the far-end site answer your call, Encryption in Use appears briefly on your screen.

Answering and Hanging Up

Answering and hanging up a video call are just about as simple as answering and hanging up a telephone call. All you have to do is press one button to answer your call and another to hang up.

The buttons shown in white below are the buttons you use when answering or hanging up a call with either the wireless keypad or the QuickPad:



Answering a Call

When you receive a call, your Concorde•4500 rings like a telephone, and you see messages on your screen letting you know you have an incoming video call.

To answer a call:

Press CALL/ADD.

You'll see messages indicating the system is answering the call.

You then see the people at the far-end site on your screen and you can begin your meeting.

If your system administrator has set up your system to answer video calls automatically, you don't have to do anything to answer a call. When a call comes in, your system answers it and displays the people at the far-end site.

F.Y.I.

Remember that if your system is set up to automatically answer calls, anyone can call your site at any time. If you're not there or your monitor is turned off when another site calls, you won't know that someone has called you, yet they'll see and hear everything going on in your room.

Hanging Up

When you're ready to end your video call, you can hang up at the touch of a button.

To hang up a call:

Press HANG UP.

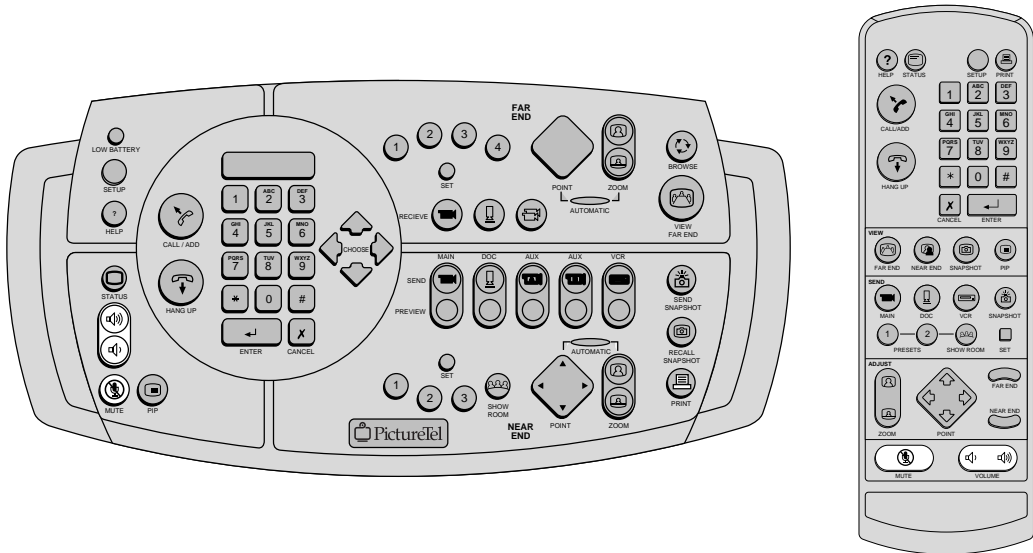
F.Y.I.

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

Adjusting the Sound

During your videoconference, you can adjust what you hear from the far-end site.

The buttons shown in white below are the buttons you use when adjusting the sound with either the wireless keypad or the QuickPad:



Muting Your Microphones

If you want to speak privately to someone at your site during your video-conference, you can mute your microphones so the people at the other site can't hear you.

To mute your microphones:

Press MUTE on the keypad or the LAMB.

Mute: Near End appears on your screen.

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

For ideas on how to use muting more effectively, see "Tips for Muting" on page 9.

Adjusting the Volume

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

To increase or decrease the volume:

Press VOLUME on your keypad until the sound you hear is acceptable.



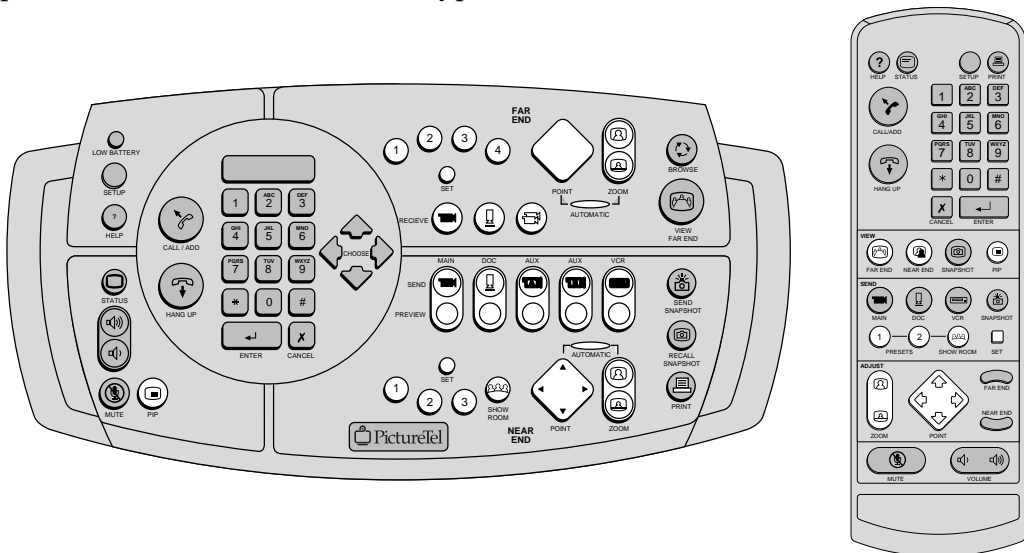
In general, do *not* use the volume buttons on your monitor to adjust the sound because this may interfere with your ability to adjust the volume with the keypad. Leave the monitor's volume level set to the middle position.

The VOLUME button doesn't control the volume for your system's sound effects, such as the ring, dial tone, and error beep.

Adjusting the Picture

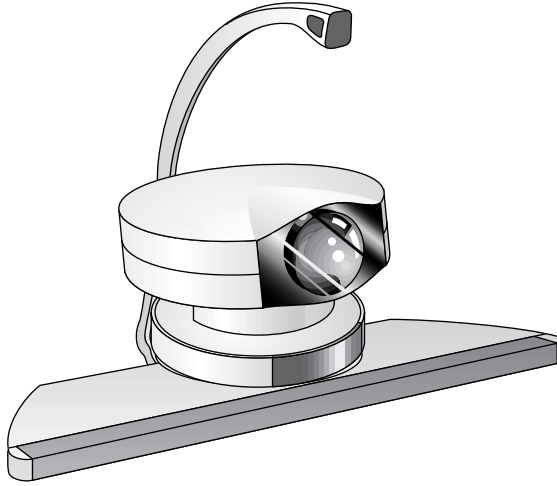
You can use your keypad to adjust what you see on the screen of your Concorde•4500. For example, you can display or remove the picture-in-picture (PIP) window and you can set camera presets. You can also use your keypad to adjust your cameras and the cameras at the far-end site. If your system has LimeLight, an automatic, camera-pointing device, you can let your system automatically adjust your cameras.

The buttons shown in white below are the buttons you use when adjusting the picture with either the wireless keypad or the QuickPad:



Using Automatic Camera Pointing

Your Concorde•4500 may have LimeLight, a device that senses voices in a room and automatically points the camera at the speaker. You have LimeLight if your camera has the automatic, camera-pointing device attached to it, like this:



You can use your wireless keypad to turn automatic camera pointing on or off at any time. To do so:

Press AUTOMATIC in the NEAR END section of the wireless keypad.

If automatic camera pointing is on, Near End AUTO appears on the screen. If automatic camera pointing is off, Near End AUTO \ominus appears.

Automatic camera pointing turns off when you press any of these buttons:

- ❑ Any preset button or the SHOW ROOM button in the NEAR END section of the wireless keypad
- ❑ The POINT button or the ZOOM button in the NEAR END section of the wireless keypad
- ❑ Any SEND button
- ❑ The blue button or the SHOW ROOM button on the LAMB

When you press these buttons, no message appears telling you that LimeLight is off.

For ideas on how to use automatic camera pointing more effectively, see “Tips for Using Automatic Camera Pointing” on page 8.

For complete information on LimeLight, see the *Installing and Using LimeLight* document that came with the device.



Automatic camera pointing works only with the main camera.

Displaying and Removing the PIP

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

To make the PIP appear or disappear:

Press PIP.

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



Even if you turn the PIP off, it comes on automatically whenever you move your cameras so you can see what you're adjusting.

Usually, the PIP shows the image you're currently sending to the far-end site. However, if you're viewing a snapshot or previewing a camera, the PIP displays the far-end site instead.

Adjusting Cameras

During a videoconference, you may need to adjust your cameras or the cameras at the far-end site to show a different speaker or to zoom in or out on the people in the meeting. (Remember that if you have LimeLight, you don't need to manually adjust your cameras; LimeLight will automatically do it for you.)

To adjust your cameras with the wireless keypad:

Press POINT in the NEAR END section of the keypad to pan or tilt the camera or press ZOOM in the NEAR END section of the keypad to zoom in or out.

(To adjust cameras at the far-end site, press POINT and ZOOM in the FAR END section of the keypad. You can only adjust cameras for a far-end site if the site is configured to allow it.)

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



Don't use the POINT and ZOOM buttons at the same time.

To adjust your cameras with the QuickPad:

1. Press NEAR END in the VIEW section of the QuickPad.

The image you are sending appears in the main window of the monitor.

(To adjust cameras at the far-end site, press FAR END in the ADJUST section of the QuickPad. You can only adjust cameras for a far-end site if the site is configured to allow it.)

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

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

3. Press FAR END in the VIEW section of the QuickPad to return to normal viewing.

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

Setting Camera Presets

You may know before a videoconference that during the conference you will want the camera to point at a particular person or location, such as the main speaker or a whiteboard. Camera presets are buttons that let you set and store camera positions either before or during a meeting.

After you set a camera preset, you simply press the preset number button (for example, ①) to make the camera move to that stored position.



You can set or change the presets at any time, but it's better to do it before you start your meeting so that you can easily use them during the videoconference.

Also, when you first press the SHOW ROOM button, the main camera automatically centers and zooms out to show more of the room. Keep it set like this or adjust it slightly to get a better view of the room.

To set a camera preset with the wireless keypad:

- 1. Select the camera you want to preset by pressing the appropriate PREVIEW button (for a near-end camera) or RECEIVE button (for a far-end camera).**

You can only set presets for the far-end site if that site is configured to allow far-end camera control.

- 2. Adjust the camera by pressing POINT and ZOOM in the NEAR END or FAR END section of the keypad (or by using the camera's manual controls, if it has them).**

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

- 3. Press SET in the NEAR END or FAR END section of the keypad.**

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

You can also press the blue button or SHOW ROOM on the LAMB to store a preset position for that button.

To set a camera preset with the QuickPad:

1. Press NEAR END in the VIEW section of the QuickPad.

The image you are sending appears in the main window of the monitor.

With the QuickPad, you can set presets for your site only.

2. Adjust the camera by pressing POINT and ZOOM (or by using the camera's manual controls, if it has them).

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

3. Press SET.

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

You can also press the blue button or SHOW ROOM on the LAMB to store a preset position for that button.

5. Press FAR END in the VIEW section of the QuickPad to return to normal viewing.

Using Camera Presets

Once you've set your camera presets, you can simply press the appropriate button and the camera moves to the preset position.

If you have a LAMB, you can move the camera to a preset position by pressing the blue button or SHOW ROOM on the LAMB.

To move a camera to a preset position:

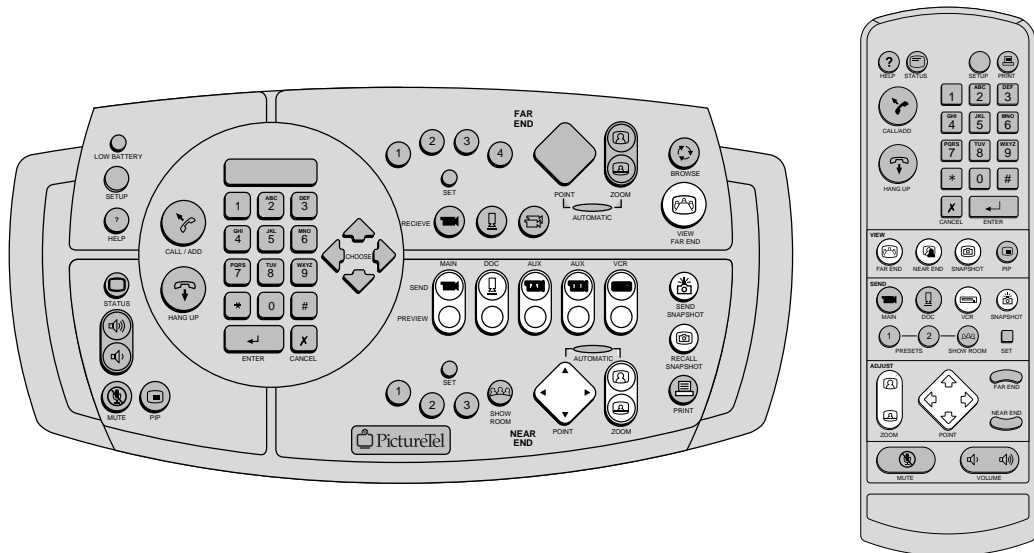
Press a preset number button or SHOW ROOM.

The camera moves to the preset view.

Doing More While Meeting

Once you feel comfortable with videoconferencing, you might want to try doing more while you're meeting. For instance, you can send snapshots or use a VCR with your system.

The buttons shown in white below are the buttons you use when using a VCR with your system or when sending snapshots with either the wireless keypad or the QuickPad:



Sending and Redisplaying a Snapshot

During a meeting, you may want to distribute copies of a diagram or pass around an illustration so that everyone can take a close look at what you're discussing. You can do the same in a videoconference by sending a snapshot. A snapshot is a high-resolution, still image, similar to an electronic photograph.

You and the people at the far-end site can view a snapshot simultaneously.

Sending a Snapshot

To send a snapshot with the wireless keypad:

- 1. Select the camera that you want to take the snapshot with by pressing the PREVIEW button for that camera.**
- 2. Adjust the selected camera by pressing POINT and ZOOM in the NEAR END section of the keypad (or by using the manual controls on the camera, if it has them).**
- 3. Press SEND SNAPSHOT.**

To send a snapshot with the QuickPad:

- 1. Press NEAR END in the VIEW section of the QuickPad.**
- 2. Adjust the selected camera using POINT and ZOOM (or the manual controls on the camera, if it has them).**
- 3. Press SNAPSHOT in the SEND section of your QuickPad.**
- 4. Press FAR END in the VIEW section of the QuickPad to return to normal viewing.**

The snapshot appears on both your screen and the far-end screen, and whatever you were viewing at the far-end site appears in your PIP (if the PIP is on).

If you have a graphics monitor, the snapshot may appear on the graphics monitor, with the view of the far-end site remaining on your main screen.

When you're finished viewing the snapshot, press VIEW FAR END to return to viewing the far-end site.

Redisplaying a Snapshot

If you want to take another look at a snapshot that you sent or received, you can redisplay it.

To redisplay a snapshot with the wireless keypad:

Press RECALL SNAPSHOT.

The snapshot appears on your screen. The people at the far-end site won't see it unless you press SEND SNAPSHOT again.

To redisplay a snapshot with the QuickPad:

Press SNAPSHOT in the VIEW section of your keypad.

The snapshot appears on your screen. The people at the far-end site won't see it unless you press SNAPSHOT in the SEND section of your keypad again.

When you are finished viewing the snapshot, press the VIEW FAR END button to return to viewing the far end.

Using a VCR with Your System

If you have a VCR connected to your Concorde•4500, you can use it to record a videoconference or to play a videotape during a videoconference.

Before you follow the steps in this section:

- ❑ Check that the VCR is properly connected to your Concorde•4500 and that the Concorde•4500 is configured for VCR operation. Check with your system administrator if you're not sure.
- ❑ Familiarize yourself with how your VCR operates.

Recording a Videoconference

To record a videoconference:

- 1. Power on the VCR.**

2. Insert a blank videotape into the VCR.

You can now begin the videoconference.

3. Press RECORD on the VCR or on the VCR's remote control when you want to start recording the videoconference.

Playing a Videotape

To play a videotape during a videoconference:

1. Power on the VCR.

2. Insert the videotape into the VCR.

3. When you are ready to play the tape, press PLAY on the VCR or on the VCR's remote control.

You should start the tape before you send video from the VCR to the far end.

4. If you are using the wireless keypad, you can preview the video you are sending from your VCR by pressing PREVIEW VCR.

When you do this, video from your VCR appears on your main monitor. You see and hear the videotape, but the people at the far-end site do not.

5. Press SEND VCR on the wireless keypad or QuickPad to send video from your VCR to the far end.

You and the people at the far-end site can now see and hear the videotape, as well as converse over it.

You can use the buttons on the VCR or the VCR's remote control to fast-forward, rewind, or stop the videotape at any time.



If you press MUTE while you are sending video and audio from a VCR, only the audio from your microphone is muted. The people at the far-end site can still hear audio from the VCR.

Using Multipoint

In a point-to-point videoconference, there's only one way to participate: you see the other site, and the other site sees you. In a multipoint videoconference, there are at least three sites, and there can be many more than that.

There's a lot more to think about in a multipoint call — which site does the speaker view? which site do all the other sites view? who controls the conference? and so on. The various multipoint modes — voice-activated, browse, chair control, and director — address these issues.

You won't be able to use every multipoint mode. The type of keypad you have and the bridge you connect to determine which modes you can use. If you're using the QuickPad, you can only use voice-activated mode. If you're using the wireless keypad, you can use browse mode and either chair control or director mode — whichever is listed on your Browse menu.

Using Voice-Activated Mode

Voice-activated mode is the simplest way to take part in a multipoint videoconference. It's also the only multipoint mode available to everyone.

In voice-activated mode, everyone sees the person who's currently speaking. The current speaker sees the person who spoke last.

In this mode, you don't need to press any buttons — your Concorde•4500 automatically switches to the appropriate site and displays the person who's currently speaking. If you're the one who's speaking, your system displays the site of the previous speaker.

Use voice-activated mode on your first multipoint call. Once you're comfortable with it, you might want to try the advanced modes. These allow you to take more control of a meeting. For example, you can choose the site you view, or even select the site everyone views.

Using Browse Mode

Browse mode gives you more control over your multipoint videoconference than voice-activated mode. If you're in browse mode, you don't have to view the person who's speaking — you can view any site you choose.

You can use browse mode only if you have the wireless keypad.

To access browse mode:

Press BROWSE on the wireless keypad.

The Browse menu appears.

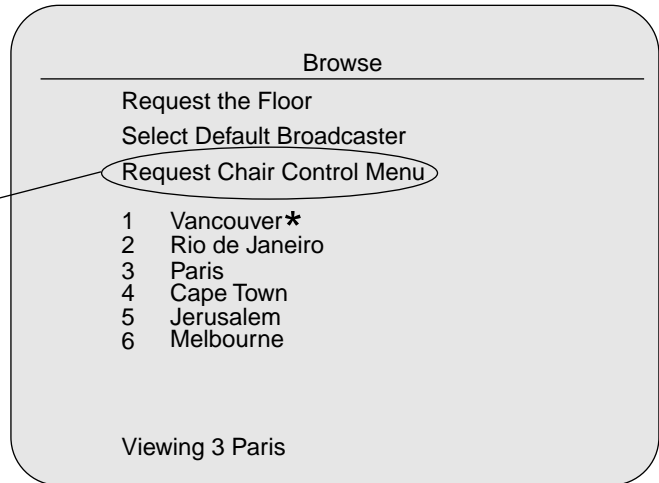


When you want to leave Browse mode, press BROWSE again.

When you press BROWSE, you'll see one of two possible Browse menus. Check the following illustrations and go to the appropriate page to find out what you can do from your Browse menu.

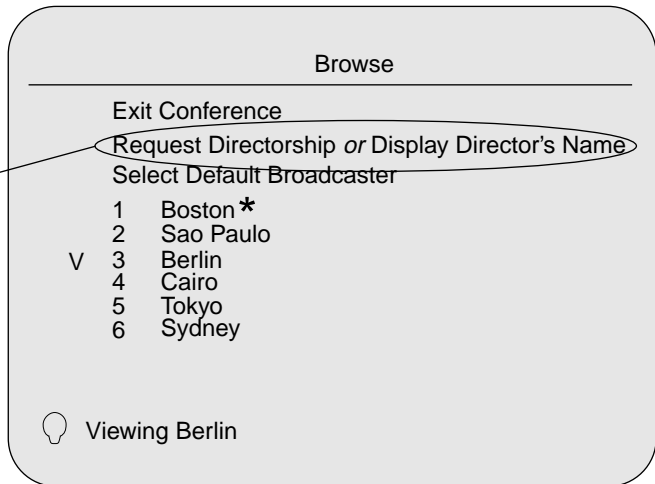
If your Browse menu looks like this, turn to page 58.

Look for
this item



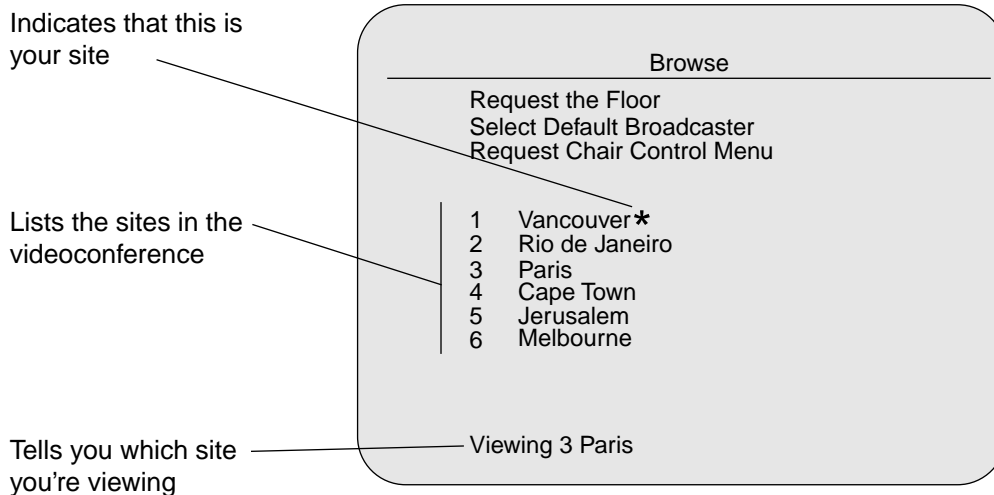
If your Browse menu looks like this, turn to page 60.

Look for
either of
these
items





Using Browse Mode — for Chair Control Systems

Here's what the screen shows:



To select the site you want to browse:

1. **From the Browse menu, use  (or type the number to the left of the site name) to select the site you want to view.**

If the site you want isn't on the screen, go to the end of the site list on the first screen, and press  again: you'll automatically see the next screen. When you reach the end of the last screen, the first screen appears again.

2. **Press ENTER.**

You see the site you selected.



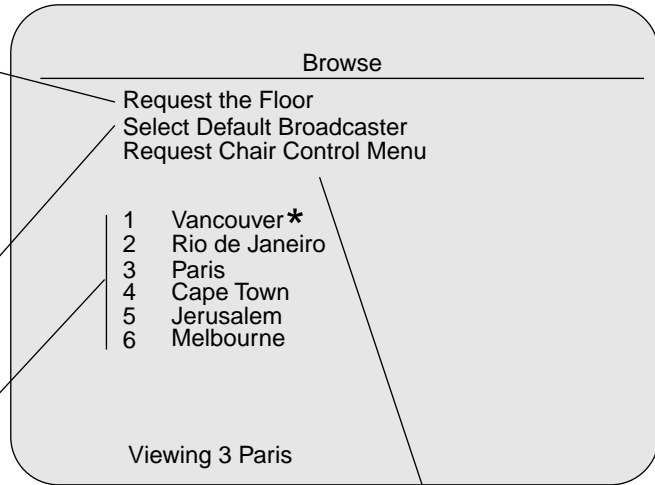
If you hear a buzzer when you try to select a site you want view, the person who has control of the conference has disabled browsing. Browsing must be enabled for you to use it.

Here's what else you can do:

Choose this to tell the person who is controlling the videoconference that you would like to become the broadcaster

Choose this to stop browsing and return to viewing the broadcaster

Choose the site you want to view



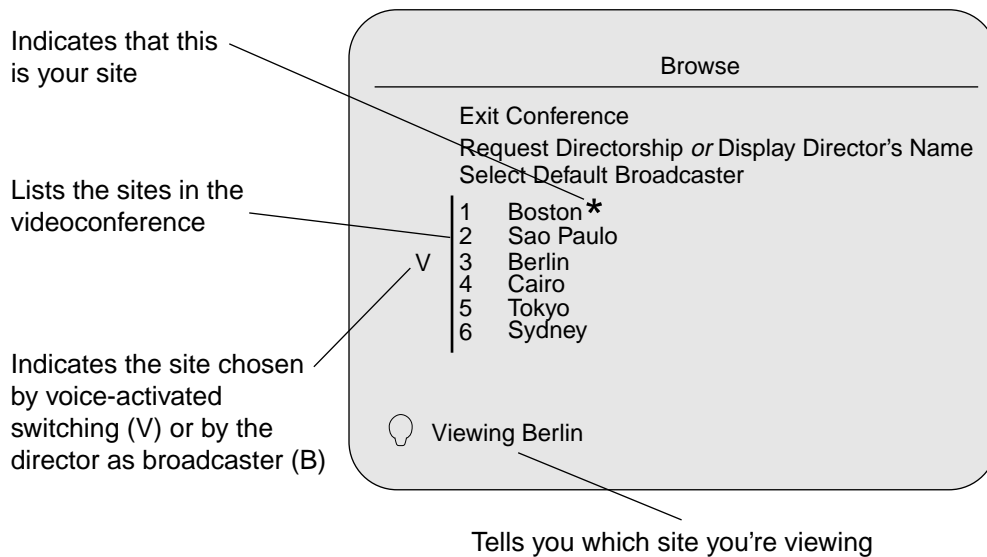
Choose this to ask to control the videoconference




If your Browse menu looks like this, you can also use chair control mode. See page 62 to find out how to use it.


Using Browse Mode — for Director Systems

Here's what the screen shows:



To select the site you want to browse:

1. **From the Browse menu, use  (or type the number to the left of the site name) to select the site you want to view.**

If the site you want isn't on the screen, go to the end of the site list on the first screen, and press  again: you'll automatically see the next screen. When you reach the end of the last screen, the first screen appears again.

2. **Press ENTER.**

You see the site you selected.

F.Y.I.

If (Disabled) appears in the title of your Browse menu, the person who has control of the conference has disabled browsing. Browsing must be enabled for you to use it. Also, Select Default Broadcaster won't appear on your menu.

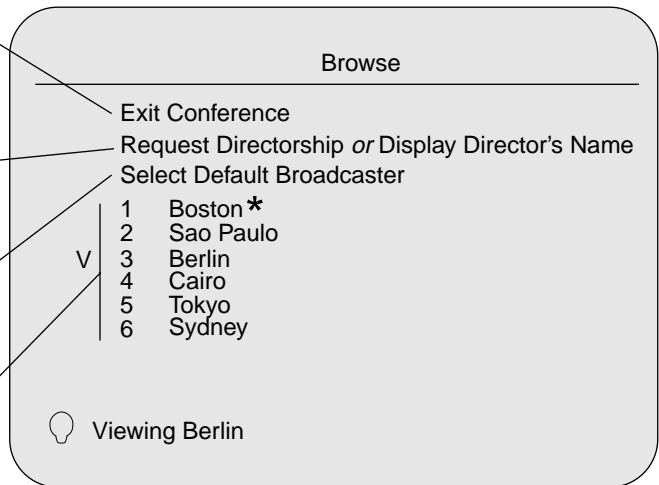
Here's what else you can do:

Choose this to leave the videoconference

Choose this to become director or find out who the current director is

Choose this to stop browsing and return to viewing the broadcaster

Choose a site to view



If your Browse menu looks like this, you can also use director mode. See page 64 to find out how to use it.

Using Chair Control Mode

Chair control mode allows you to control the flow of a videoconference. Chair control is especially useful for very large videoconferences or for those that have to be tightly scripted.

You can use chair control mode only if you have the wireless keypad.

Using the Chair Control menu, you can:

- ❑ Enable or disable browsing
- ❑ Select the broadcaster (the site viewed by all the other sites)
- ❑ Select the site that the broadcaster views
- ❑ Return to voice-activated mode
- ❑ Drop a site from the conference or end the conference



Remember, to use chair control mode, your Browse menu must look like the one on page 58.

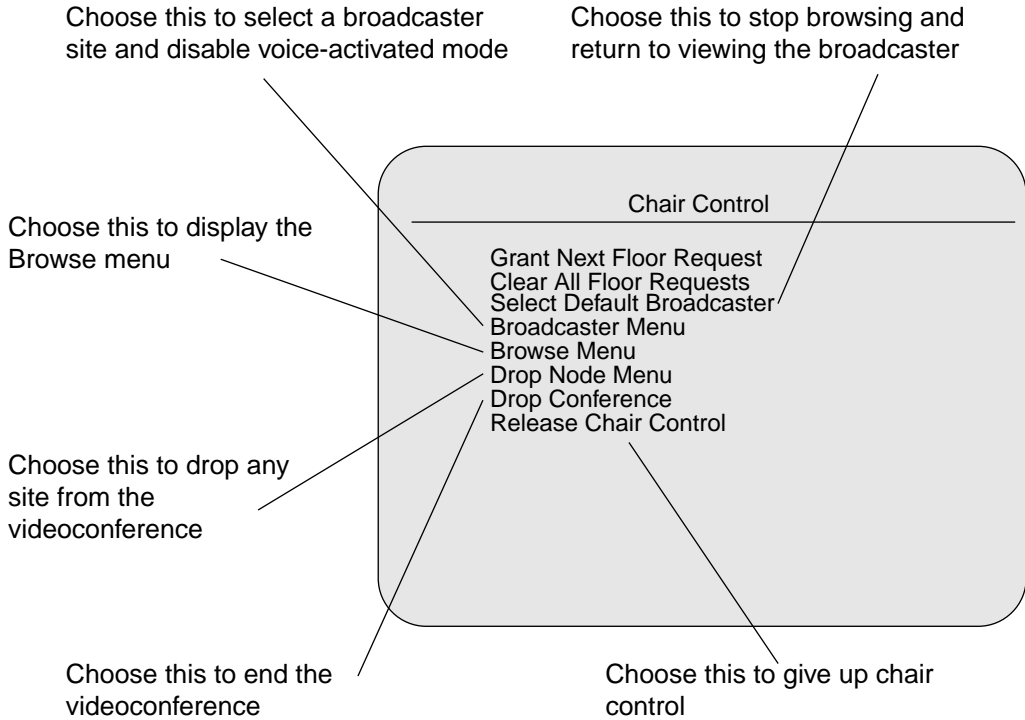
To request chair control:

1. Press BROWSE on the wireless keypad.

The Browse menu appears.

2. Use  to select Request Chair Control.

If no one has chair control, the Chair Control menu appears.



Grant Next Floor Request and Clear All Floor Requests appear in the Chair Control menu if any sites have requested the floor. To see who has requested the floor, choose Browse Menu. Large dots appear to the left of the site names with pending floor requests.

Using Director Mode

Director mode allows you to control the flow of a videoconference. Director control is especially useful for very large videoconferences or for those that have to be tightly scripted.

You can use director mode only if you have the wireless keypad.

Using the Director menu, you can:

- Enable or disable browsing
- Select the broadcaster (the site viewed by all other sites)
- Select the site the broadcaster views



Remember, to use director mode, your Browse menu must look like the one on page 60.

To request director control:

1. Press BROWSE on the wireless keypad.

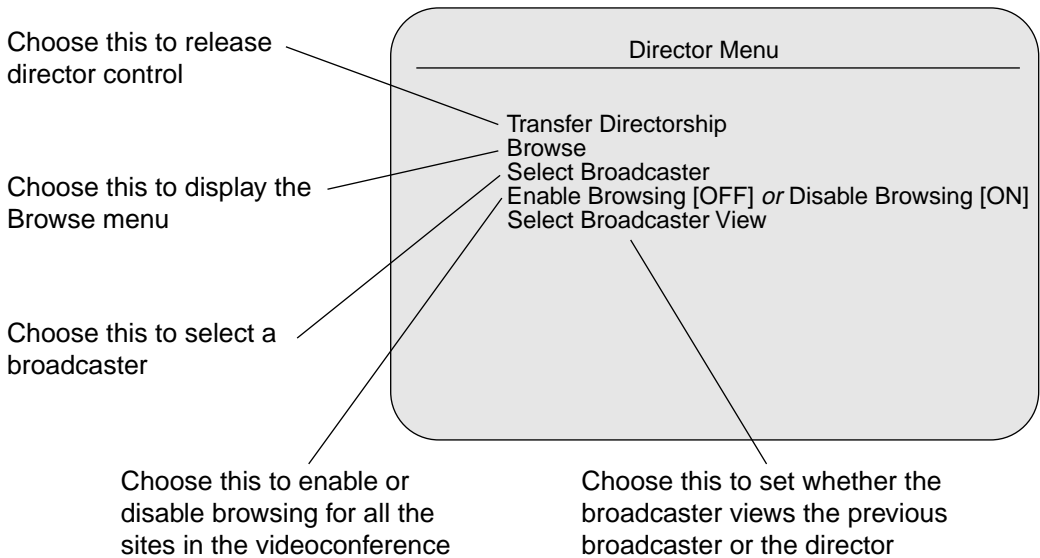
The Browse menu appears.

2. Use  to select Request Directorship.



If you see Display Director's Name in place of Request Directorship on the Browse menu, someone is already director. The current director must release control before you can request it.

If there is no director, the Director menu appears.



Updating the Dialing Directory

The Dialing Directory is like a phonebook — only one where *you* can record the names and numbers of the sites you call.

To update the Dialing Directory, you can:

- ❑ Create an entry
- ❑ Modify an entry
- ❑ Remove an entry

Once you add a site to the Dialing Directory, you can call it by directory dialing or speed dialing. To call a site using either of these methods, see the *Making a Call — The Basics* tab.



You can store 65 entries in the Dialing Directory.

Creating a Dialing Directory Entry

When you create a Dialing Directory entry, you record the site's video numbers, name, and, if necessary, the transmission rate at which you want to call the site. The system automatically assigns a speed-dial number to the site.

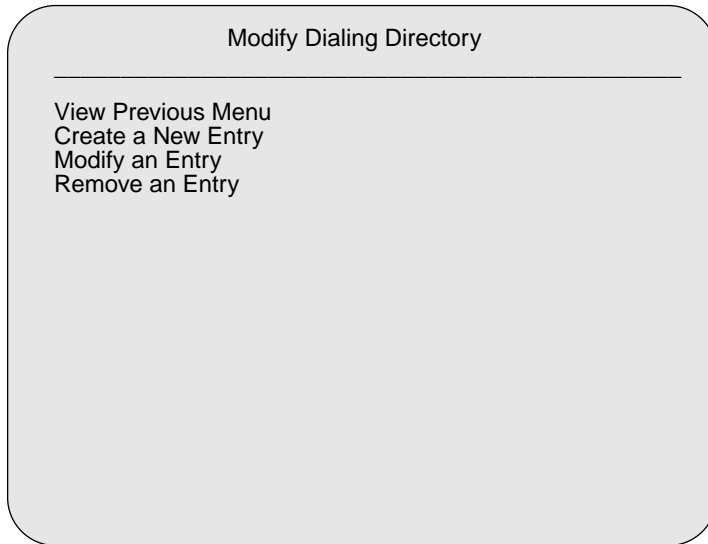
To create a new Dialing Directory entry:

1. Press SETUP.

The Setup menu appears.

2. Press ENTER to choose Modify Dialing Directory.

The Modify Dialing Directory menu appears.



3. Use  to select **Create a New Entry**, and press **ENTER**.

The Create a New Entry screen appears.

Create a New Entry

Speed dial number: *5

Line 1:

Line 2: None

Name: None

Rate: [None]



The Rate item appears only if your system administrator has configured your system to use Auto IMUX Dialing. Auto IMUX Dialing allows you to make calls without entering the extra digits required to configure an inverse multiplexer (IMUX). When you create an entry, the Rate option allows you to choose the transmission rate at which you want to call the site.

4. Type the first number.

5. If the site has a LAN extension, press  to open the LAN extension field, and type the extension in the field.

6. Press **ENTER**.

7. If the site has two numbers, type the second number.

8. Press **ENTER**.

The system assigns a speed-dial number to the site.
The site name character grid appears.

Create a New Entry

Speed dial number: *5

Line 1: 7005631234
Line 2: 7005631235

Enter site name:

F _N	ABCDEFGHIJKLMNOPQRSTUVWXYZÄÅÇÈÌÑÖÜ
	abcdefghijklmnopqrstuvwxyz @#\$%&'/_
◀	àáâãäåçèéêëìíîïñòóôõöùúüß0123456789

Rate: [None]

Naming the Site

Now you must name the site. Choose the characters you want to appear in the site name from the character grid. A site name can contain up to eight characters.

To name the site:

1. Use the arrow keys to highlight the first character in the name.
2. Press ENTER to choose the character.
3. If you want to add a space to the name, move the blinking cursor to the blank space immediately above the ◀ icon and press ENTER.
4. Repeat steps 1 and 2 for each additional character in the name.



If you make a mistake, highlight ◀ and press ENTER to remove a character from the site name.

5. When you are finished naming the site, select **F1N** and press ENTER.

The system stores the site name in the Dialing Directory.

Choosing a Call Rate for the Site

If your system administrator has configured your system to use Auto IMUX Dialing, the Set Call Rate screen appears. From this screen, you can choose a call rate for the site.

Set Call Rate

View Previous Menu

Premium
Standard
Specific Rate
Default [X]



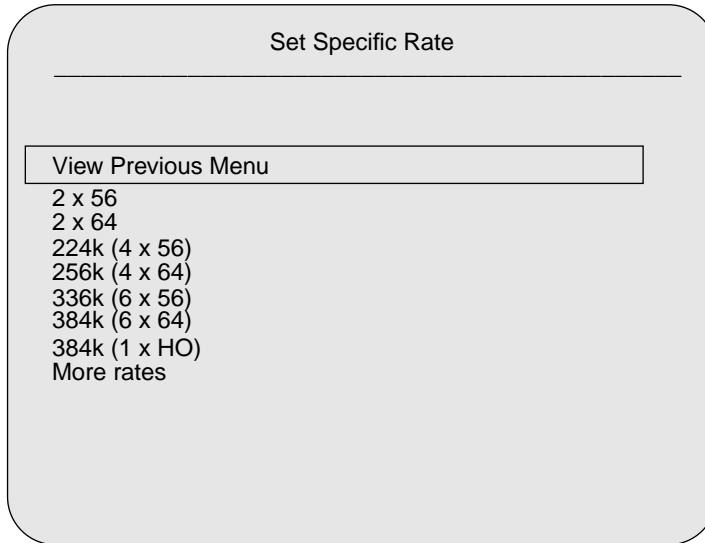
If you want to leave the transmission rate set at the default system setting made by your system administrator, simply press ENTER to choose **Default**. If you choose anything other than **Default**, you override this system setting.

To choose the call rate for the site:

1. Use  to select **Premium, Standard, Specific Rate, or Default**, and press **ENTER**.

If you chose Premium, Standard, or Default, the system marks your choice with an [X]; go to step 4.

If you chose Specific Rate, the Set Specific Rate screen appears.



Set Specific Rate

View Previous Menu

- 2 x 56
- 2 x 64
- 224k (4 x 56)
- 256k (4 x 64)
- 336k (6 x 56)
- 384k (6 x 64)
- 384k (1 x HO)
- More rates

2. Use  to select a rate from the list, and press **ENTER**.

The system marks your choice with an [X].

3. Press **ENTER** to choose **View Previous Menu** and return to the **Set Call Rate** screen.

The call rate you chose appears in brackets next to Specific Rate.



4. Press **ENTER** to choose **View Previous Menu** and return to the **Modify Dialing Directory** screen.

5. Press **CANCEL** to exit the menu.

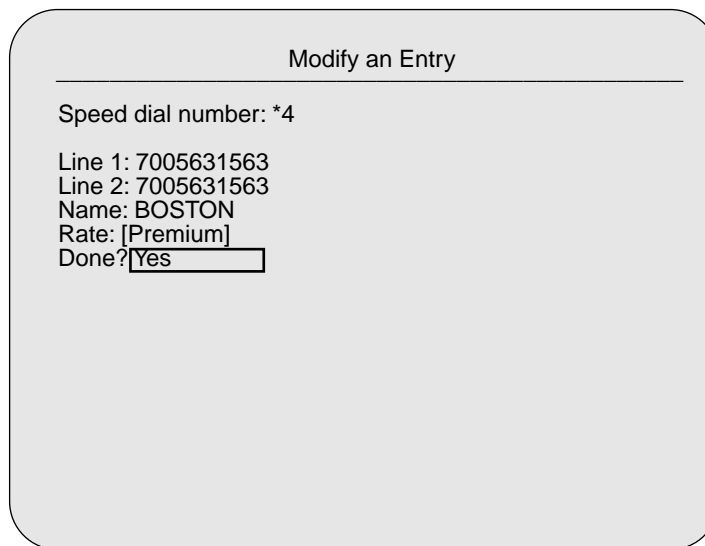
Modifying a Dialing Directory Entry

If the information in a Dialing Directory entry becomes out-of-date — for example, if a site changes its video numbers — you don't have to create a new entry. You can simply modify the existing entry.

To modify a Dialing Directory entry:

1. Press **SETUP**.
2. Press **ENTER** to choose **Modify Dialing Directory**.
3. Use  to select **Modify an Entry**, and press **ENTER**.
4. Use  to select the entry you wish to modify, and press **ENTER**.

The entry appears in the Modify an Entry screen.



Modify an Entry

Speed dial number: *4


Line 1: 7005631563
Line 2: 7005631563
Name: BOSTON
Rate: [Premium]
Done?

5. Use  or  to select the field you want to change, and press **ENTER**.



You can't change a Dialing Directory entry's speed-dial number.

6. If you are changing the video numbers, extension, or name:


- a. Use  to delete the old information.
- b. Enter the new information.
- c. Press ENTER.

The system accepts the changes.

7. If you are changing the rate:

- a. Select the new rate.
- b. Press ENTER.
- c. Press ENTER again to choose View Previous Menu and exit the Set Call Rate screen.

The system accepts the changes.

8. When you are done making changes, use  to select Done? Yes and press ENTER.



The system returns you to the original Modify an Entry screen.

9. Press CANCEL to exit.

Adding a LAN Extension to a Dialing Directory Entry

If a site stored in your Dialing Directory starts using a LAN extension, you can add the extension to the site's Dialing Directory entry.

To add an extension to a Dialing Directory entry:

1. Press SETUP.
2. Press ENTER to choose Modify Dialing Directory.
3. Use  to select Modify an Entry, and press ENTER.
4. Use  to select the entry you want to modify, and press ENTER.

The entry appears in the Modify an Entry screen.

5. Use  to select the first number field, and press ENTER.

The first number field opens.

6. Press  to open the LAN extension field.

7. Type the extension and press ENTER.

The system accepts the changes.

8. Use  to select Done? Yes and press ENTER.

The system returns you to the original Modify an Entry screen.

9. Press CANCEL to exit.

Removing a Dialing Directory Entry


If you find you no longer need a Dialing Directory entry, you can remove it.

To remove a Dialing Directory entry:

1. Press SETUP.

2. Press ENTER to choose Modify Dialing Directory.

3. Use  to select Remove an Entry, and press ENTER.

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

The entry appears in the Remove an Entry screen and the following message appears at the bottom of the screen:

Remove this entry? Yes No

5. Press ENTER to remove the entry from the Dialing Directory.

The system deletes the entry and returns you to the original Remove an Entry screen.

6. Press CANCEL to exit.

Understanding System Information

The Concorde•4500 displays two types of messages:

- *Status messages* — Tell you the state of your system
- *Call progress messages* — Tell you the progress, or failure, of your call

Status Messages

Status messages appear in your status bar, which displays general information about your system, including whether you're participating in a call, the type of call you're in, the camera you're sending video from, how many lines you're using, and whether automatic camera pointing is on or off.

Since the status bar overlays the top of your screen, it won't obstruct what you're viewing. You can display it at any time.

To display the status bar:

Press STATUS.

The status bar appears along the top of the screen.

To remove the status bar:

Press STATUS again.

Call Progress Messages

Call progress messages tell you the advancing stages of your call as it connects, or, if there's a problem, why the call won't go through.

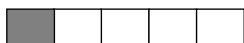
Your system administrator decides whether your system displays any call progress messages, and, if any are displayed, which type should be displayed:

- *Normal messages* — Tell you basic information
- *Extended messages* — Provide more technical details

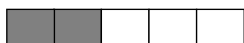
Normal Messages

If your system administrator has chosen to display the normal messages, these are the call progress messages you'll see when the system successfully completes a call.

Dialing



Waiting for answer



Connecting



Negotiating



Call in progress



If your system can't complete a call, the progress bar disappears and you'll see a line or two of text explaining the reason for the failure.

If the failure message's meaning isn't obvious, see your system administrator or the *Concorde•4500 Administrator's Guide*. The administrator's guide contains detailed explanations of the normal call progress messages in two sections: Appendix C, "System Messages," and Appendix D, "X.21 Call Progress Messages."

Extended Messages

If your system administrator has chosen to display the extended messages, the system displays a more technical description of the call's progress or failure along with a numeric code.

For a more detailed explanation of the extended call progress messages, see the *Concorde 4500 Administrator's Guide*. The administrator's guide contains detailed explanations of the extended call progress messages in two sections: Appendix C, "System Messages," and Appendix D, "X.21 Call Progress Messages."

Solving Problems

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

- If the problem is described in this section, follow the steps listed to see if you can fix it.
- If you can't find a solution here, call your system administrator. The administrator's phone number should be listed under the *Worksheets* tab.
- If you still can't resolve the problem, gather the following information and then call your PictureTel service provider or PictureTel Technical Support:
 - The serial number of your system
 - Any error codes or error messages that appeared on your screen
 - Symptoms of the problem you are experiencing

You can find phone numbers for PictureTel Technical Support in your area at the PictureTel web site, www.picturetel.com.

Your service provider may also ask you for information about your system and network configuration. You can find this information through the system menus that you access by pressing **SETUP** on your keypad. See the *System Menu Trees* tab to determine how to access the menus you need.

- Occasionally a test you run may show the problem is with the network. If this happens, contact your network service provider.

This section starts with a table of system warnings — what they mean and what to do if you see them. It then provides tables summarizing the kinds of problems you might encounter and the steps you can take to fix them.

System Warning Messages

This section lists the system warning messages you might see, with a probable cause and appropriate actions. These messages appear on the screen preceded by Warning.

If you see...	It means...	Do this...
Data rate too high or Data rate too low	There is a network problem.	<ol style="list-style-type: none"> 1. Make sure all cable connections are correct and secure. 2. Call the network provider.
Loss of far-end video	No video is received from the far-end site.	<ol style="list-style-type: none"> 1. Make sure the far-end site is sending a valid video source. 2. Make sure all cable connections at the far-end site are correct and secure.
No channel connection	Connection to the network interface equipment has been lost.	Make sure all cable connections are correct and secure.
Network not ready	The network is signaling that it is temporarily unavailable.	Make sure all cable connections are correct and secure.
No video input	Video input is not being received from the far-end site.	<ol style="list-style-type: none"> 1. Change the video source. 2. Make sure all cable connections are correct and secure.

No System Power

These are the steps to take if your system doesn't seem to have power.

If you have these symptoms...	Do this...
<p>The green LED on the power supply is not lit.</p> <p>The fans are not rotating.</p> <p>No board LEDs are lit.</p>	<ol style="list-style-type: none"><li data-bbox="639 435 1258 614">1. Make sure that the power switch at the back of your system is set to 1 (on). If you have a WorldCart™, make sure that the power switches for both the Concorde•4500 and the WorldCart are set to 1 (on).<li data-bbox="639 644 1186 753">2. Run your hand in front of the monitor. If there is static, the monitor is receiving power.<li data-bbox="639 782 1205 874">3. Make sure that the system power cord is plugged securely into both the electronics module and the wall outlet.<li data-bbox="639 904 1248 996">4. Make sure that the line conditioner or noise suppressor outlet is turned on, if your system plugs into one instead of a wall outlet.<li data-bbox="639 1025 1225 1100">5. Make sure that power is available at the wall outlet.

System Fails Power-On Tests

Your system performs several tests when you power it on. These tests check the hardware components and system software.

If these tests are successful, PictureTel Ready appears in the upper left corner of your monitor.

These are the steps to take if your system fails the power-on tests.

If you have this symptom...	Do this...
A failure message appears during the power-on process.	<ol style="list-style-type: none"><li data-bbox="588 576 1096 638">1. Make sure that all cables are securely connected to the electronics module.<li data-bbox="588 666 953 697">2. Press any key to continue.<li data-bbox="588 725 1119 788">3. Refer to the lists under this tab to try to figure out the problem.

Blank Screen

These are the steps to take if the screen is blank.

If you have this symptom...	Do this...
The screen is blank.	<ol style="list-style-type: none"><li data-bbox="554 430 1229 586">1. Check to see if your system is in Standby mode by pressing VIEW FAR END on the keypad. If your system is in Standby mode, pressing this button makes the video image reappear.<li data-bbox="554 604 1229 708">2. Make sure the power switches on the electronics module, the WorldCart, and the monitor are set to 1 (on).<li data-bbox="554 725 1229 795">3. Make sure all cable connections to your system and the monitor are correct and secure.<li data-bbox="554 812 1229 881">4. Make sure you have selected a valid source for video display.<li data-bbox="554 899 1229 951">5. Make sure ON/STANDBY on the monitor is pressed in.<li data-bbox="554 968 1229 1038">6. Make sure the monitor is set to Video 1 or Ext 1 video mode.<li data-bbox="554 1055 1229 1159">7. Isolate the problem to the cameras by having someone call you and report if your video source is being sent.

No Sound

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

If you have this symptom...	Do this...
No system sound.	<ol style="list-style-type: none"><li data-bbox="542 399 1142 468">1. Press VOLUME on the keypad to increase the volume.<li data-bbox="542 486 1170 555">2. Ask the people at the far-end site to make sure they haven't muted the call.<li data-bbox="542 572 1142 685">3. If the far end has a wired keypad, make sure that the INT MIC switch on the back of the keypad is set to ON.<li data-bbox="542 703 1170 807">4. Make sure all cable connections to the electronics module and the monitor are correct and secure.<li data-bbox="542 824 1170 902">5. Make sure the volume on the monitor is on and set to about the middle level.<li data-bbox="542 920 1099 998">6. Hang up and call another site to see if the people at that site can hear you.

No System Menus

These are the steps to take if the system menus do not appear on your screen.

If you have this symptom...	Do this...
<p>The PictureTel logo appears on your monitor, but the system menus do not appear when you press SETUP.</p>	<ol style="list-style-type: none"><li data-bbox="586 435 1250 496">1. Make sure all cable connections to the electronics module and the camera are correct and secure.<li data-bbox="586 527 1179 591">2. If the LOW BATTERY indicator on the wireless keypad is flashing, change the batteries. <i>See the <i>Installing the Wireless Keypad</i> document for instructions.</i><li data-bbox="586 701 1229 765">3. If you think the batteries in the QuickPad may be low, change them.<li data-bbox="586 795 1236 859">4. Make sure the batteries in the wireless keypad or QuickPad are installed properly.<li data-bbox="586 888 1262 987">5. If you are using the wireless keypad, make sure the system is set up to respond to all keypads or you have set the correct channel on the keypad. <i>See the <i>Concorde•4500 Administrator's Guide</i> for more information.</i>



The wireless keypad may not function properly with low energy fluorescent lights. If you are experiencing problems with your keypad, call your PictureTel service provider.

Peripheral Failure

These are the steps to take if you have problems with your peripheral equipment.

If you have these symptoms...	Do this...
No video and/or no camera motion from your auxiliary camera	<ol style="list-style-type: none">1. Press PREVIEW for the AUX A or B video source.2. Make sure that the cable connections at the back of the camera are correct and secure.3. Make sure that the cable connections from the camera to the back of the video board are correct and secure.4. If there is a POWER LED on the back of the camera, make sure it is lit.
No video from the document camera or from the slide film-to-video camera	<ol style="list-style-type: none">1. Make sure that the cable connections at the back of the camera are correct and secure.2. Make sure that the cable connections from the camera to the back of the video board are correct and secure.
No audio or video from the VCR	<ol style="list-style-type: none">1. Make sure that the VCR tape has both audio and video on it.2. Disconnect the VCR cables from the electronics module, and plug them directly into the monitor.

System Menu Trees

This section contains the following Concorde•4500 menu trees:

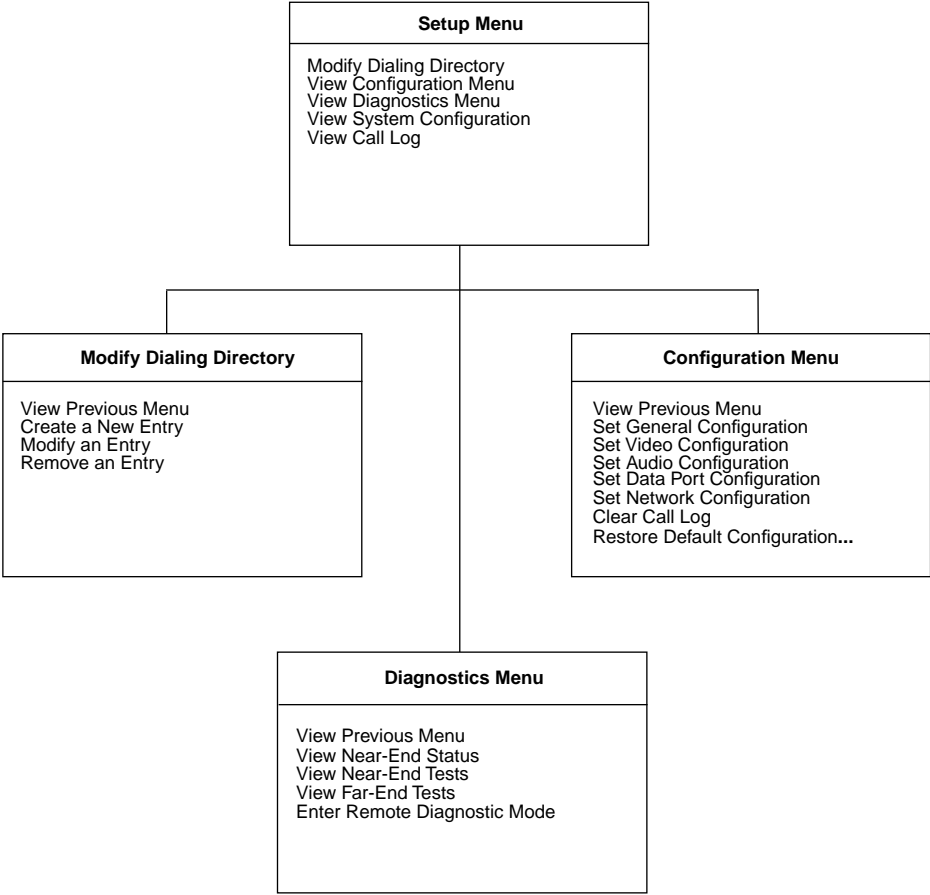
- Setup menus
- Configuration menus
- Diagnostics menus
- Chair control mode menus
- Director mode menus

To choose an option from a menu:

Use  to select the option you want, and then press ENTER.

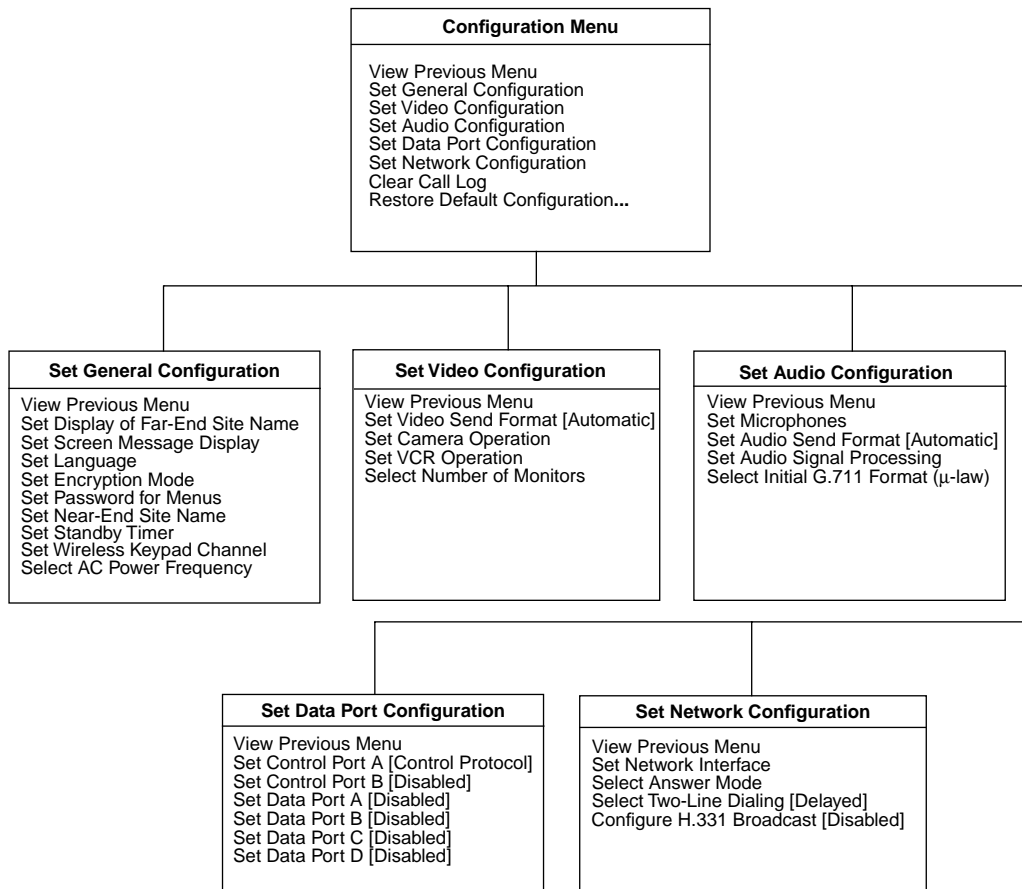
Setup Menus

Here's the menu structure for the Setup menus:



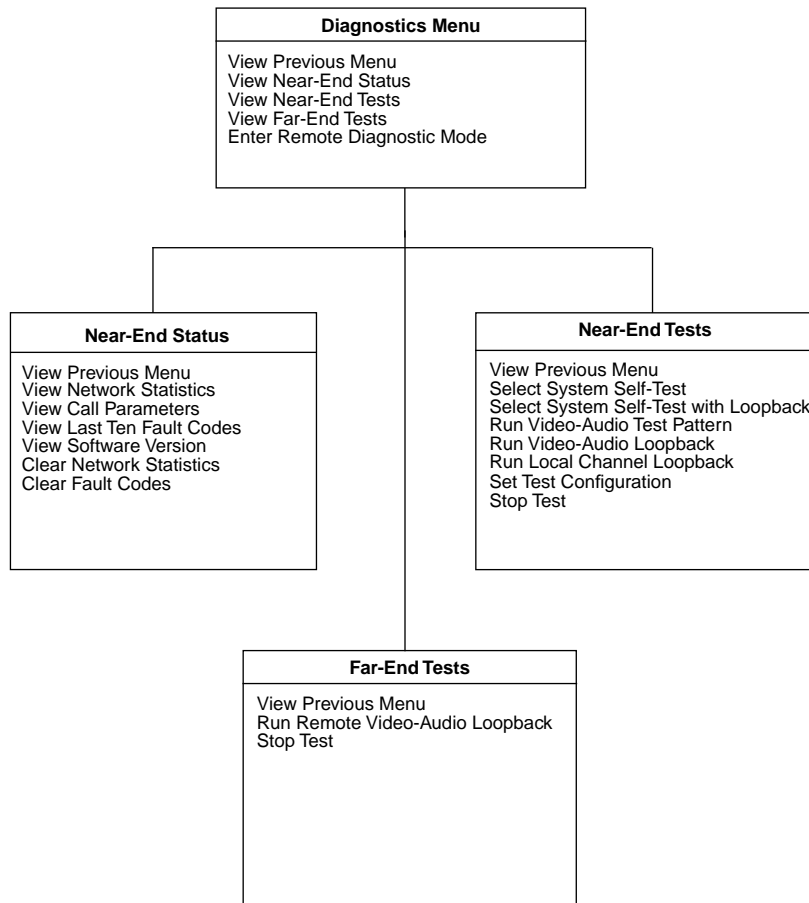
Configuration Menus

Here's the menu structure for the Configuration menus:



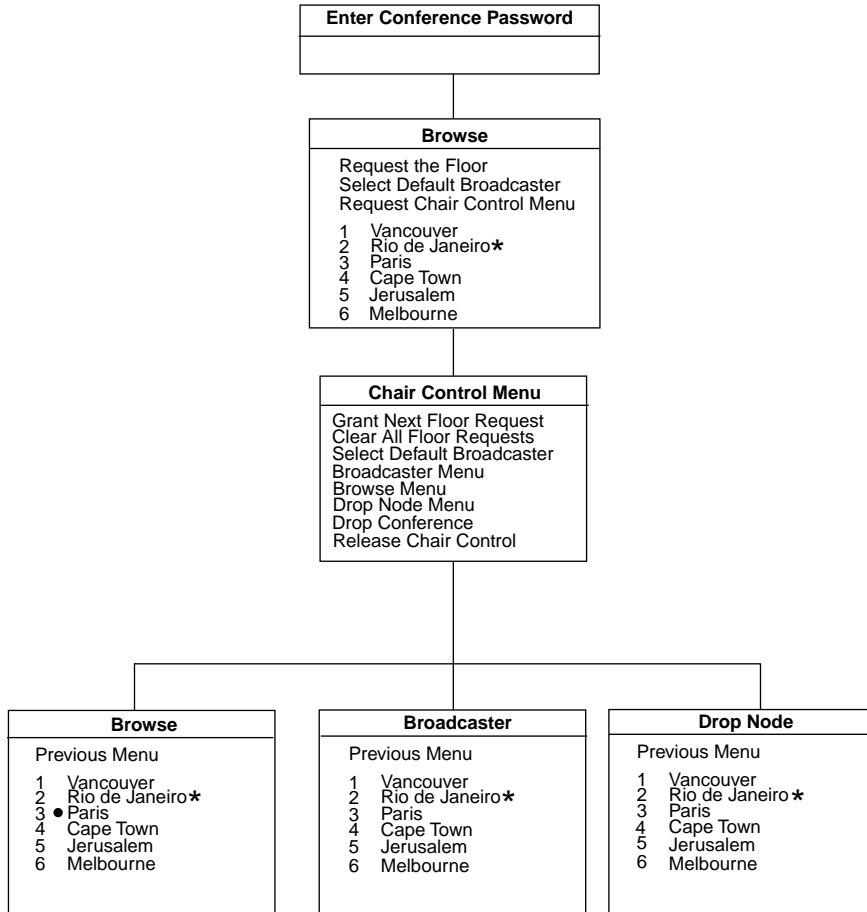
Diagnostics Menu

Here's the menu structure for the Diagnostics menus:



Chair Control Mode Menus

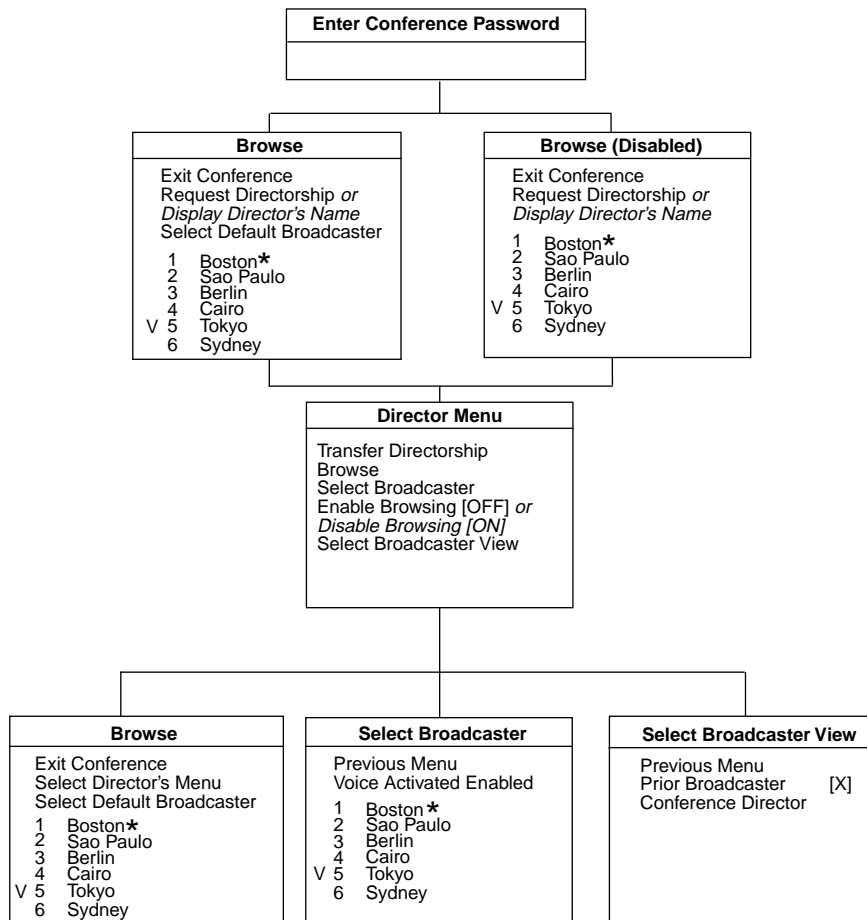
Here's the menu structure for chair control mode:



Key: * indicates your site; ● indicates sites with pending floor requests

Director Mode Menus

Here's the menu structure for director mode:



Key: * indicates your site; V or B indicates the site you are viewing or browsing

Worksheets

On the next few pages, you'll find worksheets that list helpful information you can use when videoconferencing.

One worksheet lists information about the sites you frequently call. Another worksheet lists information about your own system that you may need to know, especially if you run into a problem. The last worksheet lists the names and phone numbers of people you'll want to talk to if you need help, such as your system administrator, your PictureTel service provider, and your network provider.

You can fill in the worksheets yourself, or your system administrator may fill them in for you. If you create additional worksheets with information particular to your location, add those worksheets to this section. That way, you can keep your important videoconferencing information together in one convenient place.

If you prefer to bring your own copies of the worksheets with you to the conference room, or if you'd like to distribute copies to others, feel free to photocopy the worksheets.

Frequently Called Numbers

Here's some information about the videoconferencing systems that you may need to call frequently:

System Location	System Type	Room Phone Number	Video Call Number(s)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

System Information

Here's some information you might need to know about the Concorde•4500 you're using:

Room Location: _____

Room Phone Number: _____

Video Call Number(s): _____

Network Type: _____

System Serial Number: _____

Note: You can find the system serial number on the back of the WorldCart cabinet door.

Configuration Information:

Help Numbers

Here are numbers you can use if you need help with your videoconferencing system:

System Administrator's Name

Phone Number

PictureTel Service Provider's Name

Phone Number

Network Provider's Name

Phone Number

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