



Windows IG User Manual

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About IGHelp



Thank you for choosing IOCOM for your visual collaboration needs. This help file will provide you with detailed information regarding IOCOM client software installation and tips for using IG software effectively in your conferences. If you have questions, comments, or suggestions regarding this help file, please email them to support@iocom.com.

You may view the IOCOM License Agreement via the following URL:

<http://www.insors.com/swlicense/>

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IOCOM Video Training

IOCOM has a wide range of [training videos](#) available to our customers to assist in getting started with the IOCOM software.

About IG

Introduction to IG

IOCOM Grid (IG) is a multi-point collaboration platform delivering a rich visual communication environment complemented by a full-featured and compact user interface. The platform is highly scalable and can range from a desktop/laptop system with a USB camera and headset to a full room system with multiple cameras and professional grade audio and video components.



This help file assumes that your local system is installed and has been successfully tested. If you are experiencing problems with your installation or need more information on supported cameras and video capture cards, please contact [IOCOM technical support](#).

IOCOM Technical Support

Telephone: (312) 786-9169, option 3

Email: support@iocom.com

Support is available from 8:00 am to 6:00 pm Central Standard Time, Monday through Friday except certain holidays. If support is required outside of normal business hours, please make arrangements with your IOCOM representative.

For additional documentation and support, please visit the IOCOM Support Center:

<http://www.iocom.com/support>

...where you will find information for installing, using, and troubleshooting IG software.

System Requirements

- Windows XP or Vista
- Minimum 2.4 GHz Pentium 4/1.6 GHz Pentium-M/1.6 GHz Core 2 Duo Processor
- 512 MB RAM
- Headset with boom microphone (or conference phone with echo cancellation)
- USB WebCam or other video capture device
- High-bandwidth network connection

For updated listings of other recommended equipment including audio-visual components, please visit the [IOCOM Support Center](#) .

Installation

Installing IG

Execute the following steps to install and configure your system for using IG:

- Obtain the IG Node installer program from your project manager or IOCOM Sales Representative. You should also be provided with a license key and IOCOM Unified Collaboration Server (UCS) username and password required to license and configure your software.
- Run the IOCOM software installer program and provide information as requested.
- [License](#) your system.
- [Configure](#) your system using the configuration wizard or the IG Node Configuration application. The wizard and/or IG Node Configuration application is automatically launched during the installation process and may be accessed later by via the IGMeeting | Help Center Menu.

The IG Client Installer

The IG Client Installer will copy the IOCOM software to your system. You must have administrator privileges on your system to complete the installation process. You may obtain the latest released version of the IG Client software via the following URL:

<http://software.insors.net>

You will need your IOCOM username and password to access this web site. After downloading and running the IG installer, a wizard screen similar to the following should appear:



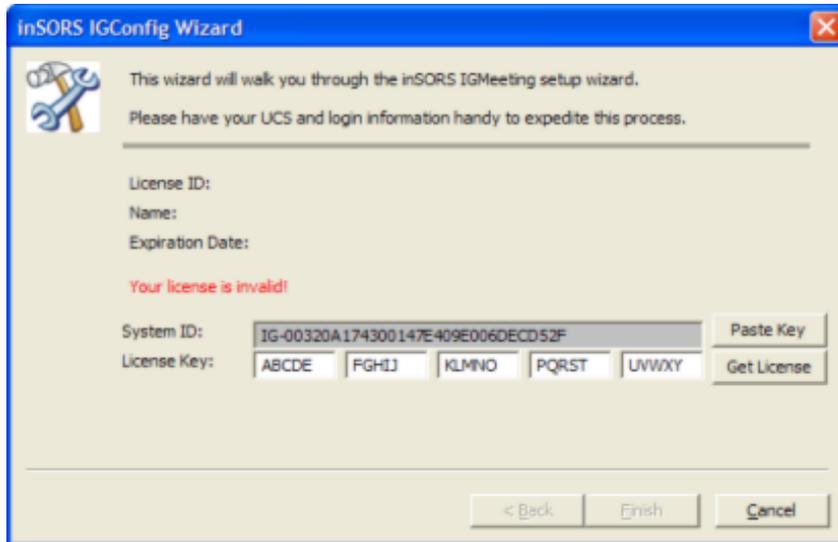
To proceed with installation, you will need to accept the license agreement. You may review the license agreement by clicking the View License Agreement button. Click the Standard Installation button to install for all users by default, configure IGMeeting to automatically launch on Windows start up, and start IGMeeting after the installation completes. If you wish to modify any of these settings, you may alternately click the Advanced Installation button. Follow the instructions on the IGClient Software Setup Wizard and/or IGConfig Wizard screens. You may subsequently be prompted to [specify a license key](#) and/or [server login credentials](#) and it is recommended that this information is readily available. After installation is complete, assuming you've provided valid license and server/login information, when IGMeeting connects to the specified UCS, you should see an icon in your system tray that will appear similar to the following:



Please refer to the [IGMeeting Overview](#) topic for more information on using the IGMeeting application.

Licensing IG

If you haven't previously licensed IG, or if your license has expired, you will be prompted to license IG during installation or when you run IGMeeting or try to join a meeting. You may license IG via the [configuration wizard](#) or the IG Node Configuration | [License tab](#). During installation, after the installer finishes copying files to your system, the first configuration wizard screen will prompt you to specify a license key.



Specify your license key in the edit boxes and click the *Get License* button. Assuming you have entered the license key correctly, a "License file saved" dialog should appear and a *Your license is valid* message will be displayed on this wizard screen. In most instances, you will only have to license your software once. However, you will need to re-license if you are using a trial license and the trial period has expired, or if you change computers. If you are unable to retrieve a license file as detailed above, go to a system with web access and navigate to the following web address:

<https://secure.insors.net/license/>

...and specify your System ID (as displayed in the System ID edit box in the wizard or IGConfig | License tab) and License Key to generate and download a license file (insors.lic). You may then license your software by manually copying the insors.lic file into the inSORS (typically ...\\Program Files\\inSORS\\) install directory on the system running the IOCOM software.

Re-licensing a system

If you need to run IGLicense to install a new license or update an expired license, you may do so via the IGConfig | [License tab](#).

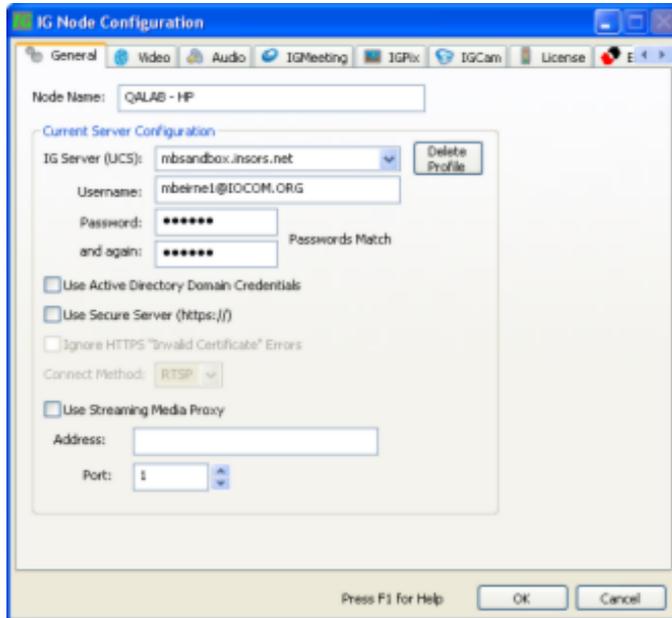
IG Node Configuration

Wizard

The IGConfig Wizard allows you to quickly specify/modify various base IG configuration parameters. The IGConfig Wizard will automatically run during the installation process. You may manually invoke the configuration Wizard by right-clicking the IGMeeting systray icon and selecting *Setup Wizard* via the [Help Center](#) menu. The IGConfig Wizard will systematically step through server login, video, and audio configuration. These same parameters, as well as other more advanced configuration settings, may also be configured via the IG Node Configuration application. You may invoke the IG Node Configuration application by right-clicking the IGMeeting systray icon and selecting *Configure* via the [Help Center](#) menu.

General

You may specify or modify parameters such as node name and login credentials via the IGConfig | General tab.



Node Name - Specify a meaningful and unique name for your IG node. This name will help identify your node to other meeting participants.

IG Server (UCS) - Specify a valid hostname or IP address for your IOCOM Unified Collaboration Server (UCS). By default, this field is pre-populated with *igmeeting.insors.net* which is an IOCOM hosted UCS. You may have been supplied with an alternate hostname or IP address for use with an internal enterprise UCS. Please contact your system administrator if you need information about your UCS address.

Username and Password - Specify valid login credentials in the respective fields. Each user on a UCS must have a unique username. Please type carefully and likewise verify that Caps Lock is toggled off when entering your login credentials.

Use Active Directory Domain Credentials - If the UCS you wish to connect to is configured for Active Directory authentication and you are likewise logged into your Windows account with Active Directory domain credentials, you may optionally check this checkbox to instruct IGMeeting to connect to the specified UCS with your AD username/password. This option is only enabled if you are logged into Windows with valid AD domain credentials. When this item is checked, Username and Password fields will be greyed.

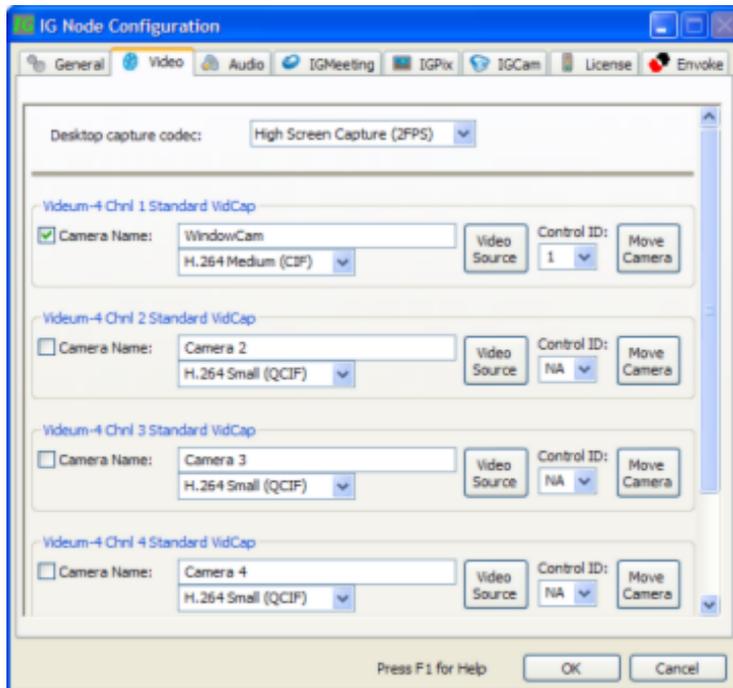
Use Secure Server and Ignore HTTPS...Errors - If the server you are connecting to has Secure Sockets Layer enabled, you may optionally choose to encrypt web based communication between your node and the server by checking one or both of these checkboxes. This encryption only pertains to meeting setup exchanges (initiated via HTTP) and does not affect meeting based video/audio/tools encryption. Click the **User Secure Server (https://)** checkbox to instruct IG to communicate via the default (i.e., 443) HTTPS port. Click the **Ignore HTTPS "Invalid Certificate" Errors** checkbox, if you wish to suppress errors/warnings (e.g., unrecognized CA) related to the server's site certificate.

Save/Delete (Server Configuration Profile) - You may optionally save the parameters specified in the Current Server Configuration group box in a profile that can be easily retrieved and reused. This can be useful if you connect to multiple IOCOM Servers or use more than one set of user credentials. To save these parameters into a profile, click the **Save** button adjacent to the Current Server Configuration group box. As you save profiles, they will be added as a drop-down box entry in the IG Server field. To switch between profiles, select the desired profile via the IG Server drop-down box and click OK. You will be prompted to restart IGMeeting after which you will be logged in using the parameters from the selected profile. To delete a profile, simply select it via the drop-down box and click the adjacent **Delete** button.

Use Streaming Media Proxy - If you wish to use a streaming media proxy server with IG, check this checkbox and specify a valid hostname/IP and port. Contact your system administrator for configuration information and further assistance.

Video

You may configure various video settings via the IGConfig | Video tab.



Camera Name - If you wish to enable an attached camera, verify that the appropriate checkbox is checked and that you've specified a meaningful name for that camera in the adjacent edit box. This label will likewise be displayed to other meeting participants as an identifier for that particular camera. Also select the default transmission codec you wish to use via the combo box below. The *H.261* and *H.264 Small* codecs are appropriate for most home network (e.g., transmitting 1-2 camera views) connections while the *H.264 Medium* and *H.264 High* codecs typically require bandwidth at or near LAN speeds. To use the *H.264 HD...* codecs you must have a high definition camera or capture device, a relatively fast CPU (e.g., Core 2 Duo), and 15-25 Mbps of dedicated bandwidth. Furthermore, IG Client must be licensed to transmit HD video. Contact [IOCOM Support](#) for more information.

Desktop capture codec - Select the codec you wish to use when sharing real time views of your desktop(s) with other meeting participants. The *Low* and *Medium* codecs are appropriate for most home network connections while the *High* and *Best* codecs typically require bandwidth at or near LAN speeds.

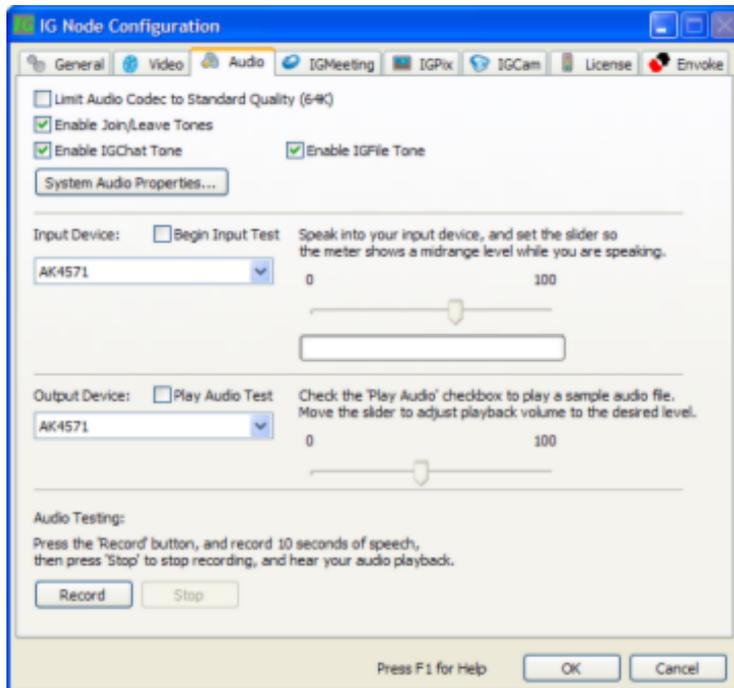
Video Source - Click this button to invoke an advanced configuration dialog for the video capture device. To access Stream Format (e.g., Color Space/Compression) and/or Crossbar (e.g., Input/Output) options for your device, press and hold down the Alt key while pressing the Video Source button. The options available on these dialogs will vary based on the capture device and the version of the capture drivers being used.

Control ID - In room systems where multiple Pan/Tilt/Zoom (PTZ) cameras are connected, it might be necessary to assign control IDs (1-8) for each of the connected cameras. You should not need to specify an ID for connected USB cameras. Typically, the ID for the first PTZ camera connected to the system, or the camera with the lowest COM designation, will be '1'.

To verify that your camera is properly configured, save the IG Node Configuration settings, run IGMeeting, and join a new meeting by yourself. Assuming your camera is properly connected to your system and likewise configured correctly, a video window displaying your local video stream should appear. This is the same video image that will be transmitted to other meeting participants.

Audio

You may optionally configure IG audio settings via the IGConfig | Audio tab.



Limit the Audio Codec to Standard Quality - Check this checkbox to use the 64 kbit/s codec for standard audio. This setting is recommended for slower network connections. For higher speed network (e.g., LAN) connections, uncheck this checkbox for higher quality audio.

Enable Join/Leave Tones - Check this checkbox to play a simple tone when other nodes enter or exit a meeting.

Enable IGChat Tone - Check this checkbox to play a simple tone when other meeting nodes send [IGChat](#) messages when [IGChat](#) is not invoked or not the focus application on your system.

Enable IGFile Tone - Check this checkbox to play a simple tone when a file is shared for download via the [IGFile](#) tool.

System Audio Properties - Click this button to invoke the Windows Audio Properties dialog. Bear in mind that modifications made to your audio settings via the Windows Audio Properties dialog will be applied to Windows but not necessarily to IG. Furthermore, while modifications made to your audio settings via the IGConfig | Audio tab will be applied to IG, they will not necessarily be applied to the audio settings for other Windows devices.

Input Device - You may specify the audio input (i.e., microphone) device you wish to use in meetings and likewise set an appropriate audio input level via the adjacent slider control. After selecting the device you wish to use, you may ensure an appropriate audio input level by checking the *Begin Input Test* check box and speaking into your audio input device in a normal voice. Move the slider to the left or right so that the meter peaks at mid-level as you speak. The device defined here is an IG specific configuration parameter and not necessarily the same device that will be used by other applications on your system.

Output Device - You may specify the audio output (i.e., speaker/headset) device you wish to use in meetings and likewise set an appropriate audio output level via the adjacent slider control. After selecting the device you wish to use, you may ensure an appropriate audio output level by checking the *Play Audio Test* check box to play a looped audio file. Move the slider to the left or right to decrease/increase volume until you find a comfortable level.

Audio Testing - To verify that your input/output settings are set correctly, click the *Record* button, speak for 5-10 seconds, and subsequently click the *Stop* button. Your audio will be played back to you shortly

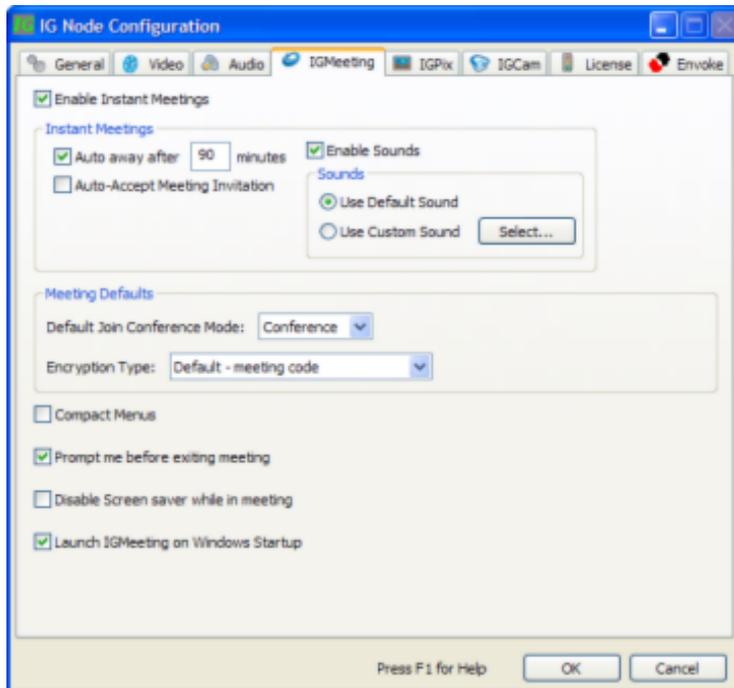
thereafter. If you've adjusted your audio settings correctly, you should be able to hear the audio clearly.

Default Audio Input/Output Levels

The Input and/or Output levels specified on this tab will be applied as the default microphone/speaker level settings in [IGClient](#). Any modifications to the IGClient microphone/speaker slider levels, while you are in a meeting, will persist for the duration of the meeting, but will revert back to default levels when you exit the meeting. If you wish to specify default input/output (microphone/speaker) meeting levels, you will need to do so using the Input Device and/or Output Device sliders on this tab.

IGMeeting

You may configure default IGMeeting behavior via the IGConfig | IGMeeting tab.



Enable Instant Meetings - Uncheck this check box to disable the presence feature in IG and likewise only participate in scheduled meetings. Bear in mind that if you uncheck this check box, other IG nodes will subsequently not be able to invite you to instant meetings and the [Invite](#) option will not be available via your IGMeeting menu.

Auto away after...minutes - Check the adjacent check box and specify the time (in minutes) that must elapse, without user input (i.e., no mouse/keyboard activity) before IGMeeting will set your current status as [Away](#).

Auto-Accept Meeting Invitation - Check this checkbox to instruct IGMeeting to automatically join meetings if/when you receive meeting invitation requests. This option may be useful for room node systems where meeting participants may not always be able to manually reply to a meeting request from other nodes.

Enable Sounds - When this check box is checked, IGMeeting will play a sound file in conjunction with displaying the Meeting Request dialog. By default, the default IOCOM Meeting Request sound file will be played. You may optionally select the *Use Custom Sound* radio button to select an alternate sound file of your choosing.

Default Join Conference Mode - Select the default mode you wish to use when joining meetings. Most users will join in Conference mode. On the other hand, if you typically join large multipoint meetings, or have limited bandwidth, you may wish to choose Selective as your default mode. The available modes are detailed below:

Conference - All video, voice, and data is sent and received

Selective - All voice and data content is sent and received. Your video is sent to other sites, but you only receive what video streams you select from IGClient.

Viewer - All video, voice, and data is received, but your audio and video are not transmitting. You can still manually transmit audio by putting a check into the microphone check box, and transmit video using Video properties.

VoiceMeet - Audio and data collaboration is supported in this mode; video is not supported

WebMeet - Only data (IGTools and IGPix) content is available in this mode.

Encryption Type - The default encryption key is set to the same number used in the meeting code. This simplifies entry into meetings while ensuring that every meeting is encrypted.

Random key entry will generate a new encryption scheme using the character set you choose. These keys do not need to be communicated to the other conference participants.

Using no encryption is only recommended for testing and integration purposes.

About Encryption

Encryption encodes and encapsulates all of the information being sent over the wire according to a pattern specified in the encryption key. This makes your conferences secure from others accidentally or intentionally intercepting your meeting streams or data.

An encryption key is a sequence of letters and/or numbers (case sensitive). If the keys entered at each site match, the endpoints will be able to collaborate with each other. If the keys do not match, then the endpoints will be in separate sessions and unable to collaborate until the sites using the incorrect key have exited and re-entered the conference with the correct encryption key.

All IOCOM instant and scheduled meetings are automatically encrypted. Meetings in virtual conference rooms are not necessarily configured for encryption. If a virtual conference room is configured to prompt users for an encryption key, all users joining meetings in such rooms will be prompted to specify a key before being allowed to join their meeting. Only users specifying the same key will be able to interact with each other in these type of room meetings.

Checking the **Compact Menus** check box will change the appearance of the IGMeeting menu to a smaller format.

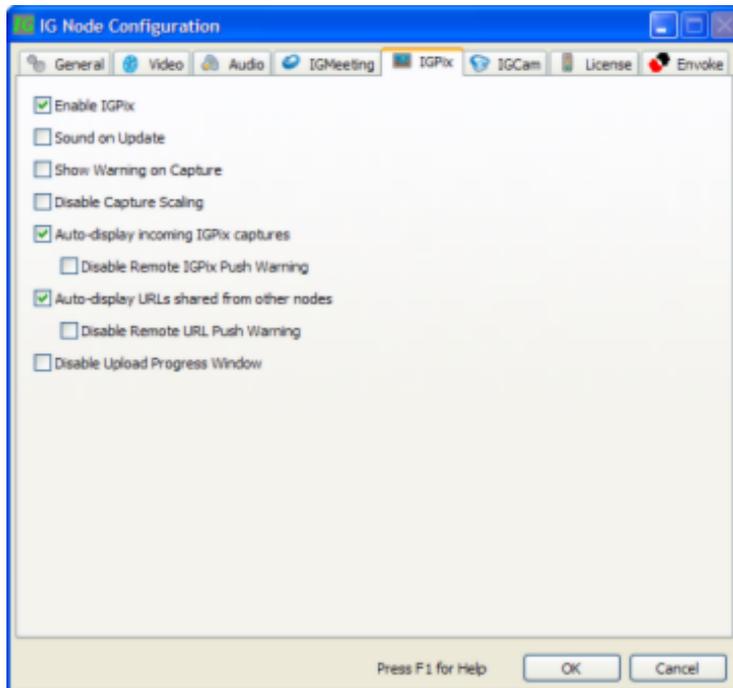
Prompt me before exiting meeting - check this check box if you want IGClient to prompt you before exiting a meeting if/when you click the Close button on the title bar or select Close via the Control Box menu.

Disable Screen saver while in meeting - check this check box if you want to automatically disable Windows Screen saver while in a meeting.

Launch IGMeeting on Windows Startup - check this check box if you want to automatically start IGMeeting when Windows starts up.

IGPix

You may configure default IGPix behavior via the IGConfig | IGPix tab.



Enable IG Pix - Check this checkbox to enable IG Pix in meetings.

Sound on Update - Check this checkbox to instruct IG Pix to generate a camera shutter sound whenever an image is captured. Sound on Update is accessible from the IG Pix configuration screen as well.

Show Warning on Capture - Check this checkbox to instruct IG Pix to display a warning message whenever you click the IG Pix | Take a snapshot toolbar button. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

Disable Capture Scaling - Check this checkbox to disable auto-scaling for Powerpoint slides pushed via IG Pix. When this option is checked, any PPT slides pushed in IG Pix will be displayed on the target nodes in the same resolution as the node pushing the slide.

Auto-display incoming IG Pix captures - Check this checkbox to instruct IG Pix to automatically invoke IG PixViewer when other nodes push captures to your node in meetings.

Disable Remote IG Pix Push Warning - Check this checkbox to instruct IG Pix to display a warning message before opening IG PixViewer to display IG Pix captures pushed from other nodes in a meeting. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

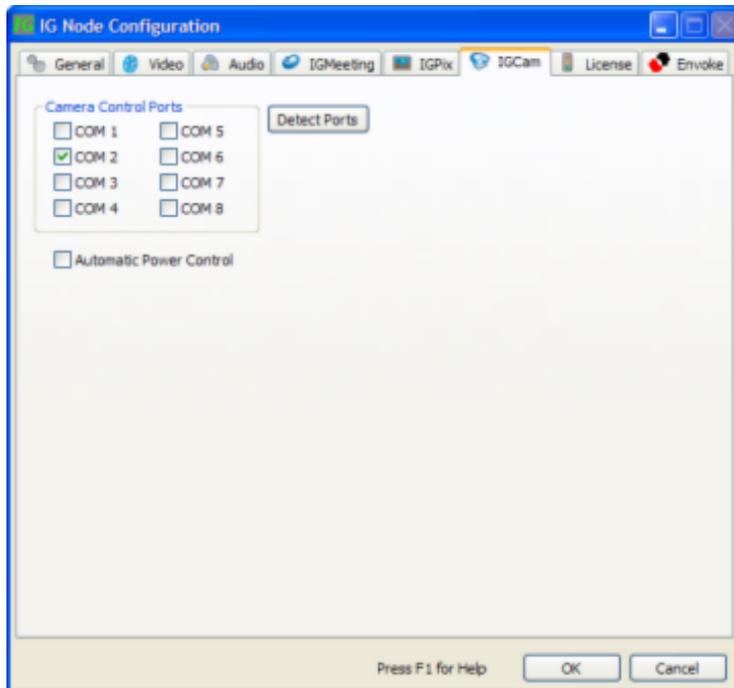
Auto-display URLs shared from other nodes - Check this checkbox to instruct IG Pix to automatically invoke your default browser when other nodes push web URLs to your node in meetings.

Disable Remote URL Push Warning - Check this checkbox to instruct IG Web to display a warning message before opening your default web browser to display a URL pushed from other nodes in a meeting. You may also disable this option by clearing the 'Display next time' checkbox on the warning dialog.

Disable Upload Progress Window - Check this checkbox to hide the progress meter window that appears when you are pushing IG Pix captures to other participants in a meeting.

IGCam

You may configure default IG Pix behavior via the IGConfig | IGCam tab.



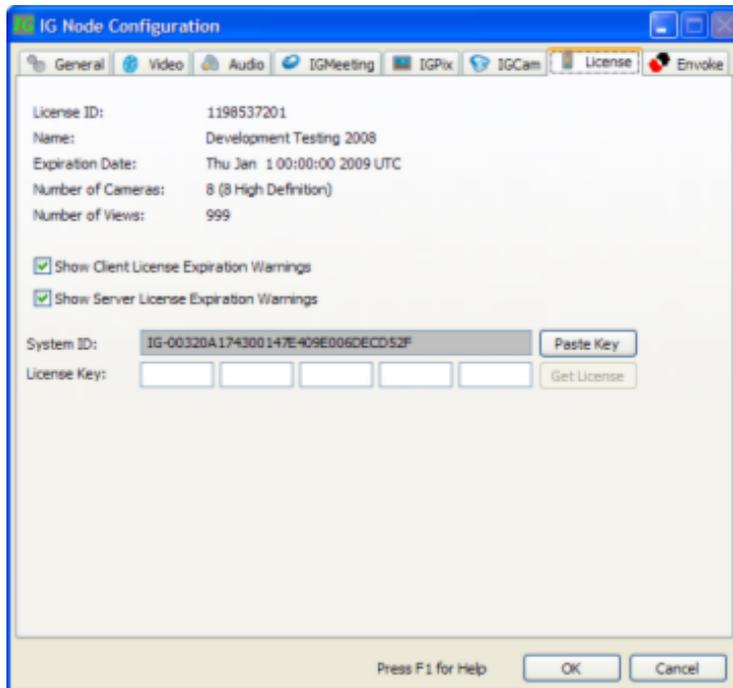
It's typically not necessary to modify the options on this tab unless you are using a Pan-Tilt-Zoom camera connected to a serial port on your computer. The IGCam tab allows you to select alternate serial ports (e.g., **COM 1**) for camera controls in the event you have additional serial devices or require your cameras to be installed independently instead of in a chain. IGCam is typically used in large multi-camera room systems.

Click the **Detect Ports** button to instruct IGConfig to determine whether there are any connected PTZ cameras and check the appropriate control port accordingly. You will likewise need to specify an appropriate Control ID for any detected cameras via the [Video tab](#).

Check the **Automatic Power Control** checkbox to instruct IG to power-off cameras automatically when you are not in a meeting.

License

You may view details about your license registration information via the IGConfig | License tab.



Name is the owner of the license according to the IOCOM license system.

Expiration Date is when your system will need to be [re-licensed](#).

Number of Cameras is how many video capture devices you can simultaneously use with the system. If you need to increase the number of capture devices, you will need a new [license](#).

Number of Views is how many video windows you can have open on your desktop during a conference.

Show Client License Expiration Warnings - Check this checkbox if you wish to be warned if/when your client license will expire. When there are 15 days or less before your license expires, a warning prompt will appear every time you join a meeting.

Show Server License Expiration Warnings - Check this checkbox if you wish to be warned if/when your server license will expire. When there are 15 days or less before the server license expires, a warning prompt will appear every time you join a meeting.

License Key - If you need to license or re-license IG, you may do so by specifying your license key in the edit boxes and clicking the *Get License* button. Assuming you've entered the license key correctly, a "License file saved" dialog should appear. The [IGConfig Wizard](#) may also prompt you to license IG in some scenarios.

Envoke

You may configure Envoke login parameters via the IGConfig | Envoke tab. This tab will only displayed on systems licensed for Envoke. Please contact your system administrator if you need further assistance configuring IG for Envoke.

Audio and Video Hardware

About Hardware

IG client software runs on your computer system with a variety of off the shelf hardware audio and video input/output devices. Since there is no proprietary IOCOM hardware required to run IG software, it is possible to integrate a wide variety of audio and video devices with the system.



For more information on recommended hardware audio and video input/output devices, please visit the [IOCOM Support Center](#) .

Audio Equipment

Before adding any new audio hardware to your system, you may wish to visit the [IOCOM Support Center](#) for information on recommended audio devices.

Headsets with boom microphones

Headsets are commonly deployed with small desktop and laptop systems. Using a headset is the easiest way to ensure an optimal audio environment.



Your headset microphone should be positioned so it is not directly in line with the mouth. This prevents the microphone from picking up your breath as you exhale, which can be very distracting to others in the conference. For best results, position the microphone off to the side or inline with the base of your chin. You can also shorten the boom on some models and place the microphone tip near but not in front of the mouth. Many headset models include a volume control on the cord and/or a switch which can be used to mute/unmute the microphone input. When joining a meeting, remember that in addition to the IG and system controls, you may need to adjust these headset controls as well.

Tabletop microphones

If you do not wish to use a headset and prefer the use of a tabletop microphone, bear in mind that your speakers will pass audio back through the microphone and generate an effect called [echo](#) which is *extremely* disruptive to a conference. You have two options to use tabletop microphones without creating an echo effect.

- **Turn off the microphone in IGClient when you are not speaking.** You will still generate echo effects if someone interrupts you or you engage in an active 2-way conversation.
- **Use a special echo-cancelling system.** There are many options for echo-cancelling audio systems. Contact your IOCOM representative for more information on solutions that are appropriate for your needs.

Desktop speakers

Desktop speakers should only be used in conjunction with echo cancelling microphones. Even in conjunction with a headset microphone, desktop speakers will tend to generate a signal loud enough to pass back through the microphone as [echo](#). For best results, keep the speaker volume low and place them further away from the microphones.

Additionally, speakers create a hissing noise when their volume is too high. Keep the volume down on the speakers and then raise the output levels in the Windows Mixer until the audio reaches a comfortable level.

Video Equipment

Before adding any new video hardware to your system, you may wish to visit the IOCOM Support Center to check for any known incompatibilities.

Cameras

Cameras should be placed as close as possible to the center of the display area and inline with eye level. The objective is to approximate eye contact as well as possible when in a conference. If you have a license that allows multiple cameras, you should position the extra cameras to view other participants in the room.



Video displays

For optimal use of IOCOM software, the following adjustments should be made in your display control panel:

- **Disable screen savers and monitor power standby.** When you are not using your keyboard and mouse, these will cause the monitor to blank out. If you are in a conference with someone at the time, this can be very disruptive.
- **Do not show window contents when dragging.** This is extremely processor intensive, and can impact the performance of your conference.
- **Use minimum picture settings of 1024x768 and 24-bit color.** You will be displaying a large amount of content during a conference, so you need as much desktop area as possible. Some systems may experience problems displaying video streams at less than 24-bit color.



Multiple video displays

If you wish to add multiple monitors or projectors to your system, you may need to enable them via the Display Properties dialog. To invoke the Display Properties dialog, click the Start menu and click Control Panel or Settings > Control Panel. Once in Control Panel, click Display and select the Settings tab on the dialog that appears. Your current display configuration should be shown near the top of this dialog. To enable an additional display, select the appropriate monitor icon and put a check in the checkbox adjacent

to the *Extend my Windows desktop onto this monitor* option. For more information on configuring multiple monitors in Windows, please refer to the [Video troubleshooting](#) section or Windows documentation.

IGMeeting

IGMeeting Overview

IGMeeting is the core application for initiating and managing your meetings. From IGMeeting, you have access to all your conference creation and scheduling functions, as well as the ability to create instant encrypted meetings with other IOCOM endpoints. IGMeeting must be running if you wish to receive invitations, send invitations, and/or manage meetings. When running, IGMeeting displays a blue and gold icon in the system tray. To display the IGMeeting action menu, right-click the IGMeeting systray icon. A menu similar to the following will appear:



Be aware that when IGMeeting is **not** running, there is typically no IG icon displayed in the system tray. If there are network connectivity or login issues, the IG systray icon may appear similar to the following:



Be aware that if IGMeeting isn't running or there are server connection issues, you will not be able to initiate or receive meeting invitations. By default, IGMeeting is configured to automatically start on Windows startup. You may manually configure IG to start when Windows starts by copying the IGMeeting shortcut (IGMeeting.exe) from the inSORS Video Collaboration program folder to the Windows Startup folder. If you don't want IGMeeting to run on Windows startup, simply delete the inSORS IGMeeting shortcut from the Windows Startup folder.

Help Center

The IGMeeting Help Center Menu provides a quick and convenient means to access IG configuration options and resources. To display the IGMeeting Help Center menu, right-click the IGMeeting systray icon and select the Help Center item via the menu that appears. The following options are available via the Help Center menu:

- **About** - Select this menu item to invoke the About IGMeeting dialog. Here you will find version and license information.
- **Configure** - Select this menu item to invoke the [IG Node Configuration](#) dialog where you may modify a variety of IG configuration parameters.
- **Setup Wizard** - Select this menu item to invoke the IGConfig Wizard which will walk you through a basic IG configuration.
- **Help** - Select this menu item to invoke IG online help.
- **Manual** - Select this menu item to open the (.PDF viewer required) the optionally printable IG User Manual.

- **Support & Training** - Select this menu item to navigate to the online Technical Support site.
- **Contact Support** - Select this menu item to send an email message to IOCOM support.

For more information on joining and managing your meetings, please refer to the following topics:

- [Create Scheduled Meetings](#)
- [Send a Meeting Invitation](#)
- [Receive a Meeting Invitation](#)
- [Joining a Meeting](#)
- [Favorite Rooms](#)

For more information on configuring your IGMeeting preferences, please refer to the following topics:

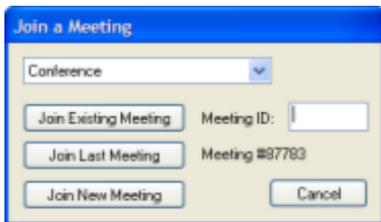
- [IG Node Configuration](#)
- [Away Status](#)
- [Recent Callers](#)
- [Favorite People](#)

Joining a Meeting

To join a meeting, click the IGMeeting icon on your Dock...



... and select the **Join Meeting** item via the menu that appears. The *Join a Meeting* dialog will subsequently appear. The drop down menu at the top provides [join mode](#) options to restrict the content displayed in the meeting.



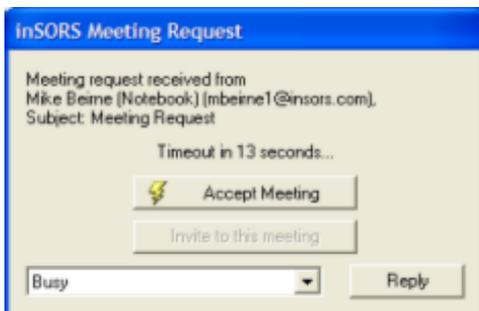
Join Existing Meeting will join the meeting ID that you enter in the adjacent edit box.

Join Last Meeting will connect you to the last meeting ID or room that you were using. You will see an error message if the meeting has expired or is otherwise unavailable.

Join New Meeting creates an new instant meeting based on your [IGMeeting defaults](#). You may then [invite](#) others to join you in the newly created meeting.

Receiving Invitations

If you accept an invitation or Invite another person to an existing meeting, you will see a simplified version of the Join a Meeting dialog box that provides channel options and displays the [meeting code](#).



Joining Meetings on the Web

You may join meetings via the IGMeeting web interface using your meeting code as well. If, for example, you are using the ICOM Public UCS, you may access the web interface at <http://igmeeting.insors.net>. The IGMeeting web interface has subset of the option available via the IGMeeting menu. Users will typically join meetings via the web interface when using an [Email or VCalendar invitation](#).

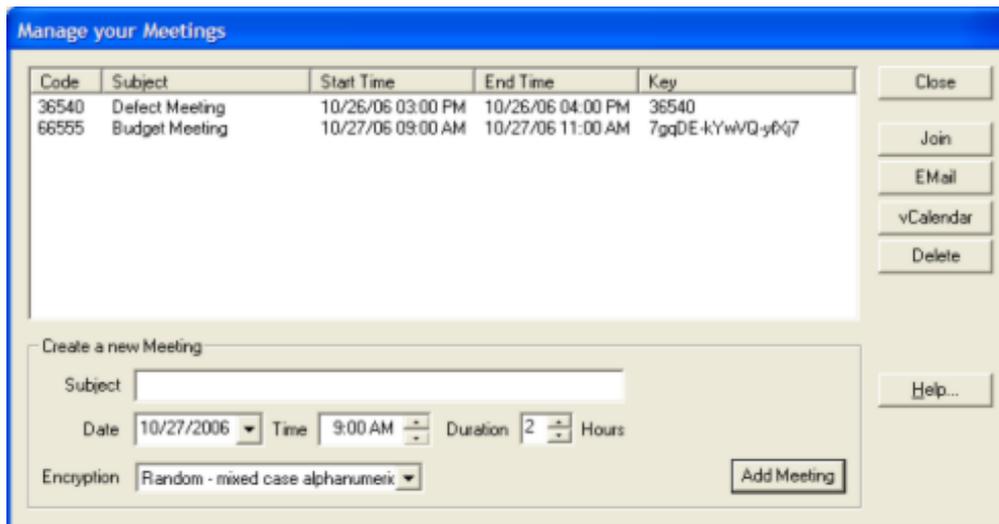
Scheduling Meetings

Create Scheduled Meetings

To schedule a meeting, right click the IGMeeting icon in the systray...



...and select **Manage your Meetings...** via the menu that appears. The *Manage your Meetings* dialog appears:



The date and time parameters will default to current date and time while duration and encryption defaults are specified in IGConfig via the [IGMeeting tab](#).

The following meeting configuration information and options are available via this dialog:

Code - The meeting code that others can enter to join your meeting. The code is randomly generated when you click the Add Meeting button.

Subject - The topic of the meeting which is specified via the **Subject** field. This string will likewise be displayed in email meeting invitations.

Start Date/End Time - The time the meeting is scheduled to begin and end. Unless you modify the **Date** and/or **Time** fields, the Start Time will default to the current date and time when are creating a new meeting. By default, the meeting Duration (as specified in IGConfig via the [IGMeeting tab](#)) is 1 hour. You may also modify this parameter if you wish. Users may join scheduled meetings up to 30 minutes before the specified start time.

Joining Scheduled Meetings

Users may join and/or rejoin meetings at any time after a meeting has started until it has expired. Users in a current meeting may optionally extend the meeting using [IGModerator](#).

Key - By default, the meeting code is used as encryption key for meetings. This simplifies entry into meetings while ensuring that every meeting is encrypted. **Random** key entry will generate a new encryption key using the specified character scheme. The generated key is used to encrypt the meeting but is not required to join the meeting. Other meeting participants will only need the correct meeting Code to join the meeting. If **No Encryption** is selected the meeting will not be encrypted. This option is recommended only for testing and integration purposes.

After you've specified the desired meeting parameters, click the **Add Meeting** button to add a meeting to the schedule.

More Scheduling Tools

Once a meeting has been added, you may wish to highlight a meeting and click one or more of the following adjacent buttons on this dialog:

Click the **Join** button to instruct IG to join the selected meetings. Users may join scheduled meetings up to 30 minutes before the specified start time.

Click the **Email** button will create a new email message using your default messaging program (e.g., Thunderbird, Entourage, Outlook) with the meeting particulars and a direct URL link to the meeting included in the body of the message. Users may likewise click through the link to join the meeting.

Click the **vCalendar** button to generate and save a .VCS file which can then be imported into many messaging/calendar software applications such as Outlook/Exchange, Notes, iCal, etc.). An imported vCalendar item will contain a direct URL link to the meeting.

Click the **Delete** button to remove the selected meeting from the schedule.

Meeting Limits

Newer versions of the IG Server provide a way for meeting owners to define and enforce various limits on meetings they create. For example, a meeting owner may wish to force all users who join his/her meeting to use a specific video codec. At present, these limits can only be set or viewed via the [IGMeeting web interface](#). Support for setting or editing these limits via the Manage your Meetings dialog will be added to a future IG release.

Scheduling Meetings Via The Web

The IGMeeting web interface provides a subset of the functionality available in the full [IGMeeting](#) application. It includes all the features to [create scheduled meetings](#) and can be very useful for administrators and schedulers to manage meetings for others without requiring full access to the IOCOM software.

For the IOCOM Public UCS, you may access the IGMeeting web interface via the following URL

<http://igmeeting.insors.net>

You may be prompted to specify a username and password in which case, enter your IGMeeting user credentials. A page similar to the following will subsequently appear:

The screenshot shows the IOCOM logo with the tagline "ADVANCED COLLABORATION | MADE EASY". Below the logo is a form with a "Meeting Code" input field and a "Conference" dropdown menu. There are two buttons: "Join Meeting" and "Exit Meeting". At the bottom of the form are links for "Show my meetings", "Rooms", "Support", and "Help". A copyright notice at the bottom reads: "©2007 inSORS Integrated Communications All Rights Reserved, Patent(s) Pending".

If your organization does not use the IOCOM Public UCS, consult with your administrator for information on accessing your local IGMeeting web interface.

If you click **Show My Meetings**, a listing of any previously scheduled meetings will appear as well as options to edit the settings for those meetings or schedule and configure new meetings:

Meetings for user: mbeirne@insors.com

JOIN	SUBJECT	START TIME	END TIME	DELETE	INVITE	ICALNDAR
<input type="text" value="30262"/>	Defect Review Meeting	Thu Feb 21 2008 14:20:00 GMT-0600 (Central Standard Time)	Monthly on day 21 until 08/21/2008			
<input type="text" value="79957"/>	Budget Meeting	Thu Feb 21 2008 16:30:00 GMT-0600 (Central Standard Time)	Weekly on Tuesday, Thursday until 04/24/2008			

Add New Meeting

Subject:

Date: **Time:** : **Duration:**

Repeat Meeting:

[Show Advanced Settings](#)

If you click the **Show Advanced Settings** link, you will be presented with options to limit and/or enable various meeting parameters such as default video codec or tools available for use in the meeting.

Add New Meeting

Subject:

Date: **Time:** : **Duration:**

Repeat Meeting:

[Hide Advanced Settings](#)

Allow Audio Send <input checked="" type="checkbox"/>	Audio Send Startup <input checked="" type="checkbox"/>	Allow Wideband (128k) Audio Codec <input checked="" type="checkbox"/>
Allow Video Send <input checked="" type="checkbox"/>	Video Send Startup <input checked="" type="checkbox"/>	Force Video Codec <input type="text" value="No Limits"/>
Video Send Streams <input type="text" value="No Limits"/>	Video Receive Streams <input type="text" value="No Limits"/>	
IGCam Enabled <input checked="" type="checkbox"/>	IGDialer Enabled <input checked="" type="checkbox"/>	IGWhiteboard Enabled <input checked="" type="checkbox"/>
IGFile Enabled <input checked="" type="checkbox"/>	IGChat Enabled <input checked="" type="checkbox"/>	IGRecorder Enabled <input checked="" type="checkbox"/>
IGPix Enabled <input checked="" type="checkbox"/>	IGModerator Enabled <input checked="" type="checkbox"/>	Meeting Extendable <input checked="" type="checkbox"/>
Encryption Key <input type="text" value="Random - mixed case alphanumeric"/>	Allow dialin? <input checked="" type="checkbox"/>	

Moderators:

Enter the usernames of meeting moderators, with commas between entries.
Note: Only forced codecs apply to moderators. The meeting owner is automatically a moderator.

Please note that any limitations you set will only apply to the specific meeting you are creating or editing. Also, while any meetings created via the web interface will be visible in the [Manage your Meetings](#) dialog, you will not be able to view or edit these advanced settings via that dialog. These settings are currently only configurable via the IGMeeting web interface.

Instant Meetings

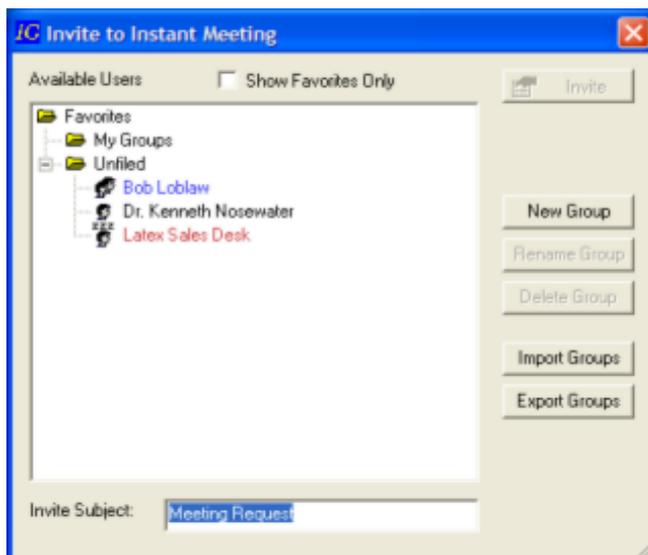
Send a Meeting Invitation

IGMeeting allows you to send a message to other online users who may join you in a instant meeting. To send a instant meeting invitation, execute the following steps:

Click the IGMeeting icon...



...and select the **Invite...** option via the menu that appears. The *Invite...* dialog appears:

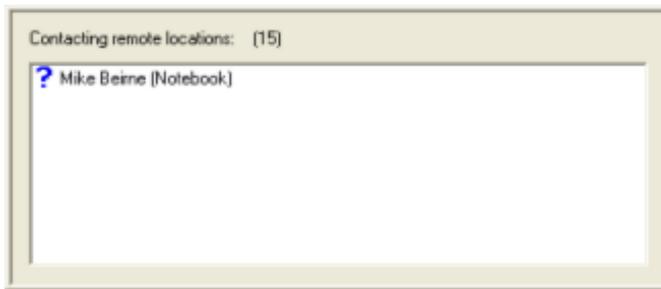


Click the  symbol next to a folder to display the users available to meet with you. If this is your first time using the software, you will find that most of users will be available under the *Unfiled* folder. The available users list is populated with your favorite people.

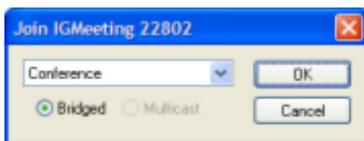
- Select the user you would like to invite. Hold down the Shift or Command key to select multiple users if you wish to invite more than one person at the same time.
- Names may be displayed with different font colors and icons.
 - Users displayed in **blue** font with adjacent multiple heads icon are currently in a meeting. If you invite these users to a meeting, they will have the option of leaving their current meeting and joining your meeting or otherwise responding to your invitation.
 - Users displayed in black font with adjacent single head icon are available to be invited to a meeting.

- Users displayed in **red** font with adjacent ZZZ icon are currently away. If you invite these users to a meeting, you will receive a response with their away message and they will receive a notification of your invitation when they return.
- The Invite Subject field will default to "Meeting Request". You may modify this string as desired and whatever you specify will likewise displayed on the invitee's Meeting Request dialog.

Click the **Invite** button to initiate the meeting invitation. A notification box should appear in the lower right corner of your screen with a list of all invitee's along with a short countdown timer for them to respond. If an invitee does not respond before the timer elapses or rejects it, the Invitation status box will display their Away Status message and your invitation will be placed in their recent callers list.



If the invitee(s) accepts this invitation, the notification box will indicate as much and you will be prompted with a **Join Meeting** dialog box.



You may optionally change your conference mode and click **OK** to join the meeting.

Modes

Conference - All video, voice, and data is sent and received

Selective - All voice and data content is sent and received. Your video is sent to other sites, but you only receive what video streams you select from IGClient.

Viewer - All video, voice, and data is received, but your audio and video are not transmitting. You can still manually transmit audio by putting a check into the microphone check box, and transmit video using Video properties.

VoiceMeet - Audio and data collaboration is supported in this mode; video is not supported

WebMeet - Only data (IGTools and IGPix) content is available in this mode.

You may set your default conference mode in [IG Node Configuration](#).

Notify when Available

If a user is listed as unavailable (e.g., Away) in the Invite dialog, you may optionally instruct IGMeeting to notify you when that user's status changes back to Available. To do this, right click the user in the Invite dialog and check the Notify when Available checkbox on the pop-up that appears. If/when that user's status changes back to Available, a User Available pop-up will appear on your desktop with an option for instantly inviting that user to a meeting.

Organizing users in groups

You may wish to create groups of users in the Invite dialog to help you organize and locate people you communicate with frequently. To create a group and add users to this group:

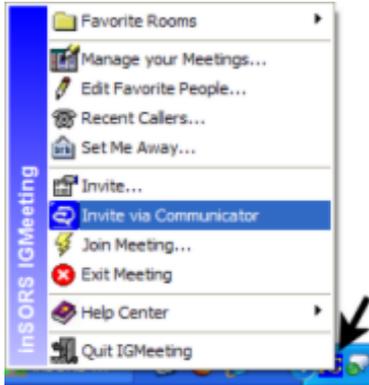
- Right click on **My Groups** and select **Add New Group** via the menu that appears or click the **New Group** button.
- Name your group.
- Drag and drop users from other group folders (e.g., Unfiled) to the group you just created. You may also right click a user and select a destination group via the combo-box on the pop-up that appears

To delete or rename a group, right click the group folder in the tree view and select the Rename/Remove option via the menu that appears. Alternately, highlight the group you wish to remove/rename and click the **Delete Group** or **Rename Group** button. To back up your groups to a file, click the **Export Groups** button and specify a destination folder for the .isg file via the Save As dialog that appears. You may likewise import a previously exported .isg file by clicking the **Import Groups** button. Locate the .isg file via the Open dialog that appears and click the **Open** button. The groups and any nested users will be imported into your Invite dialog.

Send Meeting Invitation via Office Communicator

IGMeeting allows you to quickly and conveniently invite other Microsoft Office Communicator users to IG instant meetings. To initiate an IG instant meeting invitation via Communicator, execute the following steps:

Open Communicator and invoke a Conversation window with another user. You may add one or more other users to the Communicator Conversation window by clicking the *Invite someone to join this conversation* toolbar button. Once you've selected the user(s) you wish to meet with, click the IGMeeting icon...

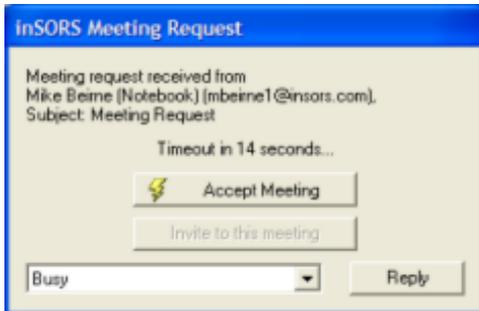


...and select the **Invite via Communicator** option on the menu that appears. An instant message, with IGMeeting particulars is immediately sent to all participants. If you are not in a current meeting, the Join IGMeeting... dialog will appear on your desktop allowing you to join the meeting. If you are in a current IG meeting, you will simply remain in that meeting and the participants in your Communicator Conversation window will be sent a URL in the instant message which, when clicked, will automatically launch their IG software and join them to your meeting.

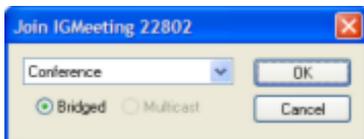
NOTE: All Communicator users will need to install IG to participate in IOCOM multi-point video meetings.

Receive a Meeting Invitation

People who are already in a meeting or wish to initiate a new meeting may send you an invitation to join them. When you receive an invitation, you have the option to either accept the meeting, or reply with a quick one-line response from your [Away Message list](#) that you are not available.

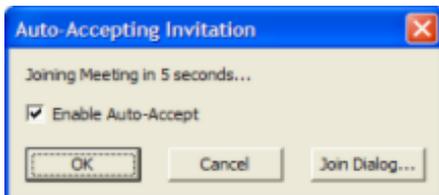


When you click Accept Meeting, you will be presented with the Join Meeting dialog box.



Select the [mode](#) you wish to use and click OK to enter the meeting. If you are already in a meeting and you receive an invitation, you have the additional option to [invite](#) that user to join your meeting instead.

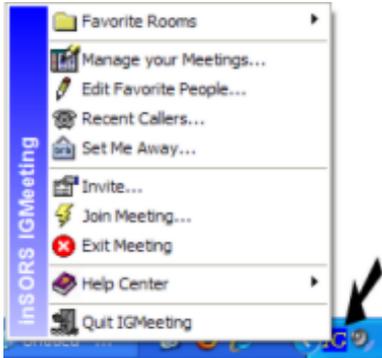
You may optionally configure IGMeeting to automatically join meetings if/when you receive meeting invitation requests via the [IGConfig | IGMeeting tab](#). This option may be useful for room node systems where meeting participants may not always be able to manually reply to a meeting request. Assuming this option is enabled, if/when your node receives a meeting request, instead of the standard invitation dialog, a dialog similar to the following will appear:



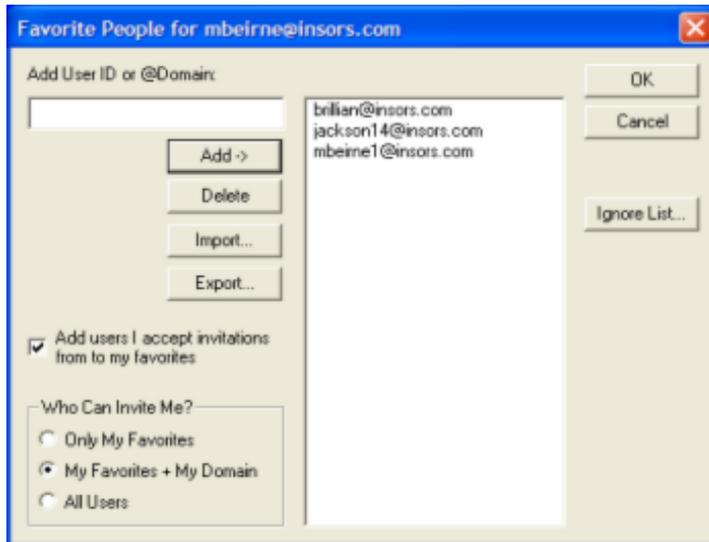
You have approximately 10 seconds to click **OK** to manually initiate join, **Cancel** to ignore the meeting invitation, or **Join Dialog...** to invoke the Join Meeting dialog box. If you don't reply to this dialog, your node will automatically be joined to the meeting using the default join mode and settings.

Favorite People

The Favorite People dialog allows you to control the people allowed to invite you to meetings and the people who are likewise listed in your invite dialog. To view or modify your Favorite People, right click the IGMeeting icon:



...and click the Edit Favorite People option via the menu that appears. The Favorite People dialog will appear:



The following options are viewable/configurable via this dialog:

Add - adds a username or domain typed into the field in the upper left to the favorite people list on the right.

Delete - removes a highlighted user or domain from the favorite people list on the right.

Import - retrieves a list of users from a text file, each user listed on a separate line.

Export - sends your favorite people list to a text file which can be imported to another user's IGMeeting.

Add user I accept invitations from to my favorites - Check this check box if you wish to automatically add users, from whom you accept meeting invitations, to your favorite people list.

Who Can Invite Me? - Select one of the following radio buttons:

- **Only My Favorites** - Only users explicitly specified in your favorites list will be able to view your online status or [invite](#) you to meetings.
- **My Favorites + My Domain** - In addition to any users explicitly specified in your favorites list,

all users with the same domain name will also be able to view your online status or [invite](#) you to meetings. For instance, if your user name is user1@domain.com, all other users with the same domain name (e.g. user2@domain.com), will be able to see your online status in their respective Invite... dialogs and likewise invite you to instant meetings.

- **All Users** - All users of IGMeeting connecting to the same Unified Collaboration Server (UCS) will be able to view your online state and [invite](#) you to meetings. This is not a recommended option unless you want to enable invitations from anyone connected to your UCS.

Specifying Domains

A domain is the portion of the username following an @ symbol. You can include entire groups of people just by adding their domain in your favorite people list. For example, adding @insors.com would include all users in the insors.com domain. When you look at your Invite... dialog, all online users with @insors.com in the username will be displayed.

Ignore List - Click this button to invoke the [Ignore List dialog](#) where you may specify users to ignore in the event they invite you to a meeting.

Ignore List

In the Ignore List dialog, you may specify users you wish to ignore in the event they invite you to a meeting.



The following options are viewable/configurable via this dialog:

Add - adds a username or domain typed into the field in the upper left to the ignore list on the right.

Delete - removes a highlighted user or domain from the favorite people list on the right.

Away Status

If you are away from your computer, or temporarily do not wish to receive invitations, IGMeeting can set your status as away. The [IG Node Configuration](#) screen contains a delay setting for Auto away status. If you do not use the keyboard or mouse for the period of time set in the Auto away after field, IGMeeting will respond to any invitations stating you are away. When your current status is set as away, your IGMeeting icon will appear in your systray as follows:



Furthermore, to users trying to invite you to a meeting, your node name will appear in red in their invitation list with an adjacent ZZZ icon. You may wish to manually set your status as Away by right clicking the IGMeeting icon in your systray:



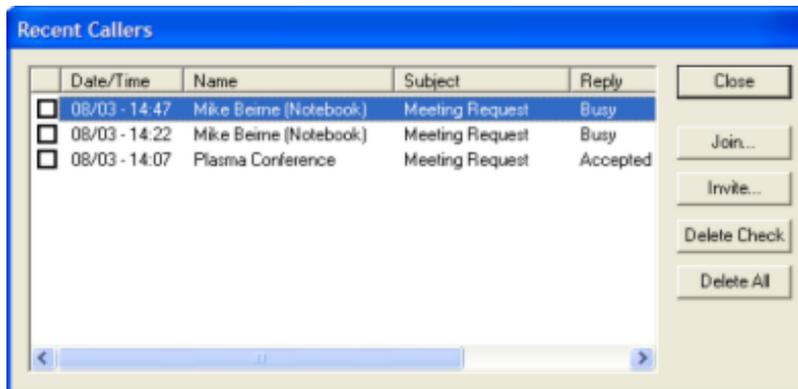
...and selecting the **Set Me Away...** option via the menu that appears. On the dialog that appears, select an appropriate (e.g, Busy) status message or add a new status message by clicking the Edit Replies Messages option and likewise adding the new message via the dialog that appears. If and/or when you wish to receive IGMeeting invitations again, click the IGMeeting icon and select **Set Me Back** via the menu that appears.

Recent Callers

If an IGMeeting user sends you an invitation, the invitation is automatically added to the Recent Callers list under the IGMeeting menu along with your reply. To manually invoke the Recent Callers dialog, click the IGMeeting icon:



...and select the Recent Callers option via the menu that appears. The Recent Callers dialog will appear:



From the list, you may highlight an entry and join a meeting you were invited to or invite the user contacting you to a new meeting. A description of the options available on this dialog follows:

Join allows you to join the meeting you were invited to if it is still in progress. If nobody is present when you join, the meeting may have ended or the person exited after being unable to contact you. You may want to [invite](#) them to a new meeting.

Invite will send a new meeting invitation to the person who invited you.

Delete Check will delete all items in the recent callers list that have a check in the left hand box. This can help you keep track of which invitations you have responded to.

Delete All will clear your recent callers list.

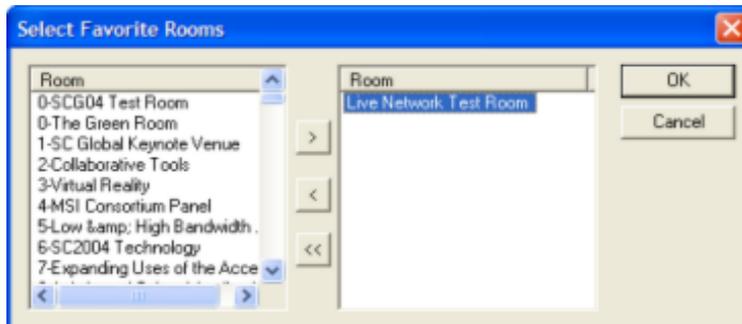
Favorite Rooms

A "virtual room" in the IG software is a permanent space that is always available and does not expire like [scheduled](#) and [instant](#) meetings. Virtual rooms are usually given names as opposed to codes. Some organizations, especially in the Research and Education sector, prefer virtual rooms because it builds community and teamwork within a distributed group of experts that meet in common areas to exchange ideas and information. With that said, it is recommended that you utilize instant and scheduled meetings when security and privacy is a requirement. To add and/or join favorite room meetings, execute the following steps:

Click the IGMeeting Icon:



...and select **Favorite Rooms | Edit Favorites** via the menu that appears. The *Select Favorite Rooms* dialog will appear:



Available virtual rooms are listed on the left. Rooms appearing on the list of favorite rooms are on the right. Pressing the > button in the center divider moves a selected room to your favorites list. Pressing the < button removes a selected room from your favorites. You may hold the CTRL/Command/Shift key and click to select multiple rooms in a list. The << button will clear your favorite rooms list. Click **OK** when finished. The rooms you selected will now appear under the Favorite Rooms sub-menu. When you select a virtual room from your favorite rooms list, you will be [prompted to join the meeting](#). As you enter a virtual room, you may see dialog boxes asking you if you wish to use encryption.

Encryption Overview

Encryption encodes and encapsulates all of the information being sent over the wire according to a pattern specified in the encryption key. This makes your conferences secure from others accidentally or intentionally intercepting your meeting streams or data.

An encryption key is a sequence of letters and/or numbers (case sensitive). If the keys entered at each site match, the endpoints will be able to collaborate with each other. If the keys do not match, then the endpoints will be in separate sessions and unable to collaborate until the sites using the incorrect key have exited and re-entered the conference with the correct encryption key.

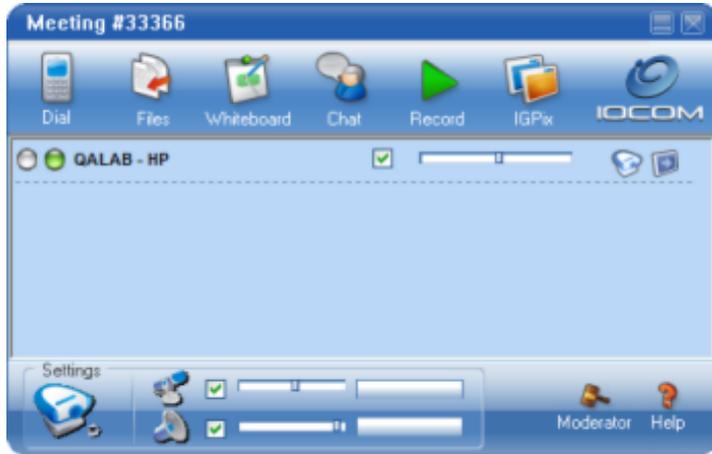
All instant and scheduled meetings are automatically encrypted. Meetings in virtual conference rooms are not necessarily configured for encryption. If a virtual conference room is configured to prompt users for an encryption key, all users joining meetings in such rooms will be prompted to specify a key before being allowed to join their meeting. Only users specifying the same key will be able to interact with each other in these type of room meetings.

Be aware that unlike [scheduled](#) and [instant](#) meetings, audio is not transmitted by default when you enter a virtual room meeting. You may need to check your microphone box in IGClient before other sites in the virtual room will be able to hear you.

Ending your meeting

You may use either of the following methods to exit a meeting:

- Click the close button in the upper right-hand corner to close the IGClient window.



- Select the **Quit IGMeeting** option from the [IGMeeting](#) menu.

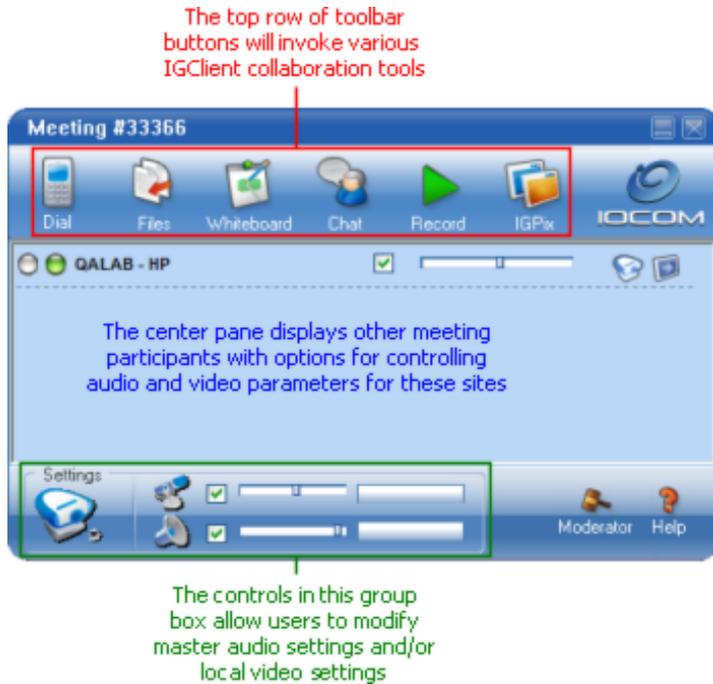


IGClient will likewise exit the current meeting. This process can take several seconds, depending on network traffic. If you have been using the IGWhiteboard and need to save your files, a message will be displayed.

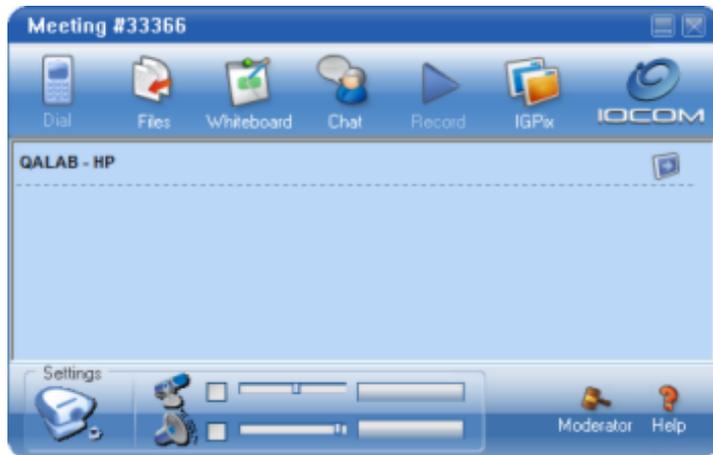
IGClient

IGClient Overview

IGClient is the control center for most meeting functions.



In WebMeet mode, sites in IGClient will appear without audio and video controls:



Furthermore, master audio controls and toolbar buttons not supported in this mode and will be disabled.

For more information on IGClient functionality click through the links below.

[IGClient Quick Reference](#)

Video Controls

[Managing Video Streams](#)

[Video Layout](#)

[Camera Control](#)

[Video Properties](#)

[Audio Controls](#)

Sharing Other Information

[IGDialer](#)

[IGFile](#)

[IGWhiteboard](#)

[IGChat](#)

[IGRecorder](#)

[IGPix](#)

[IGWeb](#)

IGClient Quick Reference



IGWHITEBOARD
Share a whiteboard space with other users. Illustrate using the drawing tool or paste image files into the whiteboard

IGCHAT
Initiate private or public text-based conversations with other meeting participants

IGPIX
Take a snapshot of your desktop or applications and send it to all users in the meeting

IGFILE
Upload and download files for easy distribution to other users in the meeting

IGRECORDER
Record and playback audio, video, and data from a previous meeting

IGDIALER
Connect with telephone, H.323, and SIP endpoints. Specify a phone# or IP/hostname and click the Call button to initiate a connection

QUICK REFERENCE
Click here to view this quick-reference

SITE VIDEO CONTROLS
Allows you to select which videos to receive

SITE IGPIX/IGWEB CONTROLS
Allows you to select which snapshots or URLs to view

SITE AUDIO CONTROL
Allows you to adjust the volume of each remote site separately. Unchecking the receive box will mute the site's audio to you.

PARTICIPANT LIST
Lists everyone currently in the meeting. Your own name will not appear here

VIDEO OPTIONS
Displays a menu with various options for controlling video transmit, layout, and camera settings

MICROPHONE CONTROLS
Allows you to mute your microphone, or adjust your mic sensitivity

SOUND OUTPUT CONTROLS
Adjust master volume or mute/unmute all audio from all meeting participants at once

IGMODERATOR
Meeting moderators may extend meeting length, control who participates in a meeting, and enable or disable audio/video transmission into the meeting

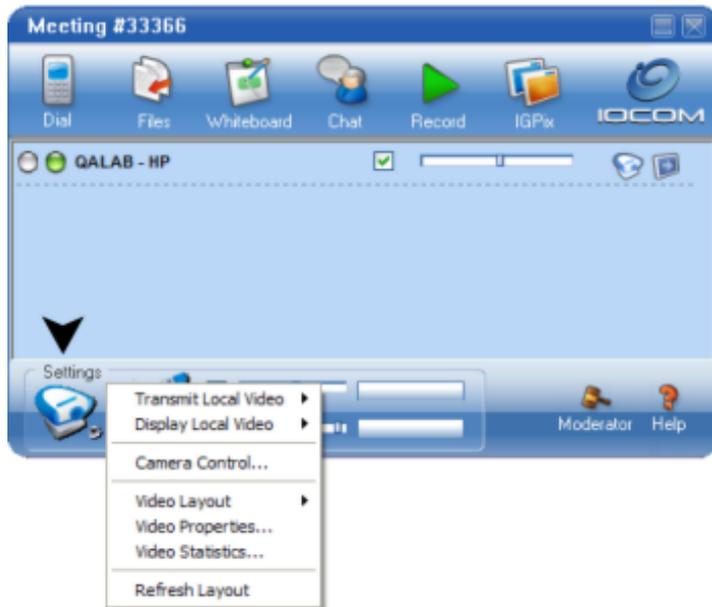
HELP
Opens the IOCOM Help file

IGClient Quick Reference
Click IOCOM Logo to redisplay

Video Options

Managing Video Streams

The video camera buttons on IGClient give you access to a variety of options for configuring and displaying IG video. In each video menu, selecting an item on a list will toggle its state between checked and unchecked. The large video camera button located by default in the lower left hand corner provides options for local video.



Transmit Local Video - The options on this menu allow you to specify which camera streams are transmitted to other meeting participants. Cameras that are checked are being transmitted. By default, all [enabled cameras](#) are transmitted when entering a meeting.

Display Local Video - The options on this menu allow you to specify which streams are displayed locally on your desktop. This is a representation of the same video other meeting participants would see.

Camera Control - Clicking this menu item launches the [IGCam](#) application. Camera control only works with Pan Tilt Zoom cameras connected to a computer via a serial cable.

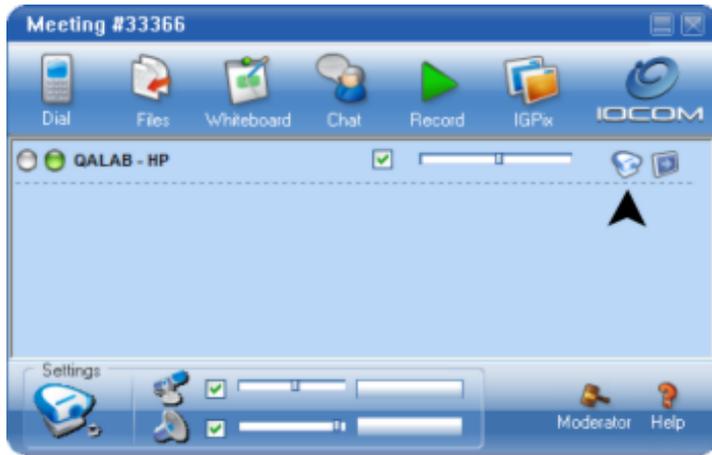
[Video Layout](#) - This submenu provides various options for displaying video windows on your desktop(s).

[Video Properties](#) - Clicking this menu item invokes a dialog that allows you to update various video configuration and transmission settings while in a meeting.

[Video Statistics](#) - Clicking this menu item invokes a dialog that allows you to monitor video performance for all video devices in a meeting.

Refresh Layout will retitle video windows in the selected [Layout](#) area.

The smaller video camera icons next to the individual sites provide access to their cameras and the camera control option for that particular site. De-selecting a video window will remove the camera from your screen and reduce your bandwidth load. When a site has cameras that are not being displayed, the camera icon for that site will be highlighted in orange. If a site does not have any cameras to display, the camera icon will be grayed out.



In some scenarios, the video options button(s) for non-IG nodes will be grayed out in IGClient. This would be true for nodes of this type in both live and recorded meetings. This phenomenon is typically related to configuration issues with these particular nodes. In situations where you have closed the video windows from these nodes, and you'd like to quickly redisplay them, simply press the F5 key or click the IGClient Video Options button and select Refresh Layout via the menu that appears to redisplay all video windows.

Video Windows

You may access various video display options by right-clicking on a video window. For example, the video image may be re-sized to a fixed default size by selecting the desired size on the context menu or by typing a (i.e, S M L X) keyboard shortcut. To custom resize a video window, hover your mouse over the lower right hand corner of a video window until the diagonal resize cursor (i.e., ↘) appears and drag the video window diagonally to the desired size.



By default, video windows are displayed in a scalable *Fit to Window* format. This option may be enabled/disabled on each video window by checking/unchecking the *Fit to Window* option via that video window's right-click context menu. When this option is enabled, the video image will be scale resized as you resize the video window. When the *Fit to Window* option is disabled, the video image is displayed in it's native format (e.g., 960x720) regardless of the size of the video window. Bear in mind that some codecs capture video at a lower resolutions and video will likewise appear fuzzy or grainy when displayed in larger window sizes. If you wish to quickly change the transmit video codec, right-click your own video window(s) and select the desired transmit codec via the context menu that appears.

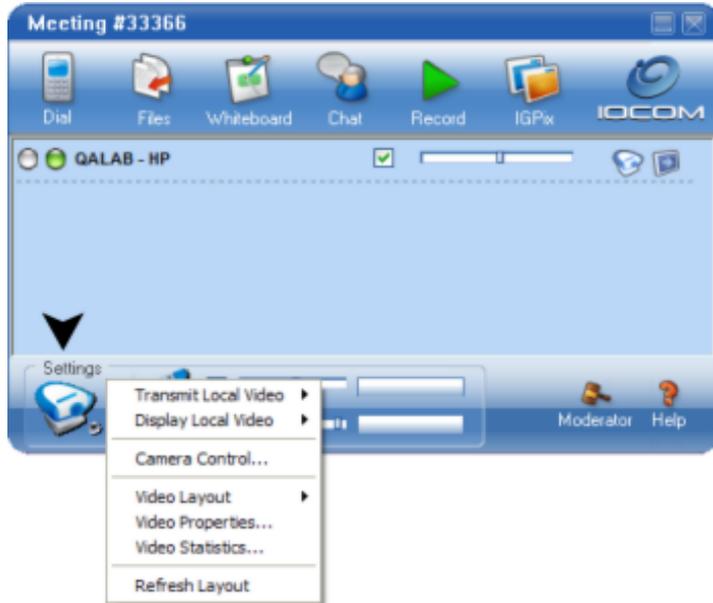


These codec context menu items will only appear on your own transmit video window. They will not appear on video windows from other sites. Assuming your camera or capture device supports it, you may also see high definition 'HD' codec options on your transmit window's right click context menu. To select these particular options, your IG Client must be licensed to transmit HD video. Contact [IOCOM Support](#) for more information on licensing your IG Client for HD.

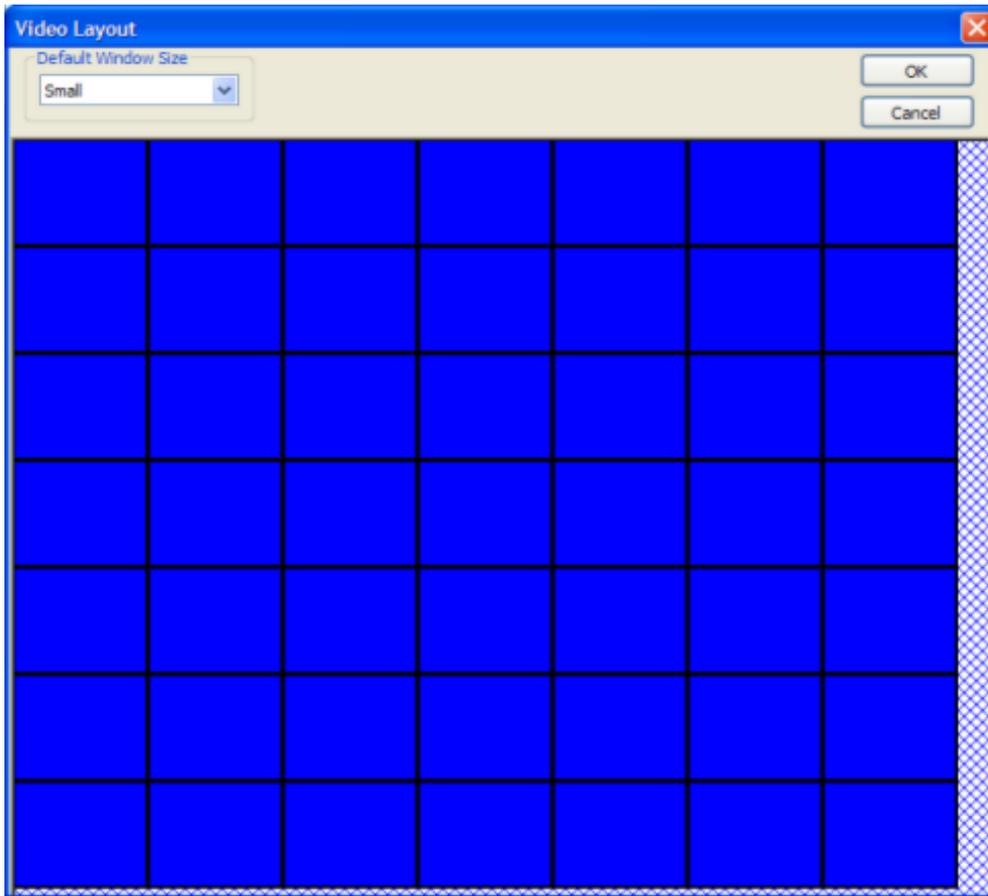
You may close a video window by either clicking on the close button () in the title bar or by unchecking that particular node's camera via its' Video Options menu. If you close your own video window(s), you will be prompted to stop transmitting that video stream to other participants. Closing your own or other video windows will likewise lower your CPU usage and bandwidth consumption.

Video Layout

Video Layout is used to designate a default video window size and/or area on your desktop for the display of such video windows. You may quickly select a default video window size by clicking the master Video options button:



...and selecting **Video Layout | Full screen of small images** to display all video windows in small format or **Video Layout | Full screen of medium images** to display all video windows in medium format. If you wish to change default display format and/or customize the positioning of the video windows on your desktop, you may do so via the Video Layout dialog. To invoke the Video Layout dialog, click the master Video options button and select **Video Layout | Custom Layout**. The Video Layout dialog will appear:



By default, IG is configured to fill your screen with small video windows. Execute the following steps to modify your default desktop Video Layout.

- Select the **Default Window Size** for the individual video windows. Unless you typically meet with a small number of meeting participants or you have a high screen resolution, it is recommended that you select the small window size.
- Select the desktop area, in which, you wish to display video windows by clicking the left mouse button and dragging across the white area to make a selection box. As you drag, blue boxes will appear roughly reflecting the location where spawned video windows will be displayed on your desktop. When you are satisfied with the layout, click the **OK** button.

Any open video windows should be refreshed and will reappear on your desktop in the specified layout. You may optionally refresh your layout by selecting the **Refresh Layout** option via the master Video options menu or pressing the F5 key on your keyboard.

Desktop Capture

In addition to transmitting video from cameras, you may also optionally transmit video from your desktop(s) into a meeting. Furthermore, you may transmit video from other VGA/DVI sources using a capture device available from vendors such as [Datapath](#) or [Epiphan](#). Desktop capture video is transmitted at lower frame rates than standard video. You may enable transmission of your desktop, after you have joined a meeting, via the Video options | Transmit Local Video menu.

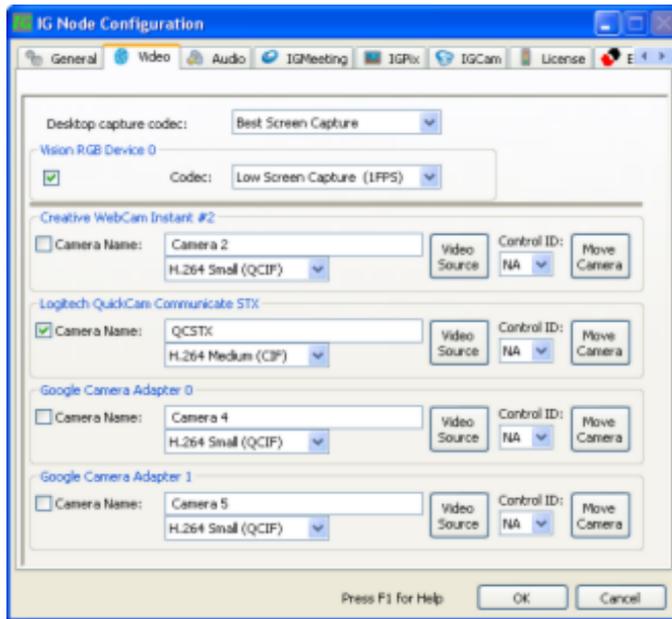


Select an unchecked desktop capture item via the menu that appears to enable transmission of video from that particular desktop/device. If your system is configured with multiple displays, you should see an item (e.g., Desktop 1, Desktop 2) for each display and you may likewise enable/disable transmission for these displays independently from each other. Any connected desktop capture devices are also displayed on this menu and may be similarly enabled/disabled. Desktop capture video may also be enabled and/or configured, while in a meeting, via the [Video Properties](#) dialog. To quickly modify the transmission codec for your desktop capture video, right click the title bar of a transmit video window and select an alternate codec via the menu that appears.



By default, desktop capture video windows are **not** displayed in a scalable *Fit to Window* format. This option may be enabled/disabled on each desktop capture video window by checking/unchecking the *Fit to Window* option via that desktop capture video window's right-click context menu. When this option is enabled, the desktop capture video image will be scale resized as you resize the video window. When the *Fit to Window* option is disabled, the desktop capture video image is displayed (with scroll bars if necessary) in its native format (e.g., 1280x1024) regardless of the size of the video window.

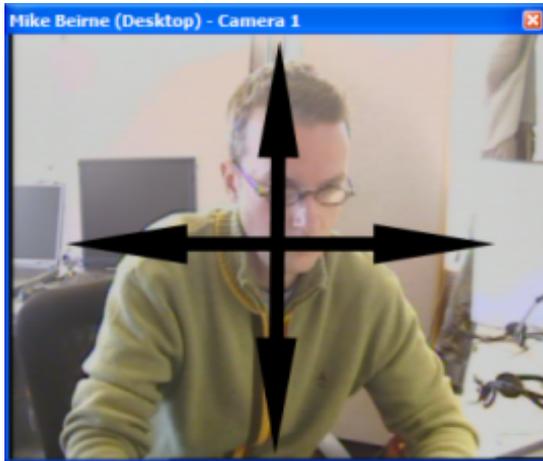
To specify a default desktop capture codec or enable auto-transmission of a desktop device on meeting join, open the IGConfig | Video tab:



...and select the desired default codec via *Desktop capture codec* drop-down. To automatically transmit video from a desktop capture device on meeting join, check the checkbox in the appropriate device group box. You may also specify a default video codec for that device in the adjacent drop-down box.

Camera Control

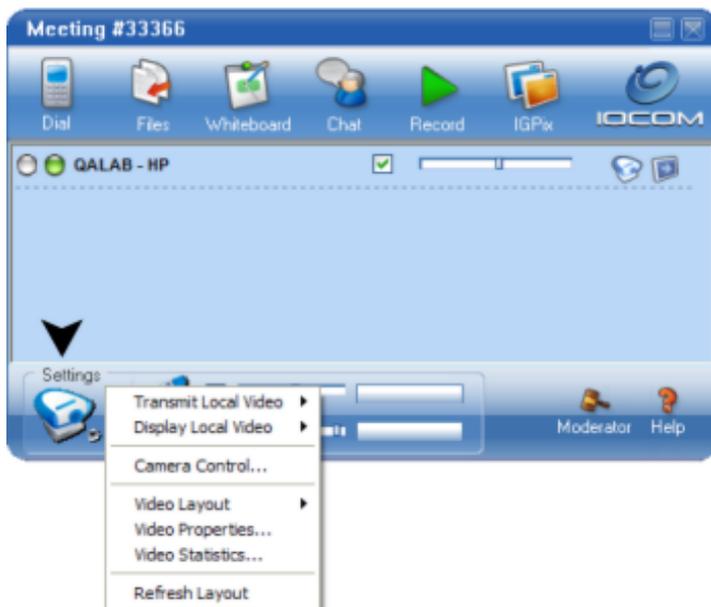
There are two methods for controlling PTZ cameras in IG. For simple pan and tilt operations, you may drag left/right or up/down over a video window to move a PTZ controllable camera accordingly:



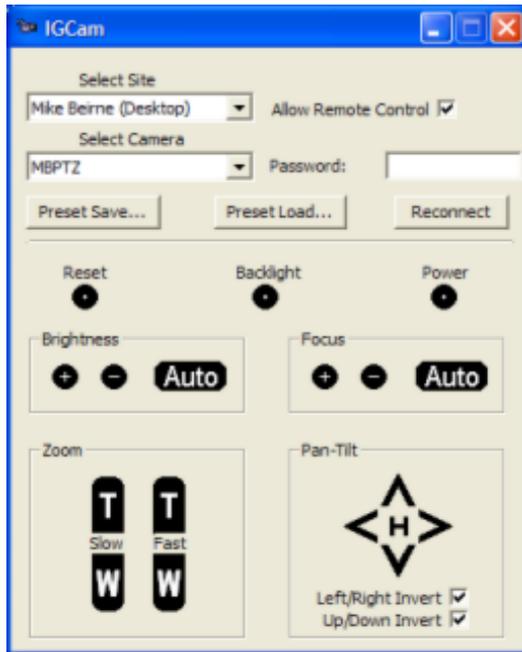
You may also zoom in or out by moving the mouse scroll wheel up or down:



For more advanced camera control options, click the Video options button in IGClient:



...and select the **Camera Control** option via the menu that appears to invoke an application named IGCam.



You may control the pan-tilt-zoom cameras connected to other meeting nodes using IGCam. If you aren't able to select a camera to control and/or the controls are grayed it may be due to one of the following reasons:

- No PTZ cameras are present or powered on
- The control (VISCA) cables for the cameras are disconnected
- The site is not allowing remote control
- The site is not running IOCOM software
- You are connected to meeting via multicast

A description of the various IGCam options follows:

Allow Remote Control - To prevent remote users from controlling your cameras, uncheck the box.

Password - By entering a password in this box, remote users who wish to control your cameras must enter a matching password in the same box. Default is blank.

Preset Save - Allows you to save the existing local camera configuration. This simplifies recurring meetings in shared conference rooms and lets you easily reset your local camera views to your preferences. (Not available on Mac)

Preset Load - Allows you to load a previously saved camera preset file. (Not available on Mac)

Reconnect - The reconnect button causes the software to verify the connection of all your cameras. This should only be necessary if you have added or deleted a camera while in session.

Reset - This will reset the camera selected, as though you had turned the camera off and then on again.

Backlight - This toggles the camera's backlight mode. Backlight is used when the majority of the light in a room is behind the subject that is being transmitted such as when a window is behind the user.

Power - This turns the camera off and on. When off the camera is still receiving power but is not transmitting images.

Brightness - This allows you to manually adjust the brightness level of the image being sent. Plus brightens the image while minus darkens the image.

Focus - This allow you to adjust the focus of the camera. The camera's default is auto focus, which may not always be desired. Auto focus focuses on the dominant feature in the image window.

Zoom - The zoom allows you to zoom in and out with the camera. **T** zooms in, **W** zooms out.

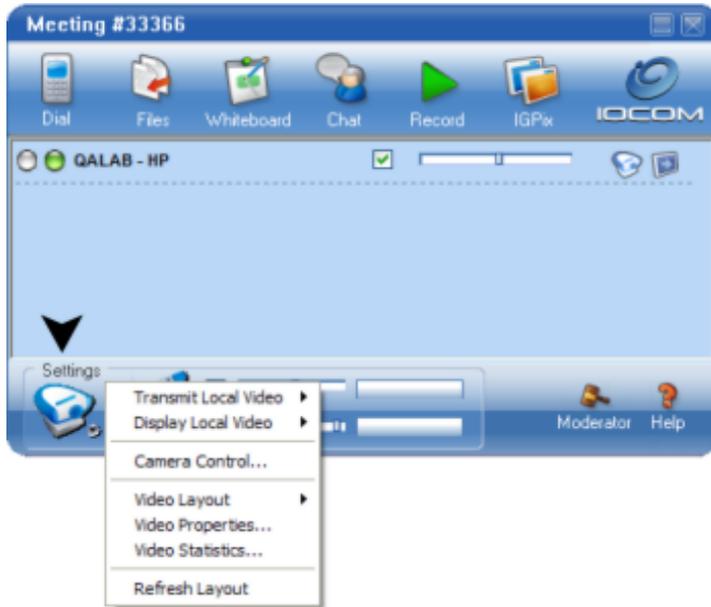
Pan/Tilt - The pointer allow you to move the cameras up/down and left/right by clicking on the appropriate arrow. The H in the center returns the camera to the "home" (centered) position.

Left/Right Invert - This changes which way the camera will move when panning left or right. When checked, the camera will move left and right in relation to the image being shown. When unchecked the camera will move left and right in relation to a viewer looking at the camera.

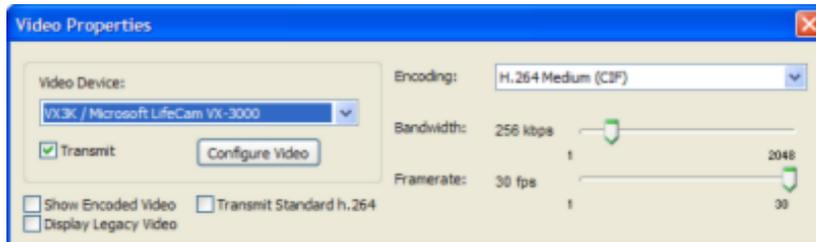
Up/Down Invert - This changes which way the camera will move when panning up or down. When checked the camera will pan down when the up-arrow Pan-Tilt control is clicked. When unchecked the camera will pan up when the up-arrow Pan-Tilt control is clicked. This setting may be useful for PTZ cameras that are mounted upside down.

Video Properties

The Video Properties dialog allows you to modify various video transmission parameters while in the current meeting. Click the IGClient Video options button:



...and select **Video Properties** via the menu that appears to invoke the Video Properties dialog:



Each meeting has presets that are displayed in this window, and any adjustments made while in a meeting *will not be saved* when you exit the meeting. You should not typically need to modify any of the information in this interface except for testing/diagnostic purposes or to provide bandwidth relief to other sites.

IG Bandwidth Usage

Bandwidth is a measure of your Internet connection speed, typically noted in kbps, mbps or gbps. When you are in a session, the amount of bandwidth involved in receiving video is typically very high and all other bandwidth demands are very small by comparison. When received video exceeds your capacity, excess information is discarded (often referred to as packet loss, or loss) and video image quality quickly deteriorates. High loss can also impact voice quality. Bandwidth usage can be greatly reduced by selecting a different channel when joining a meeting. You can also close unwanted video windows to lower your bandwidth consumption and improve the image quality of the remaining views.

A summary of the options available via the Video Properties dialog follows:

Video Device - Your camera or capture device, as shown in the video tab of IG Node Configuration. If you have more than one capture device installed, you can use the menu to select the one you wish to adjust.

Transmit - Indicates that the image from the selected video device is being transmitted to others. Checking/unchecking the box will toggle the video transmission.

Configure Video - Opens the properties for your primary video capture device when you start transmitting video again. These changes will be applied immediately. This is very similar to the video configuration performed through IG Node Configuration.

Show Encoded Video - When checked, your video streams will be displayed as they appear to others after the codec has been applied to the image.

Display Legacy Video - Checking this checkbox will allow you to display live video streams from select legacy versions of IG software. Bear in mind that when this option is checked, you may see extra grey windows when in certain meeting types or when playing older IGRRecorder recording. This option does not persist between meetings and is unchecked by default.

Transmit Standard h.264 - Checking this checkbox allows users to enable RFC 3984 compliant H.264 video and likewise interoperate with other VTC endpoints that support this format.

Encoding - IG will use the default codec (e.g., H.264 Medium...) for the selected Video Device as specified in the [IG Node Configuration | Video tab](#). You may modify this parameter temporarily while in a meeting by selecting a different codec via the Encoding drop-down box. You may also quickly modify this setting by right-clicking your own transmit video window and selecting the desired codec via the context menu that appears:



Bandwidth - The rate at which information is transferred across the network.

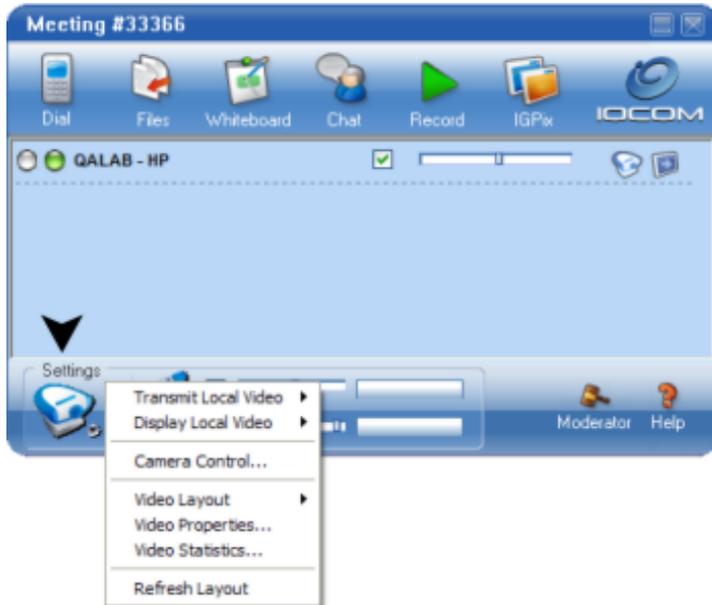
Framerate - The number of frames per second are being transmitted. Decreasing this number further reduces the bandwidth usage.

Driver Imposed Framerate Limits

The drivers for some video devices may limit (typically when transmitting video with one of the HD codecs) the video framerate to some value less than 30 frames per second. In such instances, you will not be able to move the Framerate slider above this driver imposed limit.

Video Statistics

The Video Statistics dialog allows you to monitor various video performance metrics in real time while in a meeting. Click the IGClient Video options button:



...and select **Video Statistics** via the menu that appears to invoke the Video Statistics dialog:

The screenshot shows the 'IG Video Statistics' dialog box. It contains a table with the following data:

Site Name	FPS	KBPS	Loss	Encoder
Mike Beirne (Desktop) / MBPTZ	14.2799	4.53486	0	H.264 Small (QCIF, 64k)
Mike Beirne (Notebook) / Camera 1	23.3539	151.696	0	H.264 Large (VGA, 768k)
Mike Beirne (Desktop) / VX3K	12.2943	44.7053	0	H.264 Medium (CIF, 256k)

Each video source (including local cameras) in the meeting will be listed in the Video Statistics dialog. The video source node/camera name is listed under the *Site Name* column while the adjacent *fps* (frames per second), *kbps* (Kilobits per second), and *Loss* columns detail real time video performance statistics. This information may be helpful when optimizing in-meeting Bandwidth and/or Framerate settings via the [Video Properties](#) dialog.

Priority Video

If the number of participants in the conference is large, or some sites have bandwidth limitations, priority video can ensure that participants see the most essential video streams.

Sending Priority Video

Priority video is selected by selecting a video window and pressing a number from 1 through 9 on your keyboard with 1 receiving the highest priority. The number will appear in the upper left corner of the video window and the window will be displayed to participants in the selective video channel. You can remove priority from a video window by selecting the window pressing the number key associated with it.

Receiving Priority Video

To receive priority video, connect using the selective video conference channel option in the Join dialog. You may still open video windows normally if you wish and priority video windows will open automatically as they are activated.

Audio Controls

If this is your first time using IGClient, you may need to adjust your audio input and/or output levels. The following illustration details the available Audio controls in IGClient:



Sending Audio

In the IGClient window, the checkbox adjacent the microphone icon turns your audio send on and off. When it is checked, audio is being transmitted to other users in the meeting. The slide bar controls the transmission strength of the audio stream. Typically, when you enter an [instant](#) or [scheduled](#) meeting, your microphone is enabled. When entering a virtual conference room, your microphone will typically be disabled and must be manually enabled before others will be able to hear you. Assuming your audio is being sent from your computer to other meeting participants, the meter above the microphone slider should display audio input levels. If other participants are having difficulty hearing you, please refer to the [audio troubleshooting](#) section.

Receiving Audio

In the IGClient window, the checkbox adjacent to the speaker icon enables/disables audio being sent to your headset or speakers. The slider bar controls the aggregate audio output level and the adjacent meter approximates audio output levels. You may also optionally mute/un-mute all sound from all nodes by clicking the speaker icon and selecting Mute All Sites/Un-Mute All Sites via the menu that appears. Additionally, there is a slider adjacent to each node listed in the center pane that allows you to control the audio level received from that particular site. You may also mute the audio from a specific node by clearing the checkbox adjacent to that node's listing in the center pane. Be aware that this does not mute your audio transmission to that particular site. Site-specific audio control/mute is very helpful because you may eliminate distracting sounds from a particular location without interrupting audio from other nodes. If you are having difficulty with receiving or transmitting clear audio, please refer to the [audio troubleshooting](#) section.

Transmission Status indicators

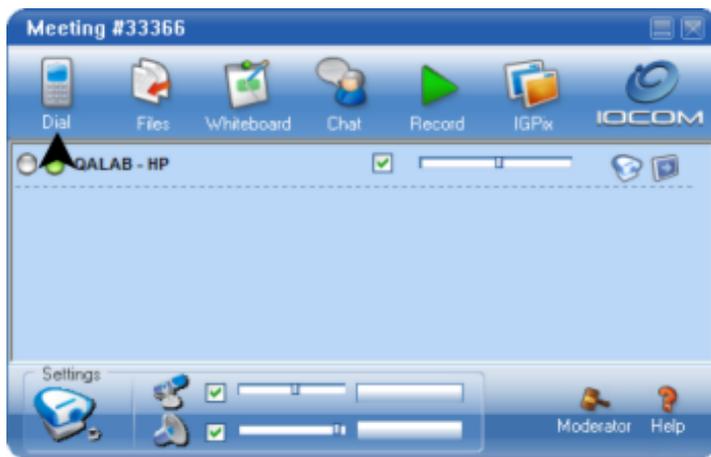
The colored dots to the left of each meeting site indicates the state of the audio transmission between your site and each remote site. The dot to the left displays the status of audio being transmitted from your site to the remote site. The dot on the right displays the status of audio being transmitted to your site from the remote site. If a dot is green, the audio transmission is healthy. If the dot is yellow or red, some audio data is being lost during the transmission and you may likewise experience audio quality issues. If the dot is clear, no traffic is being transmitted/received.

Sharing other information

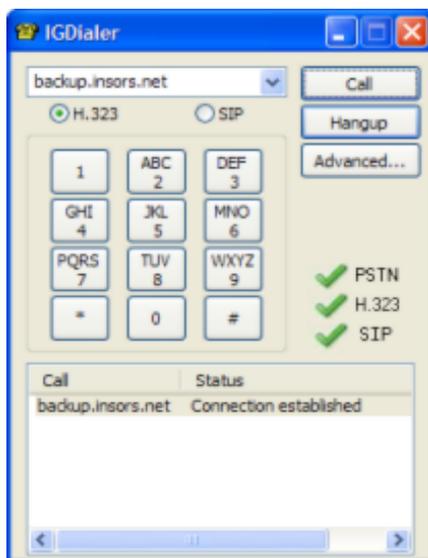
IGDialer

IGDialer allows telephone participants (PSTN) and traditional IP (H.323/SIP) video conferencing systems to participate in your meetings. Your Unified Collaboration Server (UCS) may or may not have this feature enabled and will have a limitation to how many connections are allowed at any given time. The green check marks show what features are available. If not, check with your inSORS sales representative for information on adding this feature.

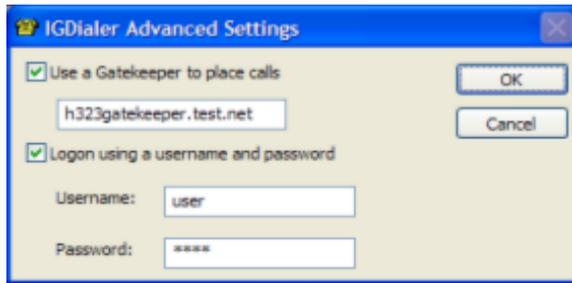
You may access IGDialer by clicking on the **Dial** icon located on the toolbar near the top of the IGClient user interface:



To use IGDialer, type the desired phone number or the IP address of the video conference endpoint and then click the **Call** button. To end a call, select the call you wish to end and click the **Hang Up** button.



You may use the phone keypad to enter the number to dial or to navigate phone menus you may encounter when dialing. The number entry field is a drop-down menu that remembers the last ten dialed numbers or IP addresses. Be aware that IGDialer is only available to IG endpoints connecting in bridged mode via an Unified Collaboration Server (UCS). Users connecting via multicast may still communicate with others who have joined via IGDialer, but multicast endpoints cannot initiate IGDialer connections. If you need to use an H.323 gatekeeper to place calls, click the **Advanced** button for additional options. The **Advanced Settings** dialog will appear:



Check the *Use a Gatekeeper...* option and specify valid hostname/IP address for your gatekeeper. Please note that these parameters will be persist between meetings. Furthermore, a *Using Gatekeeper* status message will be displayed on the IGDialer dialog as long as this option is enabled.

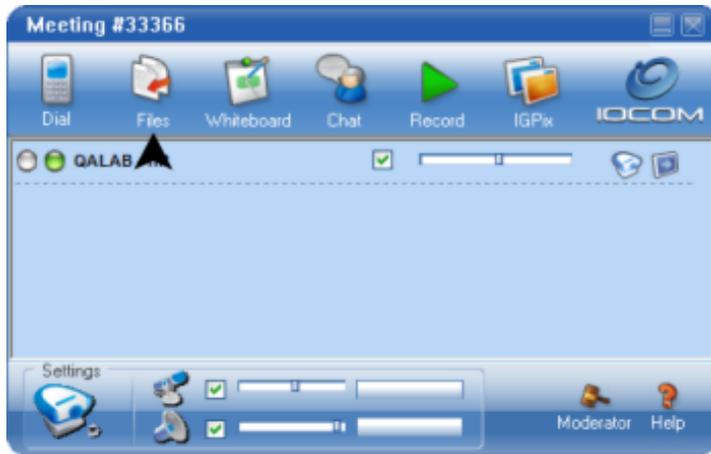
Bridged vs. Multicast

Bridged connections use unicast (i.e., traditional Internet) to send traffic to a single server (e.g., the IOCOM UCS) where it is then redistributed to other endpoints in the conference. Multicast is a transmission method that distributes traffic directly between sites using the network itself. Traffic is passed between Multicast capable routers. Connecting via Multicast is similar to broadcast television. You navigate to a channel and you receive whatever content is being transmitted on that channel at that time. Multicast is not supported at all sites. If you wish to use Multicast, check with your WAN administrator and other sites that you will communicate with to see if Multicast connections are available.

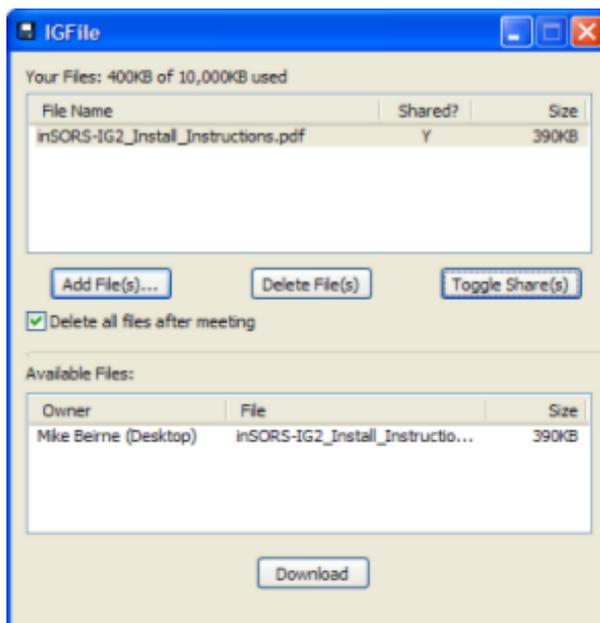
Many H.323 video conference endpoints should be able to send and receive both audio and video from IG meetings. IG meeting participants may select which video stream to transmit to such endpoints via the priority video function. To specify a priority order for video streams in a meeting, select a video window and press a number key from 1 to 9 with 1 being the highest priority video stream. The title bar of the video window will change to reflect the priority number assigned to that particular stream. The #1# priority video window is typically the stream that H.323 endpoints will receive and view accordingly. These endpoints may also view IGPix presentations by entering an appropriate [viewing URL](#).

IGFile

IGFile allows you to distribute files easily to other meeting participants. You may access IGFile by clicking on the **Files** icon on the toolbar near the top of IGClient.



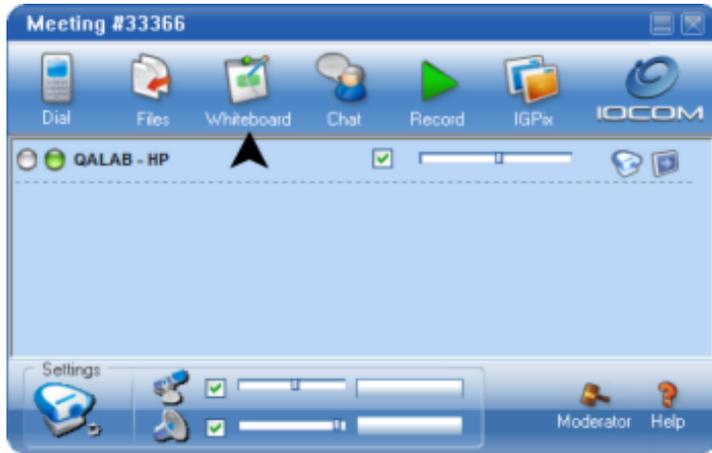
Each user has 10mb of space (this limit is configurable by your system administrator if necessary) allocated on the IOCOM Unified Collaboration Server (UCS) for their use.



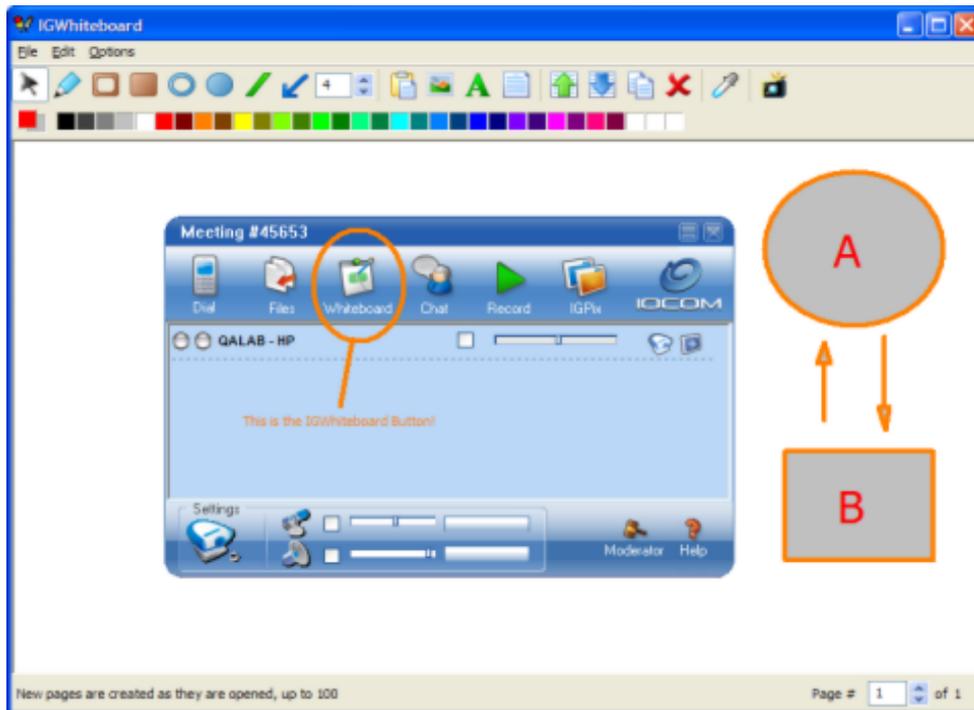
Add files to be shared by dragging them from your desktop into the upper box, or by using the **Add Files** button. Remove files by selecting them and clicking the **Delete Files** button. Download files by selecting them from the Available Files list and subsequently click the **Download** button. To share the files that you have added, highlight the file you wish to share in the Your Files list and click the **Toggle Share(s)** button. When you share a file, all meeting participants will be notified by a brief audio tone in addition to a green highlight on the IGFile icon. The file(s) you are sharing will likewise appear in their Available Files list in IGFile. Files remain in the IGFile space until deleted. You should check the **Delete all files after meeting** option if you wish to delete the files you shared after exiting the meeting.

IGWhiteboard

IGWhiteboard is the electronic equivalent of a physical whiteboard. You may use it to do such things as draw diagrams, illustrate workflows, and annotate images. All updates to a whiteboard in a meeting are shared with all users in that particular meeting, in real time. You may likewise save a rendered whiteboard as an editable IGWhiteboard file for use in a future meeting or as a simple image file for portability. To invoke the whiteboard application, while in a meeting, click the Whiteboard icon in IGClient.



The IGWhiteboard dialog will appear:



Drawing Objects on the Whiteboard

Click the appropriate toolbar (e.g., Draw an Arrow, Add Text) button for the object type you wish to render on your whiteboard. The toolbar button for the selected object type will likewise be displayed in a depressed state on your toolbar. If desired, you may modify various object and/or whiteboard parameters via the toolbar or Options menu. Once you've selected an object type, move your cursor to the area on the whiteboard where you'd like to place this object and click and/or hold your left mouse button while drawing on the whiteboard. The selected object type will appear on the whiteboard and can be viewed by other meeting participants in the meeting, in real time. The object will appear on remote whiteboards shortly after you finish rendering it.

Modifying Objects on the Whiteboard

To modify an existing object, click the Select a currently drawn item toolbar button and subsequently right-click the object you wish to modify on the whiteboard. A menu with the available options for this object will appear.

Adding and Changing Whiteboard Pages

Clicking the arrow up icon:



...in the lower right corner of the IGWhiteboard application will add a new page to your whiteboard. You may subsequently move between whiteboard pages by using the up/down arrow keys.

Clearing the Whiteboard

Select Edit | Clear Current Page/Clear All Pages via the menu bar to clear whiteboard page(s) for all meeting participants.

Refresh Whiteboard

If you would like to refresh the whiteboard with the latest updates from all meeting participants, you may manually initiate a whiteboard update by clicking the Refresh button on your toolbar.

Copying Whiteboard To Clipboard

You may optionally save your whiteboard to the Windows clipboard for easy paste operations into other applications by selecting the *Copy Whiteboard to Clipboard* option via the Edit menu.

Saving Your Work

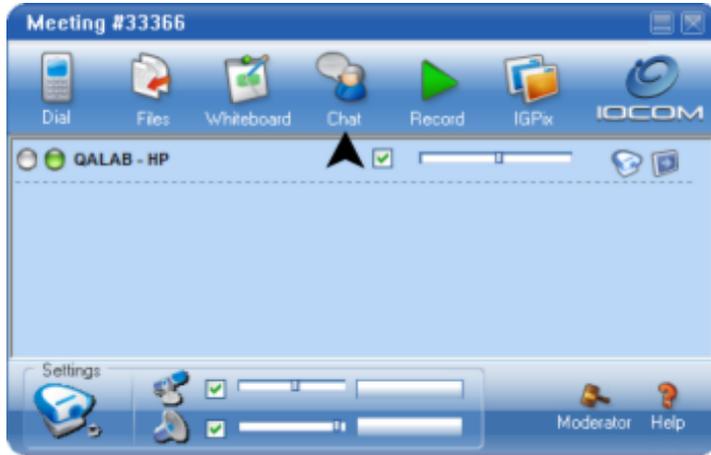
Your whiteboard work may be optionally saved as an IGWhiteboard editable object file (.wbo) for future meeting use. You may alternately save a whiteboard page as a .png/.jpg image file for use outside of the IG by selecting one of the Save...As Image options via the File menu.

IGWhiteboard Compatibility and IGPix Integration

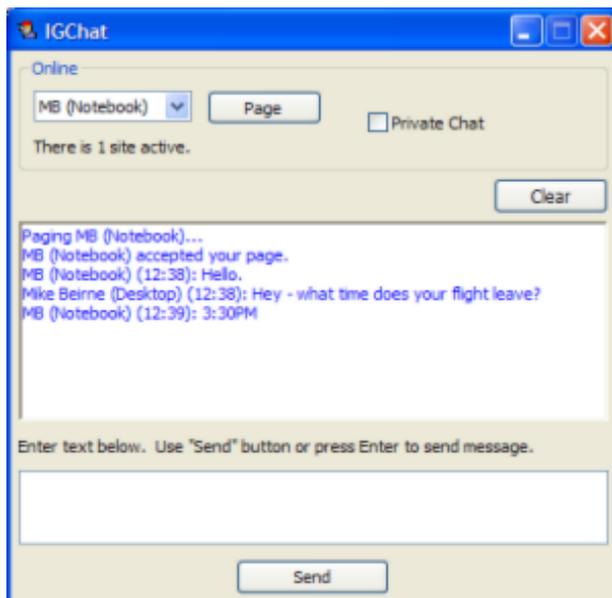
The version of IGWhiteboard included in IG v. 1.1.x is not backwards compatible with some older version of the IG server and likewise older IG clients. When you try to invoke IGWhiteboard, you will typically be warned if IGWhiteboard is not compatible with the connected server. In such instances, you will not be able to share and collaborate on IGWhiteboard illustrations in real time while in meetings. You may, however, still share IGWhiteboard illustrations via IGPix. To push an IGPix capture of the current IGWhiteboard screen to all other meeting participants, simply click the Take an IGPix Snapshot... toolbar button.

IGChat

You may send text messages to other IG endpoints in your conference with IGChat. This means of communication can be useful when you don't want to interrupt other speaking meeting participants. You may access IGChat by clicking on the chat balloon icon on the toolbar near the bottom of the IGClient dialog:



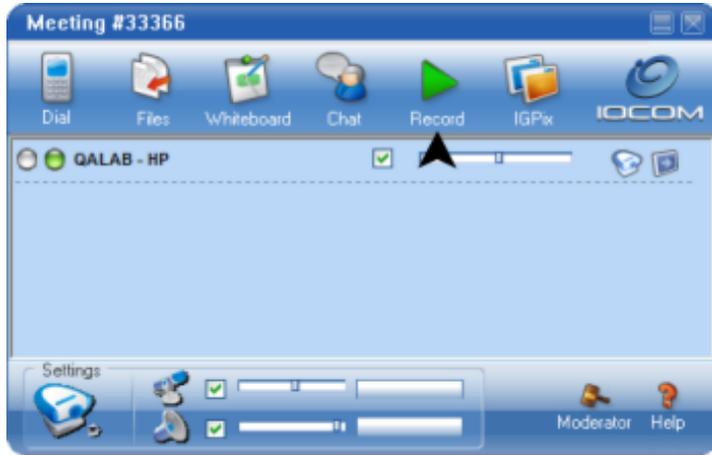
A dialog similar to the following will appear:



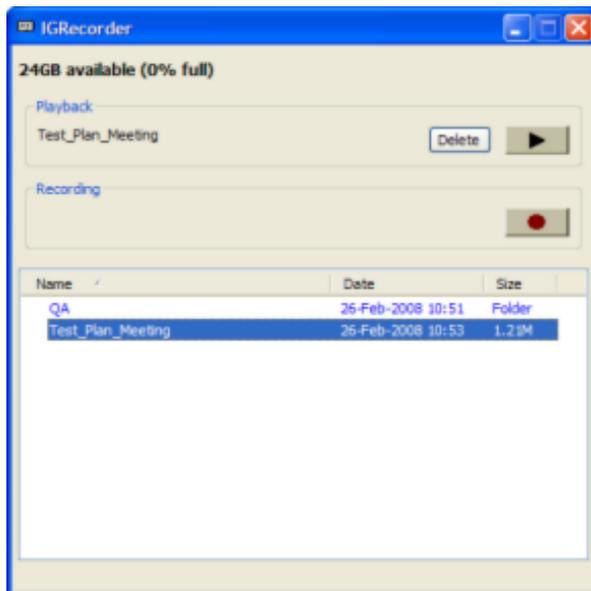
Meeting attendees running IG software appear in the drop down box in the upper left corner. Type messages you want to send in the lower box and click the Send button. All meeting participants will receive the time stamped message displayed on their chat window. Messages sent back and forth this way can be read by all meeting participants running IG software. Private Chat lets you send confidential messages to your selected person. Select a person in the upper left corner of IGChat and check the Private Chat checkbox located in the upper right corner. Your private messages are displayed in red text and can only be read by the person you selected. Other people in the meeting do not have access to this text. Make sure you have selected the correct person and that the private chat button is on before responding to a private chat. The chat history is available to all users throughout a meeting. You can clear the chat history for yourself or for all users in your meeting by clicking the **Clear** button. If you would like to verify that a user is available for chat, you may wish to page them. You can send a message an individual site by selecting it from this list and clicking the **Page** button. This pops up a dialog box on the invitee system prompting them to join your text chat. Accepting this page by clicking **Chat** automatically launches their IGChat tool. Clicking **Busy** sends a busy response message back to you.

IGRecorder

IGRecorder lets you record and play back all of the audio/video content from your meeting. IGRecorder is an optional feature and may not be available with your IG Server. For more information, please contact your IOCOM representative. You may access IGRecorder by clicking on the green arrow icon that appears in the IGClient toolbar.



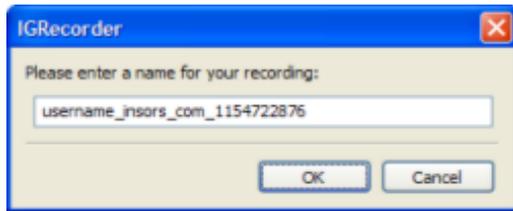
Recordings are listed with their names, status, date, and size. Folders are also listed in blue font. Folders may be created by an IG Server administrator. The window also shows how much space is left on the IG Server to store recordings.



Please note that your user account must have privileges to play, create, and/or delete existing recordings. Please contact your IG Server administrator for more information.

Recording a session

To record a session, press the  button. A dialog similar to the following dialog appears:



Type a name for the recording in the and click **OK** to start recording. The recording will appear at the top of the IGRRecorder file list and likewise be displayed in the Now Recording group.

Playing a recording

To play a recording, select the recording you wish to play and press the  button. You may alternatley right-click it in the list and select *Play* via the menu that appears. The playing recording will be displayed in the Now Playing group. A delay may occur as the file is loaded and started. You may still collaborate with others in a meeting while a recording is being played. You may adjust the v ideo display settings and volume of any of the streams in the recording as if it were a live session.

Playing a recording in the same session

To play a session that you just recorded, you must exit the current meeting and rejoin it.

Stopping a recording or playback

To stop a recording or playback session, click the the  button in the Now Playing/Recording group.

Deleting a recording

To delete a recording, select it from the list and press the **Delete** button. You may alternatley right-click it in the list and select *Delete* via the menu that appears.

Renaming a recording

To rename a recording, right-click it in the listview and select *Rename* via the menu that appears. Specify a new name for the recording and click OK to apply update.

Moving a recording

To move a recording, right-click it in the listview and select *Move* via the menu that appears. Select the target folder where you would like to move the recording and click OK to execute mov e operation.

IGPix

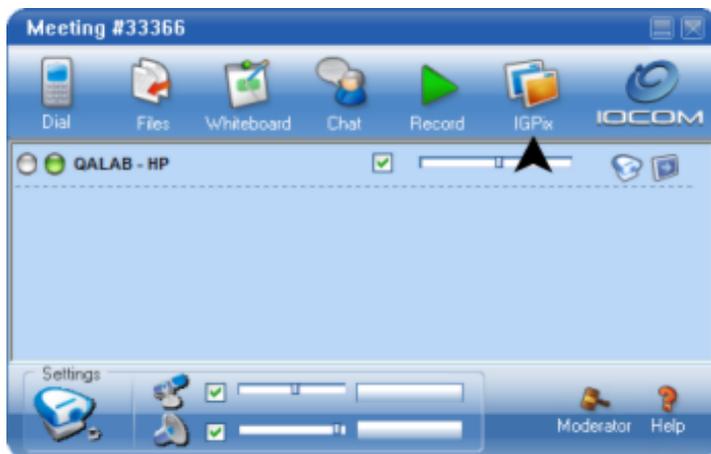
IGPix Overview

IGPix captures images from your desktop and makes them available for viewing (with or without IG software) via an Internet URL. To send an image, just click the Camera icon on the IGPix toolbar. Captured images will automatically be displayed on the screens of everyone in your meeting. See the [next section](#) for further details.

IGPix captures desktop images from the primary display in full native resolution and viewing browsers may scroll around the image to view it.

To configure IGPix options:

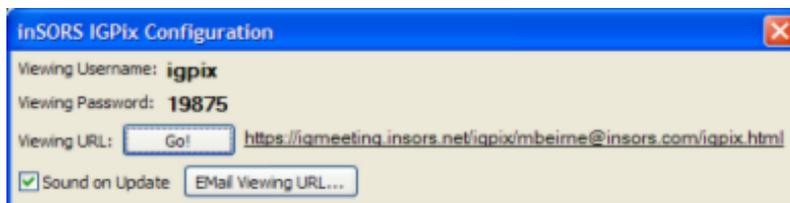
Click the camera icon on the toolbar near the bottom of the IGClient Window:



The IGPix toolbar will appear:



Click the  button to invoke the IGPix Configuration dialog:



The web page address for viewing the images you are creating with IGPix appears in the Viewing URL field. You may open this page in a new window by clicking the GO! button. User running IG software do not need this web address to view IGPix capture. Captures will automatically be displayed on nodes running IG software.

Additional IGPix Options

Sound on Update - plays a brief camera shutter sound whenever IGPix captures an image.

Email Viewing URL - Starts your default Email program with a new mail message containing the IGPix

URL (and login information if required) so you can inform other sites that wish to view it. This requires the default Email program to be configured on your computer. You will be given the option to configure your computer for sending and receiving Email using Outlook Express if you press this button without having your mail account information specified.

Also refer to the [IGPix tab](#) of IG Node Configuration.

Sending your Screen

You may send IGPix images and updates each time you click the camera icon on the IGPix toolbar:



...or press the Alt+PrintScreen keyboard combination to send the active window or simply PrintScreen to send your entire desktop. The IG client will automatically open a viewer window on all other meeting participants screen when capture is initiated. If this is your first time using IGPix, a warning will be displayed warning you that you are sending a capture of your desktop to other users. This can be disabled in [IG Node Configuration](#).

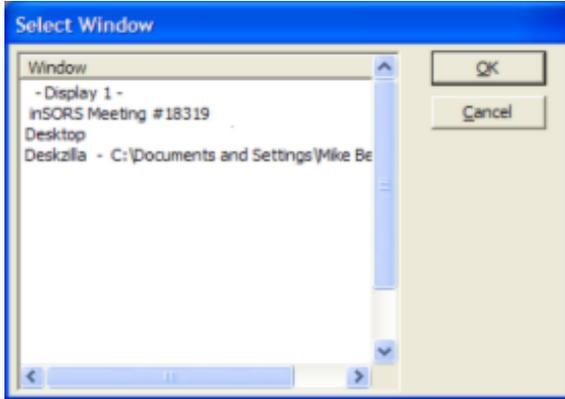
Non-IG users only need to open a browser to your "Viewing URL" address. You can send them a link to this address by clicking the **Email Viewing URL** button on the IGPix Configuration page. If you are communicating the Viewing URL through other means, be sure to include the username and password necessary to view IGPix (also found on the configuration screen).

Using IGPix to capture images from your desktop

IGPix captures images from your primary display. This will usually be your leftmost display, and normally has the taskbar and icons on it. The image captured will be whatever is on the desktop. When an capture is initiated, a box briefly flashes in the upper left corner of the screen with the words "sending capture" and a progress indicator. If you selected the Sound on Update feature, you will hear a noise similar to a camera shutter. The image is sent to the Unified Collaboration Server (UCS) and is available for viewing using the IGPix Viewing URL as shown on the configuration screen. Images are automatically updated for all viewers as they are made available.

Sending a specific window

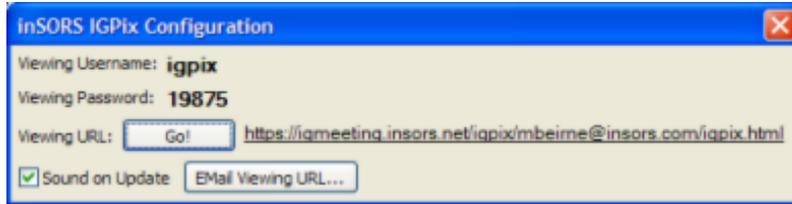
You may send the active window as an IGPIx capture by pressing Alt+Printscreen on your keyboard. You may alternatley click the  icon via the IGPIx toolbar. This displays a list of all open windows and applications on your system:



Select the window you wish to capture and click OK to send a capture of the specified window.

Viewing the IGPix Capture

The people running IG software may optionally see you IGPix capture automatically after you send them. Other non IG users will need to open a browser and navigate to the "Viewing URL" address. You may send them a link to this address by clicking the **Email Viewing URL** button in the IGPix Configuration window.



If desired, you may view the images you are sending out to the other sites by opening the IGPix configuration window and clicking the GO button. If you are in an Instant or scheduled meeting, you will have to forward your meeting code (or encryption key, if meeting in an encrypted virtual room) to other meeting participants who are not using the IG software. If users wish to view the web page without using IG software, they need to manually enter the site address or click the link that you can provide when you use the **Email Viewing URL** feature.

PowerPoint with IGPIx

Sending a PowerPoint presentation

The people who are in your meeting running IG software will automatically get your PowerPoint presentation when you enter View Show mode. If there are other people that do not have an IG client then they will need to open a browser and navigate to your personal IGPIx web address (IGPIx Viewing URL). You may also send an email with a link to this address by clicking the Email Viewing URL button in the IGPIx configuration menu. To capture a PowerPoint presentation in View Show mode, open your Microsoft PowerPoint slide show file and select View Show via the Slide Show menu. If you run your PowerPoint presentation in View Show mode, IGPIx will automatically capture the slide images during slide transitions; you do not need to manually update. IGPIx only captures still images, so effects such as sounds, video, animations and transitions will not be included.

Changing the display your PowerPoint Show appears on

Some multi-monitor/projector configurations may wish to change the monitor or projector that the Slide Show appears on. To modify this setting execute these steps:

- In PowerPoint, go to the Slide Show menu
- Select Set Up Show
- In the Multiple monitors section, select the display you wish to use for the presentation. When you View Show, the slides will appear on the display you selected.

Please note, the display numbers are virtual. If you are unfamiliar with the numbering of your displays, run the identify function in the Windows display properties. To do this execute these steps:

- Right click on a blank area of the windows desktop
- Select Properties
- Click the Settings tab
- Click Identify

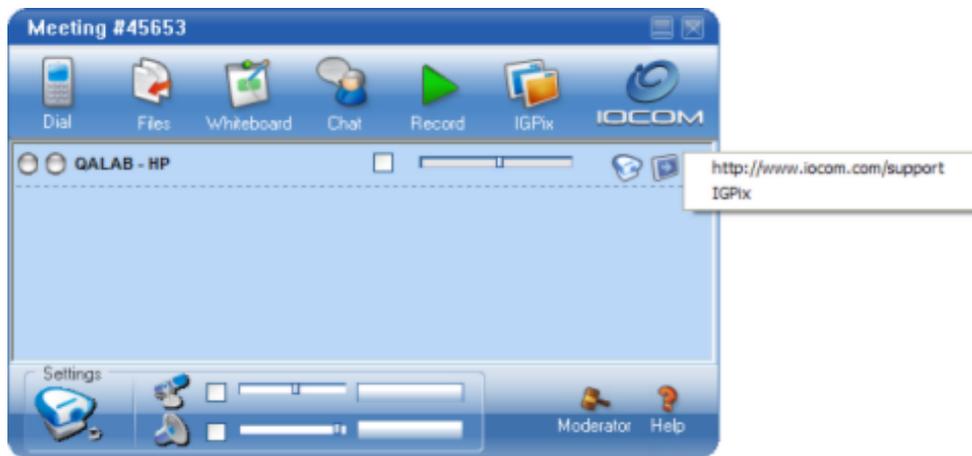
A large white number will appear in the middle of each screen indicating its virtual number. The virtual desktop in the upper section of this screen allows you to manipulate the order of the desktops in relation to each other.

IGWeb

IGWeb allows you to quickly share URLs with other meeting participants. You may push web URLs to other meeting participants right inside Microsoft Internet Explorer 6.x+ and/or Mozilla Firefox 1.5.x+. To share a URL via one of the supported browsers, simply navigate to the web page you wish to share and click the IGWeb () button in the browser toolbar. That URL will likewise be opened in the default browser on the other meeting participant's system.

If you are not using an IGWeb supported browser, you may optionally share a URL via the IGClient Control Menu. To invoke the IGClient Control Menu, click the Control Menu Box (IG icon) on the far left side of the title bar or right click anywhere on the title bar and select the Share URL Button via the menu that appears. On the Share URL dialog that appears, specify a valid URL and click the OK button. The specified URL will likewise displayed in a browser window on the other meeting participant's systems.

Often, during meetings where other participants push URLs and/or IGPix slides to you, it is common to close open browser and/or IGPixViewer windows during the course of the meeting. Any URLs (or IGPix slides) previously pushed to you can be quickly redisplayed, while in the meeting, by clicking the Web Options button and selecting the specific URL/IGPix item you wish to redisplay via the menu that appears.



The URL and/or IGPix capture previously pushed from that node will likewise be reopened in your browser or IGPixViewer.

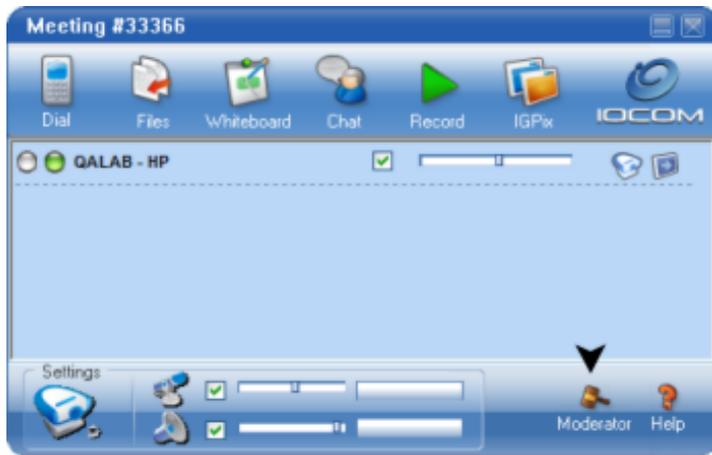
Firefox Manual Configuration

In scenarios where the IG installer doesn't detect Firefox or in the event you install/update Firefox after installing IG, you may need to (re)configure the IGWeb add-on/extension manually. To manually install the Firefox IGWeb add-on, execute the following steps:

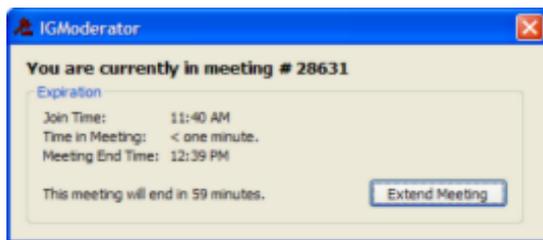
- Close all open instances of Firefox and open new single instance.
- Open Windows Explorer and navigate to the inSORS installation (e.g., .../Program Files/inSORS/...) folder.
- Drag the igurl.xpi file from the inSORS install folder and drop on the open Firefox window. Click the Install Now button when prompted and restart Firefox.
- If the IGWeb button does not appear, right-click the Firefox menu bar and select the Customize option via the context menu that appears.
- Drag the IGURL item from the Customize Toolbar dialog to the Firefox toolbar.

IGModerator

IGModerator helps you maintain your meeting's schedule. You can access IGModerator by clicking on the gavel icon in the lower section of the IGClient menu.



Clicking on the IGModerator icon will bring up a dialog similar to the one pictured below:



If you are a meeting creator or have been designated as a moderator, a dialog similar to the following will appear:



When you have a [meeting](#) with a set duration, IGModerator will warn you 5 minutes before the end of the meeting. Additional reminders occur as you approach the scheduled end of the meeting. If you need additional time, open IGModerator and click the **Extend Meeting** button. Each click of the button will extend the meeting duration by 30 minutes to a maximum of 1 hour. If the meeting is not extended, all participants will automatically exit at the scheduled end time. Assuming you are the meeting the meeting owner, you may optionally control who participates in a given meeting and toggle participants audio and video to the meeting,

The **User Management** group will only appear on the IGModerator dialog if you are the meeting owner (creator) or explicitly designated as a moderator. To initiate a control option against another user in the meeting, select the site name via the User Management drop-down control and click one following buttons:

Kick - clicking this button will eject selected remote site from meeting and notify them accordingly. This site may optionally rejoin meeting if they choose to.

Ban - clicking this button will eject selected remote site from meeting and notify them according. If this site subsequently tries to rejoin the meeting, they will be notified that they have been banned and likewise prevented from joining the meeting.

Mute Audio - clicking this button will uncheck the selected remote site's Microphone Talk checkbox. The remote site will need to re-check this checkbox to continue transmitting audio to the meeting.

Mute Video - clicking this button will uncheck the disable transmission of the remote site's video devices. The remote site will need to re-enable transmission on each video device to continue transmitting video to the meeting.

The **H323/IGDialer Management** group will only appear on the IGModerator dialog if you are the meeting owner (creator) or explicitly designated as a moderator. To initiate a control option against another user in the meeting, select the site name via the User Management drop-down control and click one following buttons:

Mute - clicking this button will mute the audio for the selected H323/SIP/PSTN endpoint connected via IGDialer.

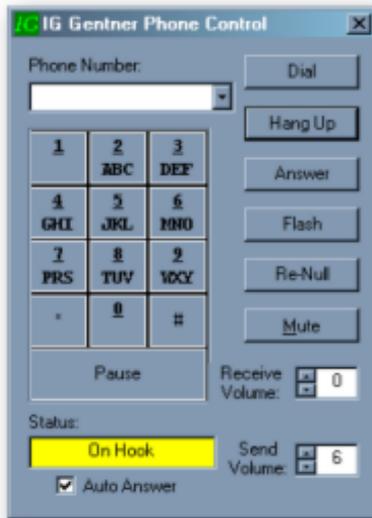
Unmute - clicking this button will un-mute the audio for the selected H323/SIP/PSTN endpoint connected via IGDialer.

Kick - clicking this button will eject the selected H323/SIP/PSTN endpoint from a meeting.

IGGentner

IGGentner

IGGentner controls a single line phone interface that is installed in some conference room configurations. Please note that [IGDialer](#) is the preferred method over IGGentner for making phone calls. However, if your UCS does not support IGDialer, you may still connect phone calls using IGGentner and your IG Cube phone interface. IGGentner will only function with Gentner/ClearOne echo cancellation equipment that has a phone port; it will not work with other telephone interfaces or modems.



The interface functions similarly to a touch-tone telephone. Enter the phone number along with any necessary codes (such as area code, outside line, long distance) and press the **Dial** button. You should hear the dial tone and other sounds playing through your speakers just like a normal telephone. The drop down list stores recently dialed numbers for easy re-use.

Hang Up - Disconnects the current call.

Answer - Connects you to an incoming call.

Flash - Sends a flash, generally used for 3-way calling or call waiting features

Re-Null - Synchronizes the telephone call with the Gentner echo canceller. This can correct some audio problems. Warning: this process sends a loud tone over the network to the telephone user, so they will want to hold the phone away from their ear or reduce the volume while this is occurring.

Receive and Send Volume - Use these to adjust the volume to and from the telephone user.

Auto-answer - The Gentner will automatically pick up on the next call placed to its dedicated phone line. If you do not know the phone number of your Gentner device, contact your site administrator.

Mute - Stops the transmission of audio from the conference to the telephone.

Status - Displays the current status of the telephone adapter

Tips and Troubleshooting

Testing

It is a good idea to test your system before using it in a meeting to make sure your audio and video settings are correct. If you are using a different server, contact your project manager for test procedures.

Some recommended tests are:

- Audio Quality - join a meeting with another site and listen to each other's [audio levels](#) to make sure that your microphones and speakers are adjusted properly.
- Video - verify that you can send and receive video using your camera and the desktop capture feature.
- IGPix Capture - join a meeting, [capture](#) your desktop or PowerPoint presentation, and view your own presentation

If you are using the IOCOM hosted Unified Collaboration Server (UCS), you can join the **live network test room** to test your audio and video. The live network test provides a recurring audio stream, a desktop video loopback to show your video being received, and also echoes your audio back to you when you speak. You can access it with a [meeting code](#) of **test**.

Tips for Low Bandwidth Users

The IG video collaboration system has a wide array of available features. Meetings containing multiple video streams require larger amounts of bandwidth. There are several options available to allow you to participate in meetings at your available bandwidth level without requiring other users to limit their capabilities. Users with lower bandwidth connections (e.g. cable or DSL) may need to adjust their settings to participate in larger meetings.

Turn off unnecessary video streams

Each video stream you close will eliminate its bandwidth load on your system and improve your network performance.

Use a less demanding [conference mode](#) to limit the content sent and/or received

When joining a meeting, you have a selection of modes available to you to limit the traffic you send and/or receive.

Make adjustments during the conference using [Video Properties](#)

You can change decrease bandwidth and/or frames per second to reduce the amount of video traffic being sent; this will assist low-bandwidth sites trying to view your video content or can be used to decrease your upstream usage. You will need to make this adjustment for each camera that is being transmitted.

Audio troubleshooting

Audio Troubleshooting Overview

Having good audio is the most critical part of any meeting. What may seem fine for one person may not be suitable for another. Even with the comprehensive set of tools provided by the IG software, problems will sometimes arise.

Click the link for a topic below that best describes the problem you are experiencing. If none of the listed problems describe your situation, please [contact technical support](#).

[I can't hear them](#)

[They can't hear me](#)

[They hear themselves echoed back](#)

[The sound is choppy and/or stuttering](#)

Sound Reception

Follow these steps to check your audio setup. While performing the following steps, the other site should also refer to the sound transmission troubleshooting section.

- Make sure the checkbox next to the speaker icon in IGClient is checked.
- Verify that your listen meter is showing activity. If listen meter is active, verify sound by playing an audio file or system beep on your computer.
- Make sure that the other person is sending audio by looking at the center pane of IGClient. The circle next to their name should be green if the transmission is functioning normally. If it is grey, then no traffic is being sent to you.
- Verify that the check box next to their name on the list is checked. Unchecking this box mutes incoming audio from that location and greys out the selected name.
- Verify that you have the correct output device specified in the [IGConfig | Audio](#) tab.
- If problems persist, contact your site administrator and/or [technical support](#).

Sound Transmission

Follow these steps to check your audio setup. While performing the following steps, the other site should probably refer to the sound reception troubleshooting section.

- Verify the checkbox next to the microphone in the IGClient window is checked.
- Verify that your microphone meter is moving when you speak. This shows that the computer is receiving your voice and is attempting to send it to the other meeting participants.
- Make sure that the other person is receiving audio by looking at the center pane of IGClient. The circle furthest away from their name should be green if the transmission is functioning normally. If it is grey, then no traffic is being received from you.
- Verify that you have the correct input device specified in [IGConfig | Audio](#) tab.
- If problems persist, contact your site administrator and/or [technical support](#).

Echo

Echo is caused by sound from your speakers looping back through an open microphone. In most cases, the site that does not hear the echo is causing the echo. We strongly recommend that you use professional echo-cancellation equipment or headsets.

These tips can help you locate and eliminate echo problems:

- Have all sites uncheck the box next to the microphone in [IGClient](#). Then, one at a time, have them turn their talk on until you hear your audio being echoed back. This will help you find the problem site.
- Move microphones away from the speakers. If a Microphone must be placed near a speaker, lower its individual input level until the echo stops.
- If the other site is using a hands-free echo cancelling device, have them try resetting the unit. This is often as simple as unplugging the power and plugging it back in, but they should refer to their equipment user manual if they are uncertain.
- If none of the above methods resolves the problem, then the user may need to uncheck their microphone and only check it when it is time to speak. Further guidance for a long term resolution to the problem may be gained by contacting [technical support](#).

Local audio can also generate echo if Line-In is selected as an audio output source.

- Go to Start Menu > Settings > Control Panel
- Open the sound and multimedia control panel
- Select the Audio tab
- In the Sound Playback section, click on volume
- Make sure that the Mute checkbox below Line In and/or Microphone is checked. Close the window when done

Sound Quality

There are many possible and varied sources of audio quality problems. Here are the most popular causes and some tips on resolving them:

- Look at the center pane of [IGClient](#) on the left hand side for the circle indicators beside each site. Yellow and Red indicators show that network loss exists between you and other sites. This can cause choppy audio. Try reducing the bandwidth in use by closing extra video windows.

IG Bandwidth Usage

Bandwidth is a measure of your Internet connection speed, typically noted in kbps, mbps or gbps. When you are in a session, the amount of bandwidth involved in receiving video is typically very high and all other bandwidth demands are very small by comparison. When received video exceeds your capacity, excess information is discarded (often referred to as packet loss, or loss) and video image quality quickly deteriorates. High loss can also impact voice quality. Bandwidth usage can be greatly reduced by selecting a different channel when joining a meeting. You can also close unwanted video windows to lower your bandwidth consumption and improve the image quality of the remaining views.

- The minimum recommended processor speed for using the full features of IG software is 2Ghz. If your processor utilization is high, or your processor is too slow, audio can become choppy. You can observe your processor utilization in the **Task Manager** by right-clicking on the taskbar, selecting Task Manager, and viewing the performance tab.
- If you are using a hands-free echo cancelling system, try resetting it. This is often as simple as unplugging the power and plugging it back in, but you should refer to your equipment user manual if you are uncertain.
- There may be problems with the audio cabling. Try using an alternate cable, or connecting it to another compatible port or another compatible device.
- We recommend using a PCI or USB sound card. Some on-motherboard sound cards generate some additional electronic noise in addition to the microphone signals, which can disrupt the conference for other users.
- If you are hearing a hiss through your powered speakers, the volume for them is set too high. Reduce the volume on the speakers until the hiss is gone, and then increase levels until the audio levels are adequate.
- If problems persist, please contact [technical support](#) for further assistance.

Video troubleshooting

Video Troubleshooting Overview

Video content can greatly enhance the conferencing experience. The equipment and processes behind delivering video to the desktop can get complicated and sometimes problems may occur. Click the link for a topic below that best describes the problem you are experiencing. If none of the listed problems describe your situation, please [contact technical support](#).

[I can't see them](#)

[They can't see me](#)

[Video quality is poor](#)

[I see black or blue video in the window](#)

[I have multiple video projectors and/or monitors, and some of them aren't working](#)

[My displays are sometimes getting blanked out during the conference](#)

Not Receiving Video

The primary source of video reception problems in this version is likely to be incompatible codecs. The windows version of IG features an H.264 video codec and the Mac edition does not presently support this codec. As such, any Windows IG participants will need to transmit using the H.261 codec. They can do this via the Video tab in IG Node Configuration or via the Video Properties window. If necessary, contact [technical support](#) for assistance.

Follow these steps to check your video setup:

- Check the center pane of [IGClient](#) to see if the video camera icon for the site you wish to receive is available and not grayed out. Grayed out camera icons indicate no video is being sent from that site.
- If you have multiple displays attached to the computer, make sure they are all turned on and working properly.
- Make sure there are no other windows covering your video images.
- Use the [Layout interface](#) to establish an auto-layout area for the video windows.
- If problems persist, please contact [technical support](#).

Local video not being sent

Follow these steps to check your video setup:

- Check your **Transmit Local Video** menu option in [IGClient](#) to make sure your cameras are listed in black. Cameras listed in grey are not available, or disabled.
- If you are sending Priority Video, your camera may not display to others that are only receiving the top-priority streams.
- If you are sending video to sites that are not using IG software, they may need to check their firewall settings to make sure they are allowing the video traffic. Additional information on firewall settings is available on the [support site](#).
- Verify that your camera is plugged in and correctly configured.
- Network problems may exist. Contact your site administrator.

Some video display devices aren't working

- Check to make sure all of your projectors and/or monitor displays are powered on and all cables are properly connected. Use a cable that has all pins available.
- Try moving your mouse or dragging a window into the missing display area to see if it appears
- If the display device accepts multiple inputs (such as DVI and RGB, or RGB and S-Video), make sure the appropriate device is selected. You may need to refer to the documentation that came with your display for more information on this.
- If problems persist, please contact [technical support](#).

Some of my camera streams are showing up as blue / black / scrambled.

This may occur when there is a loose or incomplete cable connection between your camera and your computer's video capture card. Your video capture card may also be configured with the incorrect video input type. It is also possible that the camera itself is faulty.

- Make sure your camera is powered on.
- Verify that you don't have any other camera's connected to your system
- Verify the connection between your camera and your computer/cube is secure.
- If another local camera is properly functioning, disconnect the cable from the functioning camera and plug into the problem camera. If the problem camera operates normally with the new cable, the other cable may be damaged.
- If color settings for all display screens are not at least 24-bit, video windows may show up as grey or black.
- If you still need assistance, contact [technical support](#).

Display goes blank during conference

This may be caused by the screen saver and/or power-saving feature on your computer. When no keyboard or mouse activity is detected, the computer assumes you are not there and will activate the power saver after a selected delay. Laptop users may need to configure a customized power control panel supplied by the laptop manufacturer to reduce or eliminate the display timeout. Please refer to the instructions that came with your laptop.

Camera controls aren't working

Only Pan/Tilt/Zoom cameras connected to your cube/computer via VISCA cables are controllable with IGCam. If you have a different type of remote control camera, you will need to control it with its own software. This should not cause conflicts when run concurrently with the IG software.

If you do have the appropriate configuration to use IGCam:

- Verify that the VISCA cables are properly connected to the cameras.
- Try using the other camera controls (remotes or buttons) to see if they respond.
- Click the reconnect button on IGCam to rescan for cameras on the selected endpoint.
- Make sure no other devices (UPS, modems, etc) are trying to use the serial ports that the cameras need to function. You can change the serial ports used for IGCam in IG Node Configuration, though this may require additional hardware to increase the number of serial ports available.
- If you require further assistance, contact [technical support](#).

The camera I select in IGCam moves a different image

This is a camera indexing problem. In IGCam, cameras appear in the selection list in the order they are connected to the computer. This varies slightly based on the cabling configuration.

On Windows IG nodes, the sequence of the cameras is managed by the camera control IDs in IG Node Configuration. Take note of which camera moves which image in the session. Note the order on the select camera list, the top camera will be ID 1. Then go to IG Node Configuration on the Windows node and rearrange the camera control IDs so they match up with the camera images.

Other troubleshooting

I am not receiving updates to an IGPIX presentation

- Verify the presentation web address (URL) if you are accessing the presentation via web browser.
- Verify that the **Sending Capture...** box flashes on the user's screen when they click the IGPIX icon.
- Make sure the web browser is set to update pages on every visit to the site.
- Ask your network administrator if a proxy server is in use. It may be necessary to bypass the proxy for IGPIX to function properly.
- If problems persist, contact your site administrator and/or [technical support](#).

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