

## **Intel® ProShare® Video System 500 Release Notes**

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These release notes contain the latest information available about your Intel ProShare Video System 500 and its operation.

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### **Warranty Support**

PictureTel offers a one-year hardware warranty on the Intel® ProShare® Video System 500, and a 90-day warranty on the system software.

Contact your local distributor to receive warranty support. If you do not know who your local distributor is or have purchased your product directly from PictureTel, contact PictureTel directly:

#### **North & Central America**

800-874-2835  
Andover, MA, United States  
8:30am to 8:00pm Eastern Standard Time  
Support Language: English, Spanish & Portuguese

#### **South America**

978-292-5999  
Andover, MA, United States  
8:30am to 8:00pm Eastern Standard Time  
Support Language: English, Spanish & Portuguese

#### **Europe**

(44) (0) 1753 723020  
Slough, England  
7:30am to 7:00pm Greenwich Mean Time  
Support Language: English, French, German & Spanish

#### **Africa & Middle East**

(44) (0) 1753 723020  
Slough, England  
7:30am to 7:00pm Greenwich Mean Time  
Support Language: English, French, German & Spanish

#### **Japan**

03-5421-4583  
Tokyo, Japan  
9:00am to 6:00pm Japan Time

Support Language: Japanese

**Asia**

65-332-0400

Singapore

9:00am to 6:00pm Singapore Time

Support Language: English & Chinese

**Australia**

65-332-0400

Singapore

9:00am to 6:00pm

Support Language: English & Chinese

Additional information available at: <http://www.picturetel.com>

**New Camera**

As part of this release, Intel has introduced a new video camera. Using the new Camera Preferences dialog box, you can:

- select the type of ProShare camera you have
- refer to illustrations to determine which camera type to select
- learn how to connect your camera to the audio/video board

Additional installation and setup instructions are included in the "Intel ProShare Video System 500 Installation Guide."

**Installation and setup – Windows 95/98 and Windows NT**

**Before you install: Verify supported operating systems**

Intel® ProShare® Video System 500 supports Microsoft Windows\* 95, 98, 98 SE and Windows NT\* Workstation 4.0 with Service Pack 3 or higher (not included). Windows 2000 and higher are not supported.

**Microsoft NetMeeting 3.0 not supported**

Microsoft NetMeeting 3.0 is not supported. Please see uninstall instructions below.

**Microsoft NetMeeting 3.0 cannot be installed on the same computer as Intel ProShare Video System 500.**

**Intel ProShare Video System 500 is supported on Microsoft Windows 98, Second Edition (SE) after NetMeeting\* 3.0 is uninstalled.**

To uninstall NetMeeting 3.0 in Windows 98 SE:

- 1 Select Start>Settings>Control Panel.
- 2 Double-click the Add/Remove Programs icon.
- 3 Click the Windows Setup tab.
- 4 Double-click the communications item in the list.
- 5 Uncheck the box labeled "NetMeeting."
- 6 Click OK.
- 7 Click OK again.
- 8 Restart the computer.
- 9 Install (or reinstall) ProShare Video System 500.

You will need to uninstall NetMeeting 3.0 and reinstall ProShare Video System 500, if you have installed NetMeeting 3.0 after the initial installation of ProShare Video System 500.

To uninstall NetMeeting 3.0:

- 1 Select Start>Settings>Control Panel.
- 2 Double-click the Add/Remove Programs icon.
- 3 Click the NetMeeting item in the list.
- 4 Click OK.
- 5 Follow the prompts to uninstall all NetMeeting components.
- 6 Restart the computer.
- 7 Install (or reinstall) ProShare Video System 500.

### **LAN-only installation**

The ProShare Video System 500 includes ISDN capabilities; however, it is not necessary to use the ISDN connection for LAN video conferencing. You must, however, enter ISDN information during the install/setup. We strongly suggest the following:

- 1 Choose "Euro-ISDN DSS-1" as the Protocol.
- 2 For the telephone numbers, enter "11111."

If you want to add ISDN capabilities later, you can configure the ProShare ISDN Properties page with the correct information. (Please consult with your telephony provider for specifics.)

### **Installing the ProShare System from a network drive**

If the ProShare System software is available to install from a user's local network, it must be installed from a mapped drive.

### **Avoid installing the ISDN/video-capture card in the last PCI slot**

Do not install the ISDN/video-capture card in the last PCI slot on your PC. On some systems, doing so results in no audio or video being available. If possible, install the card in a middle slot.

### **Disabling the energy-saving "Suspend" option during setup**

If a PC's energy-saving option (such as Suspend or Low-power standby) is turned on at the time you install the ProShare software, the PC can enter a suspended mode while waiting for you to respond to a dialog. When the PC resumes operation, the Device Manager will attempt to discover new hardware and install new driver files from the Windows 95 or 98 CD-ROM. If this happens, click Cancel so that driver files are not installed and Setup continues. All necessary driver files are installed automatically as part of the ProShare System Setup program.

### **Installing on multiple machines with the same email address**

If you have a gatekeeper and you want to install the ProShare System on more than one system, use a different email address for each installation or skip the email address field completely.

### **Unfound files during installation**

Since each computer manufacturer sets up systems differently, the ProShare installation program may not find required files in the expected location. If this happens, you will get a message that the setup program can't find some files. A dialog box will appear with a default directory for you to search. Click OK.

If the file is not there, you should use the Browse button to browse the \WINDOWS, \WINDOWS\SYSTEM, and \WINDOWS\TEMP directories (under Windows 95 or 98) or the \WINNT, \WINNT\SYSTEM32, and \WINNT\TEMP directories (under Windows NT). If you still can't find the file, insert the Windows 95/98 or Windows NT CD-ROM and browse there.

### **Windows TEMP directory**

If the WINDOWS\TEMP (WINNT\TEMP for Windows NT Workstation) directory does not exist, Setup creates it for you. If you see an error message that there is not enough disk space to complete Setup, verify that there is sufficient disk space and then ignore the message. The installation will complete normally. Your hard disk should have at least 80 MB free space before you start installation.

### **Installing on dual-boot systems**

If you have a dual-boot system running Windows 95/98 and Windows NT workstation in **different** disk partitions, you can install the ProShare software on both operating systems. This will enable you to use the ProShare System regardless of the operating system.

Be aware that when you install the ProShare software on Windows 95/98 operating system, the \realtime directory is always installed on your C: drive. Since a Windows NT installation doesn't require the \realtime directory, there is no conflict.

If you have a dual-boot system with Windows 95/98 and Windows NT in the **same** disk partition, you cannot install the ProShare software under both operating systems.

### **Preventing the autolaunch feature**

Autolaunch is a Microsoft feature that launches a program automatically when the CD-ROM is loaded into the CD-ROM drive. If, during setup, you are prompted to load a Windows NT or Windows 95/98 CD into your CD-ROM drive, you must prevent the autolaunch feature from running. To do this, hold down the Shift key while you are inserting the CD-ROM into the drive (as the CD-ROM drive door is closing).

### **Configuring dial-up networking**

After the ProShare System installation completes and you have rebooted the system, you can configure a dial-up networking connection for your ISP account. If you have a direct connection to the Internet via your corporate LAN, you can skip this section. Since the ProShare System supports only one TCP/IP address, you can't connect to your corporate LAN and use TCP/IP applications through your ISP at the same time.

#### On Windows 95/98:

- 1** Go to Programs>Accessories>Dial-up Networking, and double-click Make New Connection. (In Windows 98 and Windows 98 SE, go to Programs>Accessories>Communications>Dial-Up Networking.) If you don't have any existing dial-up networking connections, the dial-up networking wizard will appear. If you click Next, the "Make New Connection" dialog will appear.
- 2** In the Make New Connection dialog, type the name you want to give the connection.
- 3** Select ITK WAN Miniport-Channel 0 for the modem, and click [Next].
- 4** Type the number you want to call and click Next.
- 5** Click Finish to complete steps 1-4.
- 6** After the new icon appears in your dial-up networking group box, right-click it and select Properties.
- 7** On the General tab, go to the Set additional devices section and click Settings. (In Windows 98 and Windows 98 SE, this section is on the Multilink tab.)
- 8** Select Use additional devices, then click the Add button.
- 9** Select ITK WAN Miniport-Channel 1 for the new Device name and click OK, then click OK again to return to the General tab. (In Windows 98 and Windows 98 SE, you're in the Multilink tab and must click on the General tab to return to it.) This step enables both B-channels for your calls. If you want to use only one B-channel, skip step 9.
- 10** On the Server Types tab, make sure the Type of Dial-Up Server is PPP and that TCP/IP is enabled. Click OK when you're finished.

- 11 You are now ready to make a call. Double-click the icon you just made in the Dial-up Networking group box.
- 12 Type your user ID and password and click Connect. If there are Novell NetWare\* servers mapped onto your system, you will get a message telling you that they will be inaccessible when you establish a connection. This is normal. Click OK to continue.
- 13 Contact your Internet Service Provider for information on the settings needed to access their server.

#### On Windows NT 4.0:

- 1 Go to Programs>Accessories>Dial-up Networking. If you get a message that your phone book is empty, click OK.
- 2 In the Dial-up Networking dialog, type the name you want to give this connection (phonebook entry) and click Next.
- 3 Check "I am calling the Internet" and click Next.
- 4 If you see a list box with B-channel options and you want to make 2-B Channel calls, select All available ISDN lines multi-linked, then click Next.
- 5 Enter the phone number as you would dial it including a "9" to dial out. Click Next, then Finish.
- 6 Now you'll see the Dial-up Networking dialog. Verify the phone number and click Dial. Enter your username and password, and click OK.
- 7 Contact your Internet Service Provider for information on the settings needed to access their server and to access other TCP/IP applications such as Netscape Navigator\* or email.

#### **Installing on systems with other Brooktree Bt848 devices**

If your system contains another card (e.g., video capture or TV tuner card) with the Bt848 chip, you cannot install the ProShare software on this system. Please remove the other card before installing the ProShare System software.

#### **Hardware conflict freezes system during installation**

If your system freezes during installation, this is probably due to a hardware conflict. Certain devices do not always report all the interrupt requests (IRQ) they use. This has occurred with legacy ISA devices and current sound cards, such as Crystal Audio's MPU401 driver.

You must do one of the following:

- Disable the device.
- Set your BIOS to reserve the resources that the device is using. Choose "Used by ISA legacy devices" or "unavailable". (Interrupt 10 is the most likely in conflict.)

When the BIOS assigns the resources to the Intel ISDN/Audio/Video capture card, the BIOS may not see the ISA devices. When Windows 95/98 initializes, it adjusts the resources, when possible, to avoid conflicts. However, if the device doesn't report its IRQ, Windows is unaware of the conflict and leaves it unresolved.

#### **Video adapter cards**

Make sure you have the latest video driver installed on your system. Obtain the latest driver from your video card vendor to ensure optimal performance of the ProShare system.

#### **Installing the ProShare Video System 500 after uninstalling Intel Video Phone or Create & Share software**

If you try to install the ProShare Video System 500 after uninstalling Intel Video Phone or Create & Share software, you may get a message that Video Phone is installed on your system. This happens because the ProShare software detects the Video Phone shared directory C:\Program Files\Common Files\Intel Shared\H32x. If you get this error while installing the ProShare System, rename or delete this directory.

## **Windows NT workstation specific install notes**

### **ProShare system not supported on Windows NT server**

The ProShare system software is not supported on Windows NT server installations.

### **Log in as administrator to install under Windows NT workstation**

You must be logged in as a system administrator to install the ProShare software under Windows NT workstation. You must also log in as a system administrator after the first reboot (during installation) to finish installing correctly.

### **Application sharing requires Microsoft Service Pack 3 or higher**

Microsoft's Service Pack 3 or higher is required to initiate application sharing under Windows NT workstation. If you do not have Service Pack 3 installed on your system, you can share only applications packaged with the ProShare system (i.e., File Transfer, Chat, Whiteboard, and Photo Exchange). You can, however, share and collaborate on applications if another user with the appropriate software initiates the application sharing.

By default, application sharing under Windows NT 4.0 is not enabled during the ProShare system installation. To enable it, you must install Windows NT 4.0 Service Pack 3 on your system. After Service Pack 3 is installed, you will be prompted to reboot your system.

To enable Application Sharing:

- 1 Launch the Conference Manager.
- 2 Click NetMeeting on the taskbar.
- 3 Click the Tools menu and select Enable Sharing.
- 4 You will be notified that NetMeeting will install additional software. Click Yes.
- 5 Click Yes when prompted to restart your computer.

For further information on how to use application sharing see the online Help.

### **Downloading Windows NT 4.0 Service Pack 3**

To download Service Pack 3 go to <http://www.microsoft.com>.

You must install the Intel ProShare System before installing Service Pack 3 to ensure that application sharing works properly.

The location and availability of Service Pack 3 are subject to change with the future development of the Microsoft Web site. Intel does not provide technical support for Microsoft Service Pack 3. If you have problems downloading the software or need additional assistance, contact Microsoft's technical support, Microsoft's customer service, or your system administrator.

### **Ordering Windows NT 4.0 Service Pack 3**

To purchase Service Pack 3 go to <http://www.microsoft.com>.

For further information on how to order Service Pack 3 CD-ROM, contact Microsoft's technical support or customer service.

### **Reinstalling Service Pack 3 when you add or remove software or hardware**

Microsoft requires that you reinstall Service Pack 3 each time you add or remove software or hardware on your system to ensure that your applications work properly. This is a requirement of Service Pack 3, not Intel software.

Service Pack 3 contains updated versions of many operating system-level files. Installing Service Pack 3 will overwrite these files on your system, including ODBC drivers that are used by many applications with updated versions.

### **Configuring Remote Access Server ports during installation**

The ProShare System ISDN/video capture card allows you to browse the Internet and perform remote LAN access via the Windows NT Remote Access Services (RAS) and dial-up networking infrastructure. To use these functions, you must configure the RAS and dial-up networking parameters when you install the ProShare system.

During setup, you will be prompted to configure the RAS ports. When the "Add RAS device" dialog appears:

- 1 At the "Add RAS Device" dialog, under RAS capable Devices, select "ISDN1 - Wan2ProShareISDN: device".
- 2 Click OK.
- 3 If your ISP supports only 64 Kbps PPP connections, or you only want to use a single B channel while browsing the Internet to reduce cost or to keep a B channel free for other types of calls, then you are done with RAS port setup. Click Continue to proceed with the ProShare System setup.
- 4 If your ISP supports 128Kbps MLPPP connections, you should add another RAS port by clicking the "Clone" button in the Remote Access Setup dialog. A second RAS device called the "ISDN2 – Wan2ProShareISDN" should now appear in the list.
- 5 Click Continue to proceed with the ProShare System setup.

### **Running on multi-processor systems**

The ProShare system is not supported on multi-processor Windows NT systems.

### **Connections**

#### **Disabling the energy-saving option when waiting for calls**

You should disable the energy-saving option when you are waiting for calls. Otherwise, an incoming call may time out before your drive can spin up.

#### **Incompatibility with WebTV**

When you install WebTV for Windows 98, it creates a network adapter called "Microsoft TV Data Adapter." However, to make a LAN call using ProShare system, you must have only one network adapter configured in your system. Refer to the topic, "Assigning one IP address to your computer."

#### **Assigning one IP address to your computer**

If you have more than one IP address assigned to your system, you may not be able to have a full audio/video conference. To have a full audio/video conference, you must assign just one IP address for your system. Choose one of the following three options, depending on your system, to remove other IP addresses assigned to your computer:

- If an IP address is assigned to a Dialup device, hang up the connection.
- If a DHCP server (dynamic IP) assigns an IP address to a LAN adapter:
  - Windows 95/98 - Run the WINIPCFG.EXE utility and click Release for an appropriate adapter.

- Windows NT - Run the command IPCONFIG.EXE with no parameters to determine the list of adapters and the IP addresses they are bound to. To release the IP address for the other adapter(s) in your system, run the command:

IPCONFIG /RELEASE ADAPTERNAME

where "ADAPTERNAME" is the name of the adapter.

- If a static IP address is assigned to a LAN adapter, you must remove the adapter's drivers. Click Start > Settings > Control Panel > Network. Click the Adapters tab, select the adapter and click Remove.

If you have problems configuring your IP address, contact your system administrator.

## **Troubleshooting**

### **Incomplete installations**

If your installation does not complete successfully, check the PictureTel Web site at <http://www.picturetel.com>.

### **Properly seating audio/video card in chassis**

The screw holes on the audio/video card may not align with the holes on the chassis. Do not bend the card to align the screw holes as the card may become partially unseated from the slot.

### **System takes too long to boot**

Occasionally IRQ problems occur when the ProShare system is installed in systems with network cards that don't share the PCI bus properly. If this happens, try moving the network card to another PCI slot. If that does not work, try turning off Plug and Play OS setting in the CMOS settings.

### **If your local video window is blue, check your camera**

If your local view window is blue, it is not receiving a signal from the camera. Check that your camera is properly connected, the camera shutter is open, and the correct camera is selected in the audio/video preferences menu.

### **Horizontal streaks in the video window**

PCI bus traffic can reduce video quality. Typically, this is caused by other hardware components in the system. If this occurs, make sure you have the latest software drivers for your hardware.

### **Set your video resolution to High Color (16 bit)**

Due to limitations of many video cards, we recommend setting your color depth to "High Color" (16 bit or 65536) to ensure that the remote video window is displayed properly.

### **Multi-point Control Unit configuration requirements**

If you have problems using data conferencing tools (e.g., the Whiteboard) in a multi-point conference, contact your MCU provider to make sure your MCU is properly configured for use with NetMeeting 2.1.

### **If error occurs in RUNDLL, click OK**

On rare occasions, an error will occur in RUNDLL during the Microsoft ActiveMovie\* portion of Setup. If this happens, click OK; the setup will continue without error.

## **H.323 MCU video configurations**

You should set up the MCU conference to allow either H.261 or H.263 video, but not both. In some cases, allowing both options on the MCU could cause problems with video switching. The selection should be done based on the endpoints that will be participating in the conference.

## **Miscellaneous**

### **Adobe Acrobat\* Reader provided on CD**

The Intel® ProShare® Video System 500 User's Guide is available in Adobe Acrobat (PDF) format in the following location: Start>Programs>Intel ProShare Video System 500>User's Guide. Adobe Acrobat Reader is automatically installed so you can view this online User's Guide.

### **Composite cameras**

If you are using a secondary camera and are using an adapter to convert from svhs to composite, double-click on cam2comp.reg in your \utils directory on the CD. Then to go back to svhs, double-click on cam2svid.reg.

### **Compatibility with Intel Video Phone**

The ProShare system can call and connect with Video Phone 3.0 or later over the LAN; however, it is not compatible with earlier versions. It cannot be installed on a system where Intel Video Phone is installed.

### **Virtual memory requires 60 MB hard disk space**

After installation, the ProShare system works best with at least 60 MB of free hard disk space when Windows is managing virtual memory. If you're managing the swap file yourself, make sure it is set to at least 60 MB.

### **ActiveMovie file type associations**

Sometimes when the software installation completes, the following message displays:

"Some of the file types usually associated with ActiveMovie are currently associated with other programs. Because of this, you may be unable to play certain types of multimedia files. Do you want to fix this (by restoring the file type to ActiveMovie)?"

Choose Yes and check the "Do not show this again" box to suppress this dialog.

### **Closing NetMeeting during a video conference**

If you close the main NetMeeting application during a video conference call, the NetMeeting data conferencing applications will not be available on subsequent calls. (Data conferencing applications include Whiteboard, Chat, File Transfer, and Application Sharing.) To enable data conferencing applications again for subsequent calls, close the ProShare System and restart it.

Note: Opening and closing the data-conferencing applications during a conference does not cause this problem. Closing NetMeeting itself does.

### **Application sharing on Windows 98: security caution**

Application sharing allows you to share application files (e.g., from Word or Excel\*) with other participants in a conference. When sharing an application file on Windows 98 with NetMeeting\* 2.1, however, other applications and windows may also be shared without the user's knowledge.

### **Using the ProShare System 2.x address book files**

To use Address Book files you created with the ProShare 2.x software, use the Select a ProShare 2.0 System Address Book dialog to point to the location of these files. Copy all three files associated with the Address Book to your local hard drive.

For example, if your address book is named PERSON, copy the files with these names:

PERSON.AB2  
PERSON1.AB2  
PERSON2.AB2

If you do not copy all three files, you will see a "File not found" message.

### **Creating a shortcut for listening mode**

You can create a shortcut that launches the ProShare System in listening mode. To create the shortcut:

- 1 Close all applications.
- 2 Right-click the workspace > New > Shortcut.
- 3 Click the Browse button and locate CVIEW.EXE in the directory where the ProShare system was installed.
- 4 Double-click CVIEW.EXE.
- 5 In the command line, type /LISTENING (outside the quotation marks). Be sure to leave a space after the quotation mark before typing the text string.
- 6 Click Next and type the name for the shortcut.
- 7 Click Finish.

The ProShare System is usually installed in the C:\Program Files\BizVideo folder. With this typical installation, the command line is "C:\Program Files\BizVideo\CView.exe" /LISTENING.

### **Buzzing sound may occur during video conference**

On rare occasions, you may hear a continuous buzzing sound. If this happens, hang up and call again.

### **Windows NT users should log on with "user" privileges**

We recommend that regular users log onto their systems with "user" privileges. Logging on with "Guest" privileges causes all of the user settings to be lost.

### **Large local video window has a "blocky" appearance**

The quality of your local video may appear "blocky" if viewed in a large window. This is because video display priority is given to the remote video window. This display is normal and does not affect the quality of the video being transmitted.

### **Making voice calls (supporting DTMF tones)**

The ProShare system is unable to use some Italian telephone services and others that support DTMF tones to make voice calls. These telephone services require that DTMF tones be present on the line before a voice call is completely connected. This feature is not currently supported. Use a telephone to make voice calls if you experience difficulty using these services.

### **X.25 ISDN terminals**

If you're planning to connect an ISDN line to ProShare Video System 500, do not connect any D-channel X.25 terminals to the same interface that is connected to the ProShare Video System 500.

\* Brand, name, or trademark owned by another company.