



PictureTel

Interactive Whiteboard Interactive Flipchart Personal Whiteboard

Release Bulletin

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Release Bulletin

This software release bulletin provides information about the PictureTel Interactive Whiteboard (IWB), Interactive Flipchart (IFC), and Personal Whiteboard (PWB).

This bulletin includes the following topics:

- Hardware and Software Requirements
- Usage Notes

Please see the *Setup Guide and Quick Start* document that came with your PictureTel product, and the Release Bulletins from your videoconferencing system and data conferencing application for additional information that may apply.

Hardware and Software Requirements

Please refer to the *Setup Guide and Quick Start* document that came with your product to verify the hardware and software requirements for your PC, videoconferencing system, data conferencing application, and multipoint control unit.

You must have the following version of the PictureTel Drivers and Utilities software for the product you are using:

- ❑ Interactive Whiteboard — version 2.25
- ❑ Interactive Flipchart — version 1.04
- ❑ Personal Whiteboard — version 2.00

Usage Notes

Please note the following as you use this release:

General

- ❑ Software revision numbers within the IWB/IFC/PWB software (such as in the online help) may not match the version printed on your installation diskettes. The installation diskettes note the actual software revision.
- ❑ All PCs participating in a data conference must be set to the same display resolution and color depth for images to display correctly at all sites. PictureTel recommends setting the display to 800 x 600 resolution with 256 colors.
- ❑ If you need to reinstall the software drivers for your IWB, IFC, or PWB, follow the first five steps of the installation process as described in your *Setup Guide and Quick Start* document. You are then given the option of reinstalling the drivers.
- ❑ IWB, IFC, and PWB software drivers are not compatible, and cannot be loaded on the same PC at the same time. To connect a different product to a PC, you must first reinstall the existing software drivers and then install the appropriate software drivers for the new product.
- ❑ For ease of use, you may wish to put the Presentation Tools software and your data conferencing application (NetMeeting 2.1 or Live200/LiveShare Plus 4.0) in your Windows StartUp menu.

Interactive Whiteboard and Interactive Flipchart

- ❑ When using the Interactive Whiteboard or Interactive Flipchart, you cannot minimize the whiteboard screen on the PC. Press Alt + Tab to switch to the NetMeeting window or to other applications.
- ❑ Only one site should share the IPM Softkey drivers when starting a data conferencing session. If multiple sites share the IPM Softkey drivers, the IPM pen color keys will not work.

Personal Whiteboard

- ❑ When installing the Personal Whiteboard software, with the Personal Whiteboard connected to COM 2 on the PC, you must allow the software to search the COM ports even though COM 2 is the default. If you do not let the software search the COM ports, it will not find the Personal Whiteboard, and you will need to reinstall the software.
- ❑ PictureTel strongly recommends using the LiveShare Plus whiteboard for data conferencing instead of the IFC applications installed with the Personal Whiteboard Drivers and Utilities software.
- ❑ When writing on the Personal Whiteboard, be sure to maintain consistent pressure on the pen so that your handwriting strokes are registered by the pad.
- ❑ Do not leave the Personal Whiteboard pen on the mat when you are not using it, as it will interfere with mouse operation.

Presentation Tools

- ❑ The Presentation Tools software is compatible only with the Interactive Whiteboard. It will not function correctly with the Personal Whiteboard or Interactive Flipchart.
- ❑ If you share and collaborate the Presentation Tools application, any subsequent application you launch through the Presentation Tools software is automatically shared.

NetMeeting

- ❑ If you are data conferencing with two NetMeeting nodes using a Concorde•4500 and either a Venue•2000 or a SwiftSite, you must do the following in order to data conference successfully:
 1. Make the NetMeeting call to the Concorde•4500
 2. Dial the video call from the Venue•2000 or SwiftSite to the Concorde
 3. After all channels are active, make the NetMeeting call on the SwiftSite.
- ❑ If you are data conferencing with two NetMeeting nodes and don't connect within six seconds, click the NetMeeting STOP icon to hang up and then click the CALL icon to retry the call. The redialed call should connect successfully.
- ❑ If NetMeeting times out while waiting for a video call to connect, it displays a failure message and prompts you to send a message to the other end. Select No and wait for the video call to come up. If NetMeeting fails to connect, then restart the NetMeeting call.
- ❑ Quitting NetMeeting and rebooting the PC may cause NetMeeting's COM 2 setting to be reinitialized to 1200 bps. You must then reset the speed to 38400 bps.

Live200

- ❑ If a Live200 is in a data conference with any other VCS, a Personal Whiteboard connected to the Live200 will not be able to function in any way other than as a mouse.

You must start the data conferencing / whiteboard software from the Live200 for whiteboard annotation to work correctly.
- ❑ When data conferencing between a Live200 and a Concorde•4500, first dial the NetMeeting call to the Concorde•4500 and then dial the video call from the Concorde•4500 to the Live200.
- ❑ In certain circumstances, neither a near-end nor a far-end system can rejoin a point-to-point conference after a LiveShare Plus system has disconnected from the conference. To clear the problem, hang up all the calls and redial.

Concorde•4500

- When using a Concorde•4500, always make the NetMeeting call to the VCS before dialing the video call.
- When ending a data conference from a Concorde•4500, stop the data call before hanging up the video call. If a Concorde•4500 hangs up a video call while NetMeeting or LiveShare Plus are still “in a call,” they may freeze.

If NetMeeting freezes, press Control + Alt + Delete to display the Task Manager, End the NetMeeting task, and restart NetMeeting. If LiveShare Plus freezes, you must reboot the PC.

