

Release Notes

ViaVideo 5.1



This Polycom® ViaVideo™ multimedia conferencing system software release bulletin provides information about maintenance update 5.1.

What's New in 5.1?

If you are currently using software version 3.x or 5.0, Polycom recommends that you install update 5.1. This maintenance update contains the following improvements from version 5.0:

- ❑ Improvements to the user interface, based on customer feedback.
 - Improved legibility
 - Easier access to controls
 - Streamlined configuration pages
- ❑ Directory enhancements
 - New speed dial list.
 - User option to display local and global directory entries either together or separately.
 - Support for saving to the directory calls dialed using an E.164 address and calls dialed through a gateway.
 - Improved directory searching. The directory's search feature now returns all directory entries with words that start with the search criteria. Previously, the search returned only those entries whose first word started with the search criteria.
 - Faster directory look-up
- ❑ Improved integration with Polycom's Global Directory Server (GDS). Systems configured to auto-start ViaVideo in the background now register with GDS on system startup. Previously, ViaVideo would wait for the main user interface to be launched before it registered.
- ❑ Enhanced security options. Administrators can now disable VideoMail and outgoing calls.
- ❑ Improved VPN performance.

What's New in 5.0?

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

The ViaVideo 5.0 features include:

Increased Data Rates

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

User Interface Enhancements

- ❑ Based on customer feedback, we have redesigned the user interface for ease of use. The interface now looks and behaves more like other Windows applications and is therefore more intuitive for Windows users. The application now has resizable and detachable windows.
- ❑ The look and feel of the web interface has matured. Navigation is significantly enhanced and security can be set from almost every page.
- ❑ You can now set the ViaVideo interface to use these four additional languages: Traditional Chinese, Simplified Chinese, Korean, and Norwegian. As in the previous version, you can also use ViaVideo in English, French, German, Spanish, Italian, Portuguese, or Japanese.
- ❑ ViaVideo 5.0 has over 100 new messages that provide descriptive information in the event of an error. These errors are also reported in the Call Detail Record.

Location Profiles - Home, Office, Travel

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

Video Enhancements

- ❑ ViaVideo 5.0 offers one of the most requested features – full screen video! This feature allows you to increase the size of the meetings you conduct with ViaVideo. Now you can gather in small groups and everyone can easily see the remote location. If you are in a multipoint call, using Conference on Demand, the quadrants are large enough in full screen mode for everyone to view the remote locations. To switch to full screen mode during a call, click the icon in the top left corner of the main window. To return to normal viewing mode, simply press the Esc key.
- ❑ Version 5.0 now allows for multiple monitors to be used in conjunction with the ViaVideo application. Two or more VGA displays can be attached to your PC or laptop, expanding the desktop conferencing space for enhanced visual collaboration.

Enhanced Configuration Options

- ❑ In this version, integrated Polycom Video Error Concealment (PVEC) allows ViaVideo to use the highest possible picture quality and frame rate, providing clear audio and video connectivity even on congested networks.

- ❑ ViaVideo 5.0 now registers directly with the Global Management System (GMS), just as the ViewStation products do. In previous versions, ILS registration was required in order to register with the Global Address Book. ILS registration is still an option for those who have applications calling for it.
- ❑ ViaVideo 5.0 allows for three GMS server entries and three ILS server entries.
- ❑ ViaVideo can now auto-detect your VPN's dynamically-assigned IP address.
- ❑ The addition of canMapAlias now provides the gatekeeper with more control in routing the call by allowing it to tell the endpoint to modify the destination address.
- ❑ ViaVideo now supports alias recognition for E.164 addresses. When you select another system to dial from the directory and when ViaVideo is on a network connected to a gatekeeper, ViaVideo automatically dials using that system's E.164 number (extension) if one is available. If an E.164 number is not available, then ViaVideo uses the IP address.

For example, if Mary Smith has a system with an extension of "3456", and an IP address "255.255.255.0", your ViaVideo will dial using the extension "3456" when you call Mary Smith's system using your Directory.

New VideoMail Format

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

Enhanced Help Features

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

Enhanced Configuration Security

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

Extensive Windows Support

- ❑ The ViaVideo 5.0 device drivers have been certified by Microsoft to be compatible with Windows XP and Windows 2000.
- ❑ ViaVideo can be used with Windows XP, 2000, 98 SE, and ME.

Upgrading to ViaVideo 5.1

To upgrade a system running software version 3.x or 5.0 to ViaVideo 5.1:

- 1.** Close any programs running on your computer.
- 2.** Start Internet Explorer 5.5 or later, and go to the Software Downloads page of the Polycom Resource Center at www.polycom.com/videosoftware and select **ViaVideo 5.1**.
- 3.** Select **Open** to launch the installation wizard directly from the web.
- OR -

Select **Save** to save the installation file to a location on your computer, then double-click the saved file to launch the installation wizard.



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

4. Start the installation wizard, and select your language from the flags shown.
5. On the **Required Software** page, verify that the required software is already installed on your computer. Items that are already installed have a checkmark.
6. Click **ViaVideo 5.1** to start the installation.
7. After you have installed the software, power on your camera by moving the slider on the front of the unit all the way to the left.
8. Double-click the ViaVideo desktop icon and complete the setup wizard.
9. To place a test call, click **Call** and enter a number.

The Resource Center at www.polycom.com/videtest provides a list of worldwide numbers that you can use to test your videoconferencing system.

Installing ViaVideo 5.1 for the First Time

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

1. Close any programs running on your computer, and install the ViaVideo software from the installation CD or from the software download page at www.polycom.com.
2. Start the installation wizard, and select your language from the flags shown.
3. On the **Required Software** page, verify that the required software is already installed on your computer. Items that are already installed have a checkmark.
4. Click **ViaVideo 5.1** to start the installation.
5. Set up the camera as instructed in the *ViaVideo QuickStart*.
6. Power on your camera by moving the slider on the front of the unit all the way to the left.
7. Double-click the ViaVideo desktop icon and complete the setup wizard.
8. To place a test call, click **Call** and enter a number.

The Resource Center at www.polycom.com/videtest provides a list of worldwide numbers that you can use to test your videoconferencing system.

Issues and Restrictions

The following types of issues are described in this section:

[General Issues](#)

[Audio Issues](#)

[Calling Issues](#)

[Hardware Issues](#)

[Installation](#)

[Microsoft Windows](#)

[Network Issues](#)

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General Issues

- ❑ In video calls of 256k and below, customer may experience a slight video delay due to PVEC compensation.
- ❑ If snapshots taken locally or in a call are not displayed in a maximized browser, increase the time between snapshots to 5 seconds or more. The extra time allows the first snapshot to arrive completely before delivering the next snapshot.
- ❑ If the system is registered with an Internet Locator Server or a Global Directory and you delete the server address, the system displays a server error message. Uncheck the Register checkbox instead. When ViaVideo is configured to auto-start in the background, the ViaVideo icon appears in the system tray. Double-clicking this icon does not launch ViaVideo. To launch ViaVideo, use the start menu.
- ❑ The VideoMail display in the Setup Wizard intermittently fails. This does not affect the VideoMail feature.

Audio Issues

- ❑ Users may experience various audio anomalies using USB audio. Polycom recommends using analog audio instead.
- ❑ You may notice loss of far-end audio when you speak at the same time as the far end.
- ❑ Users may experience audio clipping in a videoconference call when minimizing or maximizing the any application. To avoid audio clipping, set applications to 75% of the maximized screen size.
- ❑ Users may notice an increase or decrease of the audio volume level when starting the ViaVideo application.
- ❑ Customized Sound Events ViaVideo 5.0 does not support customized sound events. Users who upgrade from ViaVideo 2.5 or later will lose their customized sound events.
- ❑ When users are in an audio-only call, they may lose their local video if they click the PIP button. To avoid this, do not click the PIP button in an audio-only call.

Calling Issues

- ❑ If your system is registered with a gatekeeper, you must use quotes when you call an alias or extension that includes a space in the name. For example, to dial Polycom Austin as an alias, you must enter "Polycom Austin" in the address field to connect the call.
- ❑ The Global and Local directories are not currently available in the web interface.
- ❑ When you select a call speed in the Directory window, the speed you select becomes the default for all calls placed from the directory.
- ❑ If you change the available speeds on the directory drop-down list (via the H.323 > Dialing Speeds tab), If you remove the current directory default speed, you must go back to the directory and explicitly change to the new speed. If you do not select a new speed

in the directory, ViaVideo will continue to place calls at the previous default speed, even though that speed no longer appears in the list. This issue will be addressed in a future release.

- ❑ If users are having problems with E.164 or ISDN dialing, check on the Setup > Directory screen that they have the Dial using H.323 extension when connected to a gatekeeper option enabled.
- ❑ Users may see incorrect information in the Recent Calls tab when dialing E.164 prefixes through an MCU. This issue will be addressed in a future release of the ViaVideo software.

Hardware Issues

- ❑ In this version, the software may intermittently fail to recognize the camera. If this happens, close the camera's shutter and open it again.
- ❑ Users using USB hubs may experience problems loading the camera's firmware. If this happens, connect the ViaVideo unit directly to computer's USB port.
- ❑ Users may experience a computer system lockup when placing an outbound videoconference call while recording data to a CDROM recorder. To avoid this, complete the call before recording data to a CDROM.
- ❑ Users may experience increased CPU usage when mousing over buttons and icons in the ViaVideo application.
- ❑ When you use WebOffice to run ViaVideo on a docked laptop, ViaVideo may not appear to be running if you undock and then redock. If this happens, close the camera's shutter and open it again.
- ❑ Users using laptop docking stations may experience problems loading the camera's firmware. If this happens, connect the ViaVideo unit directly to computer's USB port.
- ❑ Some Windows 2000 systems may fail to exit stand-by mode if they entered stand-by while ViaVideo was running. On these systems, exit ViaVideo before entering stand-by mode.

Installation

- ❑ Users without web access, who are loading the ViaVideo software from the CDROM, may browse the CDROM directory to install the DirectX software.
- ❑ Users without web access, who are loading the ViaVideo software from the CDROM, may browse the CDROM directory to install the Media Player software.

Microsoft Windows

- ❑ DiffServ is disabled for users of Windows 98 and Windows ME. Windows 2000 or Windows XP is required to use this feature.
- ❑ When you install ViaVideo on a Windows 2000 system, you must reboot in order to complete the installation. If you do not reboot, DiffServ does not display correctly.
- ❑ When you run ViaVideo on a system running Windows XP, screen fonts in the ViaVideo windows may appear to be blurred. If this happens, turn off ClearType font smoothing by following these steps:
 1. Right-click the Windows XP desktop and choose Properties.
 2. Click the **Appearance** tab, and then click **Effects**.
 3. Do one of the following:
 - Clear the **Use the following method to smooth edges of screen fonts** check box.

- Set this option to use Standard font smoothing.
- ❑ When you use the Windows Control Panel to uninstall this version of the software, selecting the repair option causes a 1609 error.
- ❑ If you are having problems placing or receiving calls and you are using the Windows XP operating system, you may need to disable the Internet Connection Firewall on your computer. Settings related to firewalls are located in the **My Network Connections** area of Windows XP.

Network Issues

- ❑ ViaVideo may not function properly if more than one network connection is used simultaneously.
- ❑ Users with Windows XP operating system will not be able to place or receive video calls with the Internet Connection Firewall enabled. Complete the following steps to correct:
 1. Right-click My Network Connections and select Network Properties.
 2. In Local Area Connection Properties, select Advanced.
 3. Clear the Internet Connection Firewall option.
- ❑ IP Precedence is disabled for users of Windows 98 and Windows ME. Windows 2000 or Windows XP is required to use this feature.

Video Issues

- ❑ Users may experience no video from the ViaVideo application after a computer reboot. To correct: Recycle the power switch to refresh the camera's firmware.
- ❑ For optimal low light calibration, the camera lens must be completely covered. To cover the lens, move the slider on the front of the camera to the middle position. With the slider in the middle position, the camera is still running but the lens is covered.

If the lens cover is not completely closed during calibration, you may need to repeat the calibration process. To repeat the camera calibration:

 1. Power off the camera.
 2. In the ViaVideo application, go to **Setup > Web/GMS**.
 3. On the **Web/GMS** tab, click **Reset** to restore default factory settings.
 4. Restart the ViaVideo application and complete the setup wizard.
 5. Power on the ViaVideo camera and allow 30 minutes for the camera calibration to begin.
 6. When prompted, move the slider on the front of the camera to the middle position to cover the lens.
- ❑ Users may experience a corrupted video display if the camera has been on for a long period of time. Use one of the following solutions to correct:
 - Recycle the power on the ViaVideo unit.
 - Close all programs and restart the ViaVideo application.
- ❑ When the user launches the ViaVideo application, the application loads software to the camera. This is normal operation for the ViaVideo unit. This occurs when:
 - The camera is powered on.

- The computer is restarted and the application is launched while the camera is powered on.

The camera software may fail to load when the customer is using a non-powered USB hub. Complete the following steps to load the software to the camera:

1. Power off the ViaVideo camera.
2. Disconnect the USB cable from the back of the ViaVideo camera.
3. Verify that the Polycom ViaVideo device driver has been removed from the computer's device manager.
4. Reconnect the USB cable to the back of the ViaVideo camera.
5. Power on the ViaVideo camera.
6. Verify the existence of the Polycom ViaVideo device driver in the computers device manager.

Note: If the Polycom ViaVideo device driver is not present, restart the computer and repeat steps 1-5.

7. Launch the ViaVideo application software.

VideoMail Issues

- ❑ If you are having difficulty saving a VideoMail file, it may be because Windows has not appended the .asf extension correctly in the File Save dialog box.

If you explicitly enter the .asf extension as part of the file name, the file will be saved correctly. For example, in the file name field, enter the file name as **MyVideoMail.asf**.

- ❑ Recording a video mail is interrupted when an incoming call is automatically answered. To resolve this issue, turn off the Auto-Answer feature.
- ❑ If you leave the VideoMail drop-down box open after recording a VideoMail message and then place a call, you cannot play or record VideoMail until you close the VideoMail drop-down box and then reopen it.
- ❑ The VideoMail feature cannot be used while in a call and the VideoMail control panel is disabled.

Interoperability and Compatibility Issues

- ❑ **Cisco VPN**

This version of ViaVideo supports Cisco VPN software version 4.02 and higher. To upgrade your Cisco VPN software, go to www.cisco.com.

- ❑ **Cisco Pix Firewall**

Users with a Cisco Pix Firewall will be unable to establish a videoconference call with the default setting on the Cisco Pix Firewall. Complete the following steps to correct:

1. Turn off Fixup protocol H.323 1720 with the following command:

```
no fixup protocol h323 h225 1720
```

2. Conduits or access list assignments must be configured for the following ports:

- TCP 1720
- TCP/UDP 3230 – 3235
- TCP 3603

- TCP 389
- 3. Use the following command to configure conduits or access points:
conduit permit tcp host 255.255.255.255 eq port any
Where 255.255.255.255 is the external IP address of the endpoint.
- 4. If an endpoint receives inbound video calls from outside the LAN, use the following command to create a static connection for each internal endpoint:
static (inside,outside) xxx.xxx.xxx.xxx iii.iii.iii.iii netmask 255.255.255.255 0 0

Use call rates of 256K or higher when using a Pix firewall. Calls at lower rates may experience one-way audio.

❑ **Global Management System**

GMS managers may notice incorrect caller ID listed under the Call Status tab in the GMS manager. This occurs when a ViaVideo is in a videoconference call with a ViewStation FX.

❑ **MC8000**

ViaVideo users may notice an “Audio Only” icon in the PIP window when a call is received from an MC8000. This is an interoperability issue with the MC8000.

❑ **MGC100**

ViaVideo 5.0 does not support sending snapshots when in a conference call with a MGC100 using H.261 protocols. To correct: Reestablish call using H.263 protocols.

Users may experience ghosting and freezing image video when in a videoconference call with an MGC100 bridge running software version 5.0. MGC version v5.1 addresses this issue.

❑ **Microsoft ISA Firewall**

Microsoft ISA firewall does not work with videoconferencing systems. Please contact Microsoft about this issue.

❑ **Microsoft NAT MN-100**

When you use this version with the Microsoft NAT MN-100, setting the NAT to use Application Port Forwarding results in frozen video. To avoid this problem, you must configure the NAT to use Persistent Port Forwarding.

❑ **PathNavigator**

Users may experience an audio screech when in a Conference on Demand call. This is caused when one or more of the conference parties are placed on mute. To correct, users should un-mute the far sites.

T.120 is not supported in a Conference on Demand call.

Users may experience poor video quality when only one endpoint is using PathNavigator 5.0. Use one of the following options to correct:

- Register both end points with PathNavigator 5.0.
- De-select PathNavigator and re-establish the call.

❑ **Sony 1600PCS**

Users will experience an audio only call when connecting to a Sony 1600PCS videoconferencing system.

- ❑ **SoundStation 3000**
SoundStation 3000 is not compatible with ViaVideo 5.0 software. Contact SoundStation for support.
- ❑ **ViewStation**
Users may notice incorrect call rate reporting when in a conference call with a ViewStation.
- ❑ **VCON Escort**
Users will experience corrupted audio when a call is made from ViaVideo to a VCON Escort at 64k.

Feature Limitations

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

Feature	Limitation
Call Transfer	Call Transfer cannot currently be used when you are connected to a gatekeeper.
	iPower 970 does not accept transferred calls from ViaVideo 5.0 at this time.
	Call Transfer cannot currently be used when you are in a call using Conference on Demand.
VideoMail	VideoMail cannot be created while you are in a call.
Web Interface	Users of Netscape 6.2 will not have access to the following web interface features: placing calls from the web interface, and global and local directories.
Windows NT	ViaVideo 5.0 does not support the Windows NT operating system. For users still requiring NT support, ViaVideo 3.0 remains available for download and is fully interoperable with the 5.0 release.

Hardware and Software Requirements

	Windows 98 SE and ME	Windows 2000 Windows XP
USB Support	USB	
Processor	400 MHz Intel® Pentium® II compatible with MMX™	
RAM	64 MB	128 MB
Video Memory	4 MB	8 MB
Hard Drive Space	62 MB available (for ViaVideo software)	
Speaker Option	<ul style="list-style-type: none"> • Headphones • Headset with microphone • Computer speakers (external or internal) 	<ul style="list-style-type: none"> • Headphones • Headset with microphone • Computer speakers (external or internal) • Speakers connected directly to ViaVideo
SVGA Monitor Resolution	800 x 600	

Network Access	Broadband IP (64 Kb and above)
Microsoft® Internet Explorer	Version 6.0 or later
Windows Media® Player	Version 7.1 or later
Microsoft DirectX® Software	Version 8.1 or later
Microsoft NetMeeting®	Version 3.01 or later

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