



# CU-SeeMe<sup>®</sup> Pro

## Quick Start Guide

Version 4.0  
for Windows



**White Pine Software**  
The CU-SeeMe Company

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# Welcome!

Videoconferencing is the next major step in communicating by computer. When you videoconference you send and receive real-time video, audio and text, eliminating the delay of e-mail and the lack of body language in text-based media. You can use CU-SeeMe to keep in touch with friends and family, conduct business meetings or training, or collaborate on projects with co-workers.

This chapter offers an overview of how videoconferencing works, and how CU-SeeMe Pro uses ILS (Internet Locator Servers) to simplify finding and connecting to other users.

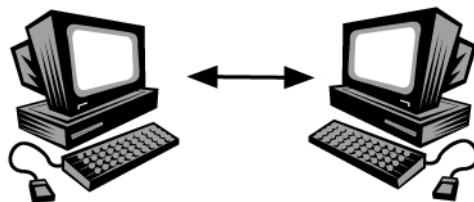
## CU-SeeMe Conferences

When you communicate with someone using CU-SeeMe Pro, your conversation is called a *conference*. A conference can include video, audio, text, and graphics. CU-SeeMe Pro allows you to connect with people several different ways, but for now we'll look at three kinds of conferencing:

- Point-to-Point
- Group
- Cybercast

### Point-to-Point Conferences

When you make a CU-SeeMe call directly to a person, you are making a point-to-point connection. The conversation you have is private, and your computers are connected directly to each other. You can be connected through the Internet or through a private network such as a local area network (LAN). A point-to-point conference operates like this:

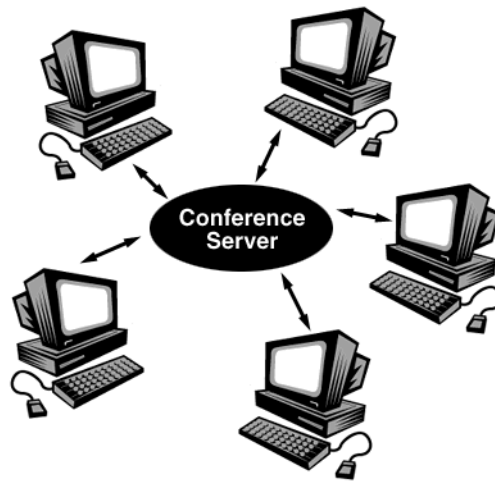


## Group Conference

Group conferencing allows two or more people to meet in a conference. The most common way to participate in a group conference is to connect to a computer running conference server software, such as White Pine's MeetingPoint Conference Server. Any video, audio, text, or graphics that you transmit is received by the conference server, then transmitted to all others connected to the conference.

When you connect to a group conference, you can choose who you want to see and chat with. CU-SeeMe Pro lets you watch up to twelve video windows at once, but there might be more participants in the conference than just twelve.

A simplified view of a group conference operates like this:



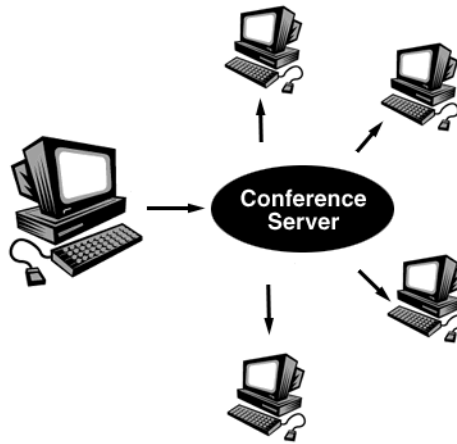
Group conferences may be either public or private. In public conferences anyone may connect and participate. When you connect to a public conference you never know who will also be connected. You can find a list of public conference servers on CU-SeeMe World at [www.cuseemeworld.com](http://www.cuseemeworld.com).

Private conferences are restricted by a password. The conference server may be attached to the Internet, or to a local area network within a company. Private conferences are often used for business meetings, collaboration, and training.

## Cybercast Conference

A cybercast (or one-way conference) is similar to television broadcasting. One computer, running conference server software, transmits audio and video to all users who connect to it. The individual users cannot

send video, audio, text, or graphics; they can only receive broadcast data. A cybercast conference operates like this:



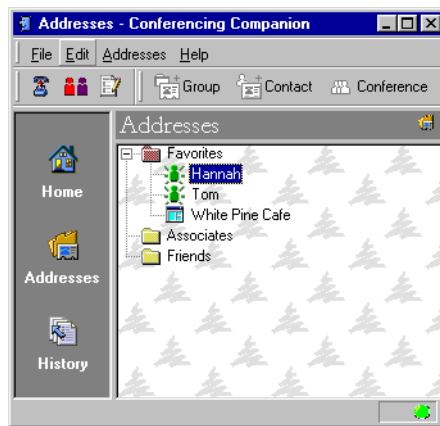
Some examples of cybercast conferences are NASA-TV broadcasts of video and audio during space shuttle missions, teachers who cybercast their lessons to remote students, and trade shows that broadcast video and audio of keynote speakers.

## Connecting to Users Through ILS

Many Internet users are assigned a random network, or IP, address each time they connect to the Internet. This can be a problem for CU-SeeMe users who want to directly dial a particular person, since CU-SeeMe uses the IP address to make its connection. Even if a user has been assigned a permanent IP address, it isn't easy to remember when you want to call that person.

The Internet Locator Server (ILS) solves this problem by automatically registering the IP address of each user every time they connect to the Internet. Instead of connecting to a specific IP address, CU-SeeMe Pro users can use the Address book to place a call to a person by name. All you have to do is double-click on the name. CU-SeeMe asks the appropriate ILS server to look up the current IP address of the person who is being called, and the connection is established.

One advantage of this method is that the Address book can automatically keep track of which of your contacts are online. Say you've added your friend Hannah to your Address book. If Hannah is logged on to the network, an icon next to her name will glow green, letting you know that you can place a call to her. When Hannah isn't online, her icon is dimmed:



In CU-SeeMe Pro, any contact in the Favorites folder of your Address book will use the ILS server automatically. If a contact isn't in the Favorites folder you have to tell CU-SeeMe each time you want to see if the person is online.

Now that you have an idea of how videoconferencing and ILS works, you're ready to turn to the next chapter, where you'll see how to install and customize CU-SeeMe Pro.

# Getting Started

This chapter will help you to install CU-SeeMe Pro and to customize it to suit your computer.

## What You'll Need

To install CU-SeeMe Pro, you'll need:

- A video camera to send video
- Speakers and microphone for receiving and sending audio
- The CU-SeeMe Pro CDROM
- Your CU-SeeMe Pro serial number, located on the CDROM case

## Before You Start

Before you begin to install CU-SeeMe Pro, you should:

- Read the file called README for any last-minute information that may affect your installation. The file is located on the CU-SeeMe Pro CDROM, or in the downloaded installation kit.
- Make sure your camera is on the list of supported devices. The list is maintained at <http://support.wpine.com/>.
- Close any application programs that are running on your computer, including previous versions of CU-SeeMe and the CU-SeeMe Listener.

## Installing CU-SeeMe Pro

Getting CU-SeeMe Pro ready to run on your computer can be done in four easy steps:

1. Install your camera
2. Install your microphone and speakers
3. Install CU-SeeMe Pro
4. Run the CU-SeeMe Pro Setup Assistant

### Step 1: Install Your Camera

It isn't necessary to use a camera with CU-SeeMe Pro, but without one you won't be able to send video. If you haven't already installed your camera, install it now by following the steps outlined in the camera's documentation. CU-SeeMe will be able to detect your camera as part of its installation process.

### Step 2: Install Microphone and Speakers

A speaker and microphone are necessary to hear and send audio over CU-SeeMe. If you haven't yet installed a speaker or microphone, install them now by following the steps outlined in the audio card's documentation.

### Step 3: Install CU-SeeMe Pro

Insert the CU-SeeMe Pro CDROM into your computer's CDROM drive. The installation program should launch automatically. If it doesn't, just select **Run...** from the Windows **Start** button, and type **d:\Setup.exe** (replace "d" with the letter of the CDROM drive on your computer). Click **Ok** to start installation.

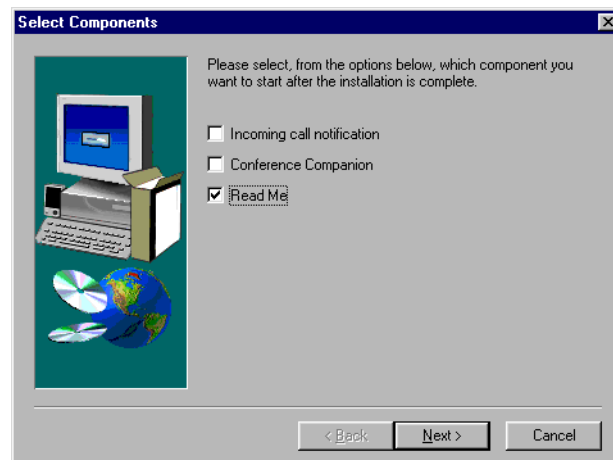
Select **Install CU-SeeMe Pro** from the choices shown on the screen that appears and follow the instructions that appear during installation. The installation program will copy files from the CDROM to your hard disk, and make the appropriate changes to your computer's setup files.

If you already have CU-SeeMe version 2 or version 3 on your computer, be sure to install CU-SeeMe Pro into a different directory. If you don't, you may lose some of your old contact information, since CU-SeeMe Pro is designed to run from its own directory. You should also disable automatic startup of the CU-SeeMe Listener. Instructions for doing this are included in the README file.

During installation, CU-SeeMe will search your computer for programs that it requires to run properly. If you are missing any required programs, a message will appear describing how to install the program from

your CU-SeeMe CDROM. Update drivers are also available at <http://www.wpine.com/Help/cu-pro-install-help.asp>.

Once the installation is complete, you'll see the this screen:



Each item with a check mark next to it will be started automatically when you click the **Next** button. The Setup Assistant will automatically run the first time you start CU-SeeMe Pro. You should select **Readme**, which is a list of last-minute changes to CU-SeeMe Pro that contains important information, and **Conference Companion**, which will launch CU-SeeMe Pro.

You may also choose to automatically start **Incoming Call Notification**, which lets you know when someone is trying to place a video call to you. Click **Next**, then click **Finish** on the screen that appears to complete the installation process and start CU-SeeMe Pro and the Setup Assistant.

## A Word About the Assistants

CU-SeeMe Pro includes several Assistants that help you configure various parts of the program. You'll find them to be quick and easy ways to make CU-SeeMe Pro behave just the way you want it to.

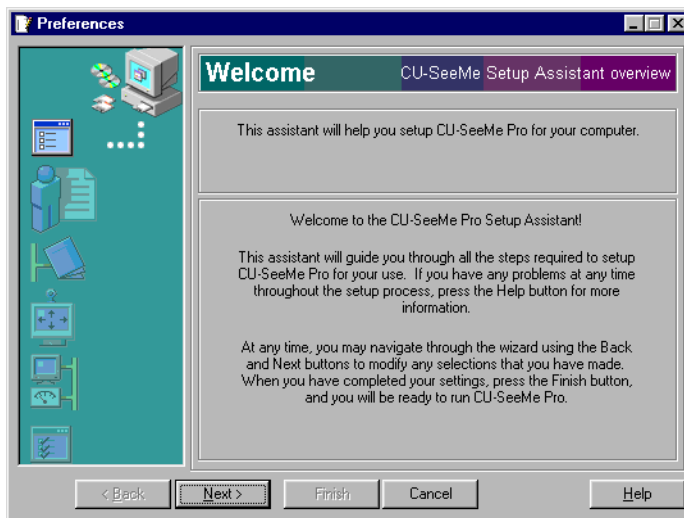
The Assistants guide you step-by-step through the configuration process. If you make a mistake on any step, use the **Back** button to back up and correct your error. The **Next** button takes you to the next step of the process. Any time you need a little more information, click the **Help** button.

## Step 4: Run The Setup Assistant

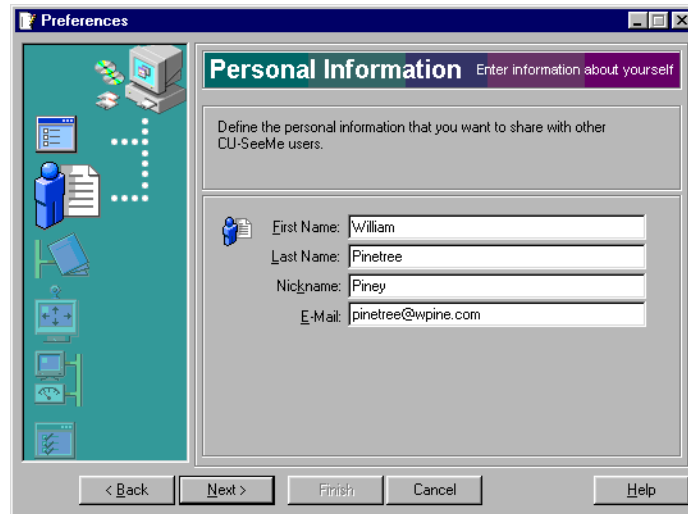
The Setup Assistant will guide you through the process of personalizing CU-SeeMe Pro. There are five categories that need your attention:

- Personal information
- Directory services
- Network setup
- Video setup
- Audio setup

The first time you run CU-SeeMe Pro, the Setup Assistant will also start and guide you through the steps necessary to customize the program. You will see the Assistant's welcome screen, shown below. Just click **Next** to get started. You can run the Setup Assistant at any time by selecting **Setup Assistant** from the **CU-SeeMe Pro** folder on the Windows **Start** button.



## Personal Information



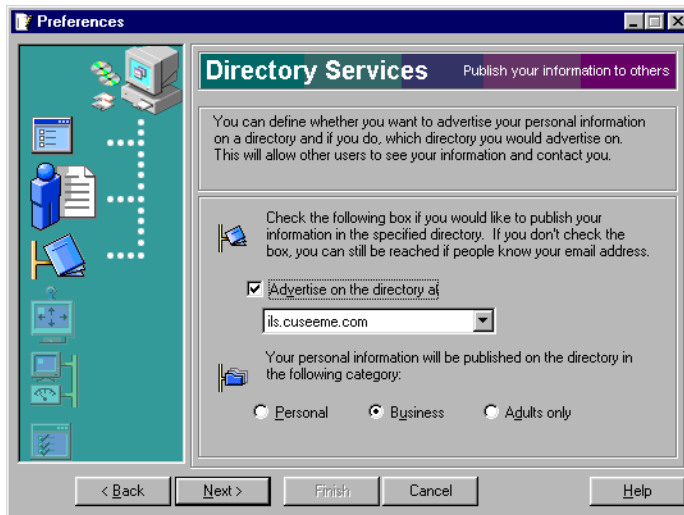
The screenshot shows a Windows-style dialog box titled "Preferences" with a sub-tab "Personal Information". The sub-tab header includes the text "Enter information about yourself". Below the header, there is a grey box with the instruction: "Define the personal information that you want to share with other CU-SeeMe users." The main area contains four text input fields, each with a small blue person icon to its left:

- First Name: William
- Last Name: Pinetree
- Nickname: Piney
- E-Mail: pinetree@wpine.com

At the bottom of the dialog box, there are five buttons: "< Back", "Next >", "Finish", "Cancel", and "Help".

**First Name, Last Name, and E-mail** are used by the ILS server to identify you and are required fields. You must fill in these boxes before you can move to the next screen. **Nickname** is the name that everyone will see whenever you are in a videoconference. If you do not enter a Nickname, your full name will be shown.

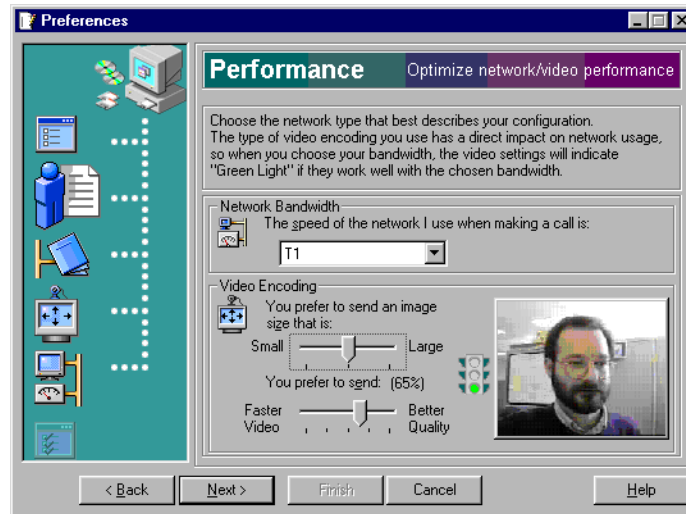
## Directory Services



CU-SeeMe Pro uses Internet Locator Servers (ILS) to help videoconference users find each other. Each time you start your computer, CU-SeeMe Pro registers your Internet (IP) address and email address with an ILS server. This is especially useful if your IP address changes each time you connect to the Internet or intranet; your friends and associates can instantly contact you through the ILS server. Chapter 1 describes how this works.

Pick one of the ILS servers in the list to post your information to. You can change it later if you want to by running the Preferences Editor (select **Preferences** from the Conferencing Companion's **Edit** menu).

## Network Settings



Set the **Network Bandwidth** to reflect the speed of your network connection. CU-SeeMe Pro will automatically adjust its send and receive rates for the best performance for your connection speed.

The **Video Encoding** adjustments let you choose a combination of video size and quality to transmit. Larger size and higher quality take a larger portion of your available network bandwidth. On a slow connection, such as a 56kbps modem, you might find that a small video size and faster video are the best combination. The stop light to the right of the two **Video Encoding** sliders alerts you to potential problems.

- Green light: Setting is ideal for your connection speed
- Yellow light: Setting will work, but at reduced performance
- Red light: Setting is not appropriate for your connection speed

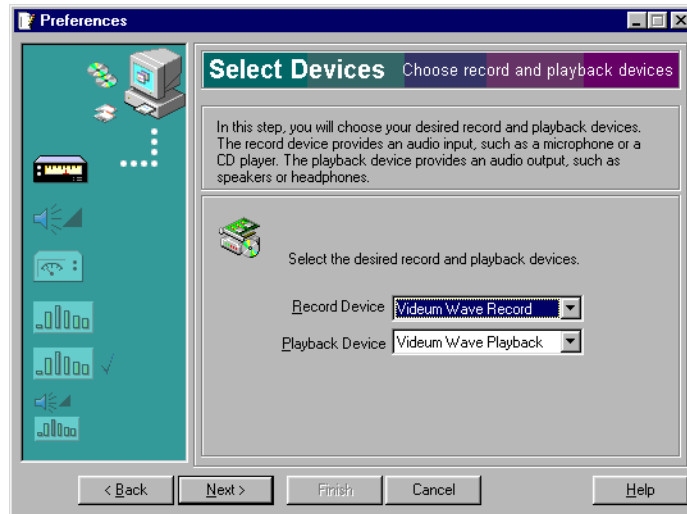
## Video Settings



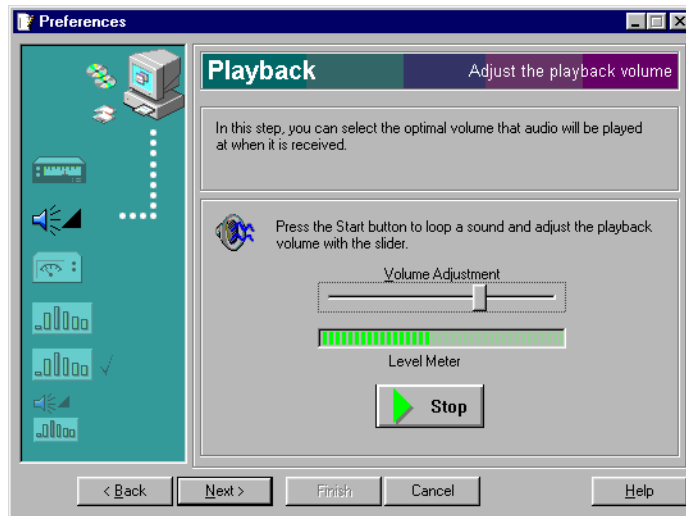
The **Adjust Video** screen offers you the opportunity to see your local video. Click on the **Device** button to make adjustments to the video. The screen that appears is different for each model of video camera, and you should refer to your camera's documentation for an explanation of its settings. Once you are happy with the video that will be sent, click **Next** to move on.

## Audio Settings

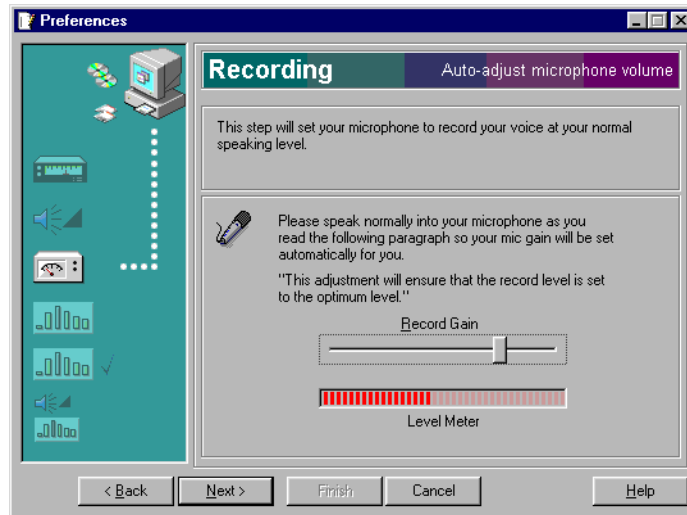
The next several screens are used to configure your microphone and speakers. The **Select Devices** screen lets you pick which playback and input devices CU-SeeMe Pro will use. For example, you might choose to send audio from a CD or from an external microphone. Some digital cameras have a built-in microphone. The playback and record devices don't have to be the same.



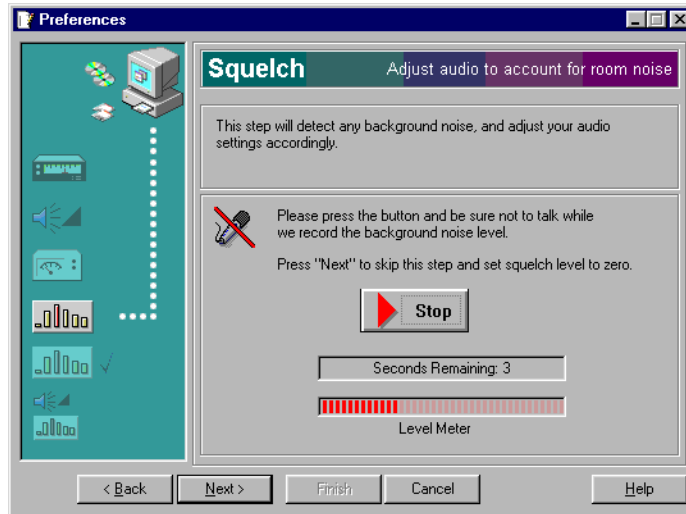
The **Playback** screen lets you set the volume level of your speakers. Click the **Start** button to hear a repeating sound; adjust the volume with the **Volume Adjustment** slider and click on the **Stop** button when you are satisfied. If you have difficulty hearing the sound, check the volume control on your speakers, or the configuration utility that came with your audio card.



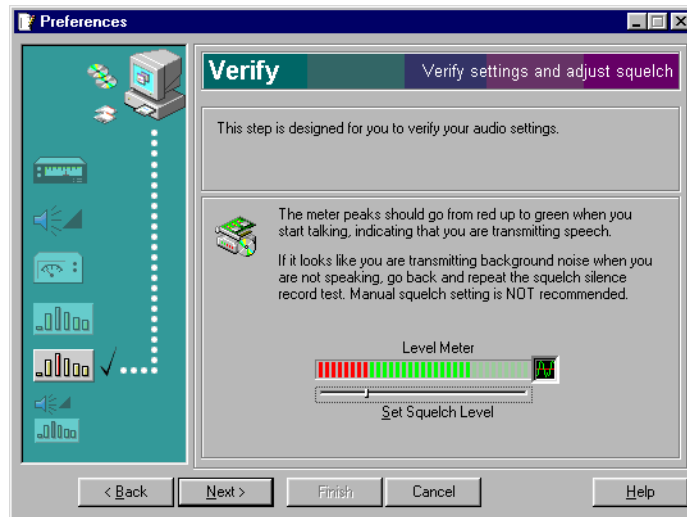
In the **Recording** screen, CU-SeeMe Pro automatically sets the microphone gain. Read the paragraph on the screen in a conversational tone of voice, and click the **Next** button when you are done.



The **Squelch** screen measures the background noise in your environment and automatically sets the microphone squelch so that the microphone is only active when you speak. A proper squelch setting will improve performance; if the squelch is set too low, background noise will be transmitted across your networking connection, reducing the amount of bandwidth available for video and audio. To set the level, click on the **Start** button and remain silent while the counter counts down from five to zero, then click the **Next** button.

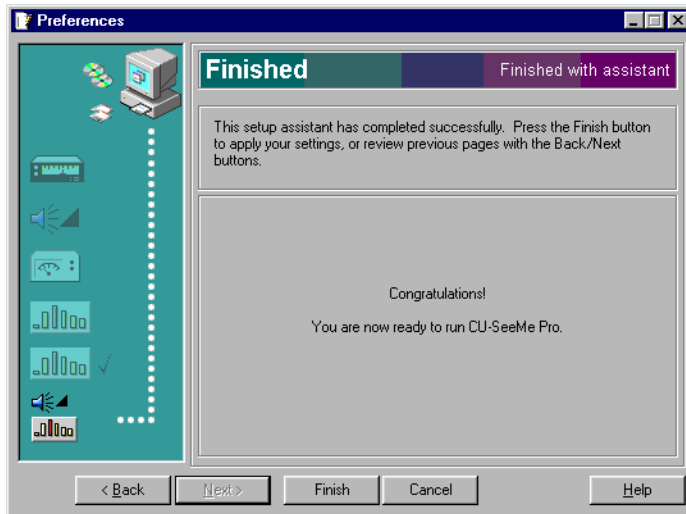


The final audio setting screen combines the microphone gain and squelch level so that you can give the audio system a test. Speak in a conversational tone of voice; the green audio signal should appear to the right of the squelch level. If it doesn't, slide the small squelch setting bar to the left until it does. There should be no green audio signal when you are not speaking.



You've now finished customizing CU-SeeMe Pro and are ready to make your first connection. Click **Finish** to save all of your settings. Remember, you can use the **Setup Assistant** at any time by starting it from the CU-SeeMe Pro folder on the Windows **Start** button.

Turn to the next page to see how easy it is to start videoconferencing right away with CU-SeeMe Pro!



# Placing a Call to a Group

In a group conference you will be connected to a conference server, communicating with several people at the same time. The conferencing server might be connected to the Internet, hosting public conferences, or it might be located on a corporate network and used to host business meetings or training sessions. Conferences may also be either public or private. Public conferences are open for anyone to join. Private conferences require you to supply a password before you can enter.

In this chapter you will make a connection to a public conference hosted on the White Pine Cafe, a conference server run by the makers of CU-SeeMe. The chapter also points out some of the features of CU-SeeMe Pro that you'll be using most often as you videoconference. The following chapter, "Placing a Direct Videoconference Call," shows you how to make a point-to-point connection using CU-SeeMe Pro.

Follow these steps to join a group videoconference:

1. Start the Conferencing Companion
2. Select a conference server
3. Choose a conference to join
4. Start videoconferencing

## Step 1: Start the Conferencing Companion

You should be connected to the network before you start to videoconference.

If the Conference Companion isn't already running, start it by clicking the Windows **Start** button, select **Programs**, and click the **Conference Companion** icon in the CU-SeeMe Pro folder. After a moment you'll see the Companion's opening screen:



The Companion organizes all of your videoconferencing needs. The **Addresses** list keeps track of your favorite people and places to visit, while the **History** page lets you know who called you while you were away from the computer. The **Home** page gives you an instant link to CU-SeeMe World, the World Wide Web gathering place for CU-SeeMe users.

## Step 2: Select a Conference Server

Click the **Addresses** button to open up the address book if it isn't already open. Once you've been video-conferencing for a while you will build up a collection of favorite places to visit, or your company may supply a list for you if you are using CU-SeeMe Pro in a business environment.

Double-click the Favorites folder, then double-click the entry for the **White Pine Cafe**. Double-clicking on a contact or conference in the Addresses list will place a call.



Double-click a contact or conference to connect

Placing a Call to a Group

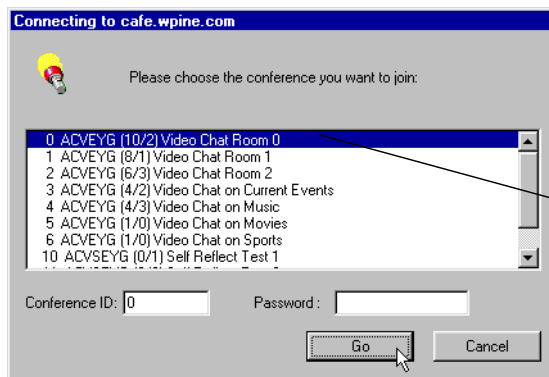
### Step 3: Choose a Conference

You will see a series of messages indicating the progress of your connection, and finally a list of available conferences. Each server can host several conferences. Sometimes each conference has a topic for discussion, and sometimes the conferences are kept open for general use. Many servers host public conferences, which are open to anyone, as well as private conferences, which require a password to enter.

The White Pine Cafe, which you are connected to right now, hosts a number of public conferences that you can use any time to meet other videochat users.

For performance reasons there often is a limit to the number of users who can connect to a conference at the same time. If you try to connect to a conference and get a message saying that there are too many users, either wait a bit and try again, or select another conference.

Choose a conference from the list by double-clicking on its name, or by highlighting it and clicking the **Go** button. The numbers next to each conference name let you know how many users are in the room. For example, in the list below Video Chat Room 0 has the numbers (10/2) next to it. This means that 12 people are in the room; 10 are sending video, and 2 are not.



Double-click a conference to join

## Step 4: Start Videochatting!

After a few moments you will be connected to the conference and the Conference Room will be displayed. An example is shown below. The things you'll need to know right away are:

- The Participant List shows all of the people connected to the conference, whether or not you are watching their video.
- A camera next to someone's name means that they are sending video.
- An eye next to someone's name means that they can see your video.
- You can see someone's video by dragging their name from the Participants List onto one of the video windows
- To send a text message to everyone in the conference, type it into the Chat box and press the Enter key.
- To exit the conference, click on the Hangup button.



You are now online and communicating with other CU-SeeMe users around the world! If you have questions, don't hesitate to ask. You'll find that the CU-SeeMe community is friendly and willing to help newcomers. You can also read the online help by selecting Help Topics from the Help menu.

## You're On Your Way

You'll soon find that videoconferencing is an easy and efficient way to communicate, whether you are at home talking with your grandmother, or at the office participating in a meeting.

An excellent place to learn more about videoconferencing is CU-SeeMe World on the World Wide Web at [www.cuseemeworld.com](http://www.cuseemeworld.com). Here you'll find lists of conference servers to connect to, discussion forums, member-to-member e-mail, and tips on getting the most out of CU-SeeMe Pro.

# Placing a Direct Videoconference Call

In addition to joining public or private group conferences, you can place direct calls using CU-SeeMe Pro, much like calling someone on the telephone. You can place a call to anyone who is using CU-SeeMe, or another H.323-compliant videoconference client such as Microsoft NetMeeting.

There are three ways to place a direct videoconference call:

- Manually
- From the Directory window
- From the Addresses page of the Conferencing Companion

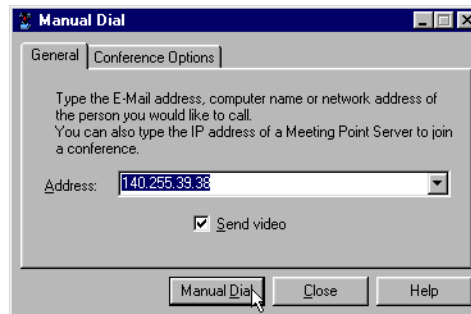
## Placing a Manual Call

To place a manual call, you must know the person's Internet Protocol (IP) address or computer host name. If the person is registered on the same ILS server as you are, you may also use the person's e-mail address. To start the call, select **Manual Dial** from the **Tools** menu of the Conferencing Companion, or click the Manual Dial button, as shown below.

Manual Dial  
button



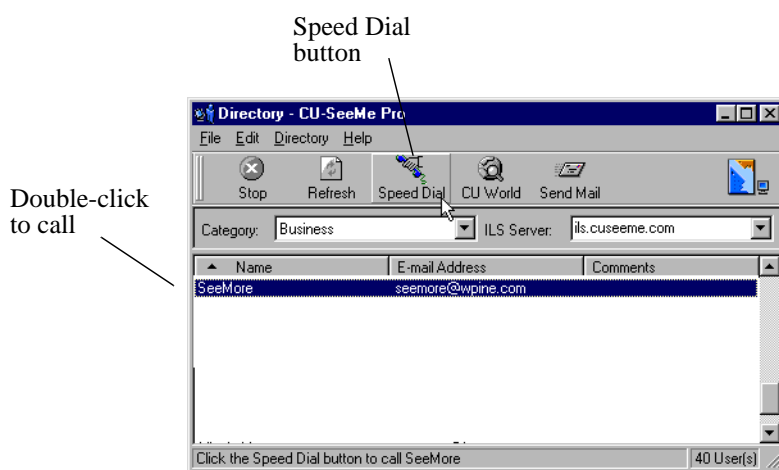
The Manual Dial dialog box, shown below, is displayed. Type in the address of the person you want to call, and click on **Manual Dial** to place your call.



## Placing a Call From the Directory

Many network users are assigned an IP address at random each time they connect to the network. Placing a manual call to such an address is difficult, since you don't know what the address will be in advance.

CU-SeeMe Pro uses Internet Locator Servers (ILS) to alleviate this problem. The ILS server records a user's IP address each time they connect to the network. The person's name is displayed in the directory list of the ILS server. You can place a call to the person by finding their name on the list and double-clicking it, or by pressing the Speed Dial button, as shown below.



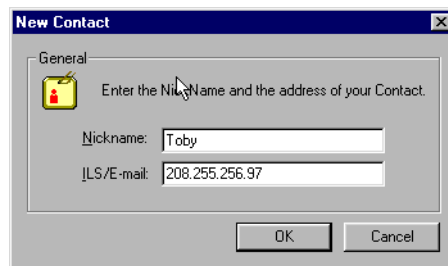
## Placing a Call From the Conferencing Companion

The best way to place direct calls is by using the Conferencing Companion. You can use the Conferencing Companion to organize all of your contacts and conferences.

If the person you want to call has a fixed IP address, you can store the address in your list of contacts. Select **New Contact** from the **Tools** menu, or click on the New Contact button, as shown below.



The New Contact dialog will appear, as shown below. Fill in the name and IP address or host name of your contact and click **Ok**. You can then place a call to the contact by double-clicking the entry in your Addresses list.



The contact created in the previous example uses a fixed IP address. You can also drag the new contact from the Directory window into the Addresses page.

Only contacts placed in the **Favorites** folder will automatically check the ILS server and show whether or not the contact is online. If the contact is in another folder, you may still double-click on it to place a call, but it will not automatically show if the person is online.



# Using Collaboration Tools

CU-SeeMe Pro's collaboration tools allow you to share work across the network. For example, you may want to work together with a colleague in a distant office on the wording of a press release. Traditionally, you might use the e-mail or a fax machine to get a copy of the release to your colleague, then try to use the telephone to make the necessary changes.

CU-SeeMe Pro lets you work on the document together, with you and your colleague editing a live copy. The document is displayed on both computer screens, and when your colleague makes a change, you see it instantly.

Collaboration isn't just limited to two people. You can collaborate among several users in an H.323-based conference hosted on a MeetingPoint conferencing server.

CU-SeeMe Pro collaboration requires that all members of the videoconference have Microsoft NetMeeting installed on their computer. If you don't have NetMeeting installed, you can install it from the CU-SeeMe Pro CDROM or the installation kit that you downloaded from the White Pine store. Microsoft NetMeeting is also available from Microsoft at [www.microsoft.com](http://www.microsoft.com).

This chapter describes how to collaborate using:

- Application sharing
- Whiteboard
- File transfer

## Application Sharing

CU-SeeMe Pro's application sharing allows you to share an application across the network. The application needs to be installed and running on only one computer. In the following description, the Microsoft Windows Notepad application is shown in a point-to-point connection, however the application may be any program that you choose. Additionally, the example shows a point-to-point call. You may also collaborate with several users in a conference.

In order to share an application, take the following steps:

1. Each person in the collaboration must enable collaboration services
2. Members join a conference or make a direct call
3. One person starts and enables the application to be shared
4. Each person starts collaboration
5. Each person takes turns working in the application
6. One person saves changes

You can continue to use all of CU-SeeMe Pro's videoconference features during collaboration.

## Step 1: Enable collaboration services

To enable collaboration services, enter the Preferences Editor by clicking on the Preferences button in the Conferencing Companion, shown below.

Click the Preferences button  
to start the Preferences Editor



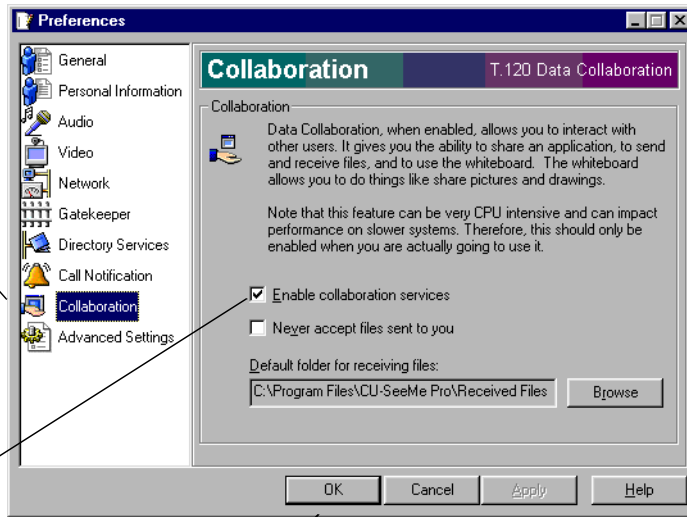
Application Sharing

In the Preferences Editor, choose **Collaboration** and select the **Enable Collaboration Services** checkbox, as shown below. Each participant must do this on their own computer. The setting needs to be changed only once.

1. Select Collaboration

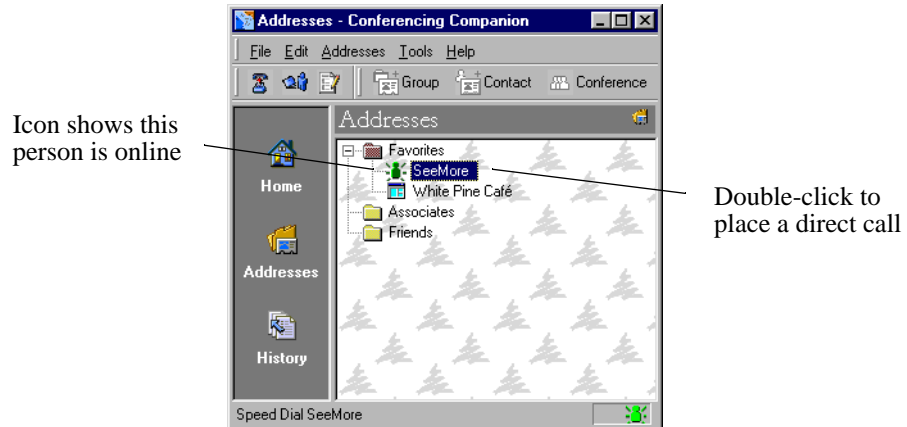
2. Select Enable collaboration services

3. Click Ok



## Step 2: Make a point-to-point call

Place a call to the other participant. You can make a manual call, using the Manual Dial feature of the Conferencing Companion, or select someone from an ILS directory listing in the Directory window. If you have an entry in your Addresses list simply double-click the entry to place a call, as shown below.

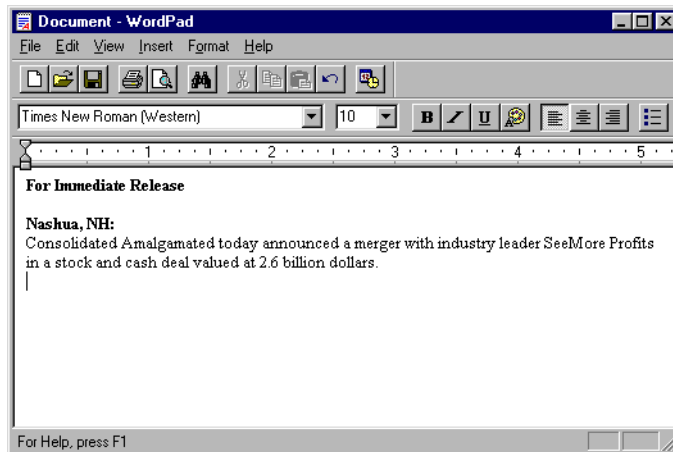


Once the connection has been established, the Conference Room will be shown.

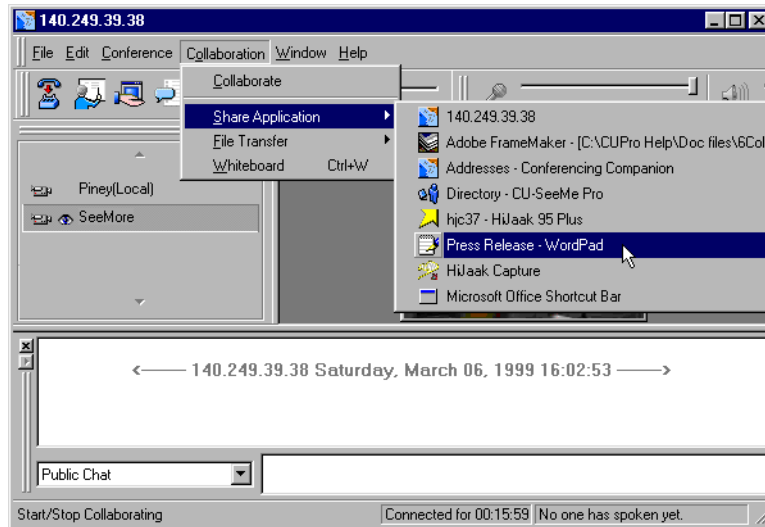
### Step 3: Select an application to share

Choose the application that will be shared. In this example, the application is the Microsoft Windows WordPad. Start the application in the way that you normally do, and open any files that you want to collaborate on.

In the following figure, WordPad has been started, and a file containing a draft press release has been loaded.



If you are the person running the application to be shared, select the **Share Application** from the **Collaboration** menu in the Conference Room. A list of applications running on your computer will be displayed. Select the application by clicking on it, as shown below. (Note that the collaboration toolbar has been relocated to the left in the figure below for clarity.)



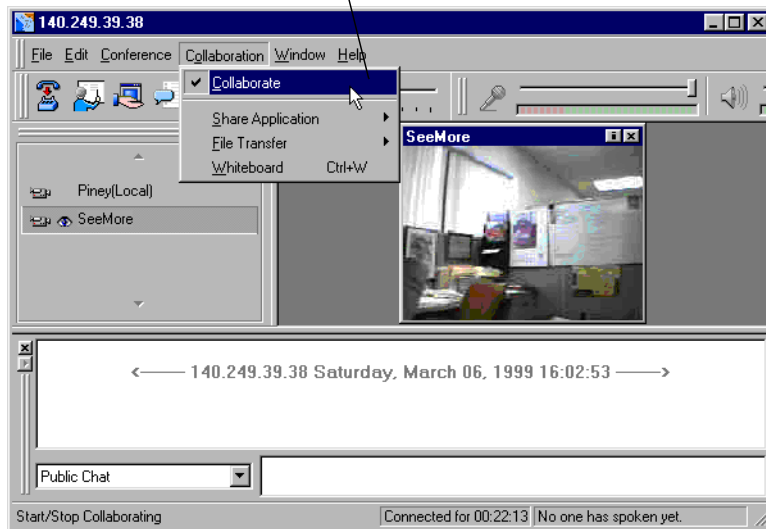
Select the application to be shared

Application Sharing

## Step 4: Start collaboration

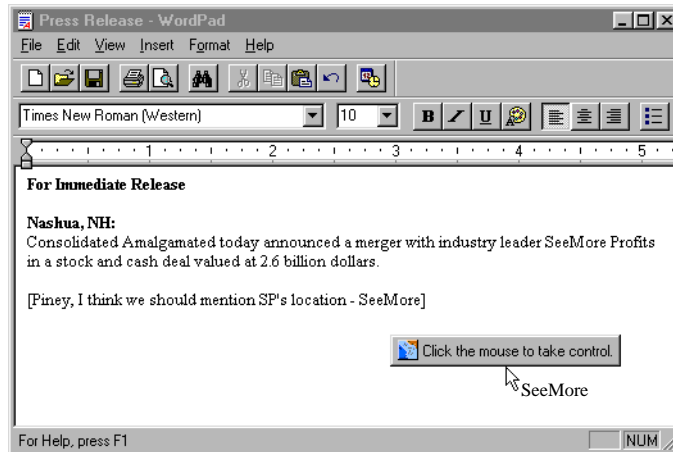
Each person should now select **Collaborate** from the Conference Room **Collaboration** menu as shown below. The shared application will be displayed on each participant's computer screen.

Choose Collaborate on each participant's computer



## Step 5: Take turns working

Each participant may now work on the document, and everyone else collaborating will immediately see the changes. To signal that you want to work on the document, click the left mouse button to take control of the application. Other participants will see a small cursor with the name of the person currently in control, as show below:



## Step 6: Save changes and disconnect

One person should always save changes before closing the videoconference or turning off collaboration. Normally this would be the person sharing the application, however anyone in the collaboration may save the file.

Choose **Hangup** from the **Conference** menu, or press the Hangup button on the toolbar to close the call.



## Whiteboard

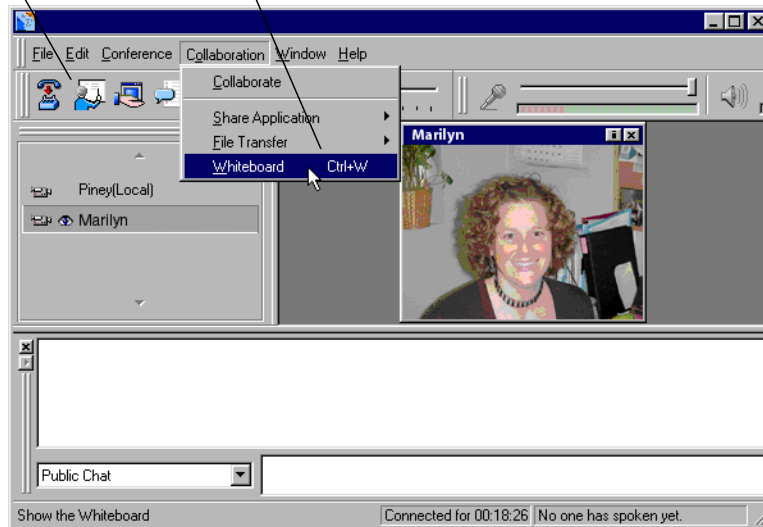
The CU-SeeMe Pro Whiteboard is an application that lets you share graphics and text during a collaboration session. It is similar to a paint program, and is installed when you install CU-SeeMe Pro.

To use the Whiteboard to collaborate, follow Steps 1 and 2 in the **Application Sharing** section of this chapter to enable collaboration services and place a videoconference call.

Once the call is established, one person should select **Whiteboard** from the **Collaboration** menu of the Conference Room, or press the Whiteboard button, as shown below.

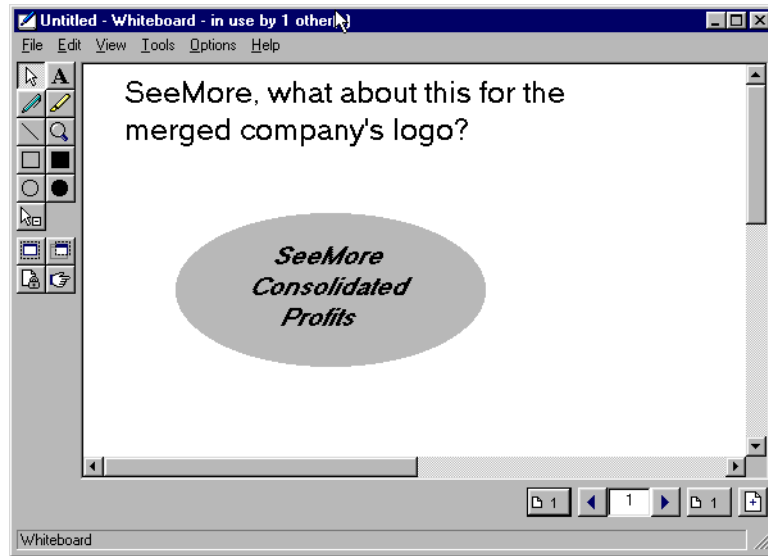
Whiteboard  
button

Select Whiteboard  
from the menu



Whiteboard

When any participant in the collaboration starts the Whiteboard, the Whiteboard is displayed on all of the computers that are connected. You can use the Whiteboard to share text and graphics, as shown below.

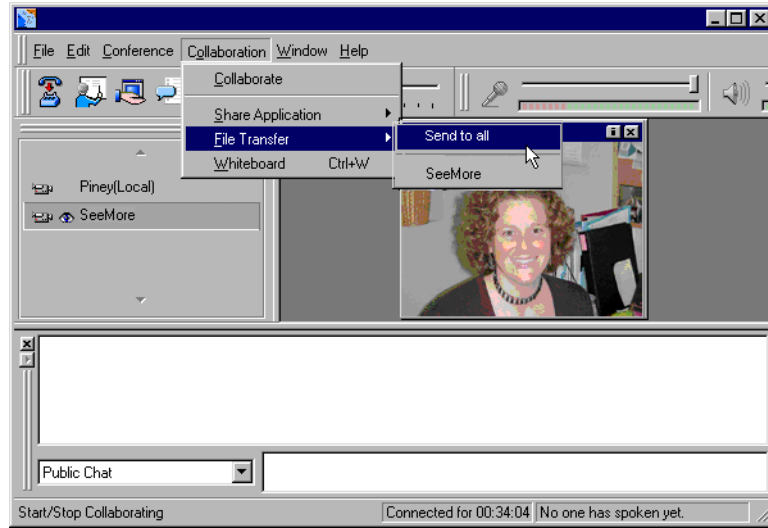


You can get information on using all of Whiteboard's feature by selecting **Help Topics** from the Whiteboard **Help** menu.

Whiteboard

## File Transfer

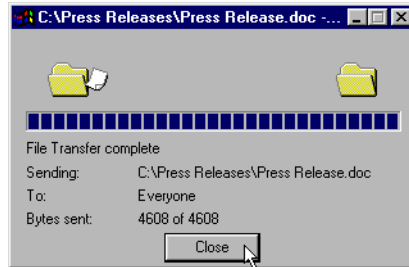
CU-SeeMe Pro offers file transfer during collaboration. To transfer a file from your computer to any other computer involved in the collaboration, choose the name of the participant you want to transfer the file to from the **File transfer** selection on the **Collaboration** menu, as shown below.



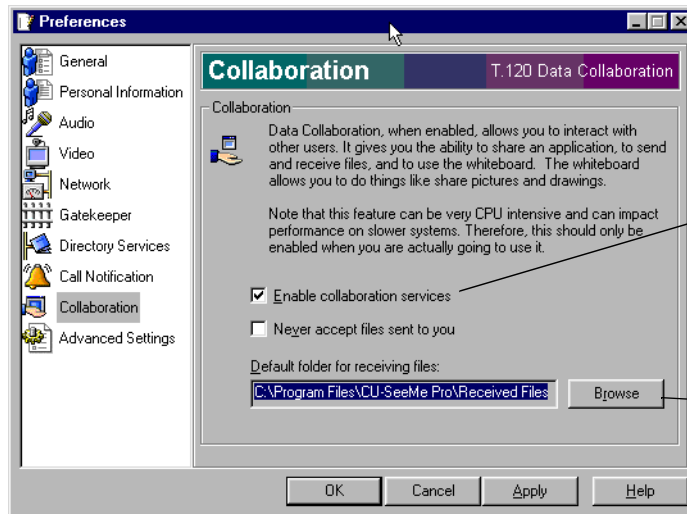
Next, choose the file that is to be transferred from the file browser that appears:



Once the file transfer is complete, a dialog is displayed, as shown below.



The file will be saved by default in the directory shown in the **Collaboration** section of the Preferences Editor. You may choose another location on your computer to receive files by clicking on the **Browse** button, as shown below. You may also choose to refuse files sent to you during CU-SeeMe Pro collaboration.



Select to refuse transferred files

Select a location to save transferred files to

# Exploring CU-SeeMe Pro

CU-SeeMe Pro is designed to be completely configurable to the way that *you* like to videoconference. This chapter is intended to be a starting point for further exploration. It highlights the major components of CU-SeeMe Pro, and gives some suggestions on ways to customize the Conference Room to fit your own personal style.

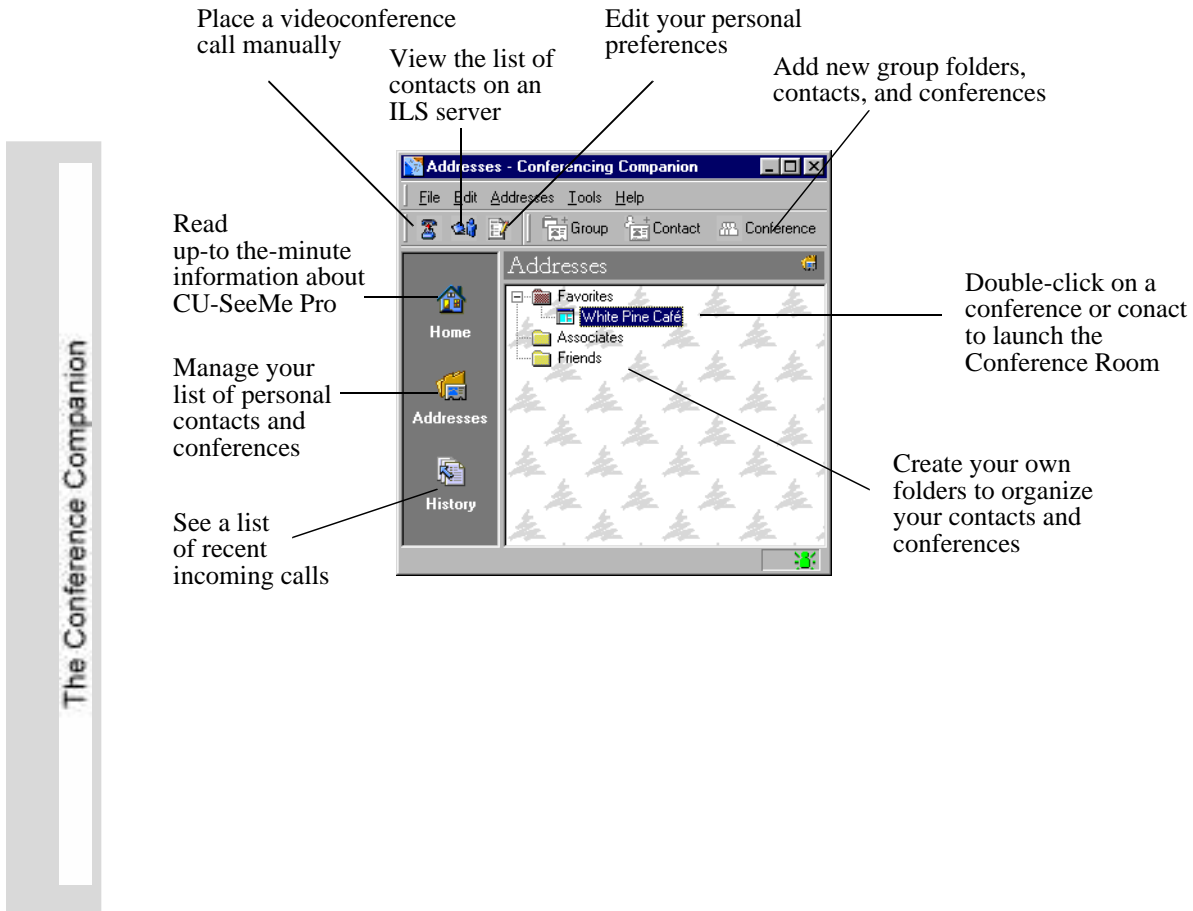
## CU-SeeMe Pro Components

CU-SeeMe Pro is made up of several components. You will use one or more of these components as you connect to and participate in a videoconference or point-to-point call:

- Conference Companion
- Conference Room
- Directory

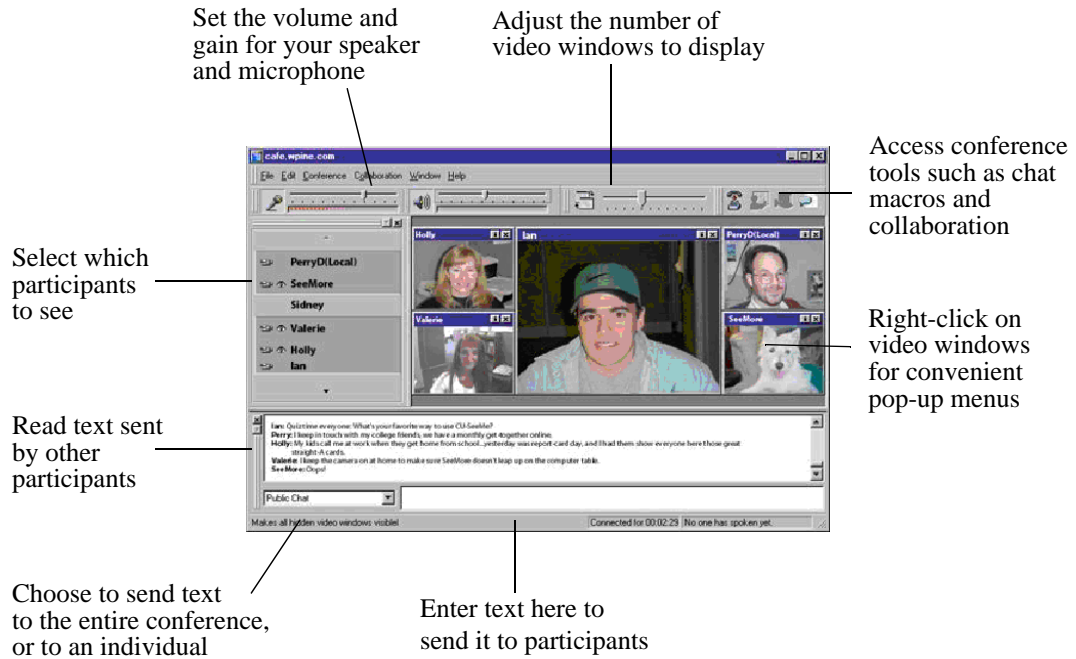
## The Conference Companion

The Conference Companion, shown below, is the starting place for all of your videoconference calls. It gives you access to your personal list of conferences and contacts, a summary of recent incoming calls, and buttons to place calls manually or to view the participants on an ILS directory server.



## The Conference Room

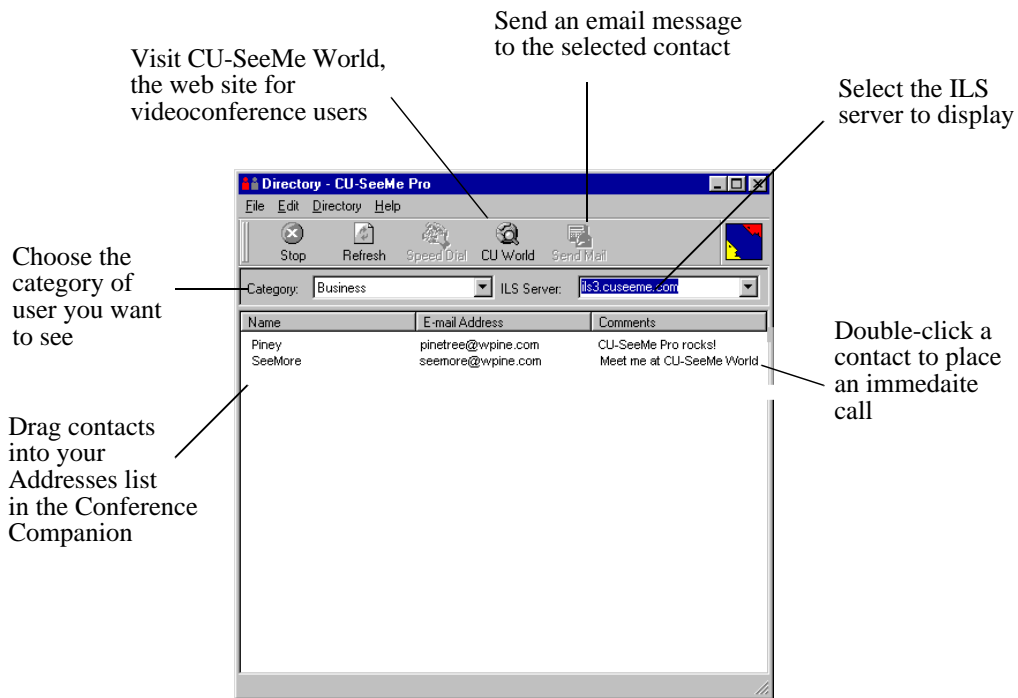
The Conference Room gives you complete control over sending and receiving video, audio, and text during a videoconference call.



The Conference Room

## The Directory

The Directory window shows you an up-to-the-minute list of participants that are online and registered with an ILS server.



## Customizing the Conference Room

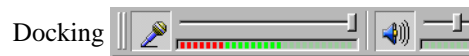
The CU-SeeMe Pro Conference Room is completely customizable. You can rearrange, remove, or resize all of the Conference Room parts or watch video windows in full-screen mode. Any changes that you make will be saved for future session.

In this section you will learn how to:

- Rearrange Conference Room parts
- Remove parts
- View full-screen video

## Rearranging Conference Room Parts

To move a part of the Conference Room, look for its docking bar:



The docking bar is on the left side of toolbar and menu parts, and on top of other parts. To move a part to a new location on the screen, click and hold on the docking bar and drag the part to the new position. Release the mouse button. You can drag parts to locations inside the Conference Room, or outside the Conference Room, onto the Windows desktop.

If you want to return all of the moved parts to their default locations, select **Restore Default** from the **Window** menu.

For example, in the figure shown below, the chat window and participant lists have been moved to new locations.



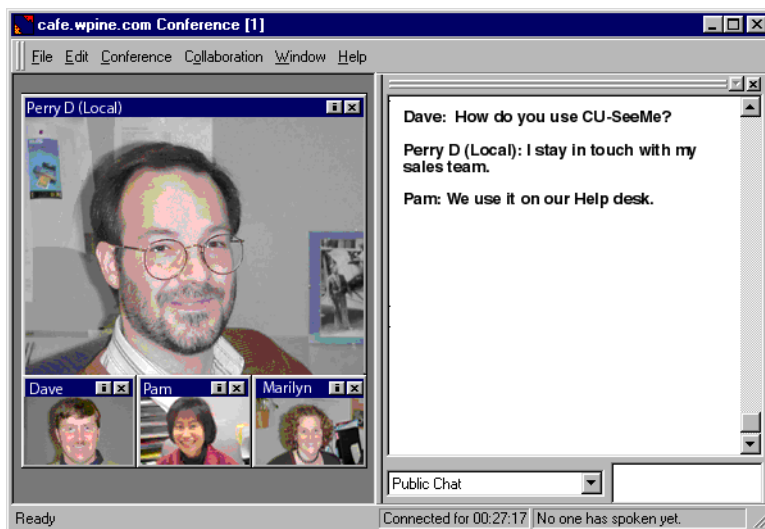
### Moving Participant Video Windows

You can move participant video windows out of the Conference Room and place them anywhere on your Windows desktop. The videos will by default float on top of any background application windows. To move a video window to the desktop, click and hold on its title bar (located at the top of the video window), and drag the window to the Windows desktop.

## Removing Conference Room Parts

To remove a part from the Conference Room, open the **Windows** menu and deselect the part's name. To restore a part that has been removed, open the **Windows** menu and select the part's name.

For example, in the Conference Room shown below, the participants list and all of the menus have been removed, leaving only the chat window and the video windows.



## Viewing Full-Screen Video

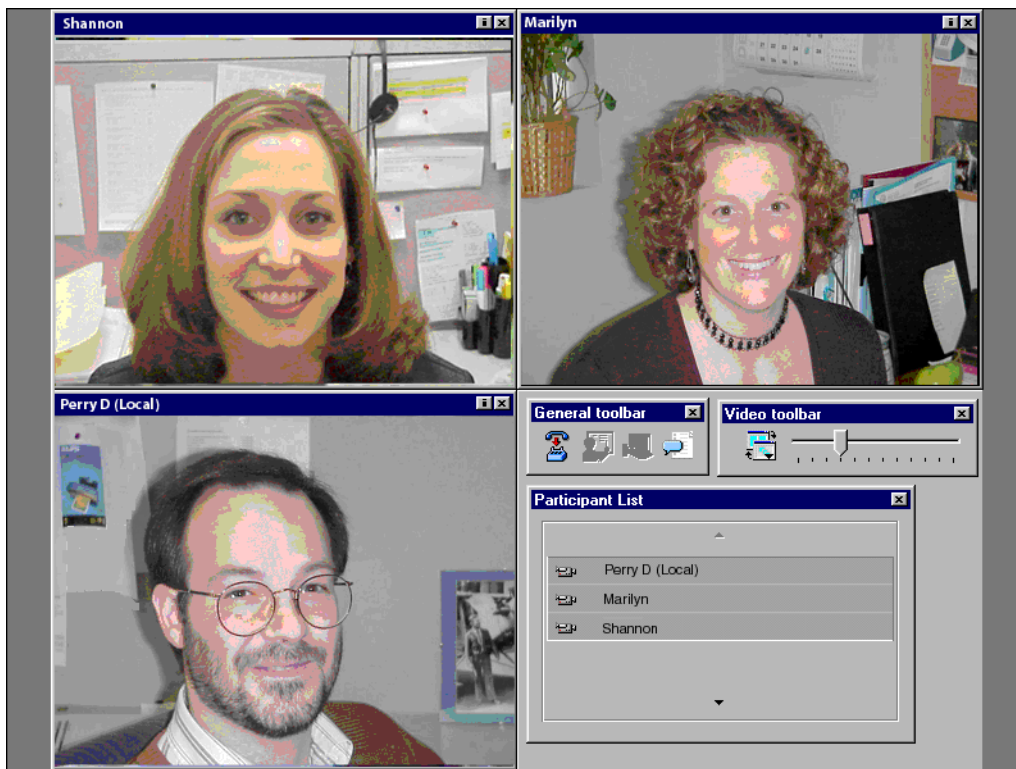
You can display all of the Conference Room participant video windows in full-screen mode. This is useful when you are using a microphone and speaker to send and receive audio among conference participants. Select Full-Screen from the **Windows** menu to show full-screen video.

In full-screen mode, you may elect any of the Conference Room parts to be displayed along with the participant videos. Right-click on an empty portion of the screen to display the **Windows** menu and select the parts that you want to see.

To return to the Conference Room, press the Escape key.

The example show below shows the Conference Room in full-screen mode:

Viewing Full-Screen Video



# Getting Help

Help for CU-SeeMe Pro is available in several forms. To learn more about features of CU-SeeMe Pro, consult the online help documents on the **Help** menu. The following sections describe how to register your copy of CU-SeeMe Pro, receive technical support, and contact our offices.

You may also communicate with other videoconference users on CU-SeeMe World, the World Wide Web meeting place for videoconferencing at [www.cuseemeworld.com](http://www.cuseemeworld.com).

## Getting Technical Support

White Pine Software provides 90 days of free telephone support to all registered users after purchasing and registering the product.

## Registering CU-SeeMe Pro

You must register with White Pine in order to receive technical support. If you purchased CU-SeeMe Pro from our online Storefront, you are automatically registered. Other users can register in any of the following ways:

- Complete the registration card included with CU-SeeMe Pro and mail it to White Pine.
- From the Help menu in CU-SeeMe Pro, click Registration. This opens a Web browser and displays the White Pine Software Product Registration Web page, allowing you to register your copy of CU-SeeMe Pro online.
- Using any Web browser, go to the CU-SeeMe Web Pro page at <http://www.wpine.com> and select **Register CU-SeeMe**. Fill out the online form to register your copy of CU-SeeMe Pro.

## Support on the World Wide Web

The White Pine Web pages offer a variety of information about the company, products, and demo versions of released software, in addition to technical support.

The Technical Support pages offer online registration, technical support through an interactive form, and a list of Frequently Asked Questions about using CU-SeeMe Pro.

You can reach the White Pine Software technical support Web page at <http://support.wpine.com/cuseeme>.

## Before You Contact Technical Support

White Pine Software provides technical support to registered users. Return your user registration card promptly or register CU-SeeMe Pro using online registration. Product registration guarantees you new product notification and product upgrades.

To get your problems solved as quickly as possible, the technical support staff requires as much pertinent information as possible. If you can supply us with this information at the time of your call, we can understand and resolve your problem much faster. You should have this information ready and be at your computer when you call for technical support and be ready to reproduce the problem while talking to a technical support staff member.

Please fill out the following information before calling:

Serial #: \_\_\_\_\_

Product: \_\_\_\_\_

Version: \_\_\_\_\_

Date Purchased: \_\_\_\_\_

Original Purchaser: \_\_\_\_\_

## Your Computer Configuration

Make and Model: \_\_\_\_\_

Microsoft Windows Version: \_\_\_\_\_

Disk Space: \_\_\_\_\_

Memory (RAM): \_\_\_\_\_

Video Card Manufacturer and Model: \_\_\_\_\_

Video Capture Card Manufacturer and Model: \_\_\_\_\_

Sound Card Manufacturer and Model: \_\_\_\_\_

Camera Manufacturer and Model: \_\_\_\_\_

## Communications Configuration

Internet Connection:

Ethernet: \_\_\_\_\_ ISDN: \_\_\_\_\_ Modem: \_\_\_\_\_

Modem Manufacturer and Model: \_\_\_\_\_

Model of your Ethernet board: \_\_\_\_\_

Network drivers and other communication software installed on your system:

- TCP/IP Driver: \_\_\_\_\_
- Dial-up PPP (if using a modem): \_\_\_\_\_
- Internet Service Provider (ISP): \_\_\_\_\_

## Contacting White Pine Software

### Technical Support

Online form: <http://www.cuseeme.com/cu-support.html>  
Phone: 603-594-28048:00 am - 8:00 pm EST

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Fax: 603-886-9051  
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WWW: <http://www.wpine.com>

### Sales Hot Line

For more information about all White Pine Software products, please contact the White Pine Software sales department. Demos and product information are also available on the World Wide Web.

U.S. E-Mail: [info@wpine.com](mailto:info@wpine.com)  
U.S. Phone: 1-800-241-PINE (7463)

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