



JetCom Technology Co., Ltd.
JetCom Video Conference System
User's Manual

www.jetcom.com.tw



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User's Manual Introduction

II. Login Interface

This chapter introduces the JetCom video conference system, the general setting and devices setting.

III. Conference System Function List

This chapter introduces JetCom video conference system, the account setting, hold a conference and other function introduction.

IV. Video Conference Application Function

This chapter introduces the virtual conference room, the hall function and the other setting.

V. TRANSCODER Function


Transcoder application.

VI. Problem Solving

This chapter helps you to solve some simple problem.

LOGIN INTERFACE

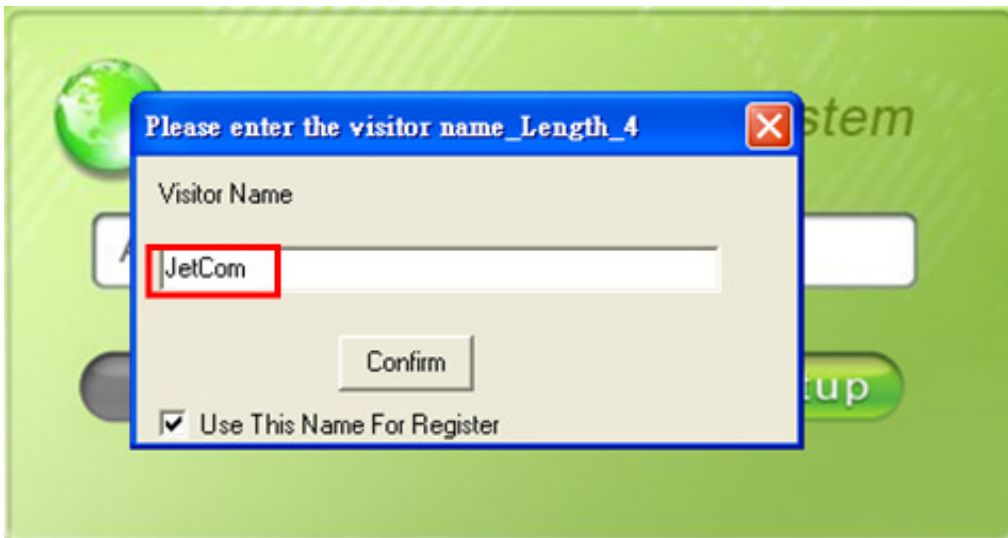
1. Login Interface

To operate the jetcom software, you need to click the  icon and you can see the login interface.

If you are a regular account just type in your account name to login(For the first time, you have to press “setup” for adding a new account).



If you are a temporary account, please type a name more than four letters (for the identity at this meeting). After type your name, just press “OK” for login and you will see the “Meeting Menu” screen.



2. Login Interface Setting
click "setup" button.



The "Setup" dialog box is divided into four zones, each enclosed in a red dashed border:

- A zone (General setting):** Contains checkboxes for "Dual Monitors", "Show Local View", "Write Log", "Auto Login", "Minimize After Login", "Advanced", "Display Title", "Desktop Resolution" (set to 1024*768), "Connection" (Static), and "Database Port" (50007). It also has checkboxes for "Keep Resolution", "Auto Join Conference", "AutoDetChair", "Ringing" (30), "Auto Answer", and "General".
- B zone (Path setting):** Contains input fields for "FTP" (C:\Jetcom\FTP\), "Record" (C:\Jetcom\SAVE\), and "Snap" (C:\Jetcom\SNAP\), each with a browse button.
- C zone (Interface setting):** Contains dropdown menus for "Audio" (G711U), "Network Card" (Auto), "Video" (Web Camera H264), "Audio Input" (麥克風 (Realtek High Definition)), and "Audio Output" (喇叭 (Realtek High Definition A)). It also has buttons for "Description", "Environment Test", "Advanced", and "Camera Setup".
- D zone (Login setting):** Contains a dropdown menu for "MCU", "Server's Name" (MCU), "Server IP/URL" (118.163.130.19), "Server IP/URL 2", "Account" (m1), "Password" (**), "Company ID" (1), "Anonymous Name", and checkboxes for "Default" and "Use This Name For Register".

Buttons "Save" and "Cancel" are located at the top right of the dialog box.

A zone General Setting

Dual Monitors: If graphic card has dual monitors supported then you can enable the function. It is only effective in the data sharing mode.

Show Local View: Show local preview in the right-down corner

Write Log: Write log file. Default: false

Auto Login: The system will register server after 10 second when you start the system.
Default: True

Minimize After Login: The system will minimize into tray icon after the system has registered to server.

Auto Join Conference: Auto join the conference which the date and time are matched and not duplicated.

Ringling: Play sound to notice users when some one calling from remote. After few second does not answer it then the system will cancel the call. Default: 30 second.

Auto Answer: Auto answering the call when some one calls from remote.

Desktop resolution: you have three choice 800*600/1024*768and1280*720.

Camera setting: you can chose auto detect your devices or register by yourself (Can register for four camera).

Connection: To select the connect method form the drop-down box.

There are two methods to select.

1. Dynamic: To use ports 50009 and 50010 for audio and video transiting. (Default)
2. Static: To use ports from 51000 to 55500 randomly.

Display title

Name: To display the name of remote user.

B zone Path Setting

FTP Path: The directory to save files from FTP function.

Record Path: The directory to save files from desktop record function.

Snap Path: The directory to save files from snap function.

C zone Interface Setting

Video: To select video input. There are some selections you can chose J-Card/ J-Card D1/J-Card HD/J-Card HD Camera/Web Camera H264 and HK Encode Card.

Audio: To select audio code. There are some selections you can choose G711U and G723.

Audio Input: To select which microphone or other audio input device to use.

Audio Output: To select which speakers, headphones, or other audio output device for use.

Network Card: To select one of the available network card from the drop-down list.
(The card you selected must can connect to internet.)

D zone Login Setting

To select server you can choose from the drop-down list.



: To add new server you can press this button to add a server.



: To delete server you can press this button to delete a server.

Server's Name: The display name of the selected server.

Server IP/URL: The IP of server (MCU).

Account: The account for registering server.

Password: The password of registering server.

Company ID: The id of the company.

Database Port: To select a port for connecting database from drop-down box. There are two ports you can select Port: 50007 (Default) and Port: 50006.

Default: To choose a server as default after pressing the save button.

Anonymous name

Use this name for register: To use the name in the column and show on the meeting for other participants to recognize you.

CONFERENCE SYSTEM FUNCTION LIST

Multi Conference

Meeting Menu Member Setup Scheduling Contact Book Calendar Invite Notice

Number	Conf. Name	Subject	Conf. Time	Conf. Date
1	aa	aa	13:31-14:31	5/22~5/22
2	測試	測試用	09:26-10:26	5/26~5/26
3	Win	Win	17:38-18:38	6/19~6/19

Meeting Menu: Select the meeting you wish to join ,and click to enter it.
 Member Setup: Set up the member account ,permission ,and other functions.
 Scheduling: Show the current list of upcoming meetings.
 Contact Book: Click the member name and invite to convene the provisional meeting.
 Calendar: Search the already scheduled meeting details in certain period.

If your are an temporary account ,click the conference name which you want to join ,than the “Enter conference code ” screen will show up, as you finish typing the code just click the “OK” button for entrance the meeting.

Number	Conf. Name	Subject	Conf. Time	Conf. Date
1	aa	aa	13:31-14:31	5/22~5/22
2	測試	測試用	09:26-10:26	5/26~5/26
3	Win	Win	17:38-18:38	6/19~6/19
4	selftest		09:46	7/3~8/29

Enter Conference Code

Confirm Cancel

1. Member Setup

Num	Temporary Account Note	Name	Phone Book	Password	Account	Privilege
4		@#%4	Not open	@#%	@#%4	Member
5		@#%5	Open	@#%	@#%5	Member
6		@#%6	Interior open	@#%	@#%6	Member
7		@#%7	Interior open	@#%	@#%7	Member
8		@#%8	Interior open	@#%	@#%8	Member
9		@#%9	Interior open	@#%	@#%9	Member
10		@#%10	Open	@#%	@#%10	Member
14		0	Interior open	0	0	Admin

	Password	Waiting Time	Temporary Account ID	Open Address
Original	888	30	Dummy	1
Modified	888	30	Dummy	1

Number: Serial number of the account creation sequence.

Note: Click "note" to swap fixed account to temporary account. Then the account number, password will be displayed as "@ # \$% + number" (fixed account will show green dot, temporary account will show red dot). Click again to swap back to fixed account from temporary.

Name: Names of the participant, this name will be displayed on the video screen.

Account: Account number for the participants, please enter alphabet or numbers.

Password: Password for the participants, please enter alphabet or numbers.

Privilege: privilege divided into three

- a. Member: only have permissions to join the meeting and create the temporary meeting.
- b. Schedule: In addition to the above “a” permissions, add the permissions to create new and modify existing meeting schedule.
- c. Admin: Use all functions with the highest authority.

Group: The group of this account.

IP: IP for remote power control. (Need the device that support the remote power control function)

Frames: Upper limit of the window Displays. The number has been decided while Administrator creates a new meeting.

Type: This is the system default.

Person: The name of the contact points.

Phone number: The telephone number of the contact points.

Mode: Show the video conferencing mode.

Contact view: Use the drop-down menu, select the account in the manner shown in the contact book.

- a. Open: All persons account (including temporary account) into the contact book that can find this account.
- b. Not open: All persons account (including temporary account) into the contact book that cannot find this account.
- c. Internal opening: Temporary account into the contact book that cannot find this account.

	Password	Waiting Time	Temporary Account ID	Open Address
Original	888	30	Dummy	1
Modified	888	30	Dummy	1

Password: Set the password for the company. If it is a open meeting, the chief transfer control will been required to enter this password (as shown below).

Wait Time: Set the time for the temporary account wait for another official account (Enter 20 to 99 seconds). If temporary account did not successfully join the meeting with others in the time limit, system will automatically exit.

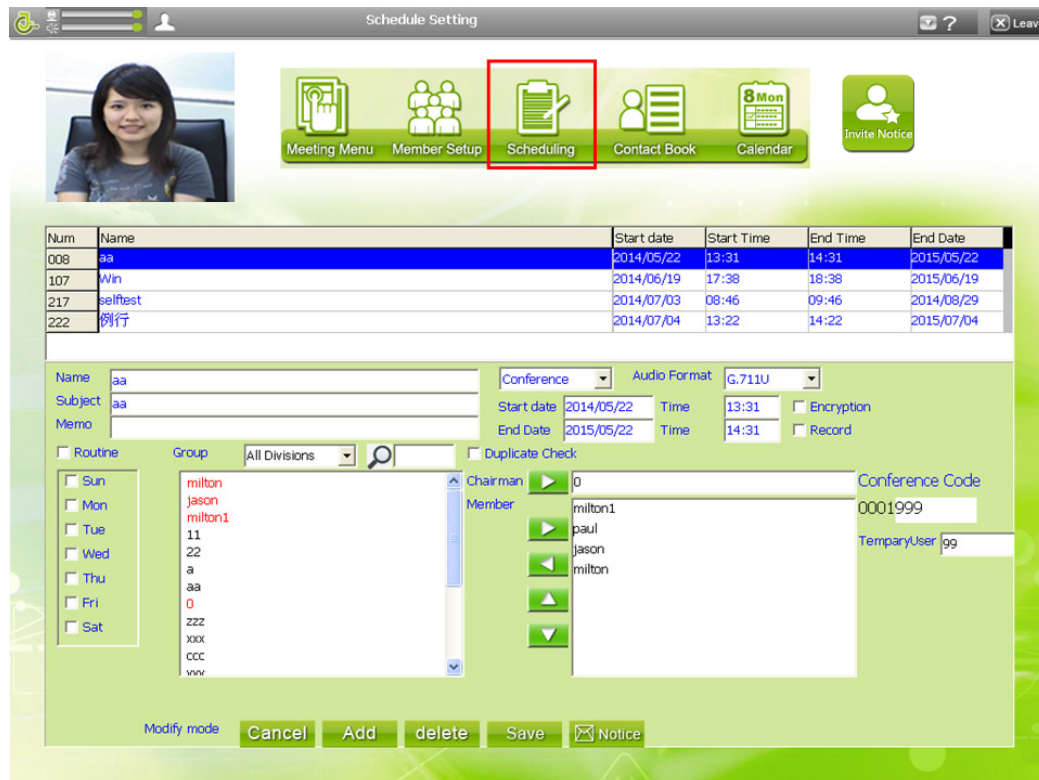
Temporary Account ID: Use to identify whether a temporary account (enter 0 to 6 characters). This character will appear in the front-end of the guest name.

Open Address: "1" mean to allow temporary account to use contact book, "0" is not.

Save: After complete the settings, click "Save" to activate the new settings.

Restore: Before click "Save", press "Cancel" to restore the original settings

2. Scheduling



Name: Meeting room name; right site drop-down menu to select the type of meeting: Conference/Quick Conference and E-Learning.

Subject: Purpose of the meeting (This field will be the message subject of the e-mail).

Note: Narrative description of this meeting point (This field will be the message content t of the e-mail).

Start Date / Time: Meeting start date / time.

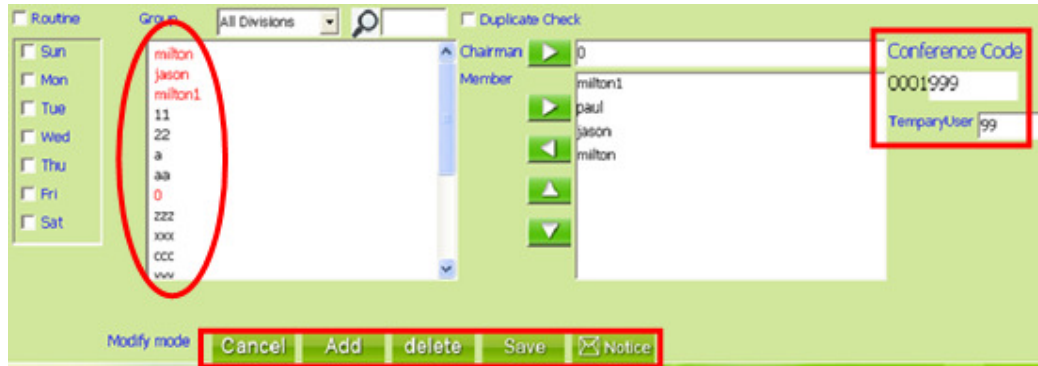
End Date / Time: Meeting end date / time. Setting must later than or the same as the start date / time.

(When this meeting has ended, system will auto delete this event at evening 12:00)

Audio Format: G.711U (80K) (default), G.723 (20K); G.711U quality is better than G.723.

Encryption: If this option is checked, all transmitted data packets will be encrypted by AES.

Record: If this option is checked, will allow all participants point use recording function.



Routine: Please check the day you want to held a routine meeting through Monday to Sunday ; after this setting, you could held the routine without setting again.


Group: You can select which group member you want to add in this meeting.


Duplicate Check: You can check is the member join another meeting in same time or not, if the member join two or more meeting in the same time that the name will showing red.

Conference Code: The password for the temporary account users to enter the meeting (1~8 yards).

Temporary User: Establish an open meeting, the number of temporary accounts to allow enter the meeting.(1~999 people could be setting)

The way to add an account to meeting.

Chairman: Chose an account from the left site list, click the  button beside the chairman and the account you chose became to chairman.

Member: Chose an account or more from the left site list, click the  button beside the member and these accounts you chose became to members.

(The chairman can not be the member as well in the same meeting)

Cancel: To recover the wrong action.

Add: To add a new meeting.

Delete: Delete the meeting, just click the conference and click the “delete” button.

Save: If you finish adding a new conference or modifying an old conference, remember to click “Save” button for system to memorize.

Notice: Open Microsoft Outlook to write or send an notice e-mail to all the members.

3. Contact Book



a. A drop-down menu for select the group (need to setting by the MCU system).

b. Can search an account through keyword.

The way to hold a provisional meeting

a. Fixed account

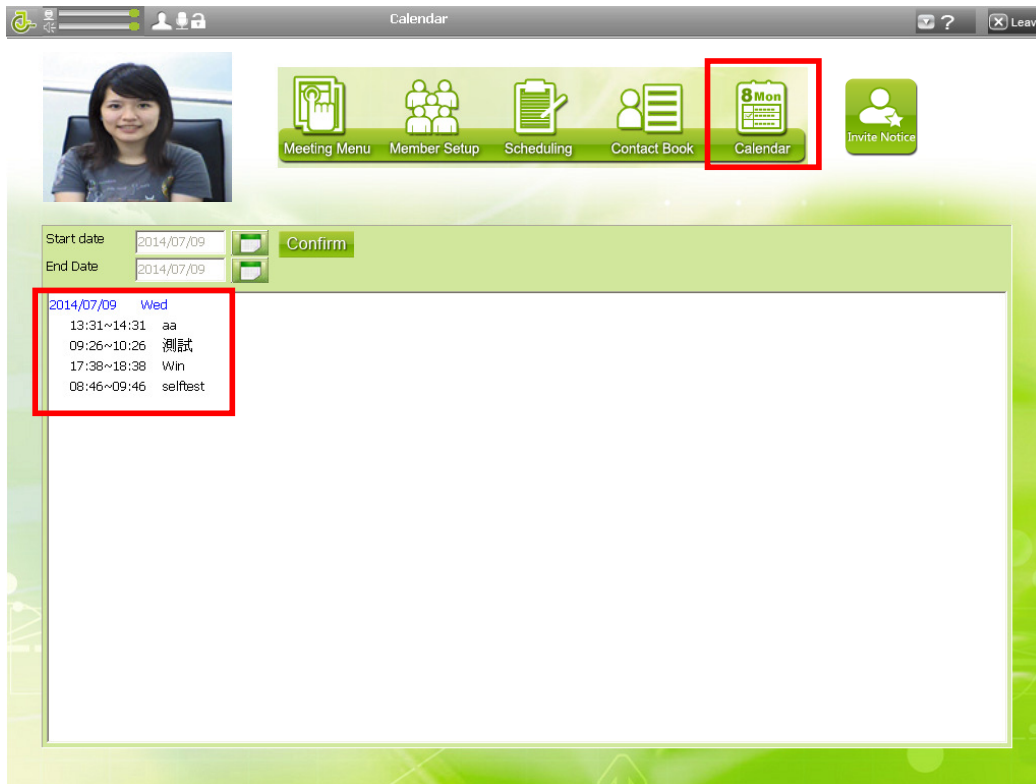
Select the member in the left site column(one or more), click the “Enter Meeting” button of the bottom then you can held a provisional meeting. Default time for the meeting is two hour from you start the meeting.

b. Temporary account

Select one member in the left site column, click the “Enter Meeting” button of the bottom then you can held a provisional meeting.

(The green light means the member is on-line, the red light means the member is off-line and do not select this member to join the provisional meeting)

4. Calendar



The screenshot shows a web-based calendar application. At the top, there is a navigation bar with icons for Meeting Menu, Member Setup, Scheduling, Contact Book, Calendar (highlighted with a red box), and Invite Notice. Below the navigation bar, there is a profile picture of a woman. The main content area has a 'Start date' field set to 2014/07/09 and an 'End Date' field set to 2014/07/09, with a 'Confirm' button. Below these fields, a list of events is displayed for the date 2014/07/09 (Wednesday):

Date	Day	Time	Event
2014/07/09	Wed	13:31~14:31	aa
2014/07/09	Wed	09:26~10:26	測試
2014/07/09	Wed	17:38~18:38	Win
2014/07/09	Wed	08:46~09:46	selftest

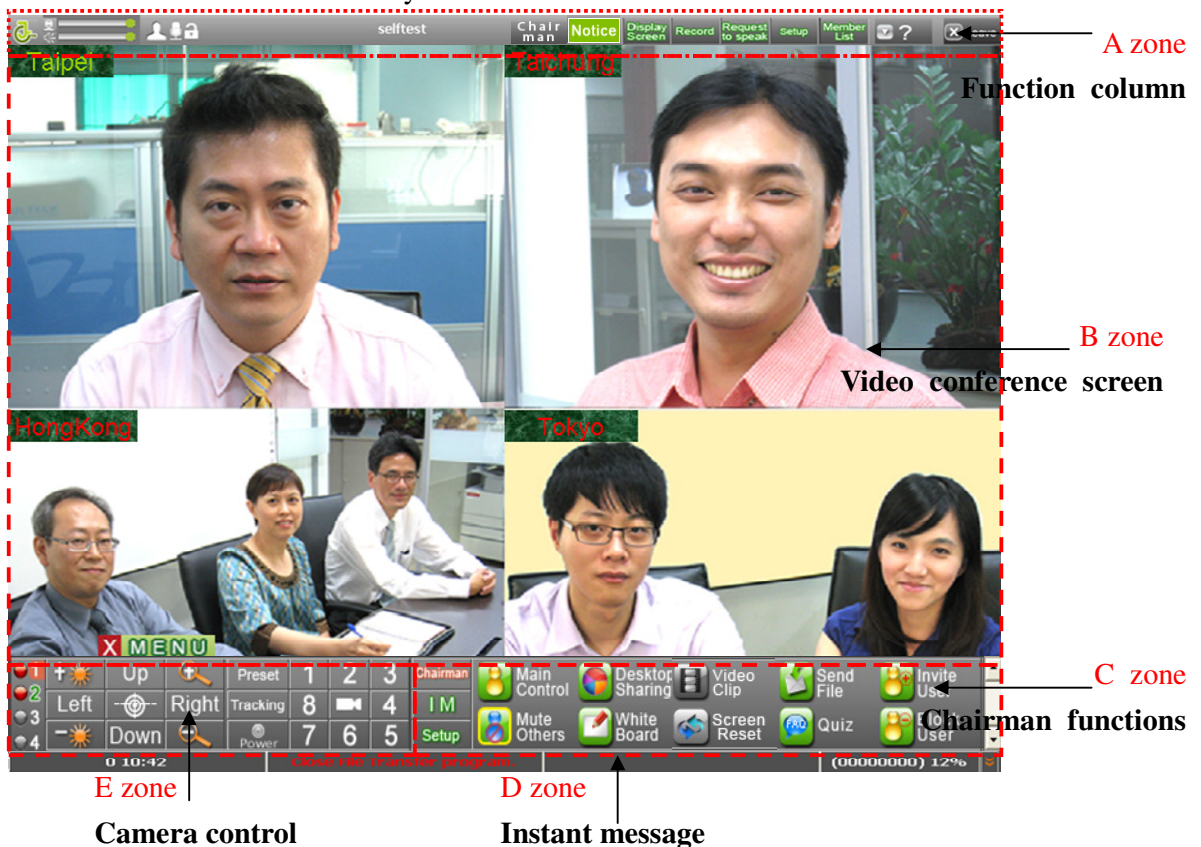
You can check your conference schedule (the checking period can not long than a month).

VIDEO CONFERENCE APPLICATION

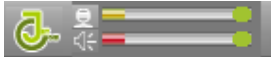
To select a conference name from the list and double click it to enter the meeting.



Conference interface function keys introduce




A zone Function Column




(1) Adjust the local microphone volume, local microphone volume will show in yellow.


(2) Adjust the local speaker volume, local speaker volume will show in red.


Control mode

(1) : Self control mode, all members can drag or transfer any screen as they want.

(2) : Main control mode, only chairman can control the screen and all members screen showing the same with chairman.

Speak mode

(1) : If a member want to speak then click “Request to speak” button first.

(2) : Member can speak at any moment during the meeting process.

Data transmit mode




: Data transmit under encryption.




: Data transmit not under encryption.

Conference name

selftest

Chairman:  There is no chairman in the meeting to be able to click to win the presidency or to preside over the presidency.

Notice:  Send invitations to the conference room via E-Mail.

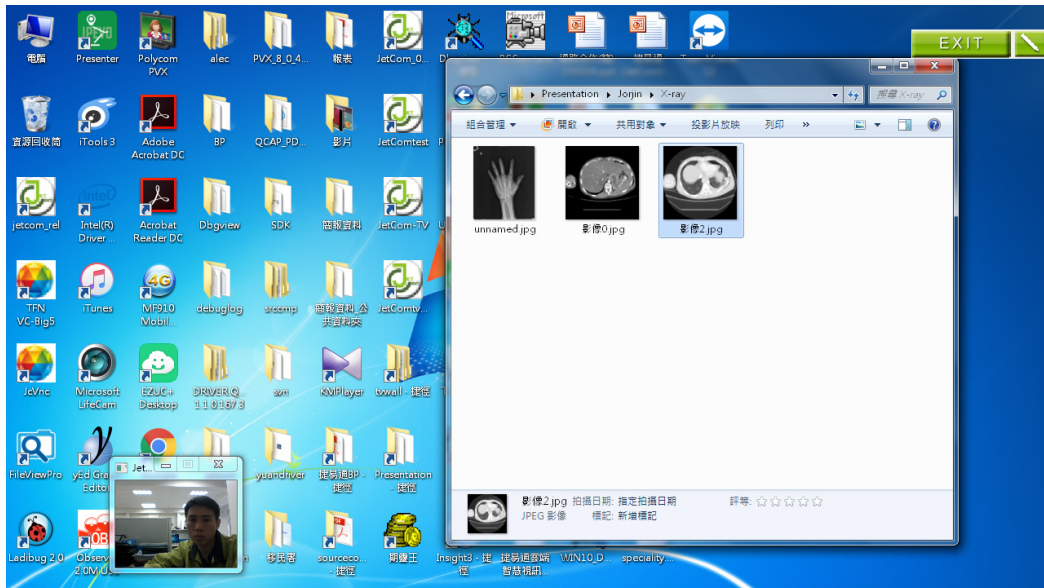
Display Screen: A drop-down menu for chose the suitable screen configuration.




Desktop Share

: Upload your own desktop image.

The picture below shows the desktop briefing screen, there are video small window, can narrow the window.

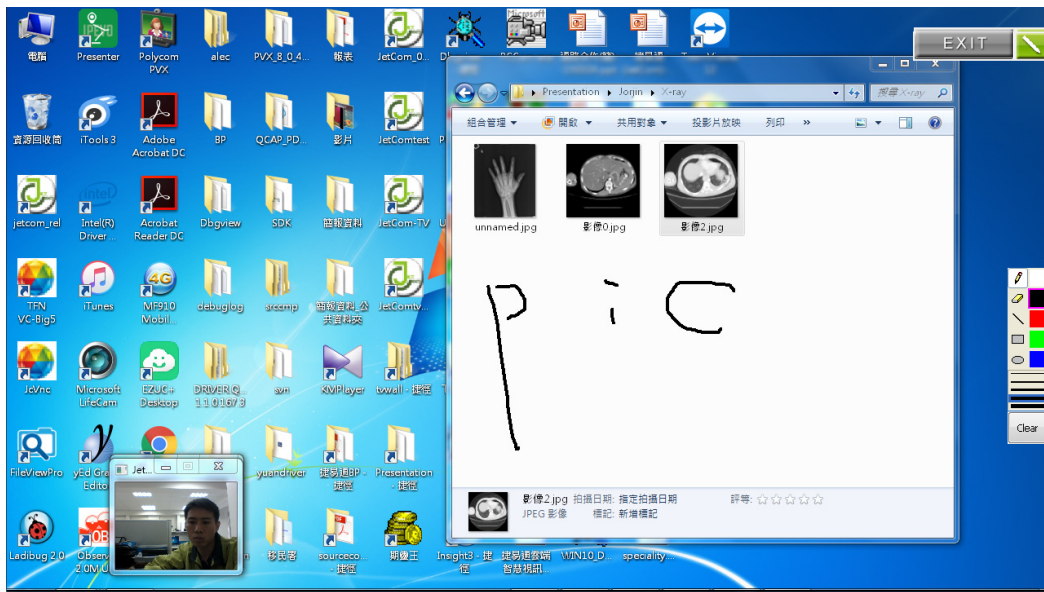


Click on the right , enter the brush mode, the tool is right.

To exit the brush pattern, click the upper right again .

EXIT

Click twice to return to the video screen.



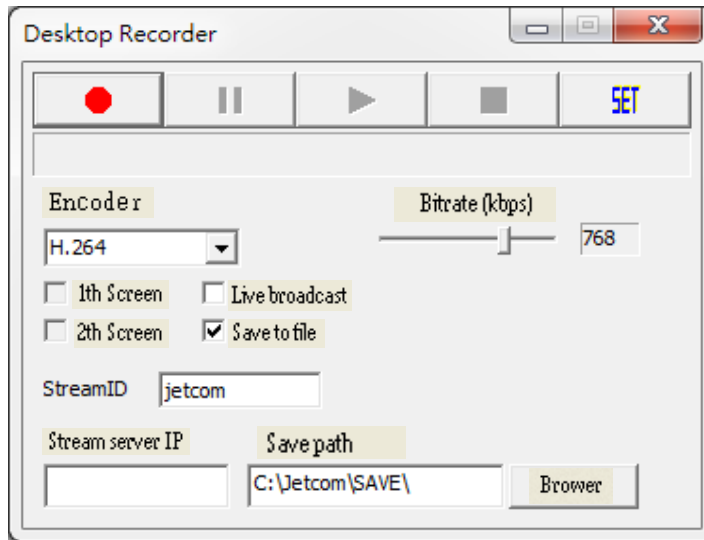
Record: Snap shot/desktop rec. (this function can only used by chairman, if member want to use this function then need to setting in the “Scheduling” first)



(1)Snap Shot: Save path default under C: \JetCom\SNAP\.

(2)Desktop Rec.:

a. Settings(click “SET” the column will show up)



1st Screen/2nd Screen: If you have dual-screen, you need to choose one desktop for record.

Default: Bitrate-768kbs,Frame rate-15fps.

Live broadcast: Use streaming to live broadcast; members can watching online meeting through the internet.

Save to file: Save path default under C: \JetCom\save.

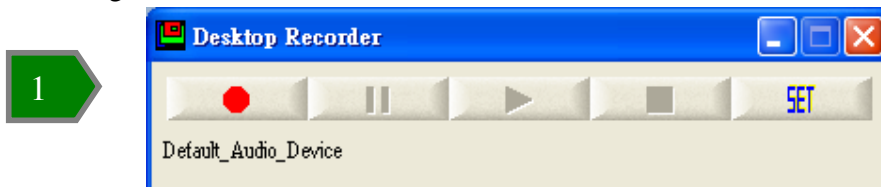
Bit rate: Bit rate can adjust highest on 1024kpbs, if the lager rate number is, the better picture quality and the bigger file you will get.

Steam sever IP: If you open the “ live broadcast” function, please enter sever IP.

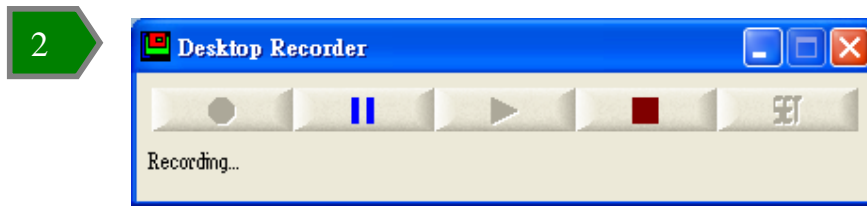
Save path: You chose your own save path for saving the record video.

b. Desktop record direction

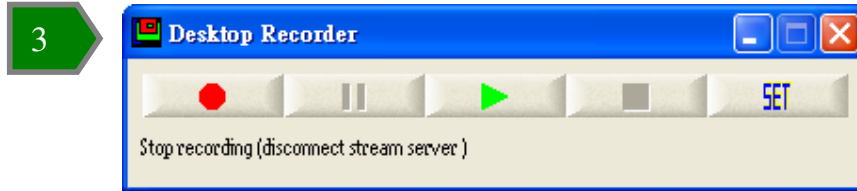
Click red button for start recording, the screen will auto minimize before the recording start.



If you want to stop recording just click the red square button, the blue button is “Pause” .

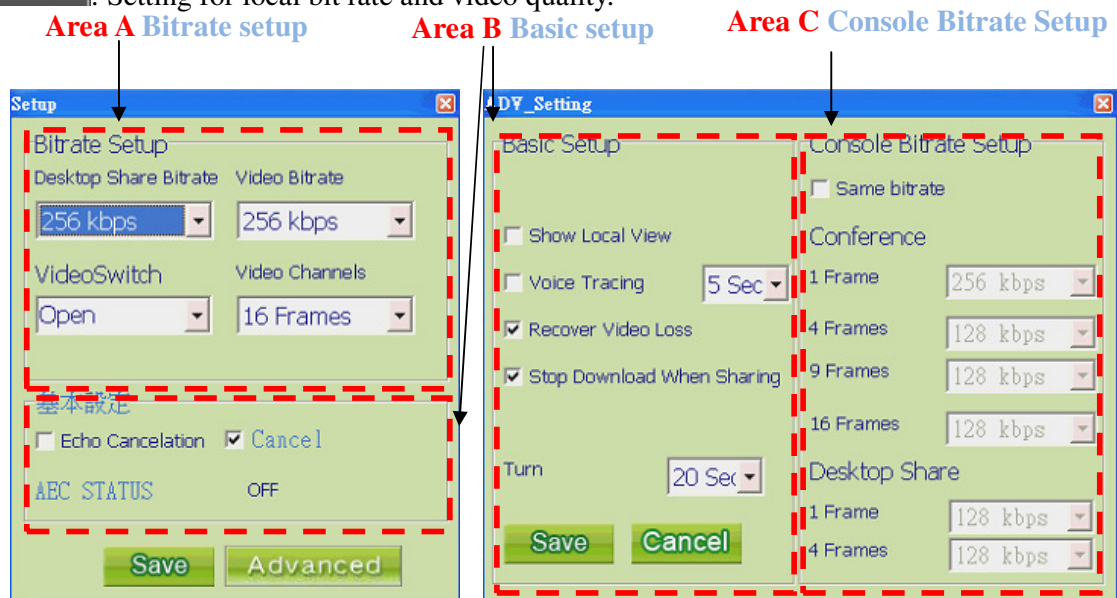


As you finish, if you want to review the recording video just click the green button.



Request to speak: If the chairman open the mute mode, member have to click this button ask chairman to give the right to speak.

Setup: Setting for local bit rate and video quality.



Area A BitRate Setup

Desktop share bandwidth: The bit rate of data sharing.

Video: The quality of video transmission, default=256k. You can set a maximum rate through MCU.

Video Channels: Set the maximum number through MCU.

Video Switch: To upload your local video or not.

Area B Basic Setup

Show Local View: If you check this function, when you transfer into full-screen mode that will show a small screen for your local view.

Voice Tracing: As one member speak more than few second, system will transfer the speaker screen to the member.

Echo Cancellation: If your device has this function, do not check it.


Recover Video Loss: If the video quality is too awful the system will auto recover it.

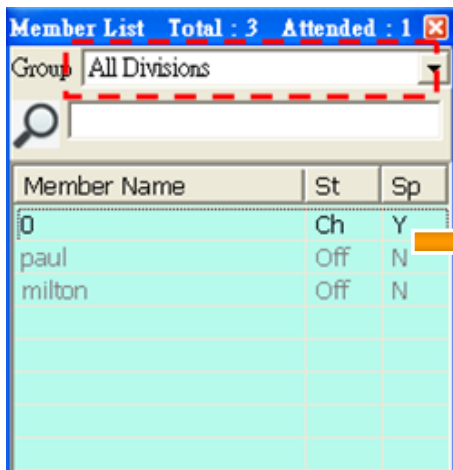
Stop Download When Sharing: If the chairman use "Desktop Sharing" function, you can chose not to download video during the sharing period.

Turn: As the member is more than screen numbers, can use this function to show the video from every point in turns.

Area C Console Setup

Under main control mode, chairman can control all video bit rate from every point.

 : Showing every member status/speak right.



Member Name	St	Sp
0	Ch	Y
paul	Off	N
milton	Off	N

Member Name: Every member name.
St(Status): Showing the online status(Ch-chairman, on-online, off-offline, busy, idle)
Sp(Speak Right): Showing chairman has sharing the speak right or not.(Y=yes, N=no, *-talking, only chairman can see this icon)
Search: Can use keyword to search a member.

- Speak's Right
- Change chairman
- Open Camera
- Expel
- Block
- Unblock
- Change Video
- Operating Instructions

Right click a certain member, will show a column like image in the left.

1. Speak's Right: Change the status of speaker.
2. Change chairman: Chairman's permission forward to the member.
3. Open Camera: Control power on to the remote camera.
4. Expel: Exit this meeting.(limit one day)
5. Block: Banned to enter this meeting.
6. Unblock: Prohibit access restrictions lifted.
7. Change Video: Swap video position with the chairman.
8. Operating Instructions: A instruction for you to understand how to use these functions.

- Invitation
- Block
- Unblock
- Operating Instructions

Right click a member who is online or idle status, will show a column like image in the left.


1. Invitation: To invite this member to join this meeting.
2. Block: Banned to enter this meeting.
3. Unblock: Prohibit access restrictions lifted.
4. Operating Instructions: A instruction for you to understand how to use these functions.



: A drop-down list for description.

- Version Information
- Quick Guide
- Minimized
- Environmental Camera Control ▶
- Remote Control ▶
- Show Time ON/OFF
- Show Prompt
- 3G Remind

Version Information: Showing the system version and log for relative information.
 Quick guide: A simple user guide.
 Minimize: The system will minimize into tray icon.
 Environmental Camera Control: Can control every transmission from point to point.
 Remote Control: Can use remote controller to control the functions.
 Show Time ON/OFF: To show local time or not.
 Show Prompt: To show remind for direction.
 3G Remind: To show remind for using 3G connection.

: To leave the meeting.

B zone Video Conference Screen

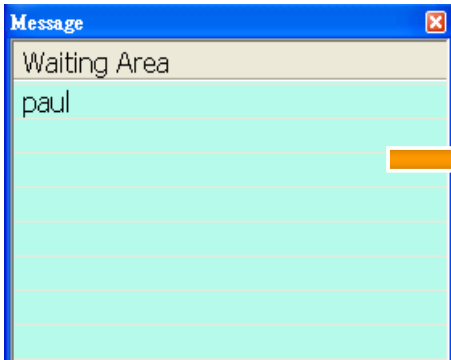
To show one or more screen of participants and the upper left screen is speaker's screen.



If you are under self control mode, you can drag or transfer any screen as your wish, but expect the chairman/speaker's screen.

(1)Chairman Function (Transfer Speaker)

- a. As a chairman open main control mode, all member will show the same screen with chairman. Chairman can open the member list, drag a member who want to speak into the speaker's screen.
- b. If under a mute mode, member who want to speak have to click "Request to speak" button. Chairman can notice which member is waiting for speak through the "waiting area" screen, and decide to transfer speak right to the member or not.



Double click "Request to speak" button

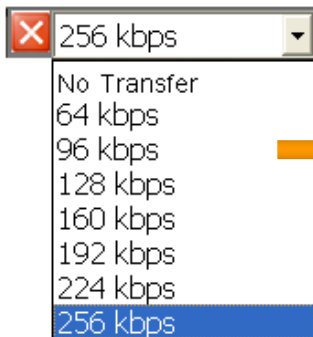
(2) Full Screen Mode

Double click the any screen, the screen will transfer into full screen, just double click again then the screen will trans back to the original size.

(3) Remote Control the Bit rate, Sound Volume and Camera (Chairman Function)



At any screen, double right click the mouse and will show the column like image in the left.
 ※Stop Video Frame: Do not down load the video from that point.



Bit rate Remote Control: Select the participant point upload bit rate.



Voice Remote Control: Remote microphone and speaker volume adjustment.



Camera Control: Adjust to zoom in, zoom out, centered.(Need to use PTZ camera)



Channel Control: Switch video channel.

C zone Chairman Functions

Only chairman can see and use area, member can't see or use this area.



Main/Self Control:

1. Main Control: Chairman can control all member's video screen to be the same.
2. Self Control: Every screen can drag as member wish, expect the chairman/speaker screen.

Mute Others: Expect the chairman/speaker screen, all members can't allow speak.

Desktop Sharing: Chairman can use this function to share desktop with the member.

Whiteboard: Can use a digital whiteboard to make a online note for all member.

Video Clip: Can sharing a video with member.

Screen Reset: Transcoder can be moved to move the Transcoder to the speaking window.

Send File: Can send one or more files to all member.

Quiz: Taken by secret ballot, and provides multiple-choice or single-choice function.


Invite User: Chairman can invite a non-member user to join the meeting.


Block User: Chairman can block a member out of the meeting.


Transparency Adjustment: Can adjust the transparency of the control area.

Chairman Functions Introduction

Main/Self Control:  

As chairman click , screen will trans into main control mode, the upper

left function column will show . As main control mode, all the member's screens need to be same with chairman, if don't need to main control just click

 then will trans back to self control mode.

Mute/Unmute others:  

Can change all member's status at one time.



Invite User:

After click this bottom, please check the user (bottom image) you want to invite for join the meeting and the user can become the meeting members.



Block User:

Block a certain member out of the meeting.



Video Clip:

After chairman click this bottom, a video file window will show up (image 1). Chose a video to share with all members and the video will show on the chairman screen (image 2).




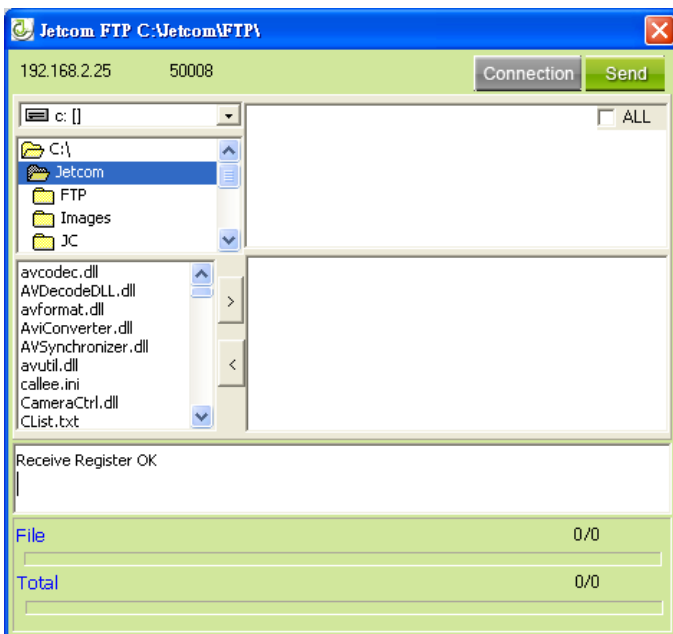
Image 1



Image 2

Send File: 

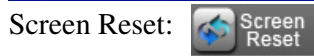
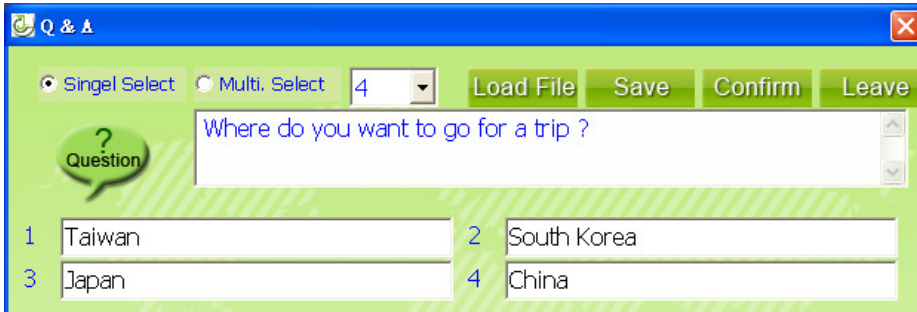
Check the file which chairman want to share and click  for send to all members.





Quiz:

Taken by secret ballot, and provides multiple-choice or single-choice function. After the member answer the quiz, the system will show result to chairman.



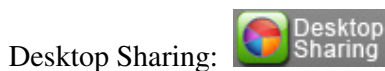
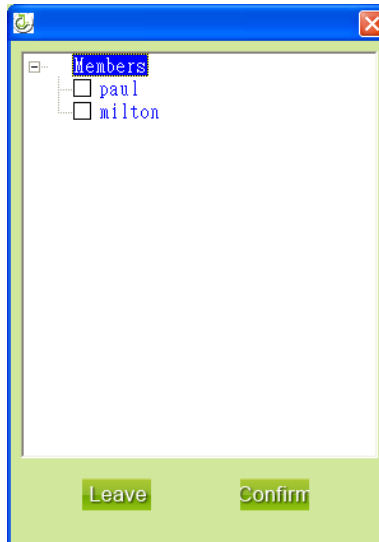
Transcoder can be moved to move the Transcoder to the speaking window.



Can use a digital whiteboard to make a online note for all members. Click "Save" can save the image you draw on the screen.



Can share authority to a certain member, click "Authority" and check member's name then the member can use this function.



After click this button, the screen will change into the desktop of chairman.



(1)Picture Quality: For sharing video upload quality and bit rate control.



: Provide BMP high picture quality, when you want to share a high picture quality image but use larger bit rate.



: Use smaller bit rate to share the desktop video.

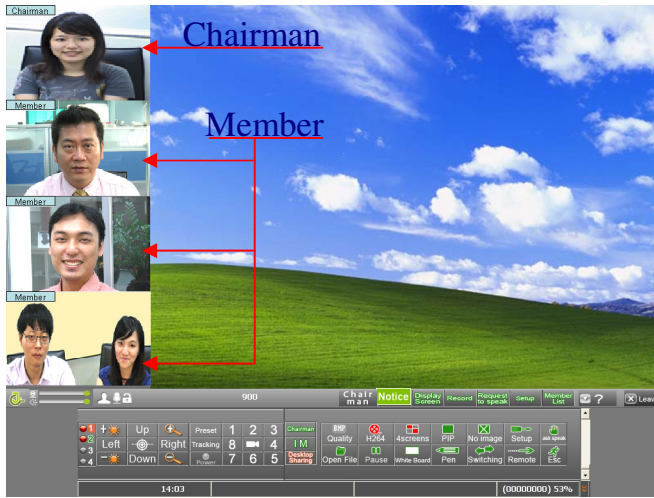


(2) Open File: Can open “My File” for chairman to chose the file which chairman want to open.

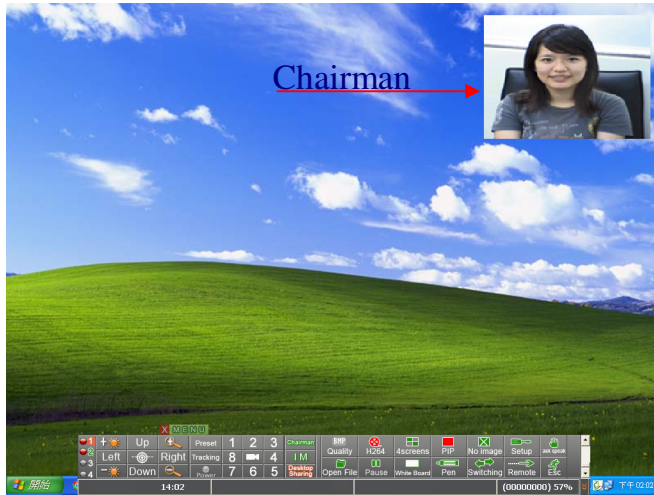


(3) 4screens PIP No image: Chose which way to display the desktop.

4screens:




PIP: (The screen can drag to any where)




No image:





(4)  Switching: Can switch back to the video conference screen or desktop at once.

As chairman switch to conference screen, need to switch back to the desktop just click “back to sharing” button (on the upper left green button).



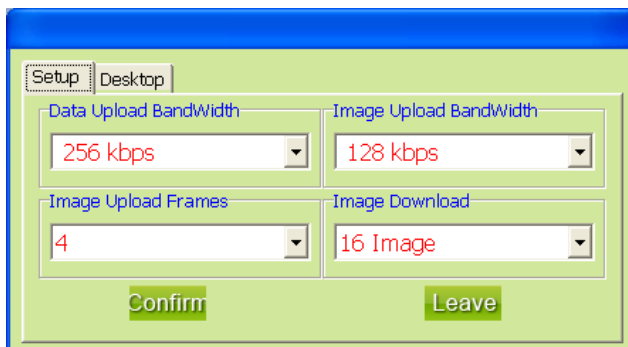
(5)  : As click this button, all members screen will pause in the same image, but chairman can still do other operation.

(6)  : Can switch to the “White Board” function.

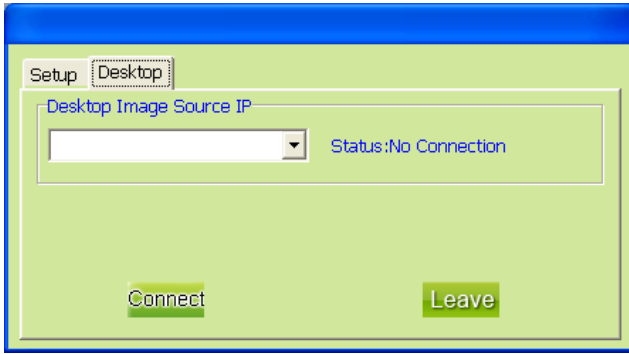
(7)  : Can use a marker pen to take a quick note on desktop.


(8)  :

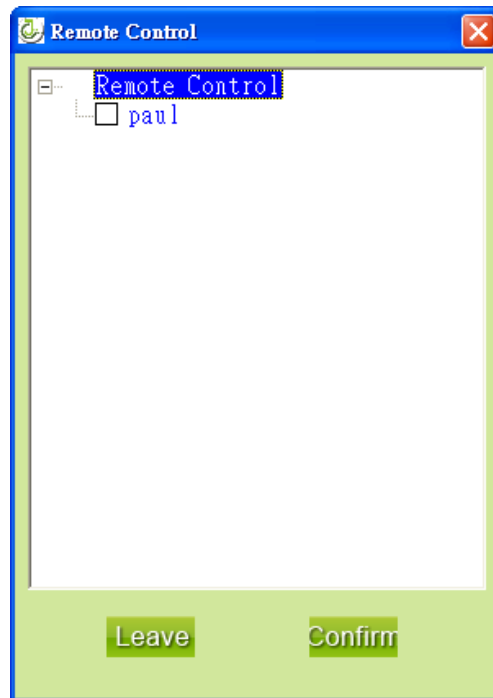
a. Setup: For setting a video upload/download band width and frames.




b. Desktop: Can show the second desktop through internet.



- (9) : Can share chairman's desktop control right to a certain member, just check a member from the list and click "Confirm" to share the control

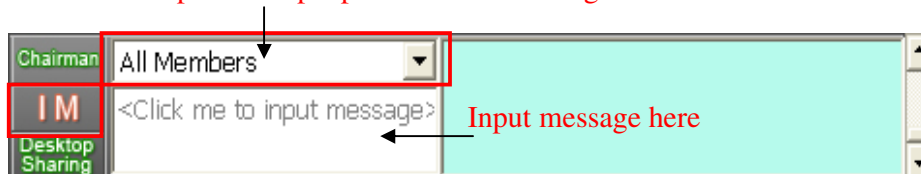


- (10) : To exit the sharing mode.

D zone Instant Message

Send an instant message to one member or all members.

Chose a person or people to receive message



E zone Camera Control

Local camera can control by your self, the one who have the chairman right can control all member's camera.





Operate procedure:

1 Click the screen you want to control and name on the screen will turn red.







2 You can remote control all the camera in this area.

Channel Switch:

-  Applied four channel for input, include projector, camera, DVD player and
-  cable TV... media input source, can switch to each point at once.
- 
- 

Camera Control:

-  : The brightness of camera.
-  : Move the camera back to the centered.
-  : Zoom in/Zoom out
-  : The direction of camera.

Position Point Control (Not All Camera Support This Function)

Preset	1	2	3
Tracking	8		4
 Power	7	6	5

Preset: You can preset eight points for camera and allowed you switch to each point more quickly.

Tracking: Auto tracking people's eyes position.

Power: Power controller for camera.

Number 1-8: The eight points for camera position setting.

X MENU **✓ MENU**

Click the red button for hiding the function column.

Position Setting

1

Adjust the camera position through camera control function.

2

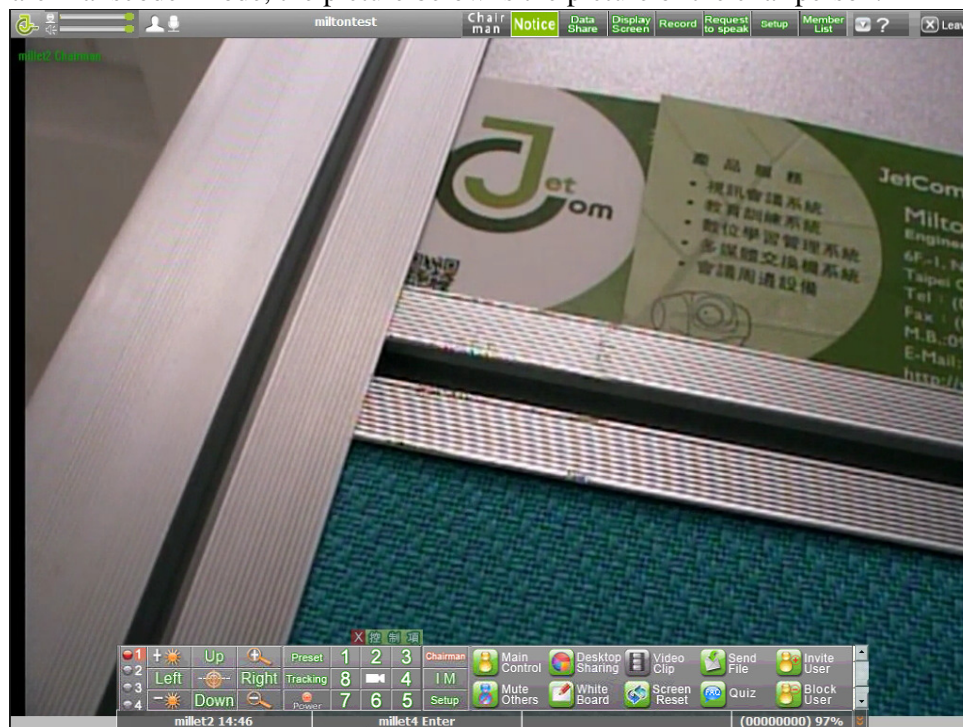
After confirm the camera position, chose a number in 1-8 and click "Preset" .

Repeat step 1 and 2, there are eight point at most for setting position; as click "1" the camera will auto transfer to position 1.

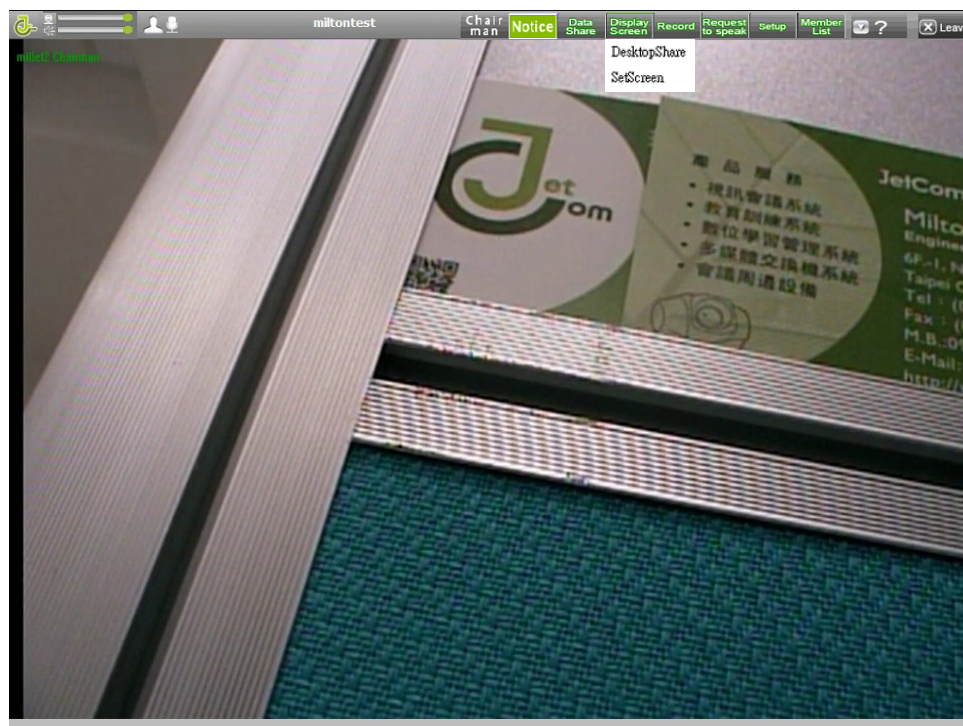
If the number showing green means "non-setting" ,if showing red means "position complete" .

TRANSCODER Function

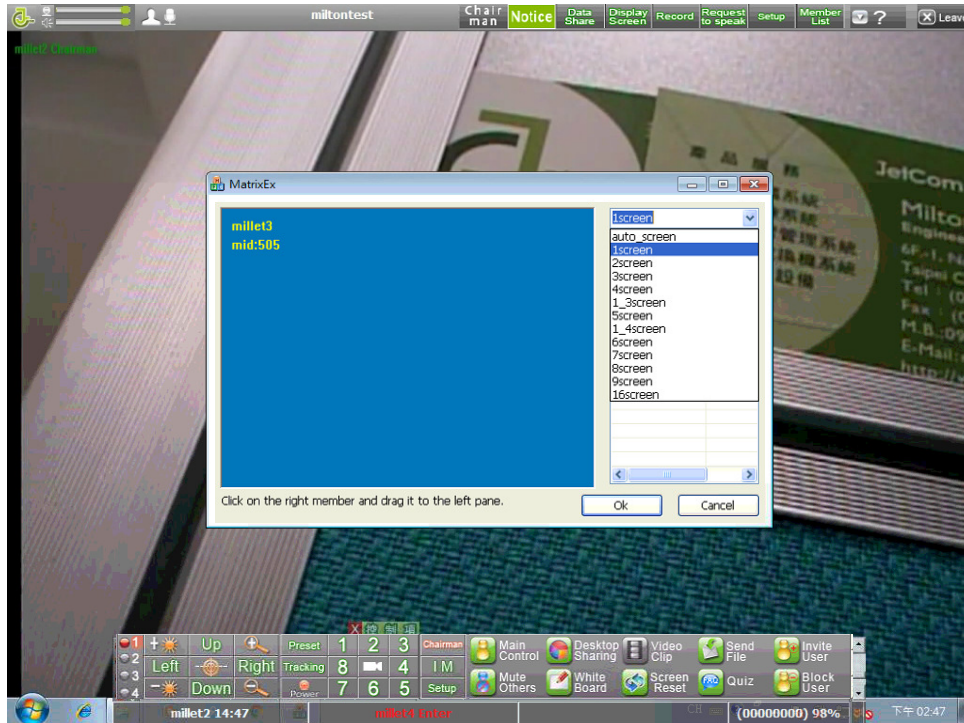
There are Transcoder mode, the picture below is the picture of the chairperson.



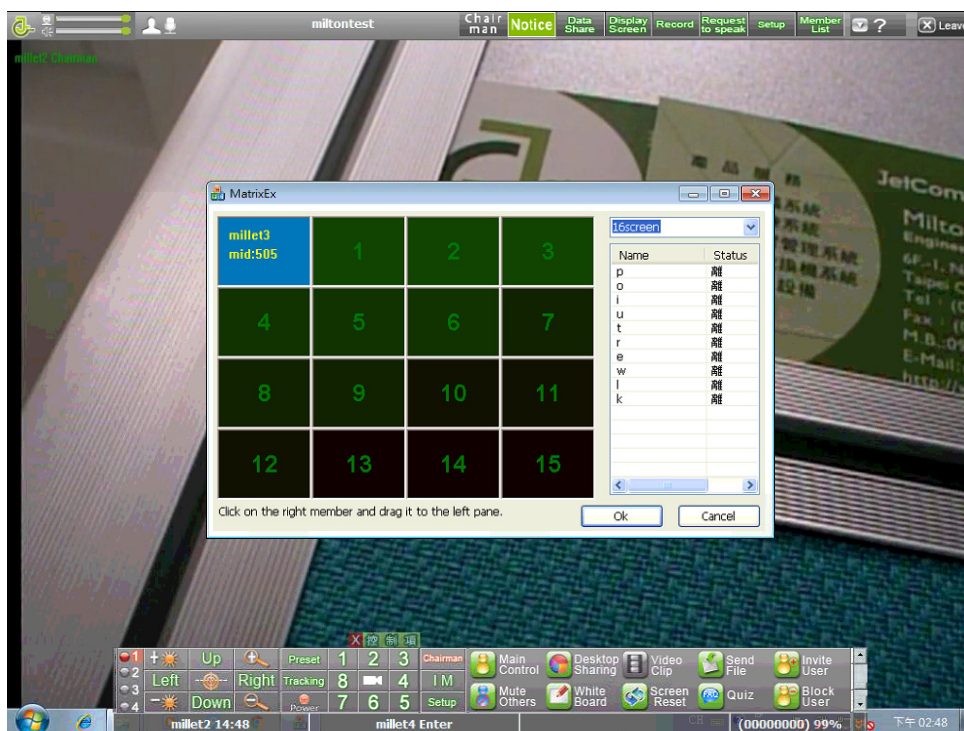
The following picture shows the chairman window, members can choose [Desktop Share], the chairman can choose [SetScreen] to adjust the number of divisions required.



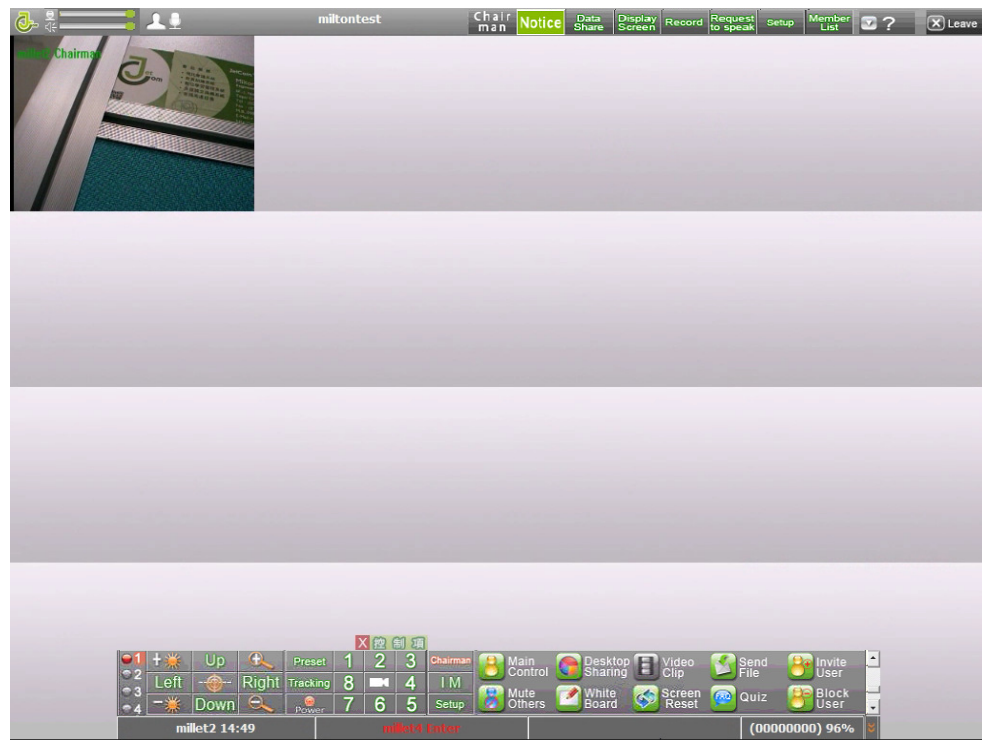
The picture below to enter the [SetScreen] screen, you can select the number of divisions to drag and drop, put their own needs, you can also choose to automatically switch.



The picture below shows the screen for selecting [16 screen].



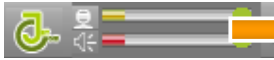
The following figure shows the configuration screen for completing [16 screen].



PROBLEM SOLVING

1. Sound Problem

- (1) Check if all the sound devices plug in the right direction on computer and check if the sound volume in a suitable volume, do not check “Mute” .
- (2) Check video system: You can check system working properly or not, through watching the sound wave moving as you are speaking.



As a local speaker speaking and the yellow sound wave will moving.
As a remote speaker speaking and the red sound wave will moving.

- (3) Check microphone and receiver: (Use JetCom goods for example)

MT202-PCO DUET PCS

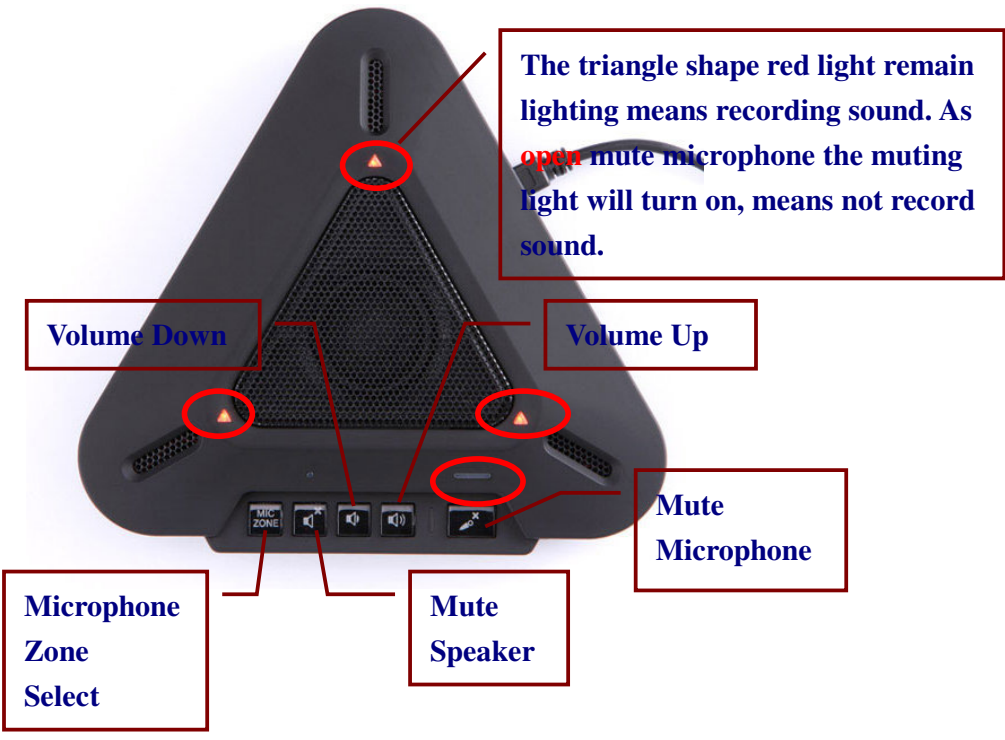


Volume Down

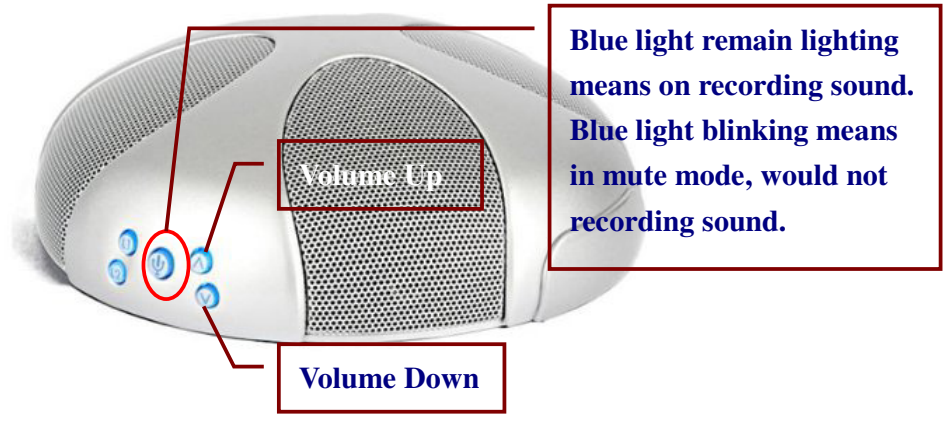
Volume Up

**Blue light remain lighting means on recording sound.
Blue light blinking means in mute mode, would not recording sound.**

YAMAHA PJP-20UR



MT301 Quattro USB Interface



YAMAHA PJP-50USB



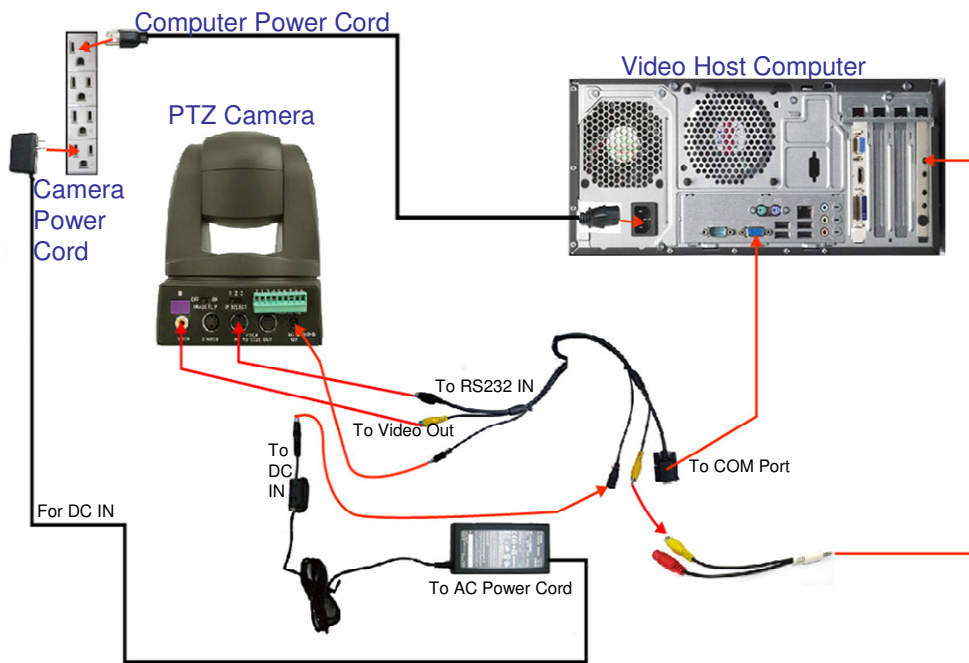
2. Video Problem



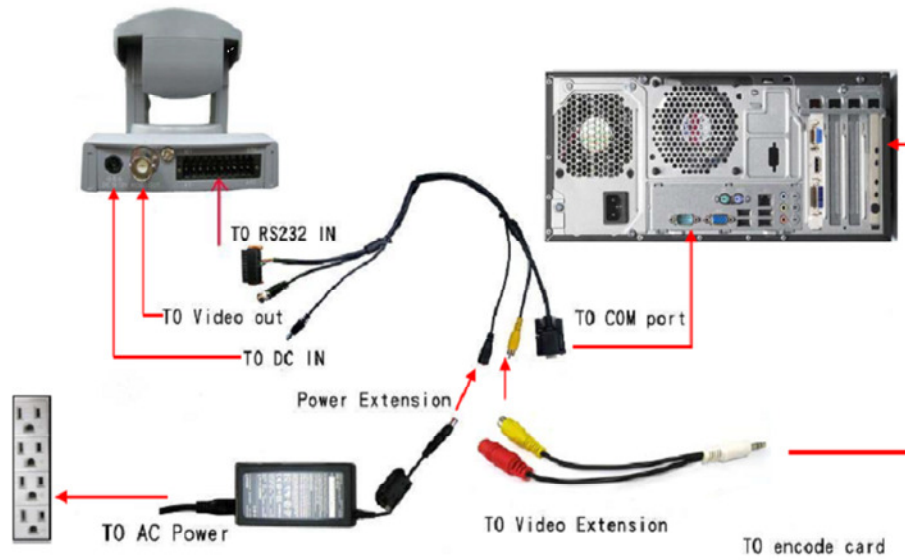
1. Confirm the camera is open also show local video.
2. Camera power light remain lighting.
3. Check camera back power and signal line is normal or not.
4. Check computer back signal line is normal or not.
5. Check video control area, the camera signal source is "1" or not.

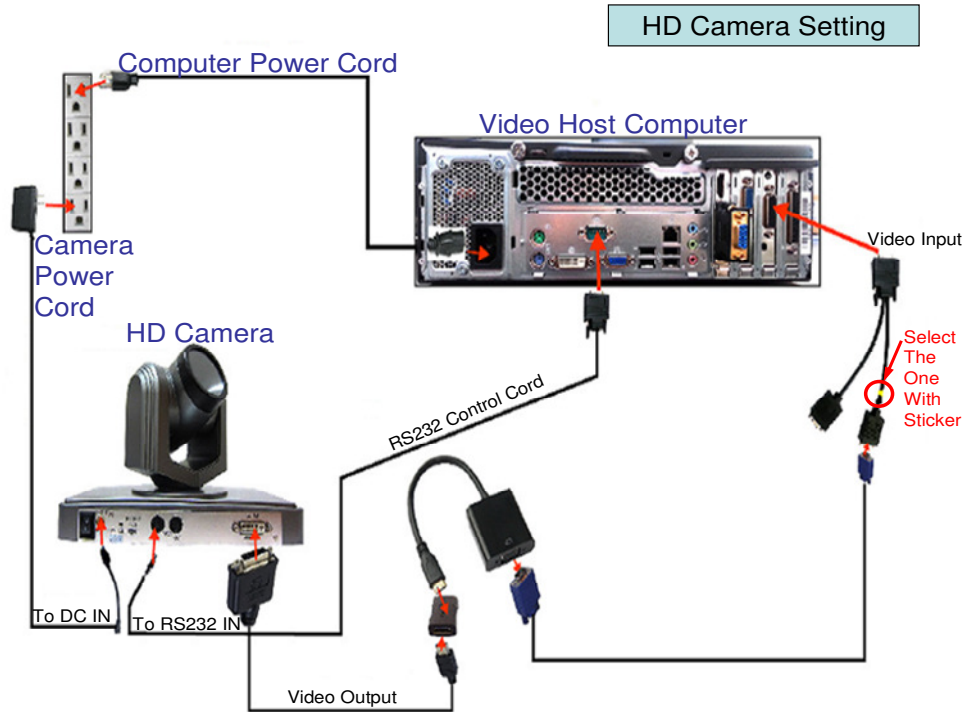
3. Camera Setting

PTZ Camera Setting-1



PTZ Camera Setting-2





4. Simple Q&A

Q1. As you finish install the software, the system show “Please check your sound card.”



A1.

1. Please check your devices (20UR.50USB.MT202.earphone....or other microphone)
2. Please click “Setting” and confirm the “Audio Input/Output” column is installing the right devices or not.
3. Press “Save” and re-login.

Q2. As you finish install the soft ware, the system show “Confirm video compress card”

A2.

1. Please confirm your camera is which types.

Your camera is other supplier’s webcam or our product (J-phone, VT or VCC5)

2. Please click “Setting” and check the “Upload video base.”

Our product (General): Please select “J-Card”

Our product (HD): Please select “J-Card HD”

Other supplier’s product: Please select “Web Camera H264”

3. If the camera is our product and still can not setting directly, please go see Q5.

Q3. Everything confirm all right, but can’t hear voice clearly in the meeting.

A3.

1. Please check the upper left column, is there mute or unmute.



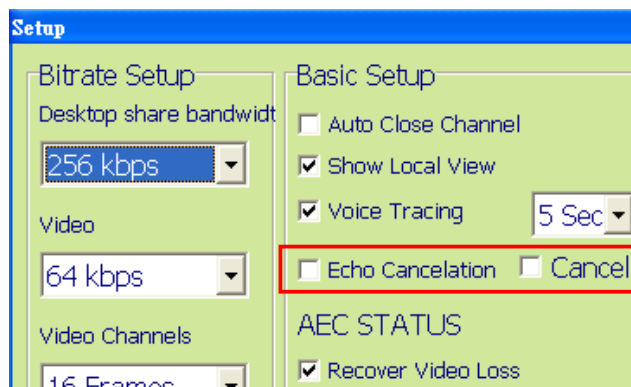
If you see this situation, you need to unmute the microphone that you can hear the voice.

2. Please click “Start” > “Accessories and Utilities” > “Recorder” to confirm your device is working properly or not, still can’t working that please change another device and confirm again.

Q4. You can hear your voice while meeting.

A4.

1. Please click “Setup” at upper right function column and check the function “Echo Cancellation .” (If your device is 20UR 、50USB 、MT202···, check this function may cause your sound choppy)



2. If you can still heard your voice after setting echo cancellation, maybe the environment let the echo can’t be cancel and need to be retest.

Q5. If the camera is our product and still Show up “Confirm video compress card”
A5.

1. Connection cord problem

PT Camera: Please confirm you used the thicker USB connection cord.



2. Driver system problem

WIN XP

Please go to Control Panel> System> Device Manager, find a connection point with exclamation mark and click auto searching to start the driver.

WIN 7

Please go to Control Panel> System> Device Manager, (modify the view to icon) find a connection point with exclamation mark and click auto searching to start the driver.

Q6. Every thing is confirm all right, but enter the meeting can't still showing the video. (This problem is for Midland China)

A6.

Please open the system “360 Guard” and cancel the blockade to the camera, or shout down the system “360 Guard.”

Q7. The sound of video comes out choppy.

A7

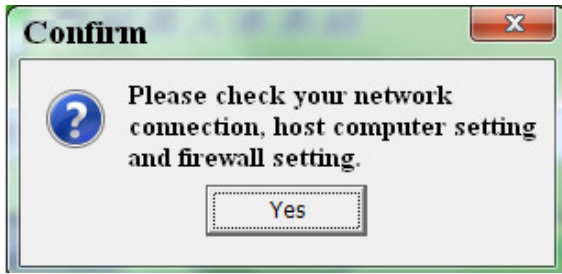
1. Confirm the bit rate is enough for video conference use. (Advice above 4M/1M)

2. Reduce remote image upload bandwidth.

3. Confirm router and ISP equipment generates no CRC Error.

(Protocol communication error may occur ex. Negotiation setting error in general)

Q8. Connection setting show up “Please check your network connection, host computer setting and firewall setting.”



A8.

1. Please confirm the MCU IP is entering correctly or not.
2. Please confirm the internet connection is working properly or not. (Try to open a browser like IE or Chrome)
3. If company’s internet policy has blockade the Outbound, need to open the Outbound MCU IP Port by IT. (TCP: 50000-50015 , UDP : 50009-50010)
4. If you need to set MCU by yourself, need to open the Inbound Port for MCU. (TCP: 50000-50015 , UDP : 50009-50010)

Q9.MCU takes dual NIC and dual IP connection mode.

A9.

Because packets need to transfer through Default Route, if the destination can’t deliver by Default Route that need to add Routing Table at Windows. If ex has point for VPN to transmit, but Default can only deliver to extranet.

ex.

