



COLLABORATE DESKTOP
GETTING STARTED GUIDE



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Collaborate Desktop

GETTING STARTED GUIDE
CLEARONE DOCUMENT

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This Getting Started Guide was designed to help you set up and work with your Collaborate VCB easily so that you can enjoy its many features.

This User's Guide was designed to help you set up and work with your Collaborate VCB easily so that you can enjoy its many features.

If a situation occurs that is not covered by the supplied documentation, contact your local ClearOne distributor, and request assistance from their ClearOne trained technical support department. Please describe the problem, device, and PC operating system (if applicable), and any other relevant details.

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Page	Type of support
Support Notes	Troubleshoot or receive technical information about specific ClearOne products.
Downloads	Download a new software release or a free product evaluation.
Demo Numbers	Test your videoconferencing system.
License Key Requests	Request a permanent license key for your organization's Collaborate Central(s).

Table of Contents

Chapter 1: Welcome to Collaborate Desktop	11
In this Chapter	11
Collaborate Desktop Overview.....	11
Package Contents	12
Minimum System Requirements	12
Chapter 2: Connecting Videoconferencing Equipment	13
In this Chapter	13
Connecting the Headset	13
Connecting a USB Camera.....	14
Connecting the PTZ Camera (PTZ kit only)	14
Connecting a ClearOne Chat Mic (Collaborate Desktop Executive only) or Tabletop Mic	16
Chapter 3: Starting Collaborate Desktop	19
In this Chapter	19
All Collaborate Desktop Systems.....	19
System Managed by Collaborate Central	20
Chapter 4: Videoconferencing Basics	23
In this Chapter	23
Starting a Videoconference.....	23
Manually	23
Personal Phone Book.....	24
Speed Dial	24
Online Directory.....	24
Chairing an Interactive Multicast	25
Participating in an Interactive Multicast.....	25
Watching a Multicast	26
Answering a Videoconference	26
Automatically Accepting Incoming Calls	26
Accepting Calls Manually	27
Ending a Videoconference.....	28

Chapter 1: Welcome to Collaborate Desktop

IN THIS CHAPTER

This chapter introduces the Collaborate Desktop videoconferencing application and includes the following sections:

- Collaborate Desktop Overview
- Package Contents
- Minimum System Requirements

COLLABORATE DESKTOP OVERVIEW

ClearOne's Collaborate Desktop application provides high-definition videoconferencing to your desktop or laptop computer.

This Getting Started Guide provides you with the required information for setting up and starting to work with Collaborate Desktop.

Instructions covered in this Guide include:

- Connecting the equipment (headset, USB camera, USB software, USB protection key)
- Starting the Collaborate Desktop application
- Starting, answering, and ending videoconferences



PACKAGE CONTENTS

When you open the ClearOne Collaborate Desktop package for the first time, check that the following items are included:

- Collaborate Desktop installation CD
- Installation and documentation CD
- License agreement document
- USB protection key*

Optional accessories will be included according to your purchase order:

- **USB Kit** – USB Camera + Headset, USB camera drivers CD.
- **PTZ Kit** – Pan / Tilt / Zoom (PTZ) ClearOne camera, Camera remote control, S-Video cable (4-pin Mini DIN to Mini DIN), USB 2.0 video grabber, ClearOne Chat Mic
- **ISDN Kit** – ISDN adapter, ISDN networking cables.

MINIMUM SYSTEM REQUIREMENTS

To run Collaborate Desktop, your computer requires the following minimum configuration:

- Pentium 4, 3 GHz processor (or equivalent)
- Microsoft Windows XP / Vista / WIN7 / WIN8 operating system
- 2048 MB RAM
- VGA card with support for Direct Draw and 2 MB VGA memory
- 1 USB port for the USB camera, 1 for USB license key*
- For the PTZ kit, USB 2.0 support is required

* Depending on licensing method.

Chapter 2: Connecting Videoconferencing Equipment

IN THIS CHAPTER

Using Collaborate Desktop requires the connection of an audio device, a camera, and USB software protection key (depending on license type) to your personal or laptop computer. This chapter describes the following basic operations:

- Connecting the Headset
- Connecting a USB Camera
- Connecting the PTZ Camera (PTZ kit only)
- Connecting a ClearOne Chat Mic (Collaborate Desktop Executive only) or Tabletop Mic

CONNECTING THE HEADSET

For echo cancellation and audio performance reasons, we recommend that you use a headset which connects to your sound card for audio input and output.

To connect the headset:

- Connect the headset to the microphone-in and speaker connectors on your computer's sound card.



CONNECTING A USB CAMERA

For a list of USB camera models which, according to testing in ClearOne's labs, have yielded the highest quality video results, see the Collaborate Desktop data sheet or the ClearOne website (<http://www.clearone.com>).

To set up a USB camera:

1. Connect the camera to a free USB port on the rear of your computer.
2. Install the camera's software from the CD supplied with it.



CONNECTING THE PTZ CAMERA (PTZ KIT ONLY)

A controllable Pan/Tilt/Zoom (PTZ) camera is the standard supplied camera of the Collaborate Desktop Executive model. The PTZ camera can be controlled from the Collaborate Desktop application.

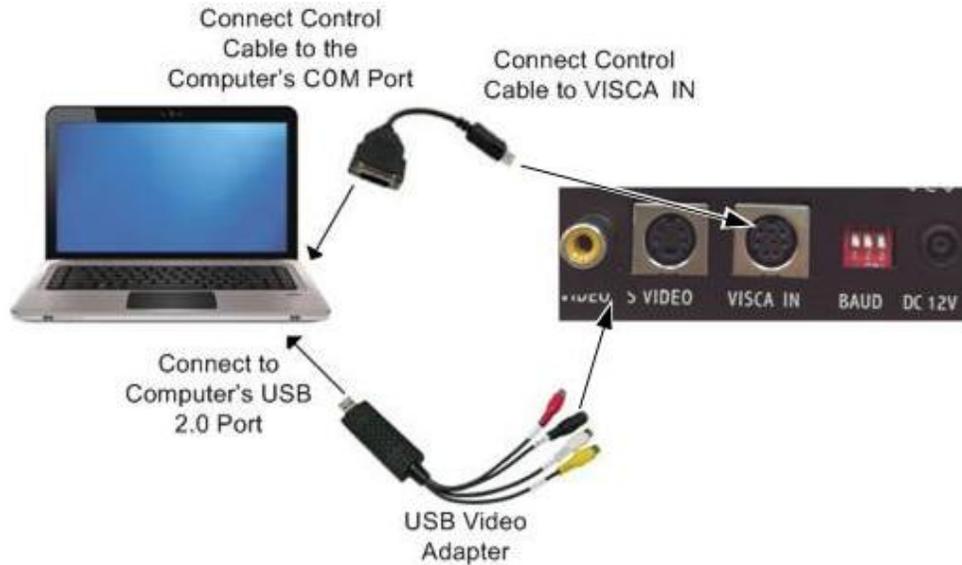
The supplied USB video adapter enables connection of the camera to a PC or laptop.

To connect the camera to the computer:

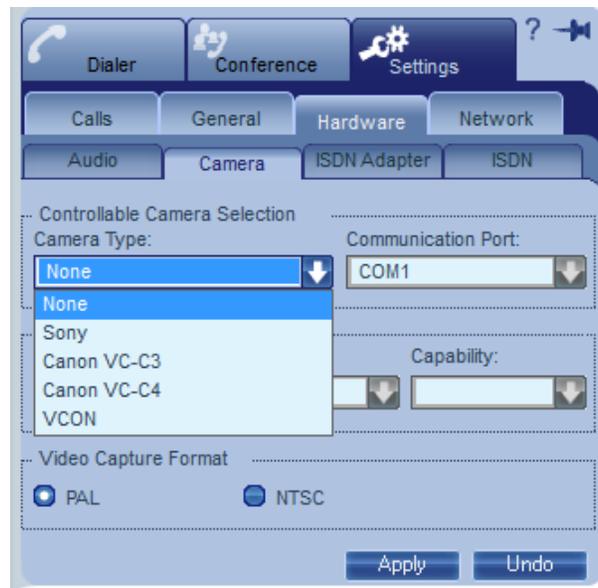
1. Connect the video adapter's black S-Video connector (4-pin mini- DIN) to the S-Video port of the camera.
2. Connect the video adapter's USB connector to a USB 2.0 port on the rear panel of the computer.
3. Connect the camera's control cable between the VISCA IN port of the camera and a COM port on the rear panel of the computer.

NOTE: If you connect the camera to a port other than the last one used (or in a new installation, other than COM 1, you will need to reload.

4. Connect the camera to a power supply.



5. After starting Collaborate Desktop, open the Drawer and click the **Settings** tab.
6. Click the **Hardware** and **Camera** tabs.



7. In the **Camera Type** list, choose the connected PTZ camera.
8. In the **Communication Port** list, choose the COM port to which the camera is connected.
9. In the **Capability** list, choose **Pan + Tilt + Zoom**.

10. In the **Video Capture Format** area, select the video format that is compatible with your camera and/or monitor.
 - **PAL** is used in many countries in Western Europe, Asia, Africa, as well as Australia.
 - **NTSC** is widely used throughout the Western Hemisphere, Japan and South Korea.
11. Click **Apply**.

CONNECTING A CLEARONE CHAT MIC (COLLABORATE DESKTOP EXECUTIVE ONLY) OR TABLETOP MIC

A ClearOne Chat Mic is the standard supplied audio source of the Collaborate Desktop Executive model. The microphone picks up voices up to 8 feet (2.44 m) away from a meeting participant. The center of a conference table is the ideal location for the microphone.

To connect the tabletop microphone:

- Connect the microphone's 3.5mm jack to the **Microphone In** connector on the sound card located on the rear panel of the computer.
- Connect the ClearOne Chat mic to a free USB port.

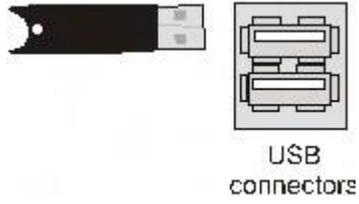


Connecting the USB Software Protection Key

Operating Collaborate Desktop requires a license. If your license model is USB key based, the supplied USB software protection key must be connected to your computer.

To connect the USB software protection key

- Connect the USB software protection key to a free USB port on the rear of your computer.



Chapter 3: Starting Collaborate Desktop

IN THIS CHAPTER

Collaborate Desktop's Start procedure varies, depending on whether or not your system will be in a videoconferencing network managed by ClearOne's Collaborate Central, or if your computer has more than one IP address defined in its Network configuration.

If registered to a Collaborate Central, Collaborate Central provides a number of functions and features that are not available if the system logs in to a non-ClearOne gatekeeper or operates in a stand-alone state. These features include, call forwarding, call transfer, call pickup, and inviting additional users to ad-hoc conferences. For more information about these functions, see the Collaborate Desktop Online Help.

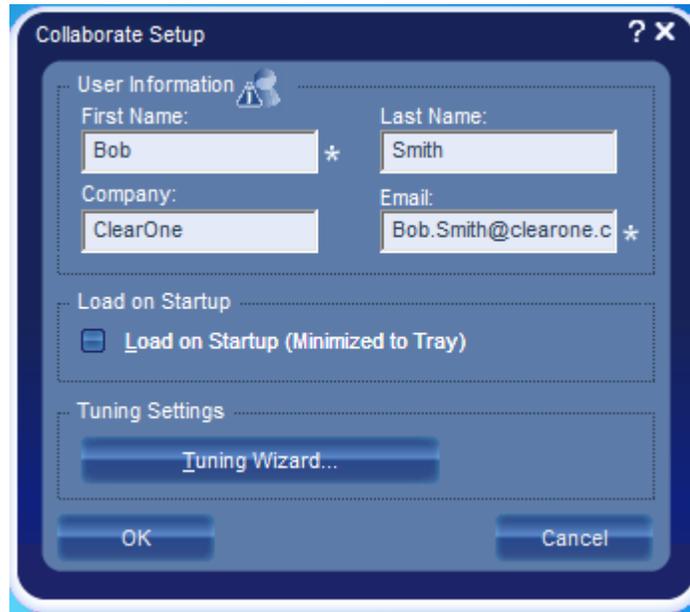
This chapter explains how to access the Collaborate Desktop system and includes the following sections:

- All Collaborate Desktop Systems
- System Managed by Collaborate Central

ALL COLLABORATE DESKTOP SYSTEMS

To start Collaborate Desktop:

1. In the Windows Desktop, double-click the **Collaborate Desktop** icon.
2. When starting Collaborate Desktop for the first time, the Setup Wizard appears. Enter the following information:
 - **User Information** – Enter your first name, last name, company name, and e-mail address. Items marked with an "*" are mandatory.
 - **Load on Startup (Minimized to Tray)** – Select to open and minimize Collaborate Desktop during your computer's startup. The Collaborate Desktop icon will appear in the icon tray at the bottom of the Windows Desktop. This option takes effect only after restarting your computer.
 - **Tuning Settings** – Opens the Audio Tuning Wizard, which tests if your microphone is connected and reproducing the correct audio input level.

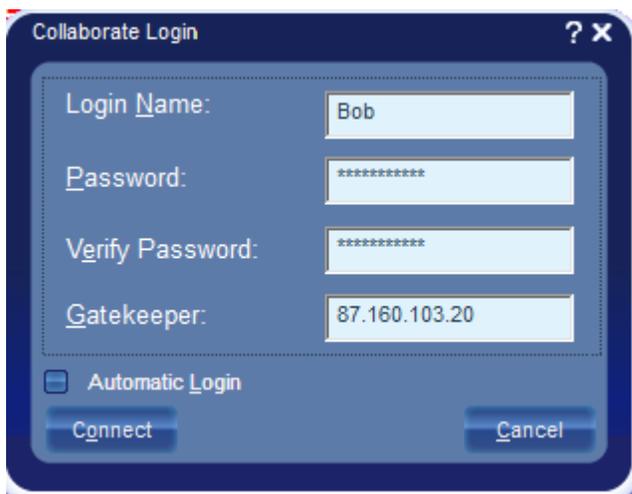


3. It is recommended that you use the tuning wizard the first time you run Collaborate Desktop in order to configure your audio devices.
4. Click **OK** to implement the settings and to open the Collaborate Desktop Main Viewer.

SYSTEM MANAGED BY COLLABORATE CENTRAL

To start Collaborate Desktop:

1. In the Windows Desktop, double-click the **Collaborate Desktop** icon.
 - Logging in the First Time After Installation
 - Logging in at Other Times



-
2. In the Collaborate Desktop Login dialog box, enter the following information:
 - **Login Name** – Name of your computer as listed in Collaborate Central.
 - **Password** – If a password was set, the password required to log in. The first time you register, you must type it a second time for verification in the Verify Password box.
 - **Gatekeeper** – IP address of the Collaborate Central. If you do not know it, ask your system administrator.
 - **Automatic Login** – Select to log in automatically to Collaborate Desktop using the entered login name and password. This setting takes effect from the next login attempt.
 3. Click **Connect** to complete the login process.

Chapter 4: Videoconferencing Basics

IN THIS CHAPTER

Communicating with other parties in videoconferences is, likely, the activity you will do most in Collaborate Desktop. This chapter provides instructions for:

- Starting a Videoconference
- Answering a Videoconference
- Ending a Videoconference

STARTING A VIDEOCONFERENCE

You can start videoconferences by several different methods.

MANUALLY

To start a videoconference manually:

1. In the Manual Dialer, type the IP address, user number (E.164), or the alias of the party you want to call.

-or-

Select the party from the Manual Dialer's Call Log.

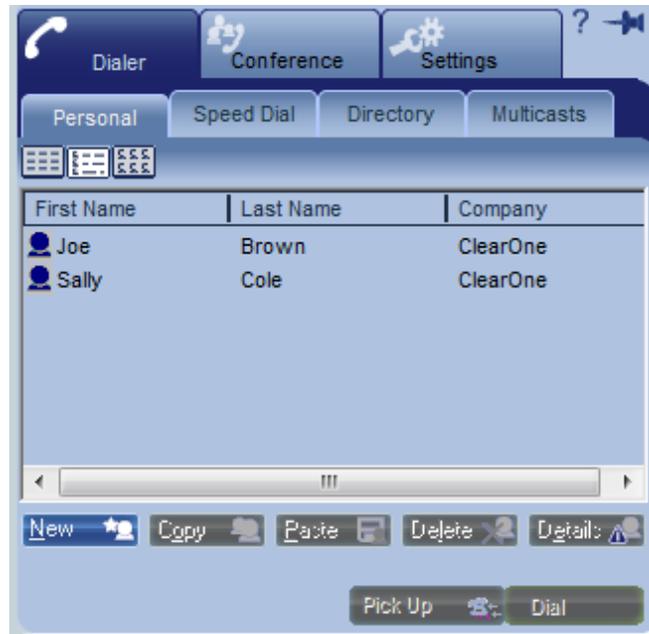


2. Click **Dial**.

PERSONAL PHONE BOOK

To start a videoconference from the Personal Phone Book:

1. In the **Dialer** menu, click **Personal**. The Drawer opens to the Personal Phone Book.

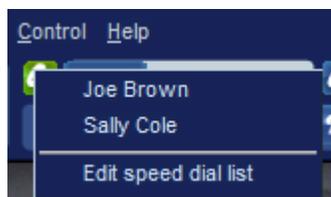


2. Double-click the name of the party you want to call.

SPEED DIAL

To start a videoconference from the Speed Dial :

1. In the Manual Dialer, click the Speed Dial button. The Drawer opens to the Speed Dial.



2. Double-click the name of the party you want to call.

ONLINE DIRECTORY

To start a videoconference from the Online Directory:

1. In the **Dialer** menu, click **Online Directory**. The Drawer opens to the Online Directory.
2. Double-click the name of the party you want to call.

CHAIRING AN INTERACTIVE MULTICAST

To start an Interactive Multicast:

1. Open the Drawer to **Calls>Multicast** tab and check the Multicast settings. If necessary, change them to meet your session's requirements.
2. In the **Dialer** menu, click **Start Interactive Multicast**.

-or-

In the Shortcut tray, click the **Multicast** button (depending on your Shortcut tray's customization).

The Session Information dialog box appears.

3. Set up the next Interactive Multicast according to its specific requirements, and then click **Start**.

Even though you have not called anyone yet, the Interactive Multicast is now in session. The Drawer opens to the Chair's Conference Control tab. If the session is available for third-party viewing, someone with a third-party video viewer can tune in already.

4. Call participants to join in the session. Contacts may also join an open Multicast by calling the Chair.

PARTICIPATING IN AN INTERACTIVE MULTICAST

To enter an Interactive Multicast:

- Answer an incoming call from the Chair of an Interactive Multicast.

-or-

Call the IP address of the session after the Interactive Multicast starts.

WATCHING A MULTICAST

To view an Interactive Multicast:

1. In the **Dialer** menu, click **Multicasts**.

-or-

In the Shortcut tray, click the **Live** button (depending on your Shortcut tray's customization).



2. Double-click the **Multicast** entry.

-or-

Click the Multicast name and then click **View**.

ANSWERING A VIDEOCONFERENCE

When Collaborate Desktop is running but no call is active, you can receive an incoming videoconference call at any time. An incoming call emits a ringing sound - just like an ordinary telephone ring.

AUTOMATICALLY ACCEPTING INCOMING CALLS

In the Call Settings, define if the system automatically accepts incoming calls without requesting your approval or accepts or rejects each call manually on a call-by-call basis.

To accept incoming calls automatically:

1. Open the Drawer.
2. Click the **Settings** tab, the **Calls** tab and then the **General** tab.

3. Select **Auto Answer**.
4. Click **Apply**.



ACCEPTING CALLS MANUALLY

If **Auto Answer** is deselected, you decide whether to accept or reject every incoming videoconferencing call. When a call arrives, the system rings. The Incoming Call message states the identity of the caller and provides the choice of accepting or rejecting the call.

To accept or reject an incoming call manually:

- In the Incoming Call message, click **Accept** to receive the call or **Reject** if you don't want to answer.

If you want to automatically accept all subsequent calls, click **Auto answer incoming calls** before clicking **Accept** or **Reject**.



ENDING A VIDEOCONFERENCE

To end a videoconference:

1. Near the bottom right corner of the application, click **Hang Up** ().
2. Click **Yes** to confirm.