

RELEASE NOTE

COLLABORATE™ Desktop
Video Conferencing Solution

August, 2012

COLLABORATE DESKTOP VERSION 10.0 SP2

MINIMUM PC REQUIREMENTS:

- CPU – Pentium IV 3.0 GHz
- 512MB 400 MHz RAM
- 60 MB available disk space
- Window XP/Vista/Win7 32/64 bit

NEW FEATURES SINCE SP1 - VERSION 10.139

- Overlaying user name on top of Tx video stream
- 1920 BW dialing option
- Dialing DNS in SIP calls
- Windows 7 trial period extension

MAJOR BUG FIXES SINCE SP1 (VERSION 139)

- 33161/36046 - H.239 Data Kidnap issues – fixed
- 36061 - RMX and Codian H.239 issues – Fixed.
- 35050 - H.239 support in Interactive multicast – Fixed.
- 34947 - Lip-sync with COLLABORATE products – Fixed
- 35925/ 35796 - EVCS Tunneling issue – Fixed
- 35962 - ISDN Data Sharing twice in one conference crash – Fixed.
- 35584/35952 - Change “Force FEC” to False by default to avoid audio loss in certain NW packet loss condition. Remove implicit FEC logic with public IP COLLABORATE Central server.
- 35884 - Chinese strings not saved – Fixed.
- 35655 - Facevision N1 camera mic support – Fixed.
- 35557 – DND icon turned green after making an outgoing call
- 35148 – Bluetooth audio devices shouldn't appear first in list – Fixed.
- ISDN stability issues – Fixed.
- 35466 - ISDN Rx caps for slow cpu – Fixed
- 35956 - Unidentified publisher on Vista & Win7 OS message during installation – Fixed.

May, 2010

COLLABORATE DESKTOP VERSION 10.0 SP1 (VERSION 139)

NEW FEATURES SINCE VERSION 10.80

- Automatic network connection wizard
- 5 CPU groups instead of 3. Slow, Medium-Slow, Medium , Medium-Fast , Fast.
- ANS ON/OFF configuration support
- LifeSize Embedded MCU H.239 support
- Import/export license from Aladdin USB dongle
- Window 7 32/64 bit support.
- Improved AEC for all microphones including USB mics
- Force FEC control
- 720p support for multicast and interactive multicast + support for selecting mc resolution
- DND indication on tray
- Audio wizard will run automatically after first installation
- AAC-LD audio codec support on slow CPU
- EVCS mode – COLLABORATE Desktop downloaded from EVCS home page will automatically load with current COLLABORATE Central profile pre configured.

NETWORK CONNECTION WIZARD

The NW connection wizard is responsible for detecting which is the best connection method to connect to the COLLABORATE Central/Netpoint servers to assure a proper connection regardless of the FW/NAT configuration. The wizard will register to the server and make an outgoing call to the server and invoke incoming call (RCI) from the server to the endpoint. First it will try to complete this test with H.323 without H.460 then H.323 with H.460 and if those 2 doesn't fully work it will move to ClearOne proprietary tunneling. The wizard will run only when the connection mode is set to "auto" and if the server's IP on the profile had changed since the last successful wizard test. COLLABORATE Central version 5.92 and up supports the NW wizard and only in case the H.460/Tunneling license option is enabled. NW wizard is supported by HDDK version 10.130 and up. COLLABORATE Desktop has an option to run the wizard manually . COLLABORATE Desktop can disable the wizard by manually selecting one of the 3 modes - H.323 , H.460 or Tunneling. The wizard will run once for each new profile even when the PC IP had changed.

When working with third party H.323 GK or COLLABORATE Central that doesn't support network wizard "Auto" will detect if server registration requires H.460 and first try to register with H.460. If server doesn't support H.460 then registration will be w/o it.

MAJOR BUG FIXES SINCE SP1 (VERSION 139)

- VAD (voice activity detection) problem with low gain microphones – Fixed.
- License server issues after server restart – Fixed
- ISDN issues (Performance according to CPU , stability , connectivity , AMC- Data channel) – Fixed
- 34517 – application doesn't load without a NW cable connected – Fixed
- 33779 – moving between COLLABORATE Central profiles caused incorrect GK IP – Fixed
- 33574 – Aladdin HASP multiple TCP CLOSE_WAIT bug – Fixed.

HD (720P) SUPPORT

True HD Tx support can be achieved when all of the conditions below are true

1. CPU is strong enough (fast processor in evcperf.exe)
2. COLLABORATE Desktop executive license
3. call BW is 512 and up
4. camera support 720p with at least 15 f/s. or 960*720 (black borders will be drawn on both sides)
5. 720p checkbox is enabled in the settings->calls->general tab.
6. remote side supports incoming 720p video stream

ClearOne tested 3 cameras that support true 720p. 960*720 is not considered true HD. For 30 f/s BW of 1M and up should be used.

Camera	Camera MAX Supported 720p Frame Rate	Supported Tx Frame Rate		
		Intel Q9400	Intel E6400	Intel T7200
MS lifecam	15	15	15	10
Logitech C905	30	30	30	10
Decklink HD-SDI with Sony EVI-HD1 or ClearOne PTZ Camera	60	30	30	10

BUGS AND LIMITATIONS

Vista/ Windows 7:

- No boost control
- 28936- On Vista Audio/Video devices must be connected to PC prior to COLLABORATE Desktop launch
- On Vista/Windows7 first application launch after PC was restarted might take up to one minute.
- Reloading problem with Windows 7

Windows 8:

- Windows 8 not supported.

Setup:

- Selecting mic input on an audio devices with a shared input jack for Mic and Line-In might require selecting Line-In.
- CPU calibration. On some processors the automatic CPU calibration might be off . It can be set to overload the CPU or not to utilize the CPU enough. Manual configuration might be needed by the EvcPerf.exe utility. Celeron and Pentium M are in the sensitive CPU group.

SIP:

- No support for : Second video channel , TLS ,FW traversal , FECC
- TCP signaling is not fully supported. Auto is limited to UDP.
- No interoperability with Aethra SIP calls.

- Can't make Alias calls from phone book
- 33412 – Some SIP audio only phones will not connect due SIP phone in ability to negotiate multiple SIP capabilities.
- 33361 – when login in to SIP proxy and entering a wrong user name or password there is no proper failure message
- 34842 – after SIP call fails (Busy, invalid number , etc..) application will not be able to place an interactive multicast call. IMC is enabled again after any successful call.

General:

- 32163 - Calls can't be Multicast. Only local video in idle. Not relevant for interactive multicast.
- 32269 - in order to view streaming behind a FW port 12100 should be open for in and out TCP traffic.
- 32263/32264 - H.239 channel doesn't support streaming or Multicast.
- 34714 - No incoming video on COLLABORATE Desktop side in case starting Recording/Streaming before initiating the P2P session.
- 35002 – In rare scenario when starting Recording/Streaming before initiating the P2P session the application might crash
- 32561 - When a recorded/streamed call is terminated by remote side the recording/streaming will continue until terminated manually.
- Low audio/video quality in Interactive multicast over some WIFI networks due to WIFI multicast handling
- 34550 – Some built in laptop camera will require PTZ camera license.
- 34852 – H.239 issues with Aethra. Might even cause Aethra endpoints to crash.
- 34882 – Interactive multicast - When PC has multiple NIC user must manually select the IP local address (NIC) he plans to use for the IMC session .This selection is done in the start interactive multicast dialog. This IP must match the multicast IP subnet selected in settings->calls->multicast. It is recommended to press the default button in the settings->calls->multicast after configuring the proper NIC in the “start interactive multicast” dialog
- 24163 – Multicast and interactive multicast are not supported on VPN.

COLLABORATE Central:

- 35064 | When dialing an E-164 number that appears in COLLABORATE Desktop Call log, but no longer belongs to the same remote party then the name displayed in the manual dialer text box ,Outgoing call message and below the video window is incorrect. To fix it select the entry in the call log and erase it.
- Transfer doesn't work with encrypted calls
- Calling a non existing EP or remote EP doesn't answer will result in “Call Rejected” message.
- 34804 - When changing COLLABORATE Central IP address in the login dialog the network connection wizard will not run automatically. In order for it to run the IP must be changed in the profile editor.
- 34383 | Network connection wizard in rare cases may select H.460 mode when H.323 should have been selected or Tunneling mode when H.460 mode should have been selected. In both cases calls will work fine.
- 34823 | COLLABORATE Central SW upgrade fixed for Vista and Windows 7 but will supply an error message on vista that COLLABORATE Desktop will not load automatically after upgrade. Manually running application again will solve the issue.

Interoperability:

- 34852 – Aethra X5 might crash when COLLABORATE Desktop will open H.239 (data) channel.

COLLABORATE Desktop and Webpoint on the same PC:

- See external document from ClearOne support.

May, 2009

COLLABORATE DESKTOP VERSION 10.0 SP1 (VERSION 80)

NEW FEATURES SINCE VERSION 10.0

- Do not disturb
- Language Support
- License for Analog and HD-SDI PTZ camera
- Updated help file

May, 2009

COLLABORATE DESKTOP VERSION 10.0

NEW FEATURES

- SIP (Proxy Registration/Standalone mode, audio/video calls , DTMF)
- WMV Recording
- WMV Streaming
- H.460.18 /H.460.19
- Frame rate/Quality Slider
- Far end microphone mute indicator
- Dialing [IP] ^ [Ext] in H.323 calls

> CLEARONE LOCATIONS

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