

ConferenceMe allows participants to access a conference without using a hardware-based endpoint. You can use ConferenceMe to join a distance class or a video conference from home or your office. Before installing ConferenceMe on your computer, you need to have a webcam and a headset with microphone plugged in. ConferenceMe requires:

- Windows XP SP2 and later
- Windows Vista SP1 and later
- Dual-Core processor
- 1GB RAM

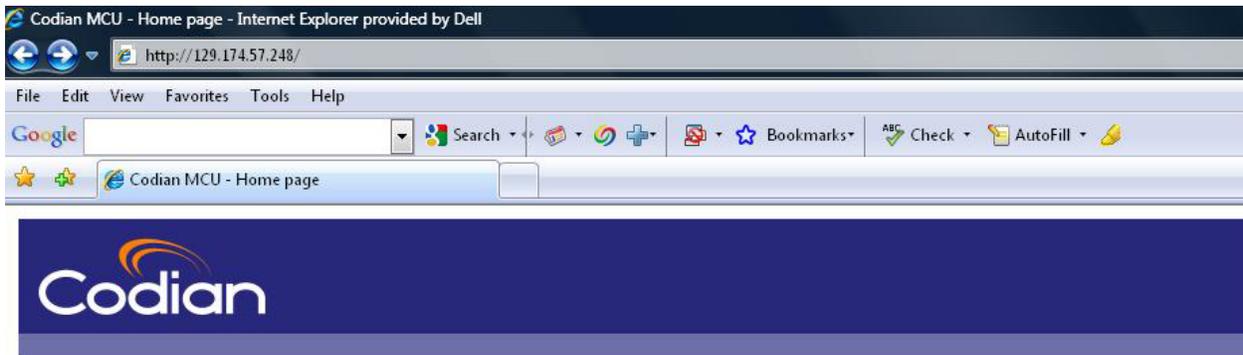
Some AntiVirus software blocks call signalling from ConferenceMe. In this case, you will see the message: "Call ended due to network errors". ConferenceMe uses port 80 for signalling. To solve this problem, you can either add the ConferenceMe application as an exception to the virus filter or you can add the IP address of the MCU as an exception to the filter.

The table below details solutions to issues caused by various AntiVirus software:

AntiVirus	Solution
AVG (V. 8.5 or later)	Either disable Web Shield or add an exception to Web Shield for each MCU you wish to use
Avira	Add the MCU IP address as an exception to WebGuard
Kaspersky	Add an exception to allow ConferenceMe traffic

To join a conference using the MCU home page

1. Navigate to <http://129.174.57.248>. You will see a section called Join a conference using ConferenceMe.

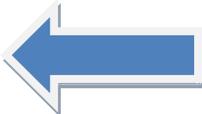


Stream a conference

Sign-in name
Conference ID
PIN
Streaming rate 384k Video ▾

Join a conference using ConferenceMe

Conference ID



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2. Enter the Numeric ID of the conference you are joining in the Conference ID dialog box. SDC ID: 0017032498055; VI ID: 0017032498058.



Conference "SDC (8055)"

[Click here to join the conference using ConferenceMe.](#)

Automatically join next time

If you have not installed ConferenceMe, [click here to install.](#)

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- If you already have ConferenceMe installed, select the [Click here to join the conference using ConferenceMe link.](#)
- If you do not currently have ConferenceMe installed:
 1. Select [click here to install.](#)
 2. Complete the installation process by following the on-screen instructions.
 3. When the installation is complete select [Click here to join the conference using ConferenceMe.](#)
- 3. If you want ConferenceMe to open automatically and connect you to your conference on your next visit, select the Automatically join next time check box.
- 4. If the conference is PIN-protected, type the PIN using the number keys on your keyboard.
- 5. ConferenceMe opens and you are connected to your conference.

Question

I am connected to a conference using ConferenceMe and am not getting any audio, why?

Answer

Windows™ XP:

1. Go to **Start menu > Control panel > Sounds and audio devices**.
2. Select the **Voice** tab.
3. Check that the **Default device** listed in the **Voice playback** section is the device you intend to receive audio with.
4. Select the **Volume** button in the **Voice recording** section and slide the control to the desired level.

Windows™ Vista:

1. Go to **Start menu > Control panel > Sound**.
2. Select the **Playback** tab.
3. Check that the default device is the device you intend to receive audio with (this device will have a green tick shown next to it).
4. Double click on this device. Select the **Levels** tab and slide the control to the desired level.

Question

I am experiencing audio problems with ConferenceMe. What do I do?

Answer

There are a number of settings you can alter on your computer to improve audio performance during a conference:

- We recommend you enable the microphone boost on your Audio input device, if available. If your microphone has a boost option, this can usually be found under the advanced settings for that device. For further details, see your hardware documentation
- Using a built-in web cam microphone can lead to higher levels of background noise and a reduced audio experience. We therefore recommend that you use one of the following:
 - An external 3.5mm jack microphone connected directly to the microphone port (pink socket) on your computer
 - A USB headset microphone
- ConferenceMe has no method for controlling Windows™ audio or voice

settings; therefore volume must be controlled through the Windows™ control panel. To do this:

In Windows™ XP: Go to **Start menu > Control panel > Sounds and audio devices**. Use the **Voice** tab to control both the audio playback device and microphone

In Windows™ Vista: Go to **Start menu > Control panel > Sound**. Use the **Playback** tab to control the audio playback device and the **Recording** tab to control the microphone

- Mute all other input devices except the microphone you intend to use with ConferenceMe
- Disable and/or mute any 'stereo mix' features on audio mixer panels. For further details, see the product documentation

Question

Which cameras have been tested with ConferenceMe?

Answer

The following cameras have been tested with ConferenceMe and are known to work. (Note that the manufacturer's latest driver was used in each case):

- Logitech QuickCam Express
- Logitech QuickCam Pro 9000
- Logitech QuickCam Pro for Notebooks
- Logitech QuickCam 4000
- Logitech QuickCam 9000
- Microsoft LifeCam VX-6000
- Microsoft NX6000 USB webcam
- Cisco VT Camera
- UniBrain Fire-i webcam
- In-built Dell Inspiron 1525 webcam
- In-built Mac isight webcam

Some Lenovo computers have issues running ConferenceMe effectively. The following models require the integrated camera software to be version 1.23.500.0 or higher:

- ThinkPad T500
- ThinkPad W500
- ThinkPad W700
- ThinkPad X200, X200s, X200 Tablet
- ThinkPad X300, X301

To upgrade, go to <http://www.lenovo.co.uk> and select the relevant driver.

Question

Which ports does ConferenceMe use?

Answer

ConferenceMe can either connect using TCP or UDP. Signalling, including call setup, uses port 80 on the MCU, and an arbitrary port on the PC running ConferenceMe. ConferenceMe will try UDP first for RTP transport, which uses port 5082 on both the MCU and on the PC running ConferenceMe, but if this connection fails for whatever reason then the client will use TCP using the same ports as for the signalling process.

Note that if you want ConferenceMe to use TCP if the UDP connection fails, you must select *Allow fall back to media using TCP* on the **Settings > Streaming** page.

The UDP port is configurable both on the PC client (refer to the PC's documentation) and on the MCU. To configure the UDP service used by ConferenceMe, go to **Network > Services** and in the UDP service section, edit the *Tunneled media option*.