

User Guide
CU-SeeMe[®] 3.1.2
version



Windows 95/98 Windows NT 4.0 and Mac OS

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Chapter 1

Introduction

Videoconferencing (also known as Video Chat) takes place when two or more people communicate using video and some combination of audio, text, or graphics. CU-SeeMe is White Pine's videoconferencing software for your desktop computer featuring color video, audio, chat, and data sharing. You can use CU-SeeMe on the Internet or any TCP/IP network for real-time person-to-person or group conferencing, broadcasts, and chats. Whether you are an instructor conducting a training class, a business manager communicating to a customer, or someone wanting to chat with a friend, you will be amazed at the ways CU-SeeMe will bring you closer!

In this chapter you will learn where to find information about CU-SeeMe and what you need to install your software. You will also get an explanation of CU-SeeMe conference types. This is helpful to understand before you begin your first videoconference.



Where to Find Information

You are starting at the right place! With the help of this User Guide, you will be videoconferencing in minutes. This book guides you through the process of making your first connection, enabling you to see and speak with other people. This book also explains some of the most often used features of CU-SeeMe.

In addition to this book, there are other sources of information to help you use and enjoy CU-SeeMe:

Online Help

CU-SeeMe comes with online Help, a complete reference tool that includes step-by-step procedures and additional information about CU-SeeMe that is not covered in this book.

(Windows)

Windows users can get Help in two ways:

- ◆ You can view the CU-SeeMe Help Contents window by choosing **CU-SeeMe Help Topics** from the **Help** menu. From the CU-SeeMe Help window you can select Help topics for more specific information.
- ◆ You can also get context-sensitive Help by clicking the **Help** button found in many dialog boxes and message windows or by pressing the **F1** key.

(Mac OS)

Mac OS users can view CU-SeeMe Help topics by clicking the Help menu. Online Help is displayed in a Web browser window. You must have browser software, such as Netscape Navigator™ or Microsoft® Internet Explorer, to view the online Help.

WhitePineBoard Documentation Online (Windows)

The WhitePineBoard documentation (WPBoard.pdf) contains detailed instructions on using the WhitePineBoard. This is an Adobe Acrobat® file, available when you perform a Typical Install or select online manuals during a Custom Install.

WhitePineBoard is available only to Windows users.

Web Pages

See the CU-SeeMe World Wide Web pages (<http://www.cuseeme.com>) for more information about CU-SeeMe, including product updates and technical support.

Other Books

For information on Microsoft® Windows®, consult the Windows user guide provided with your version of Windows from Microsoft, Inc.

For information on Mac OS®, consult the user guide provided with your version of Mac OS from Apple® Computer, Inc.

Because CU-SeeMe has become so popular around the world, many books have been written about it. Here are a few:

Enhanced CU-SeeMe by Robert Rustici is published by MIS:Press, ISBN 1-55828-490-7. This book explains the nuts and bolts and etiquette of videoconferencing with CU-SeeMe.

The Internet TV with CU-SeeMe by Michael Sattler is published by SAMS/Macmillan, ISBN 1-57521-006-1. This book provides an in-depth look at the freeware version of CU-SeeMe.

Videoconferencing: The Whole Picture by Toby Trowt-Bayard is published by Flatiron Press, ISBN 0-936648-48-1. This book, a videoconferencing systems and network buyers guide, thoroughly describes all aspects of videoconferencing.

Windows® and Mac OS® Information

This User Guide provides CU-SeeMe instructions for the Windows® and Mac OS® operating systems. In most cases, CU-SeeMe works identically on Windows and Mac OS. When there are substantial differences, instructions for both operating systems are given. If information is not identified as being specific to one operating system or the other, it is appropriate for both.

System Requirements

There are many ways to use CU-SeeMe, depending on the hardware and software you have. If you want to send video from your computer, you need to have a video camera and a video capture card (sometimes referred to as a video digitizer card or an AV card), or use a digital camera that does not require a capture card, such as the Connectix QuickCam. You can receive video from other users even if you don't have a video camera or a video capture card, however other users will not be able to see you.

On a computer running Windows, you need to make sure you have a sound card installed in your computer in order to send and receive audio. All Macintosh computers have sound capabilities built in.

White Pine maintains a list of recommended video capture cards, sound cards, and cameras that work with CU-SeeMe. This list is published online in our Frequently Asked Questions (commonly referred to as FAQs) on the World Wide Web at <http://support.wpine.com/cuseeme>.

Minimum System Requirements

To use CU-SeeMe, you need the minimum requirements listed in the following sections.

Windows

Computer Requirements:

- ◆ Windows 95/98 or Windows NT Version 4.0
- ◆ Pentium processor, 100 megahertz (MHz) minimum
- ◆ 16 megabytes (MB) of RAM (24 MB or more recommended)
- ◆ 10 MB of hard disk space

Network Connections:

- ◆ TCP/IP (Winsock-compliant), PPP for dial-up connection
- ◆ 28.8 Kbps (minimum) modem, LAN, Cable or ISDN connection
- ◆ IP address

To Send Video:

- ◆ Digital camera (such as the CU-SeeMe Cam, Connectix QuickCam, 3Com Bigpicture, and others)
- or -
- ◆ Desktop video camera and video capture card

To Send Audio:

- ◆ Microphone
- ◆ 16-bit (minimum) sound card and drivers

To Receive Audio:

- ◆ Speakers or headphones
- ◆ 16-bit (minimum) sound card and drivers

Mac OS**Computer Requirements:**

- ◆ Mac OS System 7.6 or later
- ◆ PowerPC processor, 100 megahertz (MHz) minimum
- ◆ 24 megabytes (MB) of RAM (32 MB or more recommended)
- ◆ 10 MB of hard disk space

Network Connections:

- ◆ Open Transport Version 1.1.2 or later
- ◆ 28.8 Kbps (minimum) modem, LAN, Cable or ISDN connection
- ◆ IP address
- ◆ PPP for dial-up connection

To Send Video:

- ◆ Digital camera (such as Connectix QuickCam)
- or -
- ◆ Desktop video camera and video capture card (such as Apple AV board)

To Send Audio:

- ◆ Microphone

To Receive Audio:

- ◆ Use built-in speaker, or optional external speakers or headphones

Installing CU-SeeMe

CU-SeeMe is easy to install and run on your computer. Follow the steps below to load the software onto your computer:

Windows

1. Insert the CU-SeeMe CD into your computer's CD-ROM drive. Windows will automatically start the CU-SeeMe setup program.
2. Click on "Install CU-SeeMe" to proceed with the setup.
3. Follow the on-screen instructions to complete the CU-SeeMe installation.
4. To install the optional WhitePineBoard software, click on "Install WhitePineBoard" and follow the on-screen instructions.
5. Click on "Exit" to exit the setup program.

Mac OS

1. Insert the CU-SeeMe CD into your computer's CD-ROM drive.
2. Double-click on the "CU-SeeMe Installer" icon.
3. Follow the on-screen instructions to complete the CU-SeeMe installation.

CU-SeeMe Assistants

CU-SeeMe includes many Assistants to help you accomplish tasks while using the program. Assistants are step-by-step guides that lead you through a process, such as creating a Contact Card, creating a Personal Profile and more.

When you have finished installing CU-SeeMe and you run CU-SeeMe for the first time, the CU-SeeMe Setup Assistant appears. Follow the steps as it guides you through the process of configuring CU-SeeMe for your first videoconference connection. Using this Assistant, you will set up your video and audio sources, create communication settings based on your network connection, and choose whether to share information to make it easier for other people to contact you using CU-SeeMe. See “Using the Setup Assistant” on page 2-2 for more information.

CU-SeeMe Conference Types

When you communicate with someone using CU-SeeMe, your conversation is called a *conference*. A conference can include communication using video, audio, text, and graphics. CU-SeeMe allows you to communicate with people using several conference types:

- ◆ Point-to-Point Conference
- ◆ Group Conference
- ◆ Cybercast Conference
- ◆ Multicast Conference (Windows only)

The following sections will explain the first three conference types, since these are the most widely-used conferences. To learn more about multicast conferences, see “Multicast Conferences (Windows only)” on page 3-44.

Point-to-Point Conference

A point-to-point conference occurs when one person conferences directly with another person. Each person must have a computer running CU-SeeMe. You can be connected through the Internet or through a private network such as a local area network (LAN) or wide area network (WAN). A point-to-point conference is illustrated in Figure 1-1.

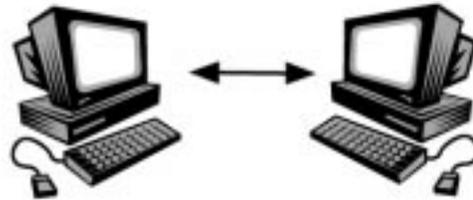


Figure 1-1. A point-to-point conference connects two people

As an example, suppose you want to videoconference directly with a friend. You would need to know that friend's Internet Protocol (IP) address. You can then use CU-SeeMe to call that IP address and conference with your friend, much like you would dial your friend's telephone number if you wanted to connect for a telephone call. Like a telephone number, an IP address is a unique numeric identifier except instead of identifying your telephone, it identifies your network-connected computer. (If you use an online directory service, you can eliminate the need to know an IP address to make a call. See "Registering With an Online Directory Service" on page 5-24 for more information.)

Group Conference

A group conference provides a collaborative environment where co-workers, students, or whole families can participate 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 MeetingPoint Conference Server or the White Pine Reflector. Any video, audio, text, or graphics that you transmit is received by the conference server, then transmitted to all others connected to the conference. A group conference is illustrated in Figure 1-2.



Figure 1-2. A conference server connects a group of people in a collaborative environment

A group conference has an IP address or host name that you use to call it, just like a point-to-point conference. Some group conferences require a unique conference ID number or password to join the conference.

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 can not send video, audio, text, or graphics; they can only receive broadcast data. A cybercast conference is illustrated in Figure 1-3.



Figure 1-3. A cybercast conference is like a TV broadcast for your computer

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.

CU-SeeMe Conference Types



Chapter 2

Making Your First Connection

Now that you have installed the CU-SeeMe software and checked to make sure your computer has the minimum system requirements (see page 1-4), you are ready to connect to your first videoconference. This chapter will guide you step-by-step into a videoconference where you will see and send video, talk with other people online, and exchange Chat text. Once you have taken the “Quick Start” approach presented in this chapter and you have participated in your first videoconference, you will want to try using additional features of CU-SeeMe. In subsequent chapters, you will discover all the fun and useful ways you can enhance your videoconference experience.

Remember, if you need more help, it is available online. See page 1-2 for information on using online Help.



Using the Setup Assistant

The first time you start CU-SeeMe, you will see the CU-SeeMe Setup Assistant. This helps you set up your computer and prepares you for your first videoconference. If you're not sure how to answer some of the Assistant's questions, click the Help button for advice. You can adjust your settings later if you need to.

When you installed CU-SeeMe, you were given the option of running CU-SeeMe immediately after installation. If you chose this option, then the Setup Wizard appeared automatically. If you did not choose this option, then you must start CU-SeeMe manually.

Windows

To start CU-SeeMe from the Windows desktop, click **Start**, point to **Programs**, point to **CU-SeeMe**, then click **CU-SeeMe**.

Mac OS

To start CU-SeeMe, open the **CU-SeeMe 3.1** folder and double-click on the **CU-SeeMe** icon.

When CU-SeeMe starts, the CU-SeeMe Setup Assistant appears, as shown in Figure 2-1.



Figure 2-1. The CU-SeeMe Setup Assistant helps you prepare for your first videoconference

This Assistant guides you through five steps, after which you will be ready for your first connection. The first step will enable you to define the personal information that you want to share with other CU-SeeMe users. Click **Next** to proceed. The dialog box shown in Figure 2-2 appears.

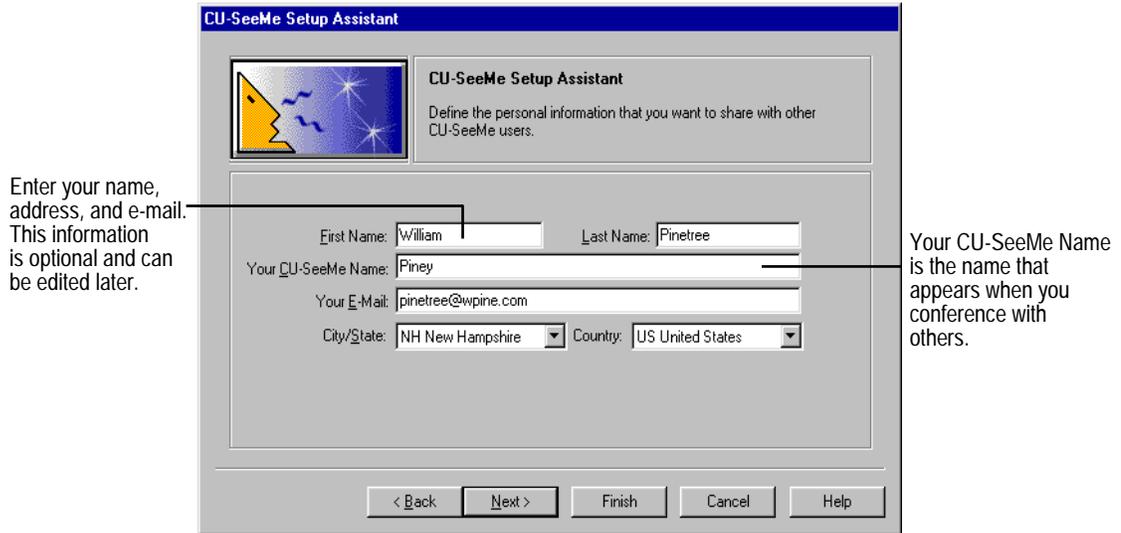


Figure 2-2. Define information to share with other CU-SeeMe users

The information in this dialog box is optional. Any information you enter here will be available to other CU-SeeMe users in a conference. You can enter, change, or delete any of this information at a later time. See “Editing a Personal Profile” on page 3-28 for more information. When you are done entering information, click **Next**.

You are now on step two, as shown in Figure 2-3.



Figure 2-3. You are on step two

Click **Next** to proceed. The dialog box, shown in Figure 2-4, appears.

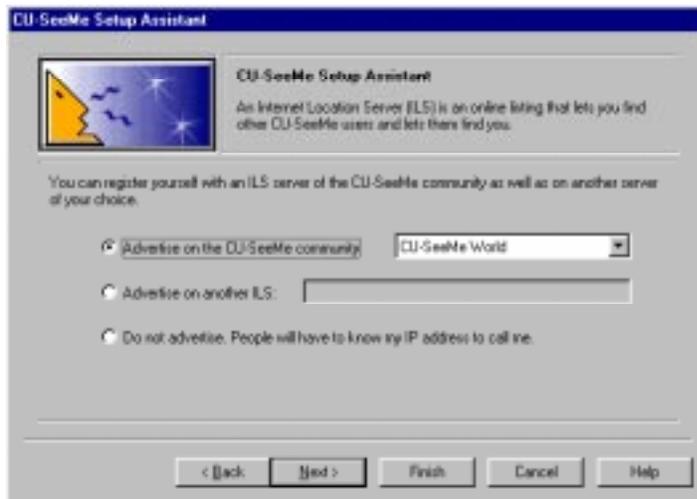


Figure 2-4. You can register with an online directory service

You can choose to register and list your name on a Web-based directory services server. This will allow other CU-SeeMe users to locate you and connect to you without having to know your computer's IP address ahead of time. (To learn more about registering with a directory service, see "Registering With an Online Directory Service" on page 5-24.) When you are done, click **Next**.

You are now on step three, as shown in Figure 2-5.



Figure 2-5. You are on step three

Click **Next** to proceed. The dialog box, shown in Figure 2-6, appears.



Figure 2-6. Choose your network type

Using the drop-down list, choose your network type. You must choose a network configuration type that best matches your network. For example, if you are using a modem, select the corresponding modem choice.

Click **Customize** to modify the maximum rates at which you can transmit and receive data. This step is optional. The default settings work best for most users. When you are done, click **Next**.

You are now on step four, as shown in Figure 2-7.



Figure 2-7. You are on step four

Click **Next** to proceed. The dialog box, shown in Figure 2-8, appears.

Click here to select your video capture device or to change your capture settings. The default settings work best for most users.

Click here to take your picture and add it to your Contact Card.



Figure 2-8. You can see the video that you will send to others

If you have a camera, you can use this dialog box to test the video image that you will be sending to others. This dialog box also displays a Contact Card, which is like a business card or a card in a rotary file. It is a convenient way to present and store information about a person or place. To learn more about Contact Cards, see “Contact Cards” on page 3-12. To learn more about storing information about yourself to send to others, see “Creating a Personal Profile” on page 3-25.

Click **Take a picture** to add your picture to the Contact Card. This is optional. The resulting card is shown in Figure 2-9.



Figure 2-9. You can take your picture and add it to your Contact Card

When you are done, click **Next**.

You are now on step five, as shown in Figure 2-10.



Figure 2-10. You are on step five

Click **Next** to proceed. The dialog box, shown in Figure 2-11, appears.

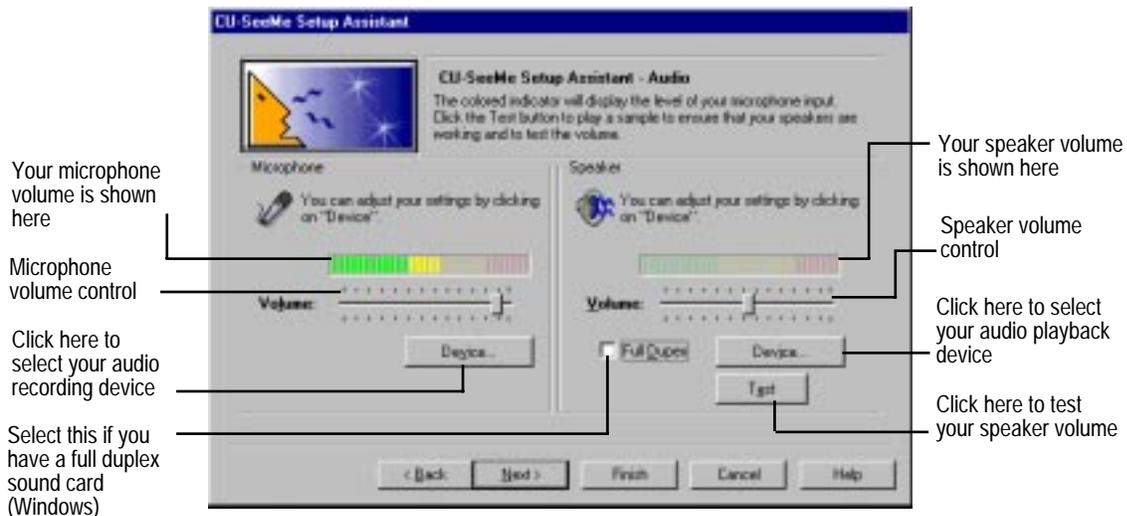


Figure 2-11. You can adjust your microphone and speaker

Use this dialog box to test your microphone and speaker and make audio adjustments.

When you are done, click **Next**.

You have now completed the CU-SeeMe Setup Assistant, as shown in Figure 2-12.



Figure 2-12. You are now ready to run CU-SeeMe and get connected

Click the Finish button, then continue to the next section to make your first connection and begin videoconferencing.

Getting Connected

If you are connecting to the Internet using an Internet Service Provider (ISP), you must be dialed into your ISP prior to starting CU-SeeMe.

CU-SeeMe is already set up to connect you to a group conference called the White Pine Cafe. This is a virtual cafe where you will meet other people who happen to be connected to the White Pine Cafe at the same time. These are real live CU-SeeMe users, just like you!

Are you ready? Let's begin.

Connecting to the White Pine Cafe

If CU-SeeMe is not already running, you must start the program.

Windows

To start CU-SeeMe from the Windows desktop, click **Start**, point to **Programs**, point to **CU-SeeMe**, then double-click on the **CU-SeeMe** icon.

Mac OS

To start CU-SeeMe, open the **CU-SeeMe 3.1** folder and double-click on the **CU-SeeMe** icon.

The Quick Start & Tips window appears, as shown in Figure 2-13. If the Quick Start & Tips window does not appear when you start CU-SeeMe, go to the Phone Book **Help** menu (in Windows) or the **Window** menu (in Mac OS) and click **Quick Start & Tips**.



Figure 2-13. The Quick Start & Tips window helps you make your first connection

Click **Visit White Pine**. A dialog box will appear, indicating that your computer is establishing a connection to the White Pine Cafe. Once the connection is made, a new dialog box appears, as shown in Figure 2-14.



Figure 2-14. You can choose from a variety of conferences in the White Pine Cafe

This dialog box offers a choice of conferences and provides information about each of them. In Chapter 3 you'll find out what the various numbers and letters mean, but for now click **Join** to join the default conference. The next dialog box tells you that you are connected and displays the White Pine Cafe's *Message of the Day*, shown in Figure 2-15.



Figure 2-15. Message of the Day from the White Pine Cafe

The Message of the Day is sent by the people who manage the White Pine Cafe conference, introducing you to the rules of their conference. Read this message to learn about any special rules or conditions relating to this conference, and then click **Go!** A new window will appear, called the White Pine Cafe (see Figure 2-16). This is the Conference Room window where videoconferencing takes place. Think of it as a virtual meeting room where you see and talk to others, and share written messages and graphics. Whenever you connect to a person or place, you will work in a Conference Room window, similar to this.



Figure 2-16. The Conference Room window is where you see and talk to others

The Conference Room is divided into several sections, as shown in Figure 2-16. If you have a camera connected to your computer, you will see your video picture in one of the video windows. If other people are connected to the White Pine Cafe, you will see their names listed in the Participants List. You will also see video images of some of these people. For example, in Figure 2-16, Heidi, Bill, Tom, and Phil are other people who are in the cafe. Additional participants, such as Forrest, Guillaume, Katrina, and others are also in the cafe but their video images are not currently displayed on your screen. When you are connected to the White Pine Cafe, you will not see the same list of names as shown in Figure 2-16 because you are connected to a changing group of real people. The list of participants will be different each time you connect. The number of video images you see depends on the type of network connection you have, the number of participants in the conference, and the video layout selected. See “Changing the Layout of the Video Windows” on page 4-23 for more information.

Your name appears in the Participants List as CU-SeeMe User (Local). *CU-SeeMe User* is the default name assigned by CU-SeeMe. You can choose a different user name by defining a new user profile. To learn how to do this, see “Creating a Personal Profile” on page 3-25. The word (*Local*) is added to your name to indicate that it is being sent from your computer. You are the local participant. Other people in the conference are remote participants. In Figure 2-16, *Willy* is the name of the local participant.

Seeing Other People

When the Conference Room opened, video images of some of the people in the Participants List appeared. By default, CU-SeeMe fills up all available video window frames with video images. To change this, see “Closing All Video Windows” on page 2-15. Continue reading to learn how to control which people appear on your screen.

There are two categories of participants: *senders* and *lurkers*. Senders are sending video images and you can choose to see their images. Lurkers are not sending video images. Perhaps they don’t have cameras, or maybe they are choosing not to be seen. Whatever the reason, you will not receive a video image from a lurker. However, if you are sending video, both senders and lurkers can receive your image.

Look at the Participants List in Figure 2-17. This list contains both senders and lurkers.

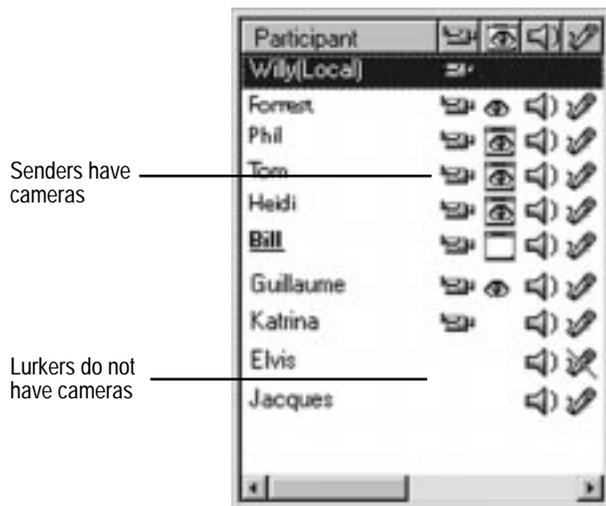


Figure 2-17. Participants List with senders and lurkers

To learn more about the Participants List and the information it presents, see “Participants List” on page 4-12.

Swapping Video Images

If you want to see a sender who is not currently displayed on your screen, you can click on a participant’s name to select it, and then drag it to a video window frame. This is called drag-and-drop. The new participant’s image will replace the previous image in that video window frame.

Closing All Video Windows

If you don't want all the video windows filled with images, or if you want more control over who you see on your screen, you can close all the video windows and then select only those participants you want to view. Note that this does not disconnect you from the conference; it only closes the video windows. You are still connected and others can still see you.



To close all video windows:

1. Click the **Video** button on the toolbar. This displays a list of all the participants who are sending video images.
2. Point to **Close All**, then click.
3. All the video images disappear.

Showing All Video Windows

To fill up all the video window frames again, follow these steps.



To show all video windows:

1. Click the **Video** button on the toolbar. This displays a list of all the participants who are sending video images.
2. Point to **Show All**, then click.
3. All the video window frames will fill up with available video images.

To select individual video images, read the following section, "Seeing a Participant".

Seeing a Participant

You can choose which video images you want to see displayed on your screen.



To see a participant:

1. Click the **Video** button on the toolbar. This displays a list of all the participants who are sending video images.
2. Point to the name of the participant you want to select, then click.
3. The video image is now displayed in one of the open video window frames.
4. You can repeat this process to see video images from other participants.

You can continue this until all the video window frames are full, or you can stop at any time. You do not need to fill all the video windows. In fact, *having fewer open video windows will increase the performance of your computer during the videoconference.*

Remember that the number of video images you can display depends on the type of network connection you have. To learn more about displaying video windows, see “Video Windows” on page 4-19.

Being Seen

Just as you can choose to see other people in the Participants List, other participants can also choose to see you if you are sending video. Whenever you join a conference or connect with someone, your video image will be displayed in the local video window. (If it isn't, make sure your camera is properly connected to your computer and that it is turned on. Refer to the camera manufacturer's instructions on installing your camera, if necessary.) If you have a camera connected to your computer, you are a sender. However, you can choose to become a lurker, which prevents others from seeing your video picture.

To switch between being a sender and a lurker:

(Windows)

1. Click the **Video** button on the toolbar
2. Click **Send Video** to switch. A checkmark indicates that you are sending video; if there is not a checkmark next to **Send Video**, you are a lurker
3. Click **Send Video** again to become a lurker. The ✓ disappears. You have stopped sending your video image to other participants

(Mac OS)

1. Make sure that your local video image is displayed in one of the video window frames. If it is not currently displayed, see “To see a participant:” on page 2-16 to learn how to display your video window.
2. Hold down the CONTROL key as you click on your video window (CTRL-click). A menu appears. If you see a • next to **Send Video**, then you are a sender.
3. Click **Send Video** to become a lurker. The • disappears. You have stopped sending your video image to other participants
4. If you click **Send Video** again, you become a sender. You have now turned your video on and other participants can choose to see your video picture.

Note that if you do not have a camera attached to your computer, you are always a lurker. Some group conferences limit the number of lurkers that can be connected at any given time. If that number has been reached and you switch from being a sender to being a lurker, then you may be disconnected from that conference. If this happens, call the conference again.

Chatting with Others

Now that you are seeing some of the other people in the Conference Room, you may wish to exchange messages with them. One way to do this is to send typed messages to other people using Chat. Chat enables you to communicate, even if you don't have a microphone or if your network connection is too limited to carry audio.

Chat Window

Chat messages appear in the Chat window, as shown in Figure 2-18.



Figure 2-18. The Chat window allows you to exchange typed messages

To use the Chat window:

1. Type a message in the lower pane of the Chat window.
2. Press ENTER.
3. Your message now appears in the upper pane of the Chat window.

Other participants will see your message and you will see the messages that others are typing. You can follow Chat conversations in the upper pane of the window. Messages appear in the order in which they are received.

To learn more, see "Chat Window" on page 4-26.

Sending and Receiving Audio

In addition to seeing others, and exchanging Chat messages, you can also talk to other participants and hear their voices. To hear other participants, you must have speakers or headphones connected to your computer. To talk to other participants, you must have a microphone connected to your computer.

To learn about the audio features of CU-SeeMe, see “Audio Modes” on page 4-34 and “Audio Controls and Indicators” on page 4-36.

Disconnecting From the Conference

When you are ready to leave the White Pine Cafe, you can disconnect from the conference in one of 2 ways.

To disconnect from a conference:

On the **Conference** menu, click **Hang Up**.

-or-



Click the **Hang Up** button on the toolbar.

This will disconnect you from the White Pine Cafe. Your videoconference session is over. The Conference Room window will close automatically and the Phone Book window will appear. Actually, it never disappeared; it remained on your desktop behind the Conference Room window. You can exit the application or use the Phone Book to connect to other conferences. To learn more about using the Phone Book, see Chapter 3.

To exit the application:

Do one of the following:

- **(Windows)** Choose **Exit** from the **File** menu in the Phone Book.
- **(Mac OS)** Choose **Quit** from the **File** menu.



Chapter 3

Using the Phone Book

The CU-SeeMe interface has two main windows: the *Phone Book* and the *Conference Room*. This chapter explains how to use the Phone Book and its components. See Chapter 4 for information on how to use the Conference Room.

Think of the Phone Book as your personal directory where you can list your friends, family members, business contacts, or anyone you might want to call. You can also think of the Phone Book as a speed dial list. You can make videoconference calls directly from the Phone Book.

The Phone Book includes a collection of Contact Cards. You can have a Contact Card for each person or place that you call. Some cards are included in CU-SeeMe to get you started and you can add or delete cards at any time.

You can also use the Phone Book to set up a Personal Profile for yourself. This profile defines information about you and your connections, such as your CU-SeeMe user name and communication settings. When you set up your Personal Profile, you create a Profile Contact Card about yourself. This card stores information which you can share with others.



Components of the Phone Book

The components of the Phone Book are shown in Figure 3-1.

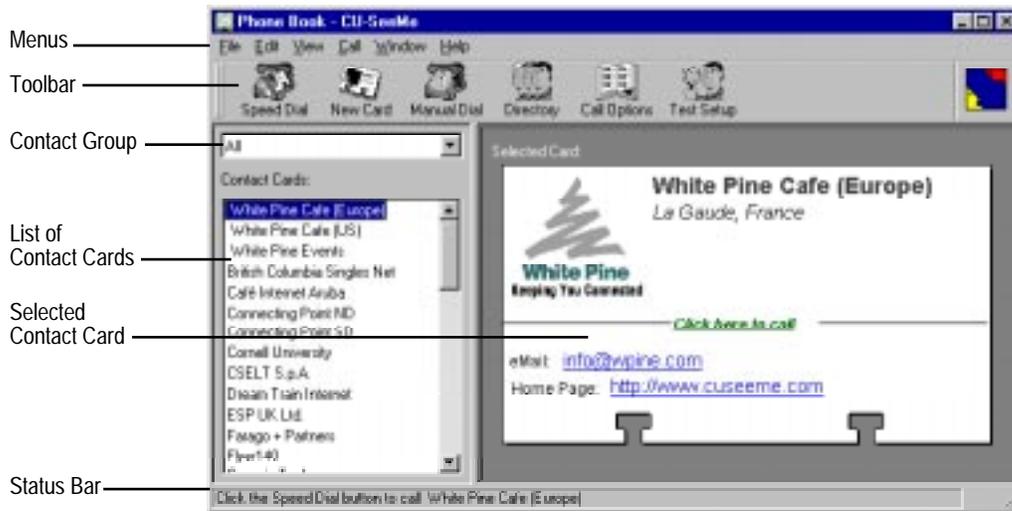


Figure 3-1. The Phone Book has several components

The Phone Book components are explained in the following sections, as shown in Table 3-1.

Table 3-1. Where to find information on Phone Book components

To find out information about...	Go to...
Phone Book Menus	page 3-3
Phone Book Toolbar	page 3-11
Contact Cards	page 3-12
Contact Groups	page 3-13
Status Bar	page 3-15

Phone Book Menus

You can access CU-SeeMe commands from the Phone Book menus. You activate a menu by clicking on it. When you do, the menu's commands are displayed. If a command is not available to you, it appears dimmed. Commands in the menu that are followed by ellipsis (...) need more information from you before they execute. These commands display dialog boxes that ask you for more information. Commands in the menu that are followed by a triangle indicate that a submenu is available. Pause your mouse pointer over that command and a submenu will appear.

Explanations and descriptions of the Phone Book commands for both Windows and Mac OS start on page 3-4.

The CU-SeeMe Menu for Mac OS

There are some differences in the appearance of CU-SeeMe, depending on whether it is running on the Windows or Mac OS operating system. One notable difference is that, in Windows, the menu is located at the top of the Phone Book or Conference Room window. Figure 3-1 shows the menu at the top of the Phone Book in Windows. In the Mac OS, the menu bar is not attached to the Phone Book or to the Conference Room window. Instead, it is always found at the top of your screen.

The CU-SeeMe menu bar for Mac OS is shown in Figure 3-2.



Figure 3-2. The CU-SeeMe menu bar for Mac OS is always at the top of your screen

This menu bar displays all of the CU-SeeMe menu items. You can access CU-SeeMe commands from these menu items. Some commands may be available only when you are using the Phone Book, and other commands may be available only when you are in the Conference Room. Unavailable commands appear dimmed. (The Help menu for Mac OS 8 appears on the menu bar, as shown above. In earlier Mac OS versions, the Help menu appears as a question mark  at the top right corner of the screen.)

Commands specific to Windows or Mac OS in the following tables are noted with parentheses (.). Only active Phone Book commands are included, so Mac OS commands that are unavailable from the Phone Book are not explained in this chapter. Refer to Chapter 4, Using the Conference Room, for a description of commands available from the Conference Room window.

File Menu

The commands under the File menu are described in Table 3-2.

Table 3-2. The commands under the File menu in the Phone Book

File Command	Description
New Contact Card Assistant...	<p>Opens the Contact Card Assistant, a step-by-step guide to creating a new Contact Card.</p> <p>This command is also available by clicking the New Card button on the Phone Book Toolbar.</p>
New Contact Card	Creates a new Contact Card, which can be edited later.
Close (Mac OS)	Disconnects you from your current connection and closes the Conference Room window. The Phone Book window remains on your screen. This command is only available when you are connected to a conference.
Import...	Imports data and creates new Contact Cards.
Export >	Saves the selected Contact Card to a file.
Send Mail...	<p>Sends e-mail to the address on the selected Contact Card.</p> <p>(Windows - Note that your e-mail program must be configured to use MAPI. See your e-mail vendor's documentation to learn if it is MAPI-compliant.)</p> <p>(Mac OS - CU-SeeMe will use your default e-mail program. To change your e-mail program, click the Call Options button, and select Phone Book. Click the Launch Internet Config button. Click on Helpers, select mailto, click the Change button, then click Choose Helper to choose the e-mail program you want to use. Click OK when done.)</p>
Page Setup (Mac OS)	Displays the Page Setup dialog box where you can change paper options such as size, layout and orientation.

Table 3-2. The commands under the File menu in the Phone Book

File Command	Description
Print Setup...	Displays the Print Setup dialog box where you can change the printer and print options.
Print Preview (Windows)	Displays the Print Preview dialog box, where you choose whether to preview a selected Contact Card or a group of Contact Cards.
Print...	Displays the Print dialog box, where you choose whether to print a selected Contact Card or a group of Contact Cards.
1: <i>most recent connection</i> 2: <i>previous connection</i>	Lists the most recent connections you have made. Click on a name in this list to reconnect.
Exit (Windows) Quit (Mac OS)	Exits the CU-SeeMe program.

Edit Menu

The commands under the Edit menu are described in Table 3-3.

Table 3-3. The commands under the Edit menu in the Phone Book

Edit Command	Description
Undo	Reverses the last text edit, such as renaming an entry in the list of Contact Cards.
Cut	Removes the selected Contact Card from your Phone Book and puts it on the Clipboard.
Copy	Copies the selected Contact Card to the Clipboard.
Paste	Pastes the current content of the Clipboard.
Delete	Deletes the selected Contact Card.
Select All	Selects all the Contact Cards in the current Contact Group.

Table 3-3. The commands under the Edit menu in the Phone Book

Edit Command	Description
Edit Groups... (Mac OS)	Displays the Edit Groups dialog box where you can add and delete Contact Groups and modify their attributes.
Find	Displays the Find a Card dialog box where you can initiate a search of your Contact Cards.
Find Next	Finds the next Contact Card, based on the search information you entered in the Find a Card dialog box.
Call Options...	<p>Displays the Call Options dialog box where you can change settings for Profiles, Listener, Security, and Phone Book options.</p> <p>This command is also available by clicking the Call Options button on the Phone Book Toolbar.</p>
Contact Card Properties...	Displays the Contact Card Editor dialog box where you can modify the properties of the selected Contact Card, including network settings used when calling the person or place on the selected card.
Current Profile...	Displays the Personal Profile Editor dialog box, where you can modify your Personal Profiles.
Test Setup...	<p>Displays the Test Setup dialog box where you can test and modify your video, microphone, speaker, and network settings.</p> <p>This command is also available by clicking the Test Setup button on the Phone Book Toolbar, or from the Quick Start and Tips window.</p>

View Menu (Windows)

Note: CU-SeeMe for Mac OS has no View menu.

The commands under the View menu are described in Table 3-4.

Table 3-4. The commands under the View menu in the Phone Book

View Command	Description
Status Bar	Turns on and off the option of viewing the Status Bar at the bottom of the Phone Book. A ✓ indicates that the option is turned on.
Contact Card	Turns on and off the option of viewing Contact Cards in the Phone Book. A ✓ indicates that the option is turned on.
Groups >	Displays the list of Contact Groups and the Edit Groups command. The current group is indicated with a ✓.
Directory...	Displays the list of users who are currently online using CU-SeeMe and who are registered with an ILS server. This command is also available by clicking the Directory button on the Phone Book Toolbar.

Call Menu

The commands under the Call menu are described in Table 3-5.

Table 3-5. The commands under the Call menu in the Phone Book

Call Command	Description
Speed Dial <i>current listing</i>	Calls the person or place on the selected Calling Card. This command is also available by clicking the Speed Dial button on the Phone Book Toolbar.
Favorites >	Displays a list of Contact Cards in your <i>Favorites</i> Contact Group. You can select a card from this group and call the person or place listed on the card.

Table 3-5. The commands under the Call menu in the Phone Book

Call Command	Description
Manual Dial...	<p>Displays the Dial dialog box where you can type an IP address to make a call.</p> <p>This command is also available by clicking the Manual Dial button on the Phone Book Toolbar.</p>
Create Multicast Conference... (Windows)	<p>Opens the Multicast Assistant, a step-by-step guide to creating a multicast conference.</p>
Directory... (Mac OS)	<p>Displays the a list of users who are currently online using CU-SeeMe and who are registered with an ILS service.</p> <p>This command is also available by clicking the Directory button on the Phone Book Toolbar.</p>

Window Menu

The commands under the Window menu are described in Table 3-6.

Table 3-6. The commands under the Window menu in the Phone Book

Window Command	Description
Quick Start & Tips... (Mac OS)	Displays the Quick Start & Tips window.
Phone Book (Mac OS)	Displays the Phone Book window. This command appears dimmed because the Phone Book is currently displayed.
Conference Room	Brings the Conference Room window to the front. This command appears dimmed if you are not currently connected to a conference.
Whiteboard (Windows)	Brings the WhitePineBoard window to the front. This command appears dimmed if you are not currently in a WhitePineBoard session. (See the WPBoard.pdf file for more information.)

Help Menu

The commands under the Help menu are described in Table 3-7.

Table 3-7. The commands under the Help menu in the Phone Book

Help Command	Description
CU-SeeMe Help Topics	Opens the CU-SeeMe Help file and displays the contents of the Help file.
Search for Help On (Windows)	Opens the CU-SeeMe Help file and displays the Find page.
CU-SeeMe Events	Opens a Web browser and displays a Web page showing a schedule of events to which you can connect using CU-SeeMe.
Technical Support	Opens a Web browser and displays the White Pine Software Technical Support Web page.
Registration	Opens a Web browser and displays the White Pine Software Product Registration Web page, allowing you to register your copy of CU-SeeMe online.
Quick Start & Tips	Displays the Quick Start and Tips window.
About CU-SeeMe... (Windows)	Displays information about your version of CU-SeeMe. In the Mac OS, this command is found under the Apple  menu.

Phone Book Toolbar

The Phone Book toolbar has buttons that provide shortcuts to many commands. As you move your mouse pointer over each button, the selected button becomes highlighted. You can then click the button to select it.

When you pause your mouse pointer on each button, a tool tip appears. No clicking is necessary. The tool tip gives you information about the function of each button.

The Phone Book toolbar buttons are explained in Table 3-8.

Table 3-8. The Phone Book toolbar buttons

Toolbar Button	Description
 Speed Dial	Calls the person or place on the selected Calling Card.
 New Card	Opens the Contact Card Assistant, a step-by-step guide to creating a new Contact Card.
 Manual Dial	Displays the Dial dialog box where you can type an IP address to make a call.
 Directory	Displays a list of users who are currently online and registered with an ILS server.
 Call Options	Displays the Call Options dialog box where you can change settings for Profiles, Listener, Security, and Phone Book options.
 Test Setup	Displays the Test Setup dialog box where you can test and modify your video and audio settings. To learn more testing your setup, see "Test Your Setup" on page 5-12.

Contact Cards

A Contact Card is like a business card or a card in a rotary file. It is a convenient way to present and store information about a person or place, including contact information. The list of Contact Cards contains the names of people and places you might want to call. Some cards are already in this list and you can add and delete cards at any time.

Selected Card

You can display a Contact Card for each entry in your Phone Book. The Contact Card currently displayed in your Phone Book corresponds to the highlighted name in the Contact Card list. When you click on another Contact Card name in the list, a different Contact Card is displayed.

A sample Contact Card is shown in Figure 3-3.



Figure 3-3. A Contact Card allows you to store information and make connections

To learn how to create a Contact Card, see “Adding Entries in the Phone Book” on page 3-20. To learn how to make a call using a Contact Card, see “Making Calls from the Phone Book” on page 3-16.

When you create a Personal Profile (see “Creating a Personal Profile” on page 3-25), you also create a Profile Contact Card about yourself. You can share your Profile Contact Card with others and receive cards from other people. This is similar to exchanging business cards, except that you distribute a card file electronically, rather than handling paper cards. To learn more, see “Getting Information About a Participant” on page 4-39.

Contact Groups

You can organize your collection of Contact Cards into categories, or Contact Groups. For example, you might want a group containing all of your business contacts and another group containing all of your social contacts. Or if you share your computer with other people, each person might want his/her own Contact Group. You can have the same name listed in more than one Contact Group. For example, you might want a co-worker listed in your Business Contact Group and also in your Social Contact Group.



Figure 3-4. The list of Contact Groups is displayed

To select Contact Groups:

1. Click the arrow as shown in Figure 3-4.
2. Point to the Contact Group you want to select, then click.

(Windows)

In Windows, you can also select Contact Groups from the View menu, as follows:

1. On the **View** menu, point to **Groups**.
2. Point to the Contact Group you want to select, then click.

The group you selected is now displayed in your Contact Card list and the first card in the list is shown as the selected card. If you select the **All** Contact Group, you will see all the Contact Cards in your Phone Book.

To edit Contact Groups:

(Windows)

1. On the **View** menu, point to **Groups**.
2. Point to **Edit Groups**, then click. The Edit Groups window is displayed, as shown in Figure 3-5.

(Mac OS)

1. On the **Edit** menu, point to **Edit Groups**, then click.
2. The Edit Groups window is displayed, as shown in Figure 3-5.

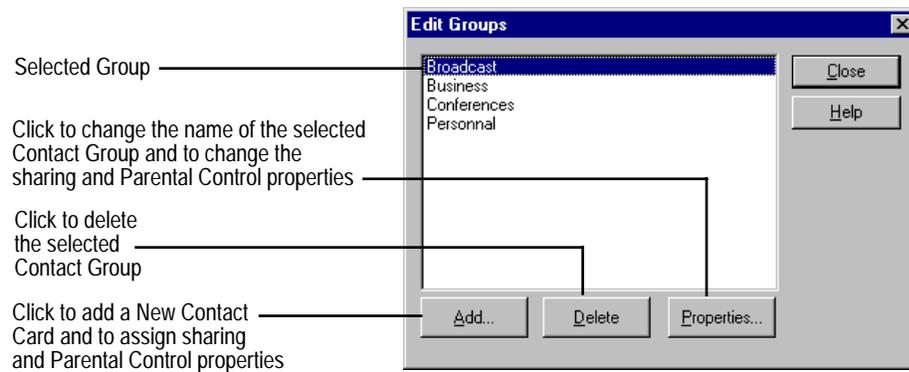


Figure 3-5. The Edit Groups window lets you add, delete, and modify Contact Groups

If you delete a Contact Group that contains Contact Cards, these cards will still be available from the All group.

To learn how to move a Contact Card from one Contact Group to another, see “Editing a Contact Card” on page 3-23. To learn about Parental Control, see “Using Parental Control” on page 3-39.

Status Bar

The Status Bar, located at the bottom of the Phone Book, provides tips and information about your current status. When you click and hold on a toolbar button (Windows), or move your mouse pointer over a toolbar button (Mac OS), the Status Bar presents information about that button. Also, when you pause your mouse pointer on a menu command, the Status Bar presents information about that command.

When you are not connected to a conference, the Status Bar displays information telling you which Phone Book entry you have selected. Once you have made a connection, the Phone Book Status Bar tells you how long you have been connected.

Making Calls from the Phone Book

You can make videoconference calls directly from the Phone Book. To make a call, you can use the Speed Dial function, you can manually dial a number, or you can select a person to call from a list of who's online. These methods are explained in the following sections.

Speed Dialing

The Speed Dial allows you to call a person or place listed on the selected Contact Card.

To call using Speed Dial:

1. Click on a Contact Card listed in the Phone Book.
2. Click the **Speed Dial** button on the Phone Book toolbar. This begins your connection to the person or place listed on the selected Contact Card.
3. While your computer is establishing the connection, you will see the window shown in Figure 3-6. If you have a camera and are sending video, you will see your picture in this window. You will also see the Contact Card of the person or place to which you are connecting.



Figure 3-6. Your computer is establishing a connection

- Once the connection is made, this window will change to display a list of conferences you can join (see Figure 3-7). Select a conference, then click **Join**.

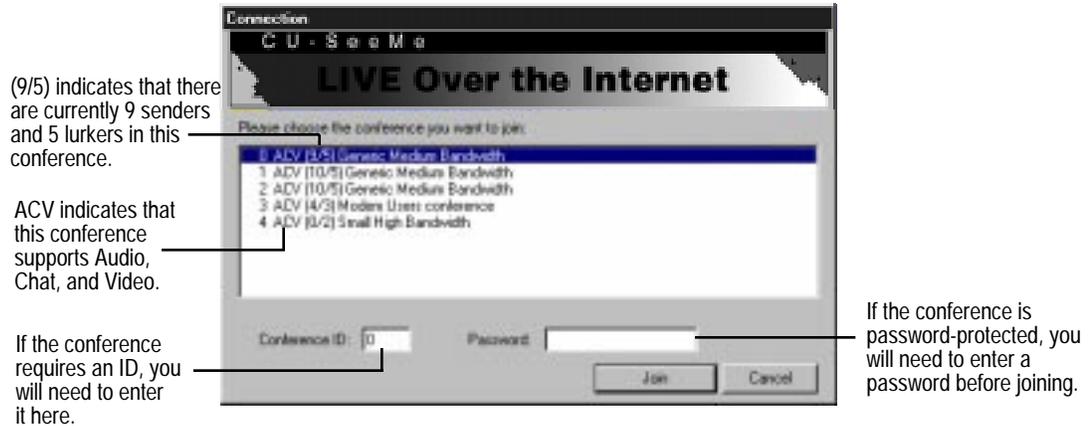


Figure 3-7. Choose a conference to join

- After you select a conference, the window will display a Message of the Day as shown in Figure 3-8. This message is unique to each conference. Read this message to learn about any special rules or conditions relating to this conference.



Figure 3-8. Message of the Day

- Click **Go!** to enter the conference.

In addition to these steps, there are other ways you can call using Speed Dial. These are described next.

Other ways to call using Speed Dial:

- ◆ Double-click on a Contact Card in the list.
- or -
- ◆ Click on the phrase **Click here to call** on the selected Contact Card.
- or -

(Windows)

- ◆ Using the right mouse button (right-click), select a Contact Card in the list. A shortcut menu appears. Click **Speed Dial**.

(Mac OS)

- ◆ Hold down the CONTROL key as you click on a Contact Card in the list (CTRL-click). A shortcut menu appears. Click **Speed Dial**.

Manual Dialing

At times you might want to dial a person or place that is not already listed in your Phone Book. To do this, you can manually dial a number by typing the Internet Protocol (IP) address or the host name of the person or place you want to call.

Note: For the connection to work, the person you are dialing must already be online with CU-SeeMe or the person's Listener must be enabled and set to accept calls. (To learn more, see "Using the Listener" on page 3-30.) If you want to connect to a conference, that conference must be running when you dial it.

To call using Manual Dial:



1. Click the **Manual Dial** button on the Phone Book toolbar.
2. The Manual Dial dialog box appears. Type the IP address or the host name of the person or place you want to call.

Optional: Click the Conference tab. Type the Conference ID and Password (if a Conference ID or password are required) for the conference server to which you want to connect. If you want to connect directly to a specific conference and bypass the dialog box that lists all available Conference Rooms, you need to specify the Conference ID number preceded by 0 (zero). For example, if you want to connect to Conference 2, specify the Conference ID number as 02.

Optional: Click the Network tab to modify transmission and reception rates and enforce minimum reception and transmission rates for your manual call.

3. Click **Manual Dial**. This begins your connection.

Calling Who's Online

CU-SeeMe can tell you who is currently online using CU-SeeMe. You can select one of these names to call.

To find out who's online:



1. Click the **Directory** button on the Phone Book toolbar.
2. The Directory window appears listing users who are currently online and registered with an ILS server. Click on a name in the Directory list.
3. Click the **Speed Dial** button on the Directory toolbar. This begins your connection.



The names appearing in the Directory list are people who are currently online using CU-SeeMe and have registered with an Internet Location Server (ILS). To learn more about registering with an ILS server, see "Registering With an Online Directory Service" on page 5-24.

Adding Entries in the Phone Book

You can add new Contact Cards to the Phone Book. The easiest way to do this is using the Contact Card Assistant. The Contact Card Assistant guides you through the steps needed to create a new Contact Card.

To use the Contact Card Assistant:



1. Click the **New Card** button on the Phone Book toolbar.
2. The New Contact Card Assistant is displayed, as shown in Figure 3-9.



Figure 3-9. The New Contact Card Assistant makes it easy to create new Contact Cards

Follow the steps in the New Contact Card Assistant. It guides you through the creation of a Contact Card and adds a new entry to the Contact Card list.

You can also add a new entry in the Phone Book without using the Assistant. This is useful if you want to add an entry but don't have much information to complete a Contact Card.

To add a simple Phone Book entry:

(Windows)

1. On the **File** menu, click **New Contact Card**.
2. A new Contact Card is created with the name *Untitled*. To rename this card, type the new name now. This new name will appear in the Contact Card List in the Phone Book.

(Mac OS)

1. On the **File** menu, click **New Contact Card**.
2. A new Contact Card is created with the name *Untitled*.
3. On the **Edit** menu, click **Contact Card Properties**. The Contact Card Editor displays. Select the **General** tab.
4. Type the new Nickname and click **OK**.

The name you typed will be added to your Contact Card List and a New Contact Card will be created. This card will have minimal information, and you can edit this card at any time to add or change information. You can also change the name of the Contact Card as it appears in the Contact Card list.

You can also import files which contain data that can be converted into Contact Cards.

To import data into your Phone Book:

1. On the **File** menu, click **Import**.
2. The Open dialog box is displayed, as shown in Figure 3-10.

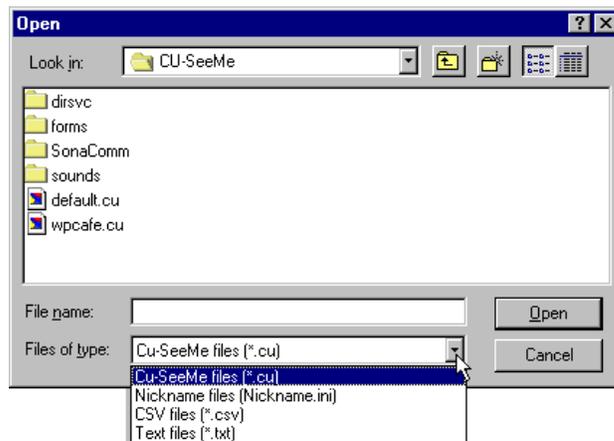


Figure 3-10. You can import files and convert the data to Contact Cards

3. You can import several types of files. Click the arrow (as shown in Figure 3-10) to display a list of file types that you can import.

CU-SeeMe files (*.cu) and CSV files (*.csv) can be imported directly as contact cards into the currently selected Contact Group. Nickname files (Nickname.ini) contain the data from the Phone Book in earlier versions of CU-SeeMe. If you have an earlier version of CU-SeeMe, you can import the Nickname files to bring your old Phone Book entries into your new Phone Book. If you select Text files (*.txt), the Phone Book Import Assistant is displayed. This is a step-by-step guide to creating new Contact Cards using existing text files.

Editing a Contact Card

Once you have created a Contact Card, you can edit it to add or change information, or you can delete the card to remove it from the Phone Book.

To edit a Contact Card:

1. Select the entry in the Contact Card list.
2. On the **Edit** menu, click **Contact Card Properties**. The Contact Card Editor appears, as shown in Figure 3-11.



Figure 3-11. The Contact Card Editor lets you modify Contact Cards

3. Select a tab to choose what aspect of the card you want to edit. For example, the General tab lets you edit the Nickname text field, which is the name that appears in the Contact Card list.
4. When you have completed all your edits to the Contact Card, click **OK**.

To delete a Contact Card:

1. Select the entry in the Contact Card list.
2. On the **Edit** menu, click **Delete**.
3. You are asked if you are sure you want to delete this card.

- ◆ **(Windows)** Click **Yes** to delete the card or **No** to cancel the delete process.
- ◆ **(Mac OS)** Click **Delete** to delete the card or **Cancel** to cancel the delete process.

Creating a Personal Profile

A Personal Profile identifies you to other people on the network. Your Personal Profile includes your CU-SeeMe name, which is your on-screen name that others see when you are conferencing. When you create a Personal Profile, you also create a Profile Contact Card about yourself. Your Profile Contact Card is like a business card that you can exchange with others electronically. To learn how to exchange Contact Cards with others, see “Getting Information About a Participant” on page 4-39.

If you choose to videoconference on public conferences, your Profile Contact Card can be seen and saved by anyone with CU-SeeMe; therefore, you should be careful what information you choose to display on your Profile Contact Card. For example, if you do not want strangers to have your phone number, then you should not list it on your Contact Card.

Your Personal Profile also contains information about Parental Control options, and your computer setup. To learn more about Parental Control, see “Using Parental Control” on page 3-39.

You can create one or more Personal Profiles. For example, you might want one profile for personal use and one for home use, or you might want different profiles for different members of your family.

To create a Personal Profile:

1. Be sure that you are not connected to a conference when you create your Personal Profile. The Phone Book window should be your active window. If it is not, then click on the Phone Book window to make it the active window.
2. Click the **Call Options** button on the Phone Book toolbar. Point to **Profiles**, then click.



- The CU-SeeMe Call Options dialog box appears (with the Profiles tab displayed), as shown in Figure 3-12.

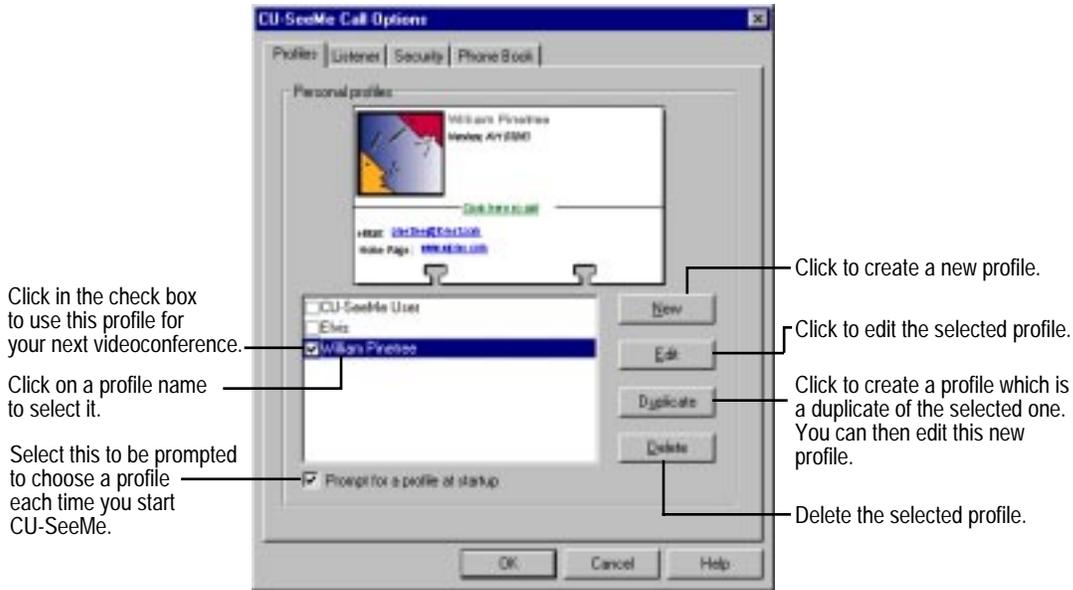


Figure 3-12. You can create and edit your Personal Profile

- Click **New**.
- The Personal Profile Assistant is displayed, as shown in Figure 3-13.



Figure 3-13. The Personal Profile Assistant makes it easy to create a Personal Profile

Follow the steps in the Personal Profile Assistant. It guides you through the creation of a Personal Profile including a Profile Contact Card. You can repeat these steps to add additional profiles.

Editing a Personal Profile

You can edit your profiles if you want to add or change any information. For example, you might want to change your CU-SeeMe name, which is your on-screen name that others see when you are conferencing. If you are currently connected using the profile that you want to edit, you'll need to disconnect first.

To edit a Personal Profile:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Profiles**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Profiles tab displayed), as shown in Figure 3-12.
3. Click **Edit**.
4. The Personal Profile Editor appears, as shown in Figure 3-14.



Figure 3-14. The Personal Profile Editor lets you modify your profile

5. Select a tab to choose what aspect of the Personal Profile you want to edit. For example, the General tab lets you edit your CU-SeeMe name, which is the user name that appears when you conference with others.
6. When you have completed all your edits to the Personal Profile, click **OK**.

To delete a Personal Profile:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Profiles**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Profiles tab displayed), as shown in Figure 3-12. Select the profile you want to delete.
3. Click **Delete**.
4. You are asked if you are sure you want to delete this profile.
 - ◆ **(Windows)** Click **Yes** to delete the profile or **No** to cancel the delete process.
 - ◆ **(Mac OS)** Click **Delete** to delete the profile or **Cancel** to cancel the delete process.

Using the Listener

The Listener is a program that lets you know if someone is trying to call your computer for a videoconference, even when CU-SeeMe is not running or when you are already connected to a conference or another call. It will listen for incoming calls and it will notify you. You can accept, ignore, or refuse the call.

The Listener is automatically turned on when CU-SeeMe is running. This means that if you are in a videoconference and someone else calls you, you will be notified of the call so you can accept it or not. If you accept it, you will be disconnected from your current videoconference because you cannot be connected to two conferences simultaneously. You will then be connected to the new, incoming call.

Enabling the Listener

If you want to have the Listener running even when CU-SeeMe is *not* running, you will need to enable the Listener to run as a start-up program. This means that the Listener will start automatically when Windows or Mac OS starts on your computer. In this scenario, you will be notified of an incoming call even when CU-SeeMe is not running. You can accept or deny the call. If you accept the call, the Listener automatically starts CU-SeeMe so you can begin conferencing with the caller.

To enable the Listener:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Listener**, then click.

- The CU-SeeMe Call Options dialog box appears (with the Listener tab displayed), as shown in Figure 3-15.

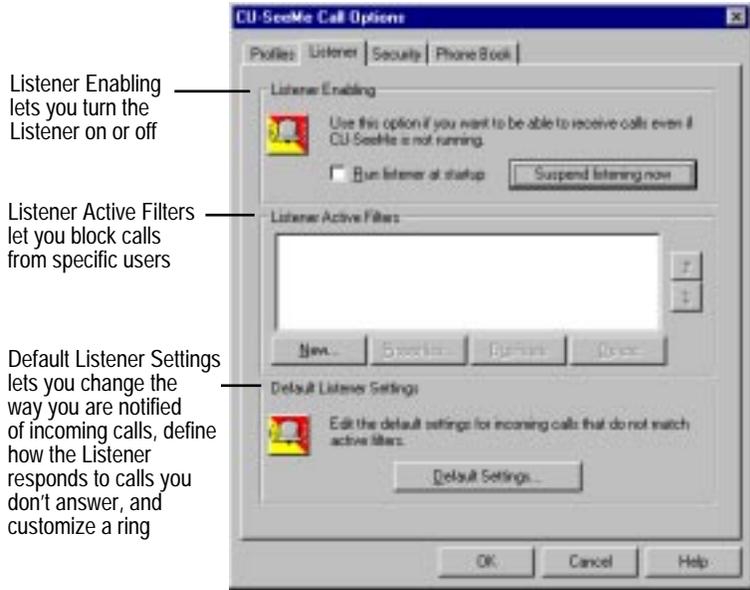


Figure 3-15. You can enable the Listener to notify you of incoming calls

- Select the check box labeled **Run listener at startup**, as shown in Figure 3-16.

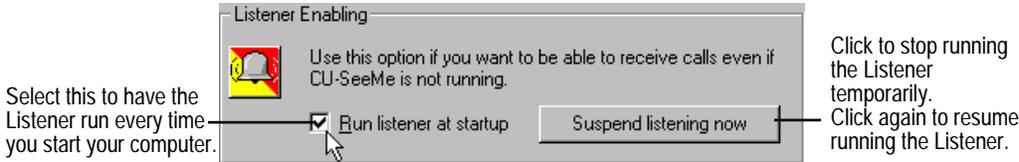


Figure 3-16. You can enable the Listener to run even when you are not running CU-SeeMe

- The button next to this check box toggles between two modes. It says either **Suspend listening now** or **Resume listening now**. If you decide that you want to stop running the Listener temporarily, click **Suspend listening now**. When you click it, the button changes to say **Resume listening now**. The label on the button tells you what will happen when you click the button. When you want to resume using the Listener, click the button again. For now, the button should say **Suspend listening now**.
- The next time you restart your computer, the Listener will be enabled to run even when CU-SeeMe is not in use.

(Windows)

You will see the Listener icon  in the Windows Taskbar, letting you know that the Listener is running. To turn the Listener off, right-click on the icon in the Taskbar, point to **Disable Listening**, then click. The icon changes  to indicate that the Listener is turned off.

Changing Listener Default Settings

The Listener is set up to notify you of all incoming calls by displaying a Notification dialog box, and ringing ten times. If you do not accept an incoming call within ten rings, the call is automatically refused. You can change these default settings.

To change the Listener default settings:

1. Click the **Call Options** button on the Phone Book toolbar. Point to **Listener**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Listener tab displayed), as shown in Figure 3-15.
3. At the bottom of this dialog box is a section called **Default Listener Settings**. Click the **Default Settings** button to display the Listener Default Settings dialog box, shown in Figure 3-17.

- There are two sections of this tab that you can modify. One is a section called **Get my attention**, which defines how you want to be notified of incoming calls, and the other section is called **Call response**, which defines how you want the Listener to respond if you don't answer the incoming call. These are explained in the following sections.

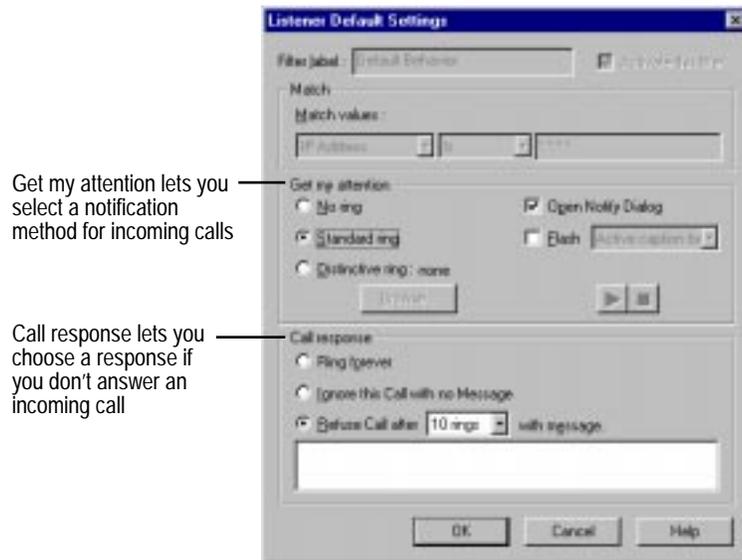


Figure 3-17. You can modify the default settings of the Listener

Modifying the Notification Method

Using the Listener Default Settings dialog box, you can define how you want to be notified of incoming calls. In the section of the Listener Default Settings dialog box called **Get my attention**, you can select the sound you want to hear when you are notified of a call. This section is shown in Figure 3-18.

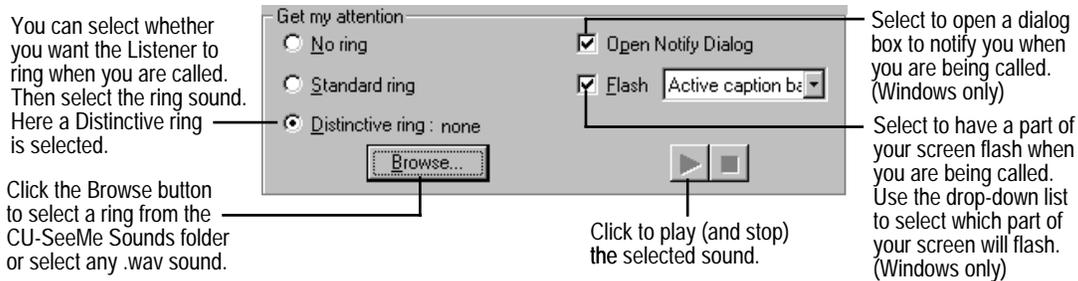


Figure 3-18. You can define how you want to be notified of incoming calls

You can select one of the following ring options:

- ◆ No ring
- ◆ Standard ring
- ◆ Distinctive ring

If you select Distinctive ring, you then need to click the **Browse** button to find a .wav file on your hard disk. You can browse to the CU-SeeMe folder (in Windows, usually on the C: drive at C:\Program Files) then the sounds folder, and finally select **conflict.wav** or any other .wav file.

Use the Play button to listen to the sound. This sound will replace the standard ring to notify you of an incoming call.

(Windows)

- If the **Open Notify Dialog** check box is selected, you will also see a dialog box whenever you receive an incoming call. This dialog box makes it easy to respond to the call.
- If the **Flash** check box is selected, a portion of your screen will flash to get your attention and let you know that you are being called. If you select Flash, then you can use the drop-down list to select which portion of the screen will flash.

Modifying the Listener Response

Using the Listener Default Settings window, you can define how you want the Listener to respond if you don't answer the incoming call. In the section of the Listener Default Settings dialog box called **Call response** (shown in Figure 3-19), you can select the following response options:

- ◆ Ring forever

This means that the Listener will continue to ring until the caller disconnects.

- ◆ Ignore this call with no message

This means that calls will automatically be refused and the caller will receive no feedback from your computer. If this is selected, you will *not* be notified of incoming calls.

- ◆ Refuse call after x rings with message

This means that you can define how many times the Listener will ring before refusing calls. If you type a message into the box below this choice, that message will be sent to the caller once the call is refused. For example, you can send the following message to your caller:

“I am not at my computer right now. Please call again later.”

Choose how CU-SeeMe should respond when you don't answer an incoming call. Here, the call will be refused after 10 rings and a message will be displayed to the caller.

Type the message that you want to caller to receive.

The screenshot shows a dialog box titled "Call response". It contains three radio button options:

- Ring forever
- Ignore this Call with no Message
- Refuse Call after 10 rings with message.

 The "10 rings" is shown in a small dropdown menu. Below these options is a large empty text box for entering a message. Two lines from the text on the left point to the selected option and the message box.

Figure 3-19. You can define how the Listener will respond if you don't answer the call

Creating Listener Active Filters

There may be times when you don't want the Listener to use the default settings. For example, you might want to block out calls from one particular caller, but receive notification when anyone else calls. Or you might want to be notified of calls from only a small group of special friends. You can override the default settings by creating Listener Active Filters.

To create Listener Active Filters:



1. Click the **Call Options** button on the toolbar. Point to **Listener**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Listener tab displayed), as shown in Figure 3-15.
3. There is a section of this dialog box called **Listener Active Filters**. Click the **New** button to create a new filter. The New Listener Filter dialog box appears, as shown in Figure 3-20.

Use this section to define whose calls will be filtered.



Figure 3-20. You can customize the Listener for specific incoming calls using filters

You can create a filter that will override the default Listener settings. For example, using the sample filter shown in Figure 3-21, if a user with the CU-SeeMe name of Jason tries to call you, the call will automatically be refused and Jason will receive the following message:

“I am not accepting your call at this time.”

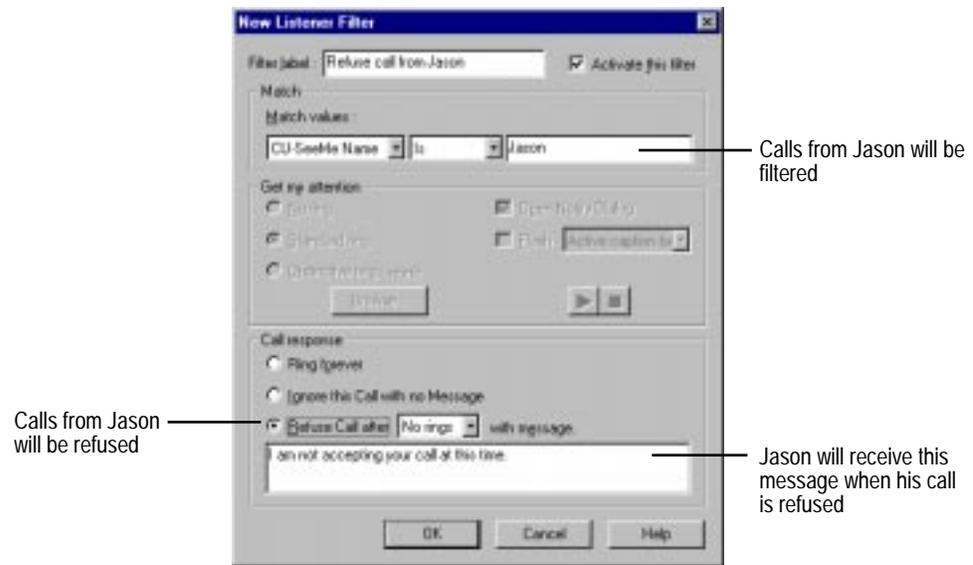


Figure 3-21. This sample Listener Filter will stop incoming calls from Jason

You can also use the Listener Filter to notify you of certain calls even if your default setting ignores all calls. Simply create a Listener Filter to accept a call from a specific user. The filters always override the default settings.

If you create multiple filters, CU-SeeMe implements the filters in sequence, from the top of the list to the bottom. You can change the sequence of the filters, using the up and down arrows next to the list of filters, as shown in Figure 3-15.

Answering an Incoming Call

If you have selected the default Listener settings, the Listener Status window (see Figure 3-22) appears when another user is calling CU-SeeMe on your computer.

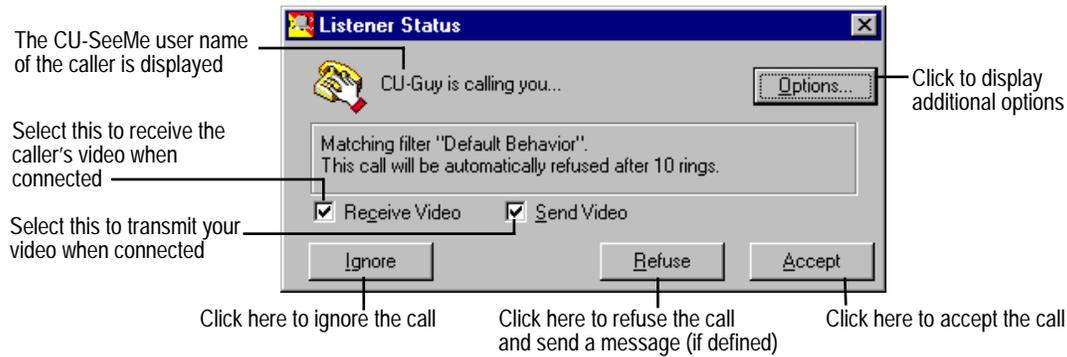


Figure 3-22. The Listener Status dialog box notifies you of incoming call

You can choose to accept the call or you can reject the call. You can reject the call in two ways. If you click **Ignore**, the caller will not connect to your computer. If you click **Refuse**, the caller will not connect to your computer and, if you defined a message in the Listener Default Settings dialog box (see Figure 3-17), that message will be sent to the caller.

Using Parental Control

CU-SeeMe parental control allows you to put restrictions on the CU-SeeMe calls that are made from your computer and the calls accepted by your computer.

Configuring Parental Control

You can configure parental control to restrict other users from accessing all the features of CU-SeeMe. You decide which features you want disabled.

To configure parental control:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Security**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Security tab displayed), as shown in Figure 3-23.



Figure 3-23. You can configure and enable parental control

3. Click the button labeled **Configure Parental Control Restrictions**. The Parental Control Restrictions window appears.

4. Click the **Communications** tab (see Figure 3-24).



Figure 3-24. You can restrict incoming and outgoing calls, as well as multicast conferencing

5. Click the items you want to allow access to.
6. Click **OK**.

(Mac OS)

Because CU-SeeMe for Mac OS does not support IP Multicast conferences, the **Allow Multicast** option is dimmed.

7. Click the **Usage** tab (see Figure 3-25).



Figure 3-25. You can restrict access to Web launching and Phone Book features

8. Click the items to indicate the privileges you want to allow.
9. Click **OK**.
10. Click the **Profiles** tab (see Figure 3-26).



Figure 3-26. You can restrict a user from changing profiles

11. Click the items to indicate the privileges you want to allow.
12. Click **OK**. You are returned to the Security tab.
13. Click **OK** again.

You have now configured parental control options; however, you have not yet enabled, or turned on parental control. To do this, read the following section.

Enabling Parental Control

Parental control is password-protected. A parent can set controls which can be turned on or off and modified only by someone who knows the password. This prevents others from tampering with the control configurations you chose in the previous section.

To create a password:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Security**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Security tab displayed), as shown in Figure 3-23.
3. If you have not yet created a password, you will need to do this. Click the **Create Password** button. The New Parental Control Password dialog box appears, as shown in Figure 3-27.



- Enter an existing password here
- To create a new password, type it here
- Type the new password again, to confirm it

Figure 3-27. Enter or create a password to protect the parental controls

4. Enter an existing password or create a new password. Then click **OK**.

To enable parental control:

1. In the CU-SeeMe Call Options dialog box (see Figure 3-23), click **Enable Parental Control**.
2. Type your password in the Parental Control Password dialog box. This turns on parental control.
3. Repeat this step to turn off parental control.
4. Click **OK** when you are done.

Multicast Conferences (Windows only)

CU-SeeMe allows you to conference with multiple users (Windows users only at this time) in a *multicast* conference. In a multicast conference, you send a stream of video, audio, Chat, WhitePineBoard, and conference control data over a network to many users simultaneously. Joining a multicast conference is similar to connecting to a conference hosted on a conference server. Only users with CU-SeeMe Version 2.1 for Windows (or later) can participate in a multicast conference.

Once the multicast conference has been created (see “Creating a Multicast Conference (Windows only)” on page 3-46), any user can join the multicast conference by selecting the conference from the Phone Book. Users can also join by connecting (point-to-point) to any participant who has already joined the conference. The Participants List will not display any participants until a user (in addition to the conference creator) connects to the IP address of the multicast conference.

CU-SeeMe multicast conferences are “loosely coupled” which means that participants can join the multicast, or disconnect from the multicast at any time. Even the creator of the conference can disconnect and the conference will continue to exist as long as more than one user is still connected to this multicast. When all participants disconnect from the multicast conference, then that conference no longer exists.

Multicast is a special TCP/IP protocol for sending data over an IP network from a single source to many recipients. This requires a TCP/IP stack that supports multicast. The Microsoft VxD TCP/IP stack, which is included with the Windows 95 and Windows NT operating systems, supports multicast.

Because multicast is a relatively new TCP/IP protocol, not all routers, bridges, and gateways support multicast. Therefore you may not be able to multicast over the Internet or over your LAN or WAN. Many modem users may find that they are not able to join or create multicast conferences. If you want to use multicast over your corporate LAN or WAN, check with your Systems Administrator or your Internet Service Provider first.

Your ability to participate in a multicast conference also depends on the network interface card (commonly called a NIC, or an Ethernet card) installed in your computer. Please consult your hardware supplier and Internet Service Provider to find out if they support multicast conferencing. For more information on compatible network interface cards check the CU-SeeMe Frequently Asked Questions on the World Wide Web at <http://support.wpine.com/cuseeme>.

There are two types of multicast conferences:

◆ **Group Conference**

This is an interactive conference where all users who are connected can send and receive audio and video, and can use the other features of CU-SeeMe, such as Chat and the WhitePineBoard. (See the WPBoard.pdf file for details.)

◆ **Cybercast**

This is a one-way conference where only the conference creator can send out video and audio. Others who are connected can see and hear the “cybercasted” audio and video, but they cannot send audio and video.

Multicast conferences have no limit to the number of participants that can join. However, due to bandwidth considerations, a multicast group (interactive) conference should generally not exceed 100 participants. A multicast cybercast conference (one-way) has no limits on the number of participants. Multicast cybercast conferences will not have a Participants List. However the conference creator can see how many participants are viewing the broadcast.

Enabling Multicast (Windows only)

Before you can create or join a multicast conference, you must be sure that your Personal Profile is set to enable a multicast.

To enable multicast:



1. Disconnect from any conference or point-to-point chat that is running. Click the **Call Options** button on the Phone Book toolbar. Point to **Profiles**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Profiles tab displayed), as shown in Figure 3-12.
3. Click **Edit**.
4. The Personal Profile Editor appears, as shown in Figure 3-14. Select the General tab.

5. Select the **Enable Multicast Connections** check box to turn on the ability to participate in multicast conferences. When you select this check box, CU-SeeMe will check to see if a TCP/IP stack with multicast support is installed in your computer. If this stack is found, then this box will remain selected. If an appropriate TCP/IP stack is not found, this box will revert to being unselected and you will not have the option of creating or joining a multicast conference.
6. Click **OK**.

Creating a Multicast Conference (Windows only)

If you have multicast-capable network connections and you have multicast enabled, you can create a multicast conference. CU-SeeMe includes a Multicast Assistant to guide you.

To create a multicast conference:

1. From the **Call** menu, click **Create Multicast Conference**.
2. The Multicast Conference Assistant is displayed, as shown in Figure 3-28.



Figure 3-28. The Multicast Conference Assistant makes it easy to create a multicast conference

3. Click **Next** to define the type of multicast conference you want to create.

4. Click the **Group conference** option to create an interactive conference where all participants can exchange video and audio, Chat, and share WhitePineBoard workbooks.

- or -

Click the **Broadcast conference** option to create a one-way conference (a cybercast) where only you can send video and audio. Participants who connect to this conference can see and hear you, but they cannot send data.

5. Select an area from the **Area** drop-down list. These areas determine how far your multicast conference will reach. Before selecting Region, Continent, or World as your multicast conference area, contact your network manager to ask whether you have the appropriate Internet access.
 - **Subnet** - Stay within your local area network (LAN). Your multicast will not go through routers.
 - **Site** - Stay within your Wide Area Network (WAN). For example, your multicast may stay within your corporate network. This will work only if your WAN has multicast routers.
 - **Region** - Extend to the Internet for a defined Time to Live (TTL). Your multicast will be limited to a defined area on the Internet. Click **Advanced Configuration** to define the TTL.
 - **Continent** - Extend to the Internet for an extended Time to Live (TTL). Your multicast will be limited to a defined area on the Internet. A Continent will have a greater Time to Live value than a Region. Click **Advanced Configuration** to define the TTL.
 - **World** - Extend to the widest range for a defined Time to Live (TTL). Your multicast will be capable of extending globally. Click **Advanced Configuration** to define the TTL.
6. Click **Next**. Click **Next** again to enter information to describe the conference.
7. Type a conference name. This will appear in the Phone Book of any CU-SeeMe user who is able to connect to your conference. See “Joining a Multicast Conference (Windows only)” on page 3-48 for information about how multicast conferences appear in the Phone Book.
8. Type a description of your conference. This will appear on a Contact Card for your multicast conference. This Contact card will also appear in the Phone Book of any CU-SeeMe user who is able to connect to your conference.
9. Click **Next**. Click **Next** again to enter contact information.

10. Contact information allows other users to contact you for more information about the multicast conference you have created. This information is optional. You can type your name, a URL for your Web page, and your phone number. Your Web page could include information about your multicast conference. Your phone number allows people to contact you directly via the telephone. Remember to include your complete phone number because participants in your conference could be located anywhere in the world.
11. Click **Next**. You are now presented with a Contact Card for your conference. This will automatically appear in the Phone Book of any user who is able to connect to your conference.
12. Click **Finish**. This closes the Multicast Assistant and begins the multicast conference.

Joining a Multicast Conference (Windows only)

If you have multicast-capable network connections and you have multicast enabled, you can join multicast conferences. All multicast conferences that are available to you are listed in your Phone Book.

To join a multicast conference:

1. On the **View** menu, point to **Groups**.
2. Point to the Multicast Contact Group, then click.
3. The multicast group is now displayed in your Contact Card list and the first card in the list is shown as the selected card. You can call a multicast conference as you would call any other conference. (See “Making Calls from the Phone Book” on page 3-16.) If this list is empty, it means that no multicast conferences are currently available to you.



Chapter 4

Using the Conference Room

The CU-SeeMe interface has two main windows: the *Phone Book* and the *Conference Room*. This chapter explains how to use the Conference Room. See Chapter 3 for information on how to use the Phone Book. To enter the Conference Room, you must make a call from either the Phone Book (see “Making Calls from the Phone Book” on page 3-16) or the Quick Start window (see “Connecting to the White Pine Cafe” on page 2-10).

The Conference Room window is where videoconferencing takes place. Think of it as a virtual meeting room where you see and talk to others. Whether you are connected in a point-to-point conference, a group conference, or a cybercast, you will be doing it in the Conference Room.

The Conference Room window was introduced in Chapter 2. This chapter describes additional features.



Components of the Conference Room

The components of the Conference Room window are shown in Figure 4-1.



Figure 4-1. The Conference Room window

The components are explained in the following sections, as shown in Table 4-1.

Table 4-1. Where to find information on Conference Room components

To find out information about...	Go to...
Conference Room Menus	page 4-3
Conference Room Toolbar	page 4-10
Participants List	page 4-12
Video Windows	page 4-19
Chat Window	page 4-26
Audio Controls and Indicators	page 4-36
Status Bar	page 4-38

Conference Room Menus

You can access CU-SeeMe commands from the Conference Room menu. You activate a menu by clicking on it. When you do, the menu's commands are displayed. If a command is not available to you, it appears dimmed. Commands in the menu that are followed by ellipsis (...) need more information from you before they execute. These commands display dialog boxes that ask you for more information. Commands in the menu that are followed by a triangle indicate that a submenu is available. Pause your mouse pointer over that command and a submenu will appear.

Explanations and descriptions of the Conference Room commands for both Windows and Macintosh start on page 4-4.

The CU-SeeMe Menu for Mac OS

There are some differences in the appearance of CU-SeeMe, depending on whether it is running on the Windows or Mac OS operating system. One notable difference is that, in Windows, the menu is located at the top of the Phone Book or Conference Room window. Figure 4-1 shows the menu at the top of the Conference Room in Windows. In the Mac OS, the menu bar is not attached to the Phone Book or to the Conference Room window. Instead, it is always found at the top of your screen.

The CU-SeeMe menu bar for Mac OS is shown in Figure 4-2.



Figure 4-2. The CU-SeeMe menu bar for Mac OS is always at the top of your screen

This menu bar displays all of the CU-SeeMe menu items. You can access CU-SeeMe commands from these menu items. Some commands may be available only when you are using the Phone Book, and other commands may be available only when you are in the Conference Room. Unavailable commands appear dimmed. (The Help menu for Mac OS 8 appears on the menu bar, as shown above. In earlier Mac OS versions, the Help menu appears as a question mark  at the top right corner of the screen.)

Commands specific to Windows or Mac OS in the following tables are noted with parentheses (.). Only active Conference Room commands are included, so Mac OS commands that are unavailable from the Conference Room are not explained in this chapter. Refer to Chapter 3, Using the Phone Book, for a description of commands available from the Phone Book window.

File Menu

The commands under the File menu are described in Table 4-2.

Table 4-2. The commands under the File menu in the Conference Room

File Command	Description
Close	Disconnects you from your current connection and closes the Conference Room window. The Phone Book window remains on your screen.
Save Chat...	Displays a dialog box where you can save the contents of the Upper pane of the Chat window to a file.
Save Chat As	Displays a dialog box where you can save the contents of the Upper pane of the Chat window to a file that you can rename.
Send Mail...	Opens your default e-mail program. (Note that your e-mail program must be configured to use MAPI. See your e-mail vendor's documentation to learn if it is MAPI-compliant.)
Page Setup...	Displays the Print Setup dialog box where you can change the printer and print options.
Print...	Displays the Print dialog box, where you can print Chat text or video images.
Exit (Windows) Quit (Mac OS)	Disconnects you from your current connection and exits the CU-SeeMe program.

Edit Menu

The commands under the Edit menu are described in Table 4-3.

Table 4-3. The commands under the Edit menu in the Conference Room

Edit Command	Description
Undo	Reverses the last text edit in the Chat window input pane.
Cut	Cuts the selected Chat text and puts it on the Clipboard.
Copy	Copies the selected Chat text to the Clipboard.
Paste	Pastes the current content of the Clipboard.
Delete	Deletes the selected Chat text.
Select All	Selects all the Chat text.
Call Options (Mac OS)	<p>Displays the Call Options dialog box where you can change settings for Profiles, Listener, Security, and Phone Book options.</p> <p>This command is also available by clicking the Call Options button on the Phone Book Toolbar.</p>
Customize...	<p>Displays the Customize dialog box where you can change settings for the Conference Room including video layout, Chat, audio, video, network and more.</p> <p>This command is also available by clicking the Customize button on the Conference Room toolbar.</p>
Current Profile... (Mac OS)	Displays the Personal Profile Editor dialog box, where you can modify your Personal Profiles. (If you are currently connected to a conference, you will have to disconnect from the conference before modifying your current profile.)

Call Menu (Mac OS)

Note: The Conference Room in CU-SeeMe for Windows has no Call menu.

The commands under the Call menu are described in Table 4-4.

Table 4-4. The commands under the Call menu in CU-SeeMe for Mac OS

Call Command	Description
Favorites >	Displays a list of Contact Cards in your <i>Favorites</i> Contact Group. You can select a card from this group and call the person or place listed on the card.
Manual Dial...	Displays the Dial dialog box where you can type an IP address to make a call. (If you are currently connected to a conference, you will have to disconnect from the conference before dialing another.)
Directory	Displays a list of users who are currently online using CU-SeeMe and are registered with an ILS server.

Conference Menu

The commands under the Conference menu are described in Table 4-5.

Table 4-5. The commands under the Conference menu in the Conference Room

Conference Command	Description
Speak To >	<p>Displays a list of conference participants. Click on a name in the list to send audio to only that person. If you do not select a name, you will send audio to everyone in the conference. Windows users must have a sound card and microphone to send audio.</p> <p>This command is also available by clicking the Speak To button on the Conference Room toolbar.</p>
Mute >	<p>Displays a list of conference participants. Click on a name in the list to stop receiving audio from that person. If you do not select a name, you will receive audio from everyone in the conference. Windows users must have a sound card and speakers to receive audio.</p>
Chat to >	<p>Displays a list of conference participants. Click on a name in the list to send Chat text to the selected person only. This is called Private Chat. If you do not select a name, you will send Chat to everyone in the conference. This is called Public Chat.</p>
Video >	<p>Displays a list of conference participants who are sending video. Click on a name in the list to display that participant's video.</p> <p>This command is also available by clicking the Video button on the Conference Room toolbar.</p>
Get Contact Card of >	<p>Displays a list of conference participants who have Contact Cards available. Click on a name in the list to get that person's contact card.</p>
Get Participant Info (Mac OS)	<p>Displays the information window for a selected participant.</p>

Table 4-5. The commands under the Conference menu in the Conference Room

Conference Command	Description
Hold	Temporarily freezes the audio and video that you send and receive. It does not freeze Chat text.
Speakers	Turns your speakers on and off.
Hang Up	Disconnects you from the current conference and closes the Conference Room. This command is also available by clicking the Hang Up button on the Conference Room toolbar.

Window Menu

The commands under the Window menu are described in Table 4-6.

Table 4-6. The commands under the Window menu in the Conference Room

Window Command	Description
Quick Start & Tips... (Mac OS)	Displays the Quick Start & Tips window.
Phone Book	Displays the Phone Book window. This command is also available by clicking the Phone Book button on the Conference Room toolbar.
WhiteBoard (Windows)	Starts the WhitePineBoard program. Brings the WhitePineBoard window to the front if you are currently running the WhitePineBoard. (For details, refer to the WPBoard.pdf file.) This command is also available by clicking the WhiteBoard button on the Conference Room toolbar.

Help Menu

The commands under the Help menu are described in Table 4-7.

Table 4-7. The commands under the Help menu in the Conference Room

Help Command	Description
CU-SeeMe Help Topics	Opens the CU-SeeMe Help file and displays the contents of the Help file.
Search for Help On (Windows)	Opens the CU-SeeMe Help file and displays the Find page.
CU-SeeMe Events	Opens a Web browser and displays a Web page showing a schedule of events to which you can connect with CU-SeeMe.
Technical Support	Opens a Web browser and displays the White Pine Software Technical Support Web page.
Registration	Opens a Web browser and displays the White Pine Software Product Registration Web page, allowing you to register your copy of CU-SeeMe online.
Quick Start & Tips	Displays the Quick Start and Tips window.
About CU-SeeMe... (Windows)	Displays information about your version of CU-SeeMe. In the Mac OS, this command is found under the Apple  menu.

Conference Room Toolbar

The Conference Room toolbar has buttons that provide shortcuts to many commands. As you move your mouse pointer over each button, the selected button becomes highlighted. You can then click the button to select it.

When you pause your mouse pointer on each button, a tool tip appears. No clicking is necessary. The tool tip gives you information about the function of each button.

The Conference Room toolbar buttons are explained in Table 4-8.

Table 4-8. The Conference Room toolbar buttons

Toolbar Button	Description
 Phone Book	Displays the Phone Book window.
 WhiteBoard	Starts the WhitePineBoard program. (Windows only)
 Video	Displays a list of conference participants who are sending video. Click on a name in the list to display that participant's video. Also allows you to fill all available video window frames with video images (Open All), or close all video images on your screen (Close All).
 Speak To	Displays a list of conference participants. Click on a name in the list to send audio to only that person. If you do not select a name, you will send audio to everyone in the conference. Windows users must have a sound card and microphone to send audio.
 Customize	Displays the Customize dialog box where you can change settings for the Conference Room including video layout, Chat, audio, video, network and more.

Table 4-8. The Conference Room toolbar buttons

Toolbar Button	Description
 Hang Up	Disconnects you from the current conference and closes the Conference Room.

Participants List

The Participants List shows the names of the people currently in the conference. In addition to listing names, the Participants List shows information about each of the participants, such as whether the person is a sender (sending a video image) or lurker (not sending a video image), is watching your video, and more. Once you understand which participants are senders and lurkers, you can decide whose video images you want to display on your screen. You can try to display the video image of a lurker, but instead of a picture you will get a blank frame with a message telling you that the chosen participant has “No Video Stream.”

To learn how to display the video images of participants in a conference, see “Seeing Video Images” on page 4-19. To learn how to change your own status from a sender to a lurker (and back again) see “Being Seen” on page 4-21.

Participants List Views

The Participants List displays the CU-SeeMe user name of each person in the conference, as well as status information about each participant. You can choose whether to view the Participants List as a detailed list, or as a group of large or small icons. By default, CU-SeeMe displays the Participants List as a detailed list. Try each view and choose the one that you prefer.

If you choose to view the Participants List as icons, then the information about each participant is conveyed using pictures. These pictures, or icons, illustrate whether the person is a sender or lurker, is watching your video image, and more.

To learn more about the detailed list view, see “Participants List Viewed as a Detailed List” on page 4-14. To learn more about the small icon view, see “Participants List Viewed as Small Icons” on page 4-16. To learn more about the large icon view, see “Participants List Viewed as Large Icons” on page 4-17.

To change the Participants List view:



1. Click the **Customize** button on the Conference Room toolbar. Point to **General**, then click. The Customize dialog box appears (with the General tab displayed), as shown in Figure 4-3..

Select how you want to view the Participants List

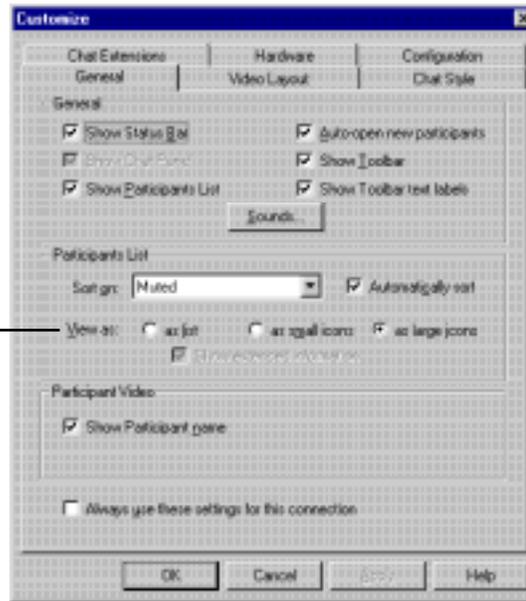


Figure 4-3. You can choose from three Participant List views

2. Select a Participants List view (**as list**, **as small icons**, or **as large icons**).
3. Click **OK** when you are done. The selected Participants List is now displayed in your Phone Book.

(Mac OS)

The Mac OS version of the General tab on the Customize dialog box does not have the **Always use these settings for this connection** check box.

Participants List Viewed as a Detailed List

By default, CU-SeeMe displays the Participants List as a detailed list. The detailed list shows the names of all the participants in the conference. It also shows icons, organized in columns, which indicate different things about the status of each participant. These icons are explained in Table 4-9.

Table 4-9. Icons in the detailed list

This icon...	Indicates this about the participant...
	This participant is sending video.
	This participant's video is currently displayed on your screen.
	This participant is currently watching your video.
	This participant and you are both watching each other's videos.
	This participant is hearing audio that you send.
	This participant can send audio.
	You have muted this participant. Therefore, you will not hear any audio sent by this participant.

Figure 4-4 shows how these icons appear in the Participants List.

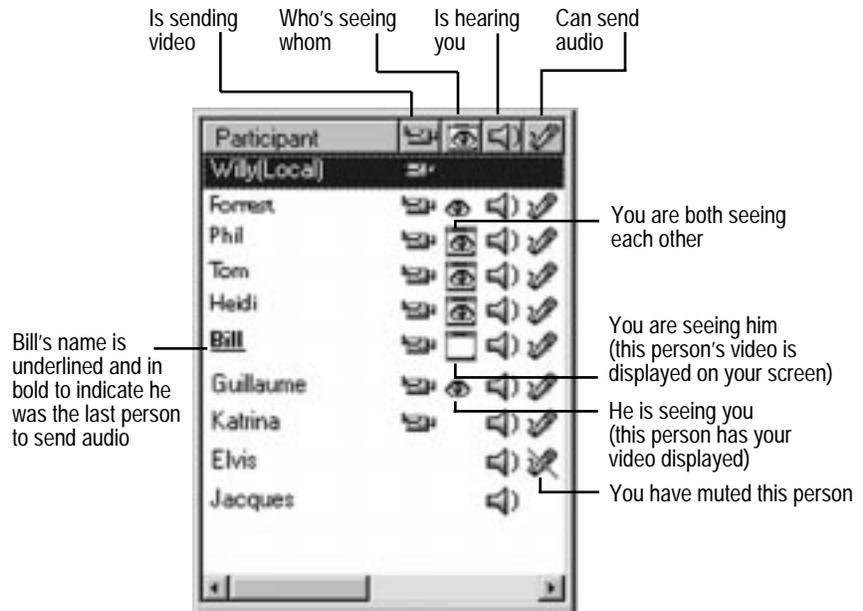


Figure 4-4. The Participants List shown as a detailed list

You can click on the heading at the top of each column to sort the list:

- ◆ Click on the **Participant** heading to sort the list so that the user names appear alphabetically.
- ◆ Click on the  heading to sort the Participants List so that all the senders are grouped at the top and all the lurkers are grouped at the bottom.
- ◆ Click on the  heading to group all the users who are currently seeing you.
- ◆ Click on the  heading to group all the users who have speakers turned on.
- ◆ Click on the  heading to group all the users who can send audio.

Your name will always appear at the top of the list. You can extend the columns in the detailed list to show additional information about the participants. Only the Is Sending Video icon will be displayed for your name.

To see extended information:

1. **(Windows)** Using the right mouse button (right-click), click on a blank area of the Participants List, such as the area below the list of names. A shortcut menu appears.

(Mac OS) Hold down the CONTROL key as you click on a blank area of the Participants List, such as the area below the list of names. A shortcut menu appears.

2. Point to **Extended Info**, then click.
3. The Participants List now displays additional columns of information. You may need to scroll the Participants List to the right or resize the Participants List to see all the information. (See “Resizing the Participants List” on page 4-18 to learn how to enlarge the Participants List.)

You can also display the extended information by selecting the **Show extended information** check box shown in Figure 4-3.

The new columns of information show the video and audio codec used, as well as the IP Address of each participant. To hide the extended information, repeat the previous steps (or deselect the **Show extended information** check box shown in Figure 4-3).

To learn how to view the Participants List in alternate ways, see “Participants List Views” on page 4-12.

Participants List Viewed as Small Icons

When you choose to view the Participants List as small icons, a small icon appears next to each name in the Participants List. Understanding these icons will enable you to know who is seeing you, hearing you, and more. Figure 4-5 explains the components of a small icon that represents a participant in a conference.

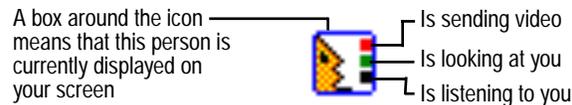


Figure 4-5. The components of the small icon used in the Participants List

Figure 4-6 shows the meaning of the small icons used to represent you (the local participant) in a conference.

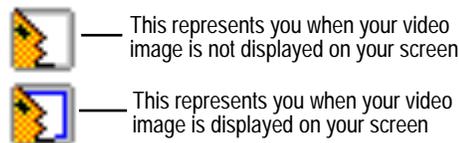


Figure 4-6. These icons represent you (the local participant) in the small icon view

Participants List Viewed as Large Icons

When you choose to view the Participants List as large icons, a large icon appears over each name in the Participants List. Understanding these icons will enable you to know who is seeing you, hearing you, and more. Figure 4-7 explains the components of a large icon that represents a participant in a conference.



Figure 4-7. The components of the large icon representing a remote participant

Figure 4-8 shows the meaning of the large icons used to represent you (the local participant) in a conference.

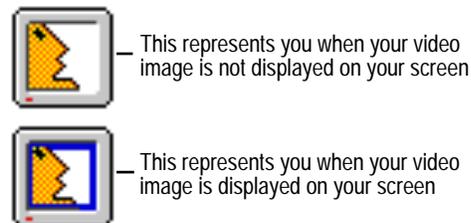


Figure 4-8. These icons represent you (the local participant) in the large icon view

Moving the Participants List (Windows only)

The Participants List can be moved from the left side of the Conference Room to the right side. It can also be dragged out of the Conference Room window, becoming a separate, floating window.

To move the Participants List:

1. Click on the frame around the Participants List.
2. Hold the mouse button down while you drag the Participants List to the right side of the Conference Room. Release the mouse button. If you have enough room on your monitor screen, you can drag the Participants List out of the Conference Room. This technique is called *drag-and-drop*.
3. You can drag-and-drop the Participants List back to its original location at any time.

Note that when you move the Participants List, the audio controls and indicators move also. When you move them out of the Conference Room, they form a new window called the Conference Control Center, as shown in Figure 4-9.



Figure 4-9. You can drag-and-drop the Participants List and audio controls out of the Conference Room window (Windows only)

Resizing the Participants List

You can change the size of the Participants List to make it more narrow or wide.

To resize the Participants List:

1. Move your mouse pointer over the splitter bar between the Participants List and the Video windows. The mouse pointer changes to a double arrow.
2. Click and drag the splitter bar to the right or left to change the size of the Participants List.

Video Windows

Video images of conference participants appear in video window frames in the Conference Room. You can display multiple video windows simultaneously.

Seeing Video Images

Some participants in the conference may be sending video images (these people are called senders). Some participants may not be sending any video (these people are called lurkers). You can choose which senders' video images you want to see displayed on your screen. You can try to display the video image of a lurker, but instead of a picture you will get a blank frame with a message telling you that the chosen participant has "No Video Stream."

To see a participant:



1. Click the **Video** button on the toolbar. This displays a list of all the participants who are sending video images.
2. Point to the name of the participant you want to select, then click.
3. That person's video image is now displayed in one of the open video window frames on your screen.
4. You can repeat this process to see video images of other participants.

You can continue this until all the video window frames are full, or you can stop at any time. You do not need to fill all the video windows. In fact, having fewer open video windows will increase the performance of your computer during the videoconference.

In addition to the steps described previously, there are other ways you can display the video image of a participant. These methods are described next.

Other ways to see a participant:

- ◆ Double-click on a participant's name. That person's video image will appear in one of the open video window frames.

- or -

- ◆ Double-click on an empty video frame. The **Open Participant** dialog box appears. Select a participant and click **OK**.

- or -

- ◆ Click a participant's name to select it, and then drag it to an open video window frame. (This is called *drag-and-drop*.) That person's video image will appear in the window frame to which you dragged it. This method allows you to place a video image in a specific frame. If you drag the participant's name to a frame that already has a video image, the new participant's image will replace the previous image.

- or -

- ◆ On the **Conference** menu, point to **Video**. This displays a list of conference participants who are sending video. Click on a name to display that person's video.

- or -

- ◆ (**Windows**) Using the right mouse button (right-click), select a participant's name. A shortcut menu appears. Click **Show Video**. That person's video image will appear in one of the open video window frames.
- ◆ (**Mac OS**) Hold down the CONTROL key as you click on a participant's name (CTRL-click). A shortcut menu appears. Click **Show Video**. That person's video image will appear in one of the open video window frames.

Closing Video Windows

You may want to close some of the video windows displayed on your screen. You can use the same methods that you used to display the video windows.

To close a video window:



1. Click the **Video** button on the toolbar. This displays a list of all the participants who are sending video images. The participants who are currently displayed on your screen are indicated by a ✓ in this list.
2. Point to the name of a participant who is displayed on your screen, then click.
3. That person's video image is no longer displayed in a video window frame on your screen.
4. You can repeat this process to close video windows of other participants.

In addition to the steps described previously, there are other ways you can close the video image of a participant. These methods are described next.

Other ways to close a video window:

- ◆ Double-click on a participant's name. That person's video image is no longer displayed in a video window frame on your screen.

- or -
- ◆ Using the right mouse button (right-click), select a participant's name in the Participants List. A dialog box appears. If that person's video is currently displayed on your screen, you will see a ✓ next to Show Video. Click **Show Video**. That person's video image is no longer displayed in a video window frame on your screen.

- or -
- ◆ Using the right mouse button (right-click), select a video window. A dialog box appears. Click **Hide**.

- or -
- ◆ Double-click on a displayed video window. That person's video image is no longer displayed in a video window frame on your screen.

- or -
- ◆ On the **Conference** menu, point to **Video**. This displays a list of conference participants who are sending video. The participants who are currently displayed on your screen are indicated by a ✓. Point to the name of a participant who is displayed on your screen, then click. That person's video image is no longer displayed in a video window frame on your screen.

Being Seen

Just as you can choose to see other people in the Participants List, other participants can also choose to see you if you are a sender. Remember, if you have a camera connected to your computer, you are a sender. However, you can choose to become a lurker, which prevents others from seeing your video picture.

To switch between being a sender and a lurker:

(Windows)

1. Using the right mouse button (right-click), click on your name in the Participants List. A shortcut menu appears. If you see a ✓ next to **Send Video**, then you are a sender.

2. Click **Send Video** to become a lurker. The ✓ disappears. You have stopped sending your video image to other participants
3. If you click **Send Video** again, you become a sender. You have now turned your video on and other participants can choose to see your video picture.

(Mac OS)

1. Make sure that your local video image is displayed in one of the video window frames. If it is not currently displayed, see “To see a participant:” on page 2-16 to learn how to display your video window.
2. Hold down the CTRL key as you click on your video window (CTRL-click). A menu appears. If you see a • next to **Send Video**, then you are a sender.
3. Click **Send Video** to become a lurker. The • disappears. You have stopped sending your video image to other participants
4. If you click **Send Video** again, you become a sender. You have now turned your video on and other participants can choose to see your video picture.

Changing the Layout of the Video Windows

You can arrange your video window frames to allow different combinations and sizes of video windows.

To change the video layout:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Video Layout**, then click. The Customize dialog box appears (with the Video Layout tab displayed), as shown in Figure 4-10.

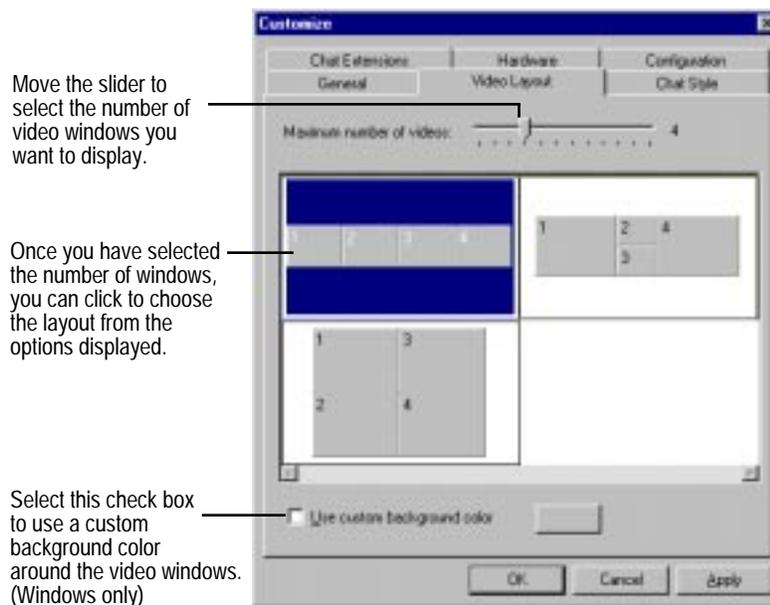


Figure 4-10. You can customize the number and layout of video windows on your screen

2. Move the slider to select the maximum number of video windows you want to display.
3. Once you have selected the number of windows, the layout options are displayed in the dialog box.
 - **(Windows)** In some cases, only one layout option is available; in other cases multiple layouts are available. Click on a layout to select it.
 - **(Mac OS)** Click <<Previous Layout or Next Layout>> to display different layout options. Click **OK** to select a layout.

To use background color (Windows only):

1. If you want to customize the color that appears in the border around the video

window frames, click to select the option named **Use custom background color** on the Video Layout tab.

2. Click the **Color** button. The Color dialog box appears. Click to select a color from the basic colors table. If you want more color choices, click **Other**. Chose a color from the palette shown. Use the slider to the right of the custom color palette to fine-tune the exact color you desire. When you have chosen the color you want, click **OK**. This closes the Color dialog box.
3. Click **OK** when you are done. The video layout you selected is now shown in the Conference Room.

Moving Video Windows

Once you have a video image displayed on your screen, you can move that image to other locations on your screen. You can even drag it out of the Conference Room window, where it becomes a separate, floating window!

To move a video window:

1. Click on a video image displayed on your screen.
2. Hold the mouse button down while you drag the video image. Release the mouse button when you have dragged the image where you want it to go. For example, you can drag the image and drop it on your Chat window, or even outside of your Conference Room window. Now you can resize the video image:
 - **(Windows)** Pause your mouse pointer over one of the edges of the video image frame, or over a corner of the frame. The pointer turns into a double arrow. Click and drag the double arrow to enlarge the video image. You can make the image as big as you want. You can shrink the image by dragging the double arrow again.
 - **(Mac OS)** Click the size box (the square in the lower, right corner of the video image frame) and drag it to enlarge the video image. You can make the image as big as you want. You can shrink the image by dragging the size box again.
3. If you want to return the video image to the Conference Room, simply drag-and-drop it on the video window frames in the Conference Room window. The image will drop into the Conference Room and will automatically resize itself to fit the open frame.

You can also drag-and-drop a name from the Participants List to any other location on your screen to display that participant's video image.

Resizing the Video Window display area

You can change the size of the Video Window display area to make it larger or smaller. The video images will automatically adjust to fit the new size.

To resize the video window display area:

1. Move your mouse pointer over the splitter bar between the Participants List and the Video windows. The mouse pointer changes to a double arrow.
2. Click and drag the splitter bar to the right or left to make the video images wider or narrower.
3. Now, move your mouse pointer over the splitter bar between the Chat window and the Video windows. The mouse pointer changes to a double arrow.
4. Click and drag the splitter bar up or down to make the video images taller or shorter.

Chat Window

You can use Chat to exchange typed messages with other participants. This is especially helpful if either you or other users don't have cameras or microphones, or if your bandwidth connection is too limited to carry audio.

The Chat window is located in the lower right portion of the Conference Room window and is divided into two sections (or panes), separated by a row of toolbar buttons and macro buttons, as shown in Figure 4-11.

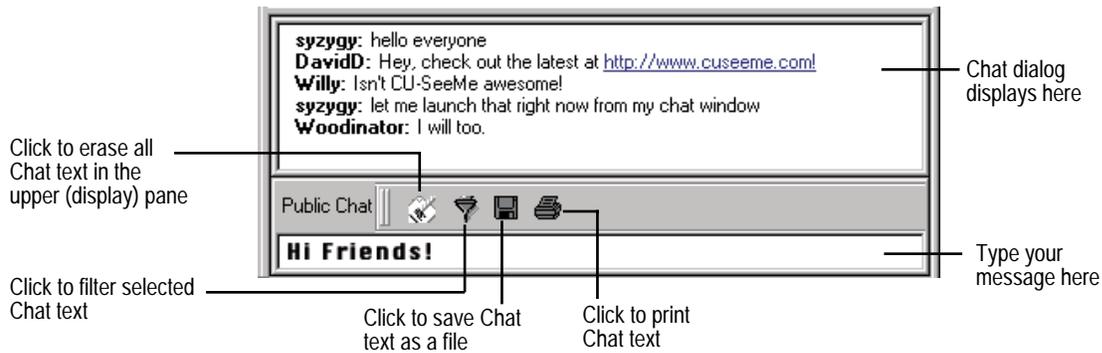


Figure 4-11. The Chat window contains two panes, toolbar buttons, and macro buttons

To type Chat text:

1. Type a message in the lower pane of the Chat window. This is the input pane.
2. Press ENTER. Your message now appears in the upper pane of the Chat window. This is the display pane where the chat dialog appears.

Other users will see your message and you will see the messages they are typing. You can follow Chat conversations in the upper pane of the window. Messages appear in the order they are received.

Customizing Chat Style

You can modify the way text appears in the Chat window.

To customize Chat style:

(Windows)



1. Click the **Customize** button on the Conference Room toolbar. Point to **Chat Style**, then click. The Customize window appears (with the Chat Style tab

displayed), as shown in Figure 4-12.



Figure 4-12. (Windows) You can customize the appearance of Chat text

2. Select a category of text that you want to customize, such as all Chat Text, Participant Name, or URL.
3. Select a font type, size, and color. Select bold, italic or underlined text.
4. Select **Enable URL Highlighting** to display URLs in a different font. (A URL, or Uniform Resource Locator, is an address used to locate information on the Internet. An example of a URL is <http://www.wpine.com>.) Select **Enable URL Launching** to turn URL's in the Chat window into active links that launch a Web browser and connect you to that URL.
5. Select **Enable Keyword Highlighting** to assign specific words in the Chat window to appear in a different font or color. For example, if you want the words *White Pine* to appear in the color red in bold, 12 point size whenever it appears in a Chat discussion, follow these steps:
 - Click to select **Enable Keyword Highlighting**.
 - Click **Add**. The Add/Edit Text dialog box appears.
 - Change the font size to 12.
 - Change the color to red.
 - Click the bold button.

- In the text box, type *White Pine*.
 - Click **OK**.
6. Click **OK** when you have completed customizing the Chat style.

To customize Chat style:

(Mac OS)



1. Click the **Customize** button on the Conference Room toolbar. Point to **Chat Style**, then click. The Customize window appears (with the Chat Style tab displayed), as shown in Figure 4-13.

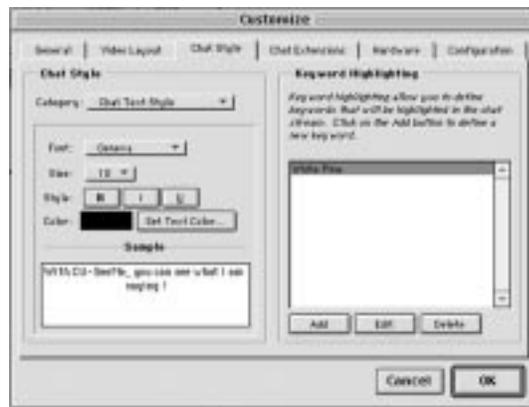


Figure 4-13. (Mac OS) You can customize the appearance of Chat text

2. Select a category of text that you want to customize, such as Chat Text, Participant Name, Keywords or URL.

(A URL, or Uniform Resource Locator, is an address used to locate information on the Internet. An example of a URL is <http://www.wpine.com>. You can highlight a URL, which can be turned into an active link on the Chat window that launches a Web browser and connects to that URL.)

3. Select a font type, size, and color. Select bold, italic or underlined text.
4. Click **OK** when you have completed customizing the Chat style.
5. Use **Keyword Highlighting** to assign specific words in the Chat window to appear in a different font or color. For example, if you want the words *White Pine* to appear in the color red, in bold, 12 point size whenever it appears in a Chat discussion, follow these steps:
 - Click **Add** in the **Keyword Highlighting** section of the tab. The Add/Edit Text dialog box appears.

- Type `White Pine` and click **OK**.
- In the **Chat Style** section of the tab, select the category **Keywords style**.
- Change the font size to 12.
- Change the color to red.
- Click the bold button.
- Click **OK**.

Using Chat Macros

A macro is a series of simple commands that allow you to automate tasks. You can use macros in the Chat window to eliminate typing of words, phrases, or symbols that you use often. Macros can be used for such things as your e-mail address, your favorite phrase, or even a smiley face.

To create Chat macros:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Chat Extensions**, then click. The Customize window appears (with the Chat Extensions tab displayed), as shown in Figure 4-14.



Figure 4-14. You can assign Chat macros and filters

2. Select **Enable Chat macros** (Windows only).
3. Click **Add** to create a new macro.
4. Type the text that you want the macro button to represent.
5. Select an icon from the list provided.
6. Click **OK**.

The selected icon will now appear in the toolbar in the Chat window. When you are typing Chat, you can click that macro button to insert the desired word or phrase. Note that when you create the macro, you can choose to press ENTER at the end of the macro text. This will cause the macro text to automatically appear in the upper Chat window pane when you click the macro button. If you do not press ENTER when composing your Chat macro text, your text will appear in the lower Chat window pane and you will need to press ENTER to send it.

Filtering Chat Text

There are times when you may not want your Chat window to show the messages of all the conference participants. Fortunately, CU-SeeMe allows you filter out unwanted text from your Chat window. Chat filters prevent you from seeing undesired Chat text sent by others, but they do not prevent the Chat text that you send from being seen by other participants. To send Chat to one selected participant only, see “Having a Private Chat” on page 4-31.

To filter Chat text:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Chat Extensions**, then click. The Customize dialog box appears (with the Chat Extensions tab displayed), as shown in Figure 4-14.

(You can also open this dialog box by clicking the filter button  on the toolbar in the Chat window.)

2. The Filter Participants section of the dialog box shows a list of all participants in the current conference. Click on a name in that list. Then click **Exclude**.
 - **(Windows)** The name is now moved to the Exclude List.
 - **(Mac OS)** That participant's check box is now cleared.

This means that Chat text from the selected person will *not* appear in your Chat window. You have excluded this person, or *filtered* this person from your Chat window.

3. You can repeat this process with other names to filter out more participants.
4. **(Windows)** Click on a name in the Exclude List. Then click **Include**. The name is now moved back to the Include List. Chat text from the selected person will appear in your Chat window once again.
(Mac OS) Click on the name of a participant who has been excluded from Chat. Then click **Include**. The check box is selected again. Chat text from the selected person will appear in your Chat window once again.
5. Using the option at the bottom of the dialog box, you can choose to have new participants in the conference either automatically allowed in (Include) or filtered from (Exclude) your Chat window.
6. Click **OK** when you are done.

Having a Private Chat

You can establish a private Chat with another participant. This means that even in a busy conference, you can have your Chat messages go to only one person whom you select. Other participants will not see what you type in the Chat window, however you will continue to see Chat text from all the other participants.

To establish a private chat:

1. On the **Conference** menu, point to **Chat to**.
2. Point to the name of the person to whom you would like to send private chat. Then click.
3. Now, anything you type in the Chat window will be sent only to the selected person.
4. To stop sending private chat to that person, go to the **Conference** menu, point to **Chat to**.
5. Point to the name of the person to whom you have sent private messages. Then click.
6. Now, you are returned to public chat mode.

When you are sending private Chat, you will see an indicator (●) next to your name in the Chat window, reminding you that you are sending private Chat. In addition, the words **Public Chat** in the Chat window change to **Private Chat to <name>**. You can send private Chat to only one person at a time. When another participant is sending private Chat to you, you will also see an indicator (●) next to that participant's name in the Chat window, letting you know that you are receiving private Chat from that person.

To change to private Chat mode temporarily:

1. In the Chat window type the name of the person to whom you would like to send private chat, followed by two angle brackets (>>), for example **David>>**.
2. Type your Chat message and press ENTER. That message will be private and will be seen only by David and you, even though you are still in public Chat mode.

Your next message will be public unless you use this procedure again to temporarily change to private Chat mode. (If you had been involved in a private Chat with a participant before this last private message, you will remain in that mode.)

To send a public message while in private Chat mode:

1. Type two angle brackets (>>) followed by your Chat message. Then press ENTER.
2. Your message will be seen by everyone, even though you will still be in private Chat mode. Your next Chat message will be in private mode again.

Using Name Completion with Private Chat

This feature is the quickest way to enter the name of a conference participant and send that participant a private Chat message.

To complete a participant name automatically:

1. Type the beginning letter or letters of the person's name as it appears in the Participants List. For example, type J for Jonathan.
2. Press the TAB key. The name is completed and the angle brackets (>>) are added for you. That means when you type your Chat message and press ENTER, the message will be sent only to that person.

If there is another person in the conference with the same first letter or letters in their name (for example, Jonathan, Johanna, Joe), the system will default to the first name on the Participants List. Press TAB multiple times to cycle through names in the Participants List that start with the letter (or letters) you typed. In this example, pressing TAB will cycle you through the “J” names—Jonathan, Johanna and Joe—as long as these names are in the Participants List.

When you use the name completion feature, private Chat is temporary; you will return to public Chat mode immediately after sending your Chat message.

Resizing the Chat Window

You can change the size of the Chat Window display area to make it larger or smaller. The video images will automatically adjust to fit the new size.

To resize the Chat window:

1. Move your mouse pointer over the splitter bar between the Participants List (or Audio Controls) and the Chat window. The mouse pointer changes to a double arrow.
2. Click and drag the splitter bar to the right or left to make the Chat window wider or narrower.
3. Now, move your mouse pointer over the splitter bar between the Chat window and the Video windows. The mouse pointer changes to a double arrow.
4. Click and drag the splitter bar up or down to make the Chat window taller or shorter.

Audio Modes

Your Windows computer must have a sound card installed if you want to send and receive audio. If you have a full-duplex sound card, you can send and receive audio simultaneously. All computers running Mac OS have full-duplex audio capabilities built in. This is similar to a telephone which allows you to talk and hear at the same time. If you have a half-duplex sound card in your Windows computer, you send and receive audio, but you cannot do both at the same time. This is similar to a walkie-talkie with which each person must take turns speaking.

With CU-SeeMe, you can transmit audio in your choice of two modes:

- ◆ Hands Free

You transmit audio continuously. Everything you say is transmitted. If you have a full-duplex sound card, CU-SeeMe selects Hands Free as your default audio mode.

- ◆ Push To Talk

You only transmit audio when you push a button. If you have a half-duplex sound card, CU-SeeMe selects Push To Talk as your default audio mode.

You can switch between Hands Free and Push To Talk modes while you are connected to a conference.

To switch between Hands Free and Push To Talk modes:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Configuration**, then click. The Customize dialog box appears (with the Configuration tab displayed), as shown in Figure 4-15.



Figure 4-15. You can switch between Hands Free and Push To Talk modes

2. The upper portion of this dialog box is for audio settings. If the Hands Free Operation check box is selected, CU-SeeMe is in Hands Free mode. If this check box is not selected, CU-SeeMe is in Push To Talk mode. Click this check box to switch between these modes.
3. If you select Hands Free Operation, you can select additional check box options (Use Echo Reduction and High Mode). If you select Push To Talk, you can select only the High Mode option. (Note that CU-SeeMe for Mac OS does not have the High Mode option.)

- **Use Echo Reduction**

This is used to eliminate feedback which can occur if your microphone is located near your speakers. Select this check box to eliminate feedback if it is a problem.

- **High Mode (Windows only)**

For most users, this check box should *not* be selected. Selecting High Mode results in a larger amount of redundant audio data transmitted. This may be useful if you have noisy network lines, however it sends more data and therefore uses more bandwidth.

4. Click **OK** when you are done.

To learn about audio codecs, see “Choosing an Audio Codec” on page 5-7.

Audio Controls and Indicators

The audio controls and indicators consist of buttons, level indicators, and sliders, as shown in Figure 4-16.

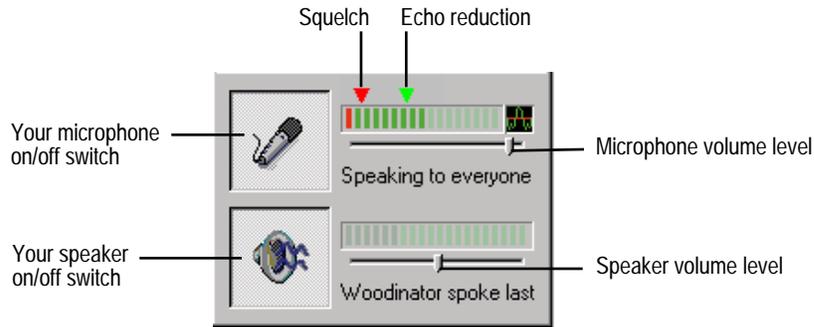


Figure 4-16. Audio controls and indicators are grouped together in the Conference Room

Turning Your Speakers Off and On

To turn your speaker off, click the speaker button. A red slash appears on the button, indicating that this control is turned off. Click it again to turn it on.

Using Your Microphone in Hands Free Mode

If you are in Hands Free mode, click the Microphone button to turn it on or off. Note that if you have a half-duplex sound card, and you select Hands Free mode and turn your microphone on, your speaker will be turned off. This is because with a half-duplex sound card, your microphone and speaker cannot be turned on at the same time. You will need to turn your microphone off in order to receive audio, or switch to Push To Talk mode.

Using Your Microphone in Push To Talk Mode

If you are in Push To Talk mode, you must click and hold the microphone button in order to transmit audio. This is the recommended mode if you have a half-duplex sound card. To learn more about Hands Free and Push To Talk modes, see “Audio Modes” on page 4-34.

Adjusting Audio Levels

Use the volume sliders (shown in Figure 4-16) to raise and lower the level of sound being sent from your microphone and being played through your speakers. Move the sliders to the right to increase the levels and to the left to decrease the levels. The level indicators show the level of sound being sent or received.

If you are in Hands Free mode, you will see a red triangle above the microphone level indicator (see Figure 4-16). This is the Squelch control and it is *only* displayed when you are in Hands Free mode. This control sets the minimum level for sound to be sent from your microphone when you are *not* receiving audio. Any sound below this level will not be transmitted. Drag the Squelch control to the right to raise the minimum level of sound that you will transmit. This can be useful when there is background noise in your environment. You can adjust the squelch level so that the background noise is not transmitted.

If you are in Hands Free mode and you have Echo Reduction turned on, you will also see a green triangle above the microphone level indicator (see Figure 4-16). This is the Echo Reduction control. Echo Reduction is similar to Squelch control, except that it works when you *are* receiving audio. When you are receiving audio and sending audio simultaneously, the Echo Reduction control can prevent your microphone from sending sound that is coming from your speakers. Dragging the Echo Reduction control to the right will raise the minimum level of sound that you will transmit. Echo Reduction will also eliminate feedback, which can occur if your microphone is placed near your speakers.

When you are sending audio above the minimum level, then your audio is actually being sent on the network and others can hear you. (**Windows only:** When your audio is being transmitted, you will see an animated sound wave appear next to the microphone level indicator, as shown in Figure 4-16.)

Sending audio and video simultaneously takes a large amount of bandwidth. If you are using a low bandwidth connection, such as a modem, you can freeze your local video window to increase the amount of bandwidth available for sending audio.

Status Bar

The Status Bar, located at the bottom of the Conference Room window, provides tips and information about your current status. For example, when you click and hold on a toolbar button (Windows), or pause over a toolbar button (Mac OS), the Status Bar presents information about that button. When you pause your mouse pointer on a menu command, the Status Bar presents information about that command. In addition, the Status Bar tells you how long you have been connected to the current conference.



Status Bar

Getting Information About a Participant

You can get information about a participant in a conference. One way is to get a participant's Contact Card, which provides you with contact information about that person. To learn how to do this, see "Exchanging Contact Cards" on page 4-41. You can also get information about a participant's software version, codecs, network connection, and more in a separate floating window, called the Info window.

To display the Info window:

1. Do one of the following:
 - **(Windows)** Using the right mouse button (right-click), select a video window or a name in the Participants list.
 - **(Mac OS)** Hold the CONTROL key and click on a video window or a name in the Participants list (CTRL-click).
2. A shortcut menu appears. Click **Info**.
3. The Info window is displayed, as shown in Figure 4-17. Click on any of the four tabs in the Info window to see the following information about the selected participant:
 - The version of CU-SeeMe (or other H.323 videoconferencing client software)
 - The audio and video codecs
 - Whether the participant is sending video, looking at you, hearing you, and can send audio
 - Sending and receiving limits allowed by the conference or network connection; the actual send and receive data of the participant; the actual amount of data you are receiving from the participant; the frame rate you are receiving; and the packet loss percentage.

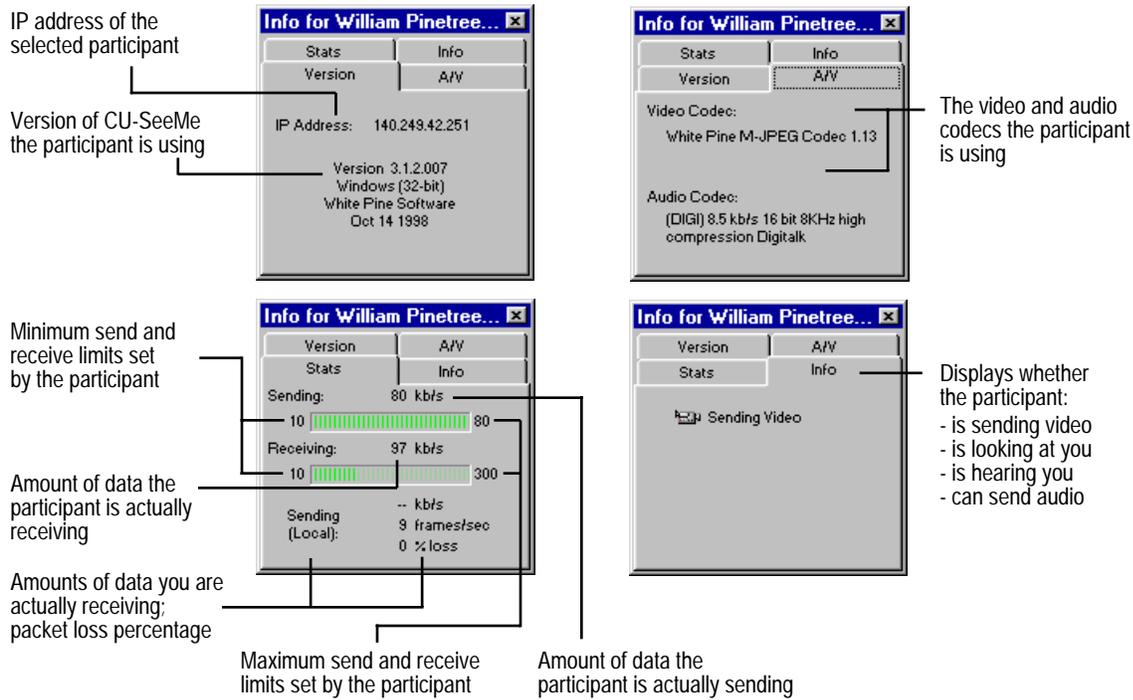


Figure 4-17. You can get information about a participant's software and network

4. Click on another video window or name in the Participants List. The Info window changes to display information about the new participant that you selected.
5. Click the close button to close the Info window.

Exchanging Contact Cards

A Contact Card is like a business card or a card in a rotary file. It is a convenient way to present and store information about a person or place, including contact information. Some users of CU-SeeMe have created Contact Cards about themselves. You can get Contact Cards from these people electronically and add these cards to your Phone Book. This will enable you to store contact information about these people and call them directly from your Phone Book.

When you created a Personal Profile, you also created a Profile Contact Card. Just as you can get the Contact Cards of other users, they can get your Contact Card. If you choose to videoconference on public conferences, your Profile Contact Card can be seen and saved by anyone with CU-SeeMe; therefore, you should be careful what information you choose to display on your Profile Contact Card. For example, if you do not want strangers to have your phone number, then you should not list it on your Contact Card.

To get a contact card from a participant:

1. On the **Conference** menu, point to **Get Contact Card of**. This displays a list of all the participants who have Contact Cards.
2. Point to the name of the participant you want to select, then click.
3. The Contact Card of the selected participant is now displayed in a separate window, as shown in Figure 4-18.



Figure 4-18. You can get a Contact Card from another CU-SeeMe user

4. If you want to save the card, click **Save**. This will save the Contact Card in your Phone Book. You can change the Nickname for the card (as it will appear in your Contact Card list) and you can assign it to a Contact Group. For more information see “Contact Groups” on page 3-13.
5. Click **OK**.

To find out how to create your own Contact Card that can be shared with others see “Creating a Personal Profile” on page 3-25.

Disconnecting From a Conference

When you are ready to leave a conference, you can disconnect from the conference in one of 2 ways.

To disconnect from a conference:

- ◆ On the **Conference** menu, click **Hang Up**.

- or -



- ◆ Click the **Hang Up** button on the toolbar.

This will disconnect you from the current conference. The Conference Room window will close automatically and the Phone Book window will appear. You can exit the application or use the Phone Book to connect to other conferences. To learn more about using the Phone Book, see Chapter 3.

To exit the application:

Do one of the following:

- **(Windows)** Choose **Exit** from the **File** menu in the Phone Book.
- **(Mac OS)** Choose **Quit** from the **File** menu.

Disconnecting From a Conference



Chapter 5

Configuring Your System

You can use CU-SeeMe on any IP-based network or connection and on many types of computers. The performance of your system will depend on many factors, including the type of communication channel you are using (such as a modem, an ISDN line, an Ethernet connection, and so on), the processing speed of your computer, and the number of video windows simultaneously displayed on your screen.

There are steps you can take to configure and customize your CU-SeeMe software to get the best possible videoconference experience. Some of these steps are explained in this chapter. Other information is available in online Help and in the Frequently Asked Questions (FAQs) on the CU-SeeMe Web pages at <http://support.wpine.com/cuseeme>.



Choosing a Video Codec

CU-SeeMe uses special codec (CCompressor/DECcompressor) software to compress and decompress your video (or audio) data so that it can be sent more efficiently across a network. You can choose a video codec to best work with your network connection and the type of computer you are using.

CU-SeeMe lets you choose from 3 video codecs:

◆ White Pine M-JPEG

The Motion JPEG (or M-JPEG) codec offers high quality video on local area networks (LANs) and ISDN (or higher) network connections. It will also work with modems, however lower quality settings (15% to 25%) are recommended. It works with 8-bit, 16-bit, and 24-bit input (sometimes referred to as high color or true color).

◆ White Pine H.263

This is a good codec for general use on local and wide area networks (LANs and WANs), however it uses more CPU power than the other codecs. This codec is not recommended for modem users as it will likely result in slow performance. White Pine H.263 is a standards-based codec. Video sent with this codec can be seen by users of CU-SeeMe Version 3.0 and higher. It can also be seen by users of other videoconferencing software that meets the H.323 standard (such as Microsoft NetMeeting or Intel Internet Video Phone) when you are connected to a group conference hosted on a MeetingPoint Conference Server.

(Note: Macintosh computers with 68000 series processors cannot send or receive video using the White Pine H.263 video codec.)

◆ Cornell CU-SeeMe Gray

This codec only sends grayscale images. The other video codecs let you send color images (if you are using a color camera). It is an excellent codec for modem users, as well as users on LANs and WANs. You should choose this codec if your camera or capture device does not support color.

Note: The White Pine Color codec, included in earlier versions of CU-SeeMe, has been replaced with newer codecs that support standards-based conferencing. As a result, you will not be able to see other users who are sending video using the White Pine Color codec. However, if you had an earlier version of CU-SeeMe installed on your computer, then you may still have the White Pine Color codec installed. This will enable you to see others who are sending with this codec.

Previous versions of CU-SeeMe did not include all of these video codecs. People using earlier versions of CU-SeeMe software will not be able to receive video sent with some of the newer codecs. Table 5-1 explains who can see your video image, depending on your choice of video codec.

Table 5-1. Determining who can see your video image

If you are using this codec	These users will be able to see your video image
White Pine M-JPEG	Any user with CU-SeeMe V3.0 or later or Enhanced CU-SeeMe V2.1.1.
White Pine H.263	Any user with CU-SeeMe V3.0 or later (except users with Macintosh computers with 68000 series processors).
Cornell CU-SeeMe Gray	Any user with <i>any</i> version of CU-SeeMe (including Cornell freeware).

The best way to adjust a video codec is using the Test Setup feature in the Phone Book. This allows you to see your local and remote video images simultaneously so you can observe the effects of the changes you make. See “Test Your Setup” on page 5-12 for more information. You can also change video codec settings from the Conference Room while in a videoconference.

To choose a video codec:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Configuration**, then click. The Customize dialog box appears (with the Configuration tab displayed), as shown in Figure 5-1.

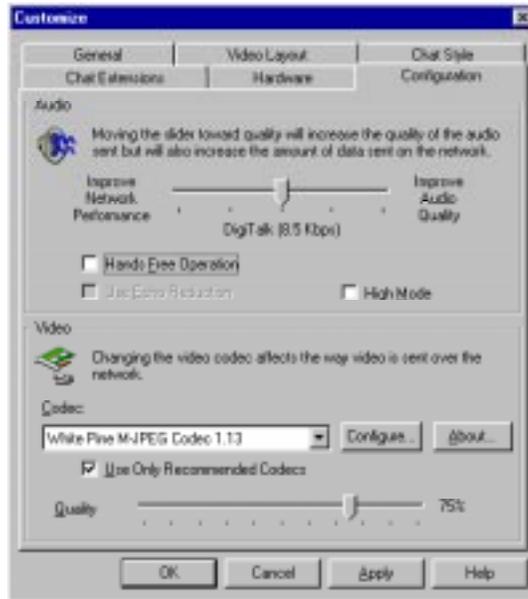


Figure 5-1. You can select a video codec to best fit your hardware and network setup

2. The video codec section is presented in the lower portion of the dialog box. Click the arrow next to the video codec to display a list of available codecs. Click on the name of the desired codec.
3. Click **Configure**. Some codecs allow you to make additional configuration settings and other codecs do not. For example, you cannot change configuration settings for White Pine M-JPEG and White Pine H.263 codecs.
4. You can use the video codec **Quality** slider to adjust the clarity of the video image you send. (It does not affect the video you see displayed on your screen.) The Quality slider is preset for each codec, but you can adjust it manually. While increasing the Quality setting will improve the clarity of the picture you send, it will also use more bandwidth, which causes a longer time delay in your video picture. Lowering the Quality setting will send a faster but lower quality video image. This will work better with a lower bandwidth network connection, such as a modem. See also “Test Your Setup” on page 5-12.
5. Click **OK** when done.

When Video Codecs Are Required by a Conference

When a MeetingPoint Conference Server is hosting a conference, it can require that participants use specific video and/or audio codecs to join the conference. When you try to join such a conference, CU-SeeMe will attempt to change its codecs automatically to match the conference requirements. If the required video codec cannot be found, you will join the conference as a lurker (if the conference allows lurkers). If the required audio codec cannot be found, you will not be able to send audio for the duration of the conference.

When you leave the conference, you will need to switch back to your previous video and audio codecs manually.

Recommended Settings for Each Video Codec

The best settings for each codec depend on a number of factors including your network connection. While there is no ideal setting for all conditions, recommendations are described below. They are intended as a starting point, however you may find that you need to adjust your settings from the recommended values.

Configuration refers to the Configure button shown in Figure 5-1. Quality refers to the slider, also shown in Figure 5-1, and described on page 5-4.

Settings for White Pine M-JPEG

Configuration

There is nothing to configure for this codec.

Quality

For a LAN or WAN, the recommended quality setting is between 25 and 65%. The settings are dependent on available bandwidth, your network connection, and the processing speed of your computer's CPU. For a modem, the recommended setting is between 15 and 25%. See page 5-3 to learn how to adjust Quality.

Settings for White Pine H.263

Use this codec with 24-bit capture for best quality. This codec is not compatible with all video capture cards. Macintosh computers with 68000 series processors cannot send or receive White Pine H.263 video. If you have difficulty using this codec, switch to White Pine M-JPEG.

Configuration

There is nothing to configure for this codec.

Quality

For a LAN or WAN, the recommended quality setting is between 20 and 40%. This codec is not recommended for modem users as it will result in slow performance. See page 5-4 to learn how to adjust Quality.

Settings for Cornell CU-SeeMe Gray**Configuration**

There is nothing to configure for this codec.

Quality

For a LAN or WAN, the recommended quality setting is between 35 and 55%. For a modem, the recommended setting is between 20 and 35%. See page 5-3 to learn how to adjust Quality.

Choosing an Audio Codec

CU-SeeMe uses codec software to efficiently send video and audio data across a network, as explained in “Choosing a Video Codec” on page 5-2. Your choice of codec will depend on your computer environment, especially whether you are communicating using a modem, a LAN, or an ISDN line. Use Table 5-2 to choose the best audio codec for your computer.

Table 5-2. Audio codec recommendations

You can use this audio codec	If you are using this means of communication		
	Modem	ISDN	LAN
G.723.1 elemedia™ (5.3 Kbps)	✓	✓	✓
G.723.1 elemedia™ (6.4 Kbps)	✓	✓	✓
DigiTalk (8.5 Kbps)	✓	✓	✓
Delta-Mod (16 Kbps)		✓	✓
Intel® DVI (32 Kbps)		✓	✓

As with the video codecs, previous versions of CU-SeeMe did not include all of these audio codecs. People using older versions of the software will not be able to receive audio sent with some of the newer codecs. Table 5-3 explains who can hear your audio, depending on your choice of audio codec.

Table 5-3. Determining who can hear your audio

If you are using this codec	These users will be able to hear your audio
G.723.1 elemedia (5.3 Kbps)	Any user with CU-SeeMe V3.1 (except users with Macintosh 68000 series processors)
G.723.1 elemedia (6.4 Kbps)	Any user with CU-SeeMe V3.1 (except users with Macintosh 68000 series processors)
DigiTalk (8.5 Kbps)	Any user with CU-SeeMe V3.0 or later (Windows and Mac OS), and Enhanced CU-SeeMe V2.0 or later (Windows users only)
Delta-Mod (16 Kbps)	Any user with <i>any</i> version of CU-SeeMe (including Cornell freeware) and Enhanced CU-SeeMe
Intel® DVI (32 Kbps)	Any user with <i>any</i> version of CU-SeeMe (including Cornell freeware) and Enhanced CU-SeeMe

The DigiTalk and G.723.1 audio codecs all work well with low bandwidths and therefore are usable with most modems. While all of the audio codecs are designed primarily for speech, the DigiTalk and G.723.1 (6.4 Kbps) codecs are able to transmit both voice and music over modems, whereas the Voxware codec is able to send voice only. Because of its lower bit rate, the G.723.1 codec is more appropriate for modem users than the DigiTalk codec, and delivers better audio quality. Although the Delta-Mod and Intel® DVI codecs can both be heard by any CU-SeeMe user, they require large amounts of bandwidth (Intel® DVI requires the most bandwidth), and therefore may slow the overall performance of CU-SeeMe.

Sending audio and video simultaneously takes a large amount of bandwidth. If you are using a low bandwidth connection, such as a modem, you can freeze your local video window to increase the amount of bandwidth available for sending audio.

To freeze your local video:
(Windows)

1. Right-click on your local video window. A shortcut menu appears.

2. Click Freeze Video. A ✓ appears, indicating that your video is frozen.
3. Click it again when you want to return to sending full-motion video.

(Mac OS)

1. Hold down the CONTROL key and click on your local video window (CTRL-click). A shortcut menu appears.
2. Click Freeze Video. A • appears, indicating that your video is frozen.
3. Click it again when you want to return to sending full-motion video.

When Audio Codecs Are Required by a Conference

When a MeetingPoint Conference Server is hosting a conference, it can require that participants use specific video and/or audio codecs to join the conference. When you try to join such a conference, CU-SeeMe will attempt to change its codecs automatically to match the conference requirements. If the required video codec cannot be found, you will join the conference as a lurker (if the conference allows lurkers). If the required audio codec cannot be found, you will not be able to send audio for the duration of the conference.

When you leave the conference, you will need to switch back to your previous video and audio codecs manually.

To choose an audio codec:



1. Click the **Customize** button on the Conference Room toolbar. Point to **Configuration**, then click. The Customize dialog box appears (with the Configuration tab displayed), as shown in Figure 5-2.



Figure 5-2. You can select an audio codec

2. The audio codec section is presented in the upper portion of the dialog box. Move the audio codec slider to select an audio codec. Note that moving the slider to the right improves the quality of the audio you send, but it also decreases performance of your computer. Moving the slider to the left increases performance but lowers the quality. A lower quality audio codec will work better with a lower bandwidth network connection, such as a modem. See “Choosing an Audio Codec” on page 5-7 for information to help you select an audio codec.
3. Select the Hands Free Operation check box if you have a full-duplex sound card. If you select Hands Free, you will also see a check box labeled **Use Echo Reduction**. When you are receiving audio and sending audio simultaneously, the echo reduction control can prevent your microphone from sending sound that is coming from your speakers. This will eliminate feedback, which can occur if your microphone is placed near your speakers. Select this check box to use echo reduction. When echo reduction is selected, (and you have clicked **OK** or **Apply**), you will see red and green triangle sliders above the microphone indicator in the audio control section of the Conference Room Window. To learn how to use these sliders and to learn more about Hands Free mode, see “Using Your Microphone in Hands Free Mode” on page 4-36.

4. Select the High Mode check box (Windows only) if you are sending audio over a high loss network. High mode adds more redundant audio data across the network which helps your audio to be clearer even if some data is lost. High mode also causes your audio to be delayed several seconds.
5. Click **OK** when done.

Test Your Setup



The best way to adjust your video and audio settings is using the Test Setup feature. To use this, click the **Test Setup** button on the Phone Book toolbar. The Test Setup dialog box appears, as shown in Figure 5-3.



Figure 5-3. Test Setup dialog box allows you to easily configure your video and audio

The Test Setup dialog box has two tabs, one for testing video and the other for testing audio.

Testing Video

The Test Video tab is shown in Figure 5-3. If you have a video camera and it is connected and configured correctly, you will see two video images of yourself. The one on the left is your local video and the one on the right is your remote video image. The remote video image shows how others will see you in a conference. The remote video image is helpful because you can change codec settings and see how it affects the video that you send.

To change video codec settings:

1. Click the arrow next to the video codec to display a list of available codecs. Click on the name of the desired codec.
2. Click **Configure**. Some codecs allow you to make additional configuration settings and other codecs do not. For example, you cannot change configuration settings for White Pine M-JPEG and White Pine H.263 codecs.
3. The compression adjustment slider is preset for each codec; however, you can adjust it manually. Note that moving the slider to the right improves the quality of the image you send, but it also decreases performance of your computer. Moving the slider to the left increases performance but lowers the quality. Lowering the quality setting sends a lower quality video image and sends less data. Therefore, a lower quality setting will work better with a lower bandwidth network connection, such as a modem.

Higher quality settings use more bandwidth and cause a longer time delay in your video picture. You can observe this by setting your quality to a high setting, viewing both your local video and remote video simultaneously, and then waving your hand in front of the video camera. The higher the quality setting, the more time delay there is between when you move your hand and when the movement is shown in the remote video window. You will see that the quality setting does not affect your local video window. Choose the lowest quality setting that provides an acceptable remote video image. If you are using a modem, you will need to use a lower quality setting than if you are using LAN or WAN.

4. Click the arrow next to the capture device to display a list of video capture devices installed in your computer. Click on the name of the desired device.
5. Do one of the following:
 - **(Windows)** Click **Format** or **Source** to make additional settings adjustments.
 - **(Mac OS)** Click **Configure** to make additional settings adjustments.
6. Click **OK** when done.

Testing Audio

If you have a microphone, speaker, and sound card, you can test and adjust your audio settings using the Test Setup feature.

To change audio settings:

(Windows)



1. Click the **Test Setup** button on the Phone Book toolbar. The Test Setup dialog box appears. Click on the **Test Audio** tab. The Test Audio tab is shown in Figure 5-4.

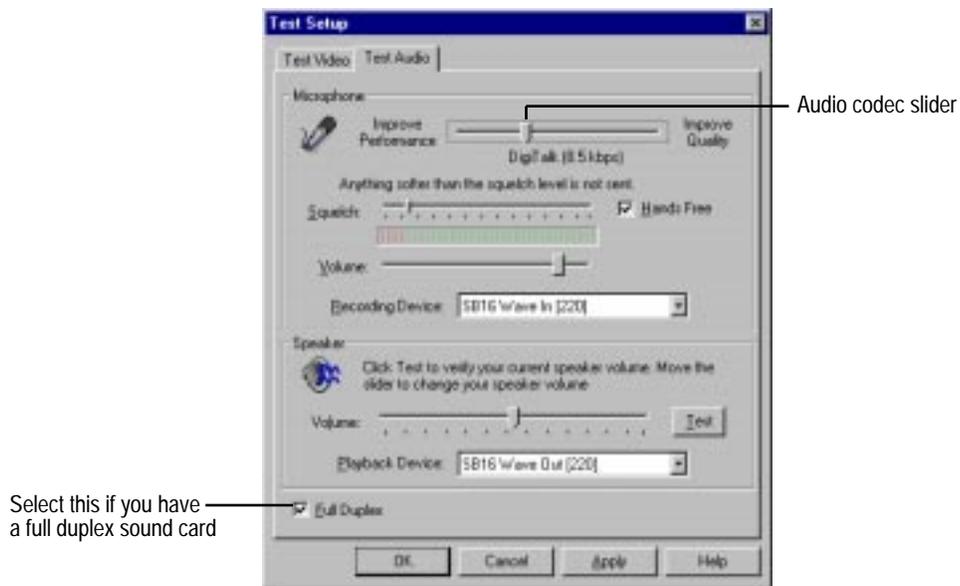


Figure 5-4. (Windows) Test your audio setup

2. Move the audio codec slider to select an audio codec. Note that moving the slider to the right improves the quality of the audio you send, but it also decreases performance of your computer. Moving the slider to the left increases performance but lowers the quality. A lower quality audio codec will work better with a lower bandwidth network connection, such as a modem. See “Choosing an Audio Codec” on page 5-7 for information to help you select an audio codec.

3. Select the **Hands Free** check box if you have a full-duplex sound card. (To learn more about Hands Free mode, see “Using Your Microphone in Hands Free Mode” on page 4-36.) If you are in Hands Free mode, you will see the **Squelch** slider. The Squelch control is *only* displayed when you are in Hands Free mode. This control sets the minimum level for sound to be sent from your microphone when you are *not* receiving audio. Any sound below this level will not be transmitted. Drag the Squelch slider to the right to raise the minimum level of sound that you will transmit. This can be useful when there is background noise in your environment. You can adjust the squelch level so that the background noise is not transmitted.
4. Speak into your microphone to test the volume level. Move the microphone volume slider to raise or lower the level.
5. Click the arrow next to **Recording Device** to display a list of audio recording devices installed in your computer. Click on the name of the desired device.
6. Click **Test** to play a sound sample. Move the speaker volume slider to raise or lower the sound level.
7. Click the arrow next to **Playback Device** to display a list of audio playback devices installed in your computer. Click on the name of the desired device.
8. Click **OK** when done.

To change audio settings:

(Mac OS)



1. Click the **Test Setup** button on the Phone Book toolbar. The Test Setup dialog box appears. Click on the **Test Audio** tab. The Test Audio tab is shown in Figure 5-5.

Audio codec slider

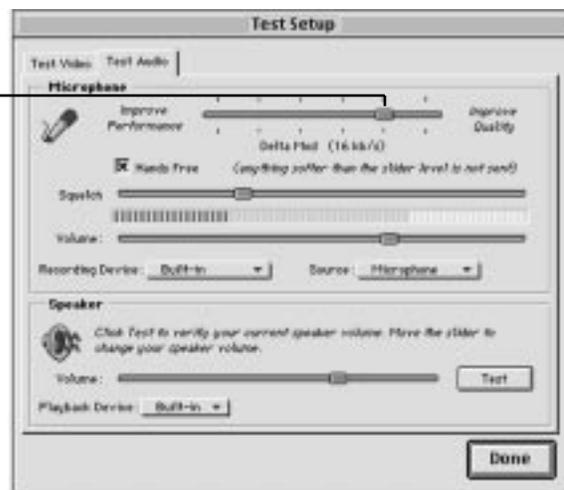


Figure 5-5. (Mac OS) Test your audio setup

2. Move the audio codec slider to select an audio codec. Note that moving the slider to the right improves the quality of the audio you send, but it also decreases performance of your computer. Moving the slider to the left increases performance but lowers the quality. A lower quality audio codec will work better with a lower bandwidth network connection, such as a modem. See “Choosing an Audio Codec” on page 5-7 for information to help you select an audio codec.
3. Select the **Hands Free** check box to see the **Squelch** slider. (To learn more about Hands Free mode, see “Using Your Microphone in Hands Free Mode” on page 4-36.) The Squelch control is *only* displayed when you are in Hands Free mode. This control sets the minimum level for sound to be sent from your microphone when you are *not* receiving audio. Any sound below this level will not be transmitted. Drag the Squelch slider to the right to raise the minimum level of sound that you will transmit. This can be useful when there is background noise in your environment. You can adjust the squelch level so that the background noise is not transmitted.
4. Speak into your microphone to test the volume level. Move the microphone volume slider to raise or lower the level.
5. Click the arrow next to **Recording Device** to display a list of audio recording devices installed in your computer. Click on the name of the desired device.
6. Click the arrow next to **Source** to display a list of audio sources. Click on the name of the desired device.
7. Click **Test** to play a sound sample. Move the speaker volume slider to raise or lower the sound level.
8. Click the arrow next to **Playback Device** to display a list of audio playback devices installed in your computer. Click on the name of the desired device.
9. Click **OK** when done.

Setting Transmission and Reception Rates

For best performance you may need to adjust the rate at which you send and receive video and audio signals. Table 5-4 shows CU-SeeMe's default minimum and maximum transmission and reception rates for a range of networking devices.

Table 5-4. Default transmission and reception rates

When using	Minimum Send (Kbps)	Maximum Send (Kbps)	Minimum Receive (Kbps)	Maximum Receive (Kbps)
Modem 28.8 Kbps	1	18	1	18
Modem 33.6 Kbps	1	20	1	20
Modem 56 Kbps	5	20	5	35
ISDN 64 Kbps	5	40	5	40
ISDN 128 Kbps	10	80	10	80
LAN 256 Kbps	10	80	10	150
LAN T1 and more	10	80	10	300

You can increase transmission rates for better performance, however, there are limits. For example, if you are transmitting with a 28.8 Kbps modem, you will be limited to a maximum transmission rate of 28 Kbps.

The reception options set the rate at which you receive audio and video. Limiting reception may be important if you have a 28.8 Kbps modem connection. If you are set to receive 30 Kbps for example, you may not be able to send any signals out because you will be using all of your available bandwidth to receive signals.

When you join a group conference, you may find that some conferences will not admit you until you make adjustments in your transmission and receptions rates. Other conferences may ask you if you would like to have your rates adjusted automatically. You can choose this automatic adjustment option if it is presented to you.

Setting Rates for a Contact Card

You can set minimum and maximum transmission and reception rates for each entry in your Phone Book using the Contact Card Editor. This is useful because some conference servers require lower transmission rates than others and you can preset your rates for each conference server individually by editing the Contact Card in the Phone Book.

To set transmission and reception rates using the Contact Card Editor:

1. Select the entry in the Contact Card list by clicking on a Contact Card or a name in the list of Contact Cards.
2. On the **Edit** menu, click **Contact Card Properties**. The Contact Card Editor appears. Select the **Network** tab as shown in Figure 5-6.

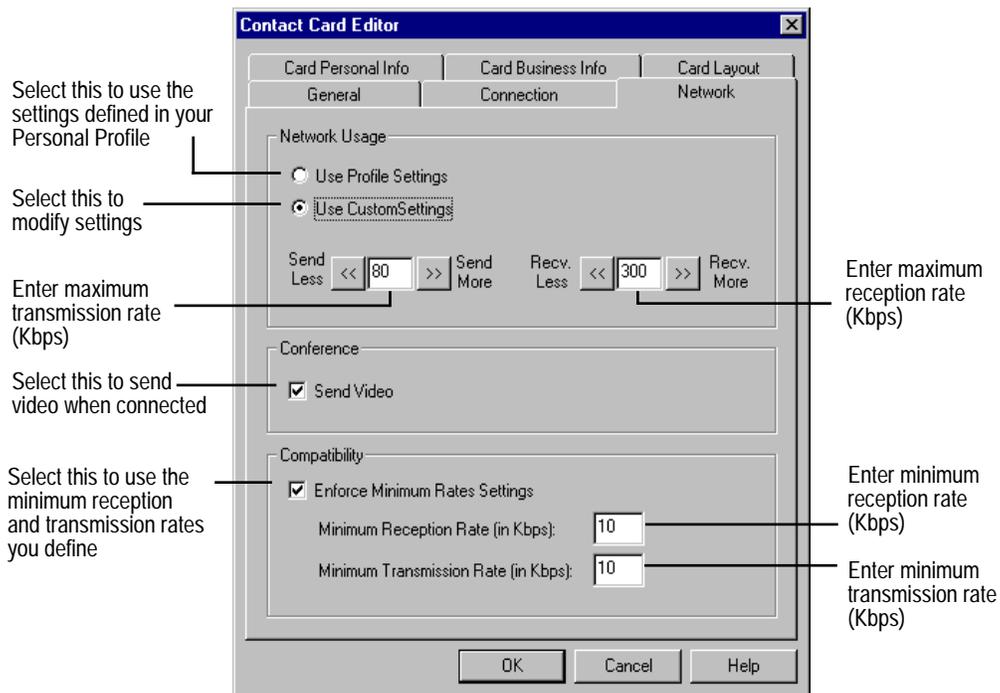


Figure 5-6. The Contact Card Editor lets you modify transmission and reception rates

3. Change the maximum transmission and reception rates by clicking on the arrows or typing a new rate in the text boxes (see Figure 5-6).
4. Change the minimum transmission and reception rates by typing in the text boxes (see Figure 5-6).

- When you have completed all your edits to the Contact Card, click **OK**. These changes will be saved in your Contact Card. Any time you connect to the person or place on that Contact Card, you will use these new settings.

Setting Rates While In a Conference

In addition to setting rates for each Contact Card, you can also change your maximum transmission and reception rates while you are in a conference. This change will affect the current connection only.

To set transmission and reception rates in a conference: (Windows)



- Click the **Customize** button on the Conference Room toolbar. Point to **Hardware**, then click. The Customize dialog box appears (with the Hardware tab displayed), as shown in Figure 5-7.

Select this to use the settings defined in your Personal Profile

Select this to modify settings

Enter maximum transmission rate (Kbps)

Enter maximum reception rate (Kbps)

Figure 5-7. (Windows) You can change transmission and reception rates while in a conference

2. Change the maximum transmission and reception rates by clicking on the arrows or typing a new rate in the text boxes (see Figure 5-7). Note that you cannot change the minimum rates while you are connected. To change minimum rates, you must hang up from the conference and change the rates using the Contact Card Editor. For more information, see “To set transmission and reception rates using the Contact Card Editor:” on page 5-18.
3. When you have completed your changes, click **OK**.

To set transmission and reception rates in a conference:

(Mac OS)



1. Click the **Customize** button on the Conference Room toolbar. Point to **Hardware**, then click. The Customize dialog box appears (with the Hardware tab displayed), as shown in Figure 5-7.



Figure 5-8. (Mac OS) You can change transmission and reception rates while in a conference

2. Change the maximum transmission and reception rates by clicking on the arrows or typing a new rate in the text boxes (see Figure 5-8). Note that you cannot change the minimum rates while you are connected. To change minimum rates, you must hang up from the conference and change the rates using the Contact Card Editor. For more information, see “To set transmission and reception rates using the Contact Card Editor:” on page 5-18.
3. When you have completed your changes, click **OK**.

Setting Rates While Manually Dialing

You can set both new and minimum transmission and reception rates for a specific connection, for example, when you are manually dialing someone.

To set transmission and reception rates while manually dialing:

1. Click the **Manual Dial** button on the Phone Book toolbar. The Manual Dial dialog box appears.
2. Select the **Network** tab as shown in Figure 5-9.

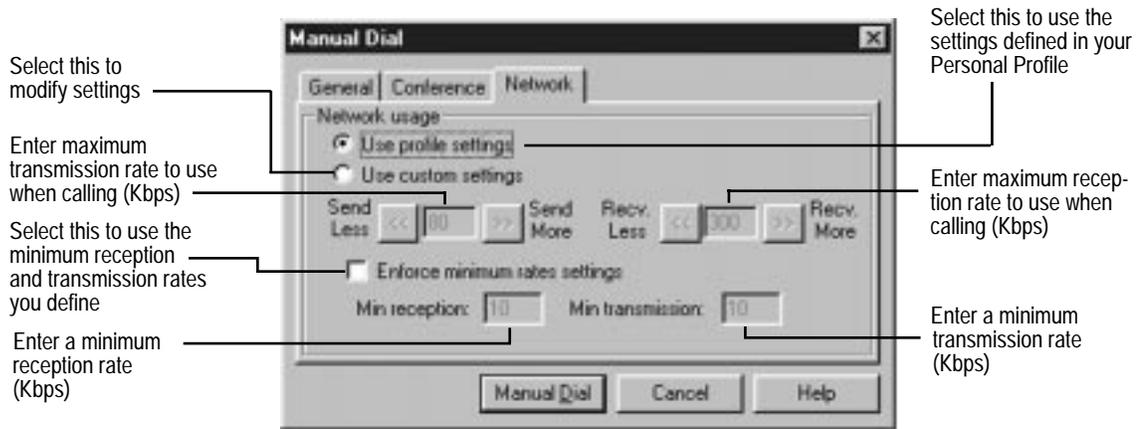


Figure 5-9. You can modify transmission and reception rates for a call

3. If the **Use profile settings** option is selected, your call will use the settings defined in your Personal Profile. (See “Setting Rates for a Personal Profile” on page 5-22.) If you want to use different settings for this call, select the **Use custom settings** option. Enter the maximum transmission and reception rates you want to use for the call by clicking the arrows or typing a new rate in the text boxes (see Figure 5-9).
4. To set different minimum transmission and reception rates for the call, select the **Enforce minimum rates settings** check box, then enter the new minimum rates.
5. When you have completed your changes, click **Manual Dial** or select another tab to make additional changes.

Setting Rates for a Personal Profile

You can set maximum transmission and reception rates for each Personal Profile that is stored in your Phone Book. For example, if you have a portable computer that uses a LAN from your office and a modem from your home, you would want to have two different sets of maximum transmission and reception rates, one for each location. In this instance, you would define one Personal Profile to use from your office and another to use from your home. Each profile would have rates defined for the specific network type.

To set transmission and reception rates for a Personal Profile:



1. Click the **Call Options** button on the Phone Book toolbar. Point to **Profiles**, then click.
2. The CU-SeeMe Call Options dialog box appears (with the Profiles tab displayed).
3. Select a Profile from the list. Then click **Edit**.
4. The Personal Profile Editor appears. Select the Hardware tab, as shown in Figure 5-10.

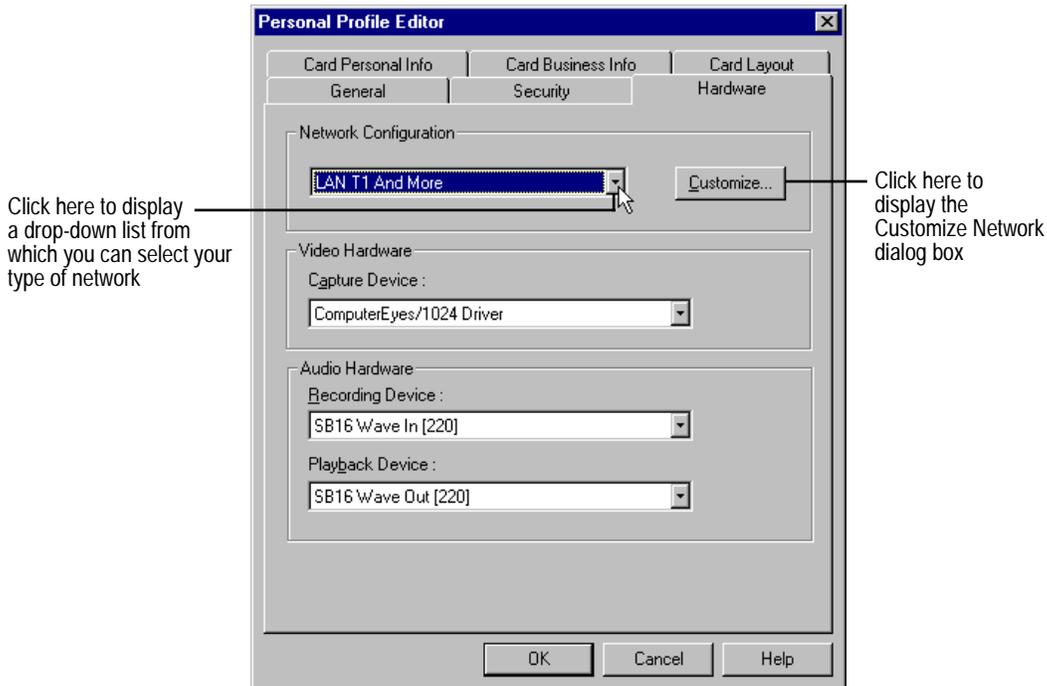


Figure 5-10. Select a network configuration in the Personal Profile Editor

5. In the Network Configuration section, use the drop-down list to select the network type that most closely matches yours. Then click **Customize**.
6. The Customize Network dialog box appears, as shown in Figure 5-11.

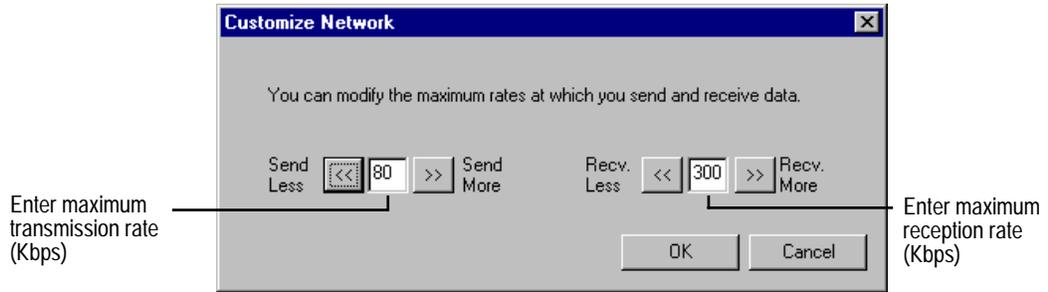


Figure 5-11. You can modify maximum transmission and reception rates

7. Change the maximum transmission and reception rates by clicking on the arrows or typing a new rate in the text boxes (see Figure 5-11). Note that you cannot change the minimum rates for a Personal Profile. To change minimum rates, you must change the rates using the Contact Card Editor. For more information, see “To set transmission and reception rates using the Contact Card Editor:” on page 5-18.
8. Click **OK**.
9. When you have completed all your edits to the Personal Profile, click **OK**.
10. Then click **OK** again to close the CU-SeeMe Call Options dialog box.

Registering With an Online Directory Service

A directory service is an online listing that allows users of CU-SeeMe to find each other, see if they are online, and connect directly to them. CU-SeeMe uses an Internet Locator Server (ILS) to keep track of you and your contacts.

Each computer on the Internet has an Internet Protocol (IP) address that is a unique identifier. Many Internet Service Providers and online services assign IP address dynamically; that is, you get a new IP address each time you connect to the Internet. This is like changing your telephone number each time you place a call, and it has made it difficult in the past for online users to find and connect to each other. The ILS server solves this problem by automatically registering your current IP address as soon as you connect to the Internet, making it easy for other people to locate you.

When you set up CU-SeeMe on your computer, you were given the opportunity to register with an ILS server (see “Using the Setup Assistant” on page 2-2). If you chose this option, you are now registered and other CU-SeeMe users will be able to locate you online. If you did not choose this registration option during set up, you can still register at any time by setting your directory preferences in the Contact List (see “Changing Your Contact List Preferences” on page 6-16).

Configuring a Web Page to Launch CU-SeeMe

CU-SeeMe can be launched directly from a Web page displayed in a Web browser. By setting up CU-SeeMe to launch from a Web page, you can provide access to additional information that wouldn't be feasible if you were to use CU-SeeMe by itself. For example, you may want to set up a camera to display a classroom. Although this could be done using CU-SeeMe by itself, you could provide additional materials to viewers, such as text and graphics, by placing this material on a Web page.

You can also create a Web page with a link to launch CU-SeeMe as a convenience to readers of your Web page. For example, if you host a conference, you can use a Web page to publicize the conference and allow users to join the conference directly from the Web page.

To launch CU-SeeMe from a Web page, you must configure your browser to automatically launch CU-SeeMe when prompted by a .cu file.

In addition, the Web administrator must set up the Web page and Web server as follows:

- ◆ Create a Web page that links to a .cu file (a file type used to launch CU-SeeMe and connect to a conference).
- ◆ Ensure that the Web server recognizes CU-SeeMe's MIME type. Use your Web server's facilities to configure the mapping between the CU-SeeMe MIME type and the .cu file extension:

```
MIME type: application/x-cuseeme
```

```
Extension: .cu
```

Creating the File that Launches a Conference

If you want other CU-SeeMe users to be able to launch CU-SeeMe and join a conference directly from your Web page, you need to create a Web page with a link to a .cu file. This .cu file defines the IP address and Conference ID of the conference server to which you want users to connect. Place this file, with the other html files, on the Web server.

Each entry in your Phone Book can become a .cu file. You can create a .cu file from a Phone Book entry by exporting the Contact Card associated with that entry.

To export a Phone Book entry as a .cu file:

1. Select an entry in the List of Contact Cards.
2. On the **File** menu, point to **Export**. Then point to **Selected Contact Card** and click.
3. A dialog box appears where you can define the file name and location for the new .cu file. Save the file as a .cu file type and click **OK**.

You can also drag an entry from the List of Contact Cards and drop it on your desktop (or any folder). This entry automatically becomes a standalone .cu file. For example, if you drag-and-drop the entry for White Pine Cafe from your Phone Book to your desktop, it creates a file called White Pine Cafe.cu. This .cu file retains all the connection properties of the original Phone Book entry, such as IP address, network connections, and so on.

See “Adding Entries in the Phone Book” on page 3-20 for information on creating new Phone Book entries.

(Windows) If you are a Windows user, you can create a blank .cu file, and then edit its properties as follows:

1. From the Windows desktop, click **Start**, point to **Programs**, point to **Accessories**, then click **Notepad**. A blank Notepad file appears.
2. Choose **File**, then **Save As**. Enter a file name of your choice, followed by a .cu extension, for example, whitepine.cu. Click **Save** then quit Notepad.
3. Right-click on the file’s icon to display the shortcut menu, then choose **Properties**. The Properties dialog box appears. (This dialog box works similar to the Contact Card Properties dialog box. See “Editing a Contact Card” on page 3-23.)
4. Enter the appropriate information in each of the tabs, for example:
 - The IP address - the address of the conference server or CU-SeeMe host to which you would like to connect using CU-SeeMe
 - Conference ID - the conference ID used by the conference server
If you want users to connect directly to a specific conference on your server and bypass the dialog box that lists all available Conference Rooms, you need to specify the conference ID number preceded by 0 (zero). For example, if you want users to connect to Conference 2, specify the Conference ID number as 02.
5. Click **OK** when you are done.

Configuring Your Browser to Launch CU-SeeMe

You can configure the Web browser installed on your computer to launch CU-SeeMe when it encounters a .cu file linked from a Web page. There are many versions of Web browsers available for use and it is beyond the scope of this User Guide to explain how to configure every Web browser. Consult the documentation or online Help for your Web browser to learn how to configure your browser.

As a general guideline, follow these steps:

1. Locate the dialog box to add new file types in your browser, typically in a preferences dialog box. For example:
 - **Netscape Navigator™ 3.0** - Choose **General Preferences** from the **Options** menu, then select **Helpers**. Now click on **Create New Type**.
 - **Netscape Navigator 4.0** - Choose **Preferences** from the **Edit** menu, then **Navigator** (under **Category**), then select **Applications**.
 - **Internet Explorer 3.0** - Choose **Options** from the **View** menu, then the **Programs** tab, then **File Types**, and finally **New Type**.
2. Specify the mime type (if applicable): **application**
3. Specify the mime subtype (if applicable): **x-cu-seeme**
4. Specify the file extension or suffix: **.cu**
5. Specify **CU-SeeMe** as the application. You can use the **Browse** or **Choose** option to search for the CU-SeeMe program.

(Windows) Make sure CU-SeeMe is in your path, or specify the full pathname of the cuseeme executable.
6. Set the action to launch the application.

Additional information is available in the Frequently Asked Questions (FAQ) section of White Pine's Technical Support Web pages at <http://support.wpine.com/cuseeme>.

Configuring a Web Page to Launch CU-SeeMe



Chapter 6

Using the Contact List

The Contact List offers a handy way to keep track of the people that you videoconference with. In addition to organizing your information, the Contact List automatically shows who on your list is currently online and able to receive a call.

This chapter describes how the Contact List operates, and how to use it to organize your contact information. It also tells you how to update your own information so that other users can quickly find you.



Starting the Contact List

The Contact List is a separate application from CU-SeeMe. You can run it even if CU-SeeMe is not currently running.

To start the Contact list:

(Windows)

- ◆ Select the CU-SeeMe folder from the Windows **Start** button, then choose Contact List

(Mac OS)

- ◆ Double-click the Contact List icon in the CU-SeeMe folder

Components of the Contact List

The components of the Contact List window are shown in Figure 6-1.

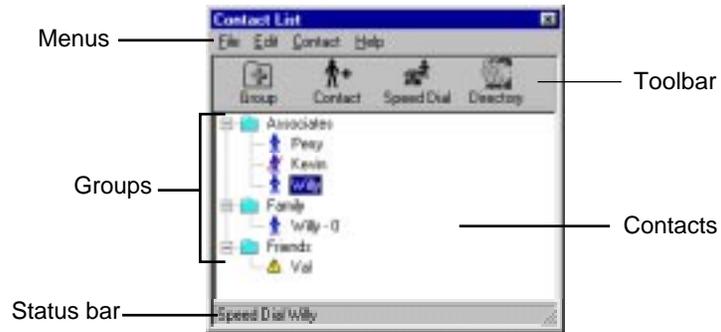


Figure 6-1 The Contact List window

The components are explained in the following sections, as shown in Table 6-1.

Table 6-1 Where to find information on Contact List components

To find out information about...	Go to...
Contact List Menus	page 6-4
Contact List Toolbar	page 6-9
Contact List Groups	page 6-11
Contacts	page 6-11
Status Bar	page 6-10

Contact List Menu

You can access CU-SeeMe commands from the Contact List menus. You activate a menu by clicking on it. When you do, the menu's commands are displayed. If a command is not available to you, it appears dimmed. Commands in the menu that are followed by ellipsis (...) need more information from you before they execute. These commands display dialog boxes that ask you for more information. Commands in the menu that are followed by a triangle indicate that a submenu is available. Pause your mouse pointer over that command and a submenu will appear.

Explanations and descriptions of the Contact List commands for both Windows and Mac OS start on page 6-4.

The CU-SeeMe Menu for Mac OS

There are some differences in the appearance of CU-SeeMe, depending on whether it is running on the Windows or Mac OS operating system. One notable difference is that, in Windows, the menu is located at the top of the Contact List window. In the Mac OS, the menu bar is not attached to the Contact List window. Instead, it is always found at the top of your screen.

The Help menu for Mac OS 8 appears on the menu bar. In earlier Mac OS versions, the Help menu appears as a question mark  at the top right corner of the screen.

Commands specific to Windows or Mac OS in the following tables are noted with parentheses (.). Only active Contact List commands are included, so Mac OS commands that are unavailable from the Contact List are not explained in this chapter.

File Menu

The commands under the File menu are described in Table 6-2.

Table 6-2 The commands under the File menu in the Contact List

File Command	Description
Send Mail...	<p>Sends e-mail to the address on the selected contact.</p> <p>(Windows - Your e-mail program must be configured to use MAPI. See your e-mail vendor's documentation to learn if it is MAPI-compliant.)</p> <p>(Mac OS - CU-SeeMe will use your default e-mail program. To change your e-mail program, click the Call Options button, and select Phone Book. Click the Launch Internet Config button. Click on Helpers, select mailto, click the Change button, then click Choose Helper to choose the e-mail program you want to use. Click OK when done.)</p>
Open Directory	<p>Displays the ILS Directory window, which lists people currently online and available for videoconferencing.</p>
Exit (Windows) Quit (Mac OS)	<p>Exits the CU-SeeMe program.</p>

Edit Menu

The commands under the Edit menu are described in Table 6-3.

Table 6-3 The commands under the Edit menu in the Contact List

Edit Command	Description
Undo	Reverses the last text edit, such as renaming an entry in the list of Contacts.
Cut	Removes the selected Contact from your Contact List and puts it on the Clipboard.
Copy	Copies the selected Contact to the Clipboard.
Paste	Pastes the current content of the Clipboard.
Delete	Deletes the selected Contact.
Select All	Selects all the Contacts in the current Contact Group.
Preferences...	Displays the Preferences dialog box where you can change your ILS settings. (See Chapter 7.)

Contact Menu

The commands under the Contact menu are described in Table 6-4.

Table 6-4 The commands under the Contact menu in the Contact List

Contact Command	Description
Speed Dial	Place a CU-SeeMe call to the selected contact.
Refresh	Updates the online status of all of your contacts.
New Group	Create a new group to organize contacts under.
New Contact...	Displays a dialog box in which to type the name and e-mail address of a new contact.
Edit Contact	Displays a dialog box that allows you to change the name or e-mail address of the selected contact.
Properties	Displays information about the selected contact.

Help Menu

The commands under the Help menu are described in Table 6-5.

Table 6-5 The commands under the Help menu in the Contact List

Edit Command	Description
CU-SeeMe Help Topics	Opens the Contents window of the help system.
Search For Help On (Windows)	Opens the Index window of the help system.
CU-SeeMe World	Launches a web browser to open the CU-SeeMe World web site, where you can find information about fun things to do and see with CU-SeeMe.
Technical Support	Launches a web browser to open the White Pine Software Technical Support web page.

Edit Command	Description
Registration	Launches a web browser to open the White Pine Software Product Registration web page, where you can register your copy of CU-SeeMe online.
About Contact List... (Windows)	Displays information about your version of Contact List. In the Mac OS, this command is found under the Apple  menu.

Contact List Toolbar

The Contact List toolbar has buttons that provide shortcuts to many commands. As you move your mouse pointer over each button, the selected button becomes highlighted. You can then click the button to activate it.

When you pause your mouse pointer on a button, a tool tip appears. No clicking is necessary. The tool tip gives you information about the function of the button.

The Contact List toolbar buttons are explained in Table 6-6.

Table 6-6 The Contact List toolbar buttons

Toolbar Button	Description
 Group	Creates a new group.
 Contact	Creates a new contact.
 Speed Dial	Places a CU-SeeMe call to the selected contact.
 Directory	Displays the ILS Directory window.

Status Bar

The Status Bar, located at the bottom of the Contact List window, provides tips and information about your current task. For example, when you select a contact from the list, the Status Bar indicates whether or not that person is currently online and able to receive calls.

In Figure 6-2, the status bar indicates that the selected contact is ready to be Speed Dialed.



Figure 6-2 The Status Bar provides additional information

Contacts and Groups

The Contact List is like a flexible phonebook that keeps track of the people you videoconference with. Unlike a paper-based phone book, however, the Contact List tells you which of the members of your list are online and available to accept your call.

You can choose to arrange the people on your list into categories, called groups. Entries can appear in more than one group. Figure 6-3 shows five contacts arranged into three groups.

Figure 6-3 Several contacts arranged into groups



Each contact is represented by an icon. The meaning of each icon is explained in Table 6-7.

Table 6-7 Contact Icons

Icon	Explanation
	The person is online and ready to receive a call.
	The person is not currently online.
	The ILS server associated with this person is not available

Creating New Contacts

You can create new contacts in a variety of ways. Each of the following will display the New Contact dialog box, where you can enter the name and e-mail address of your new contact. The New Contact dialog box is shown in Figure 6-4.

- ◆ Click the New Contact button on the Contact List toolbar.
- ◆ Select New Contact from the Contact menu
- ◆ Press Control-N (Windows) or Command-N (MacOS)
- ◆ (Windows) Right-click on an existing group or contact and select New Contact from the popup menu that appears. If there are no groups or contacts defined yet, right-click anywhere in the contact list area
- ◆ (Windows) Click and hold a name that appears in the ILS Directory window (see Chapter 7). Drag the name from the Directory to the Contact List.

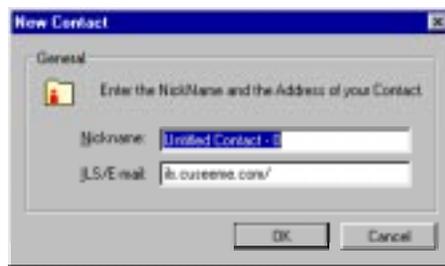


Figure 6-4 The New Contact dialog box

In the Nickname field, type the name of the new contact. This is the name that will appear in your contact list.

In the ILS/E-mail field, type the e-mail address of your contact. The combination of the ILS server and e-mail address is what CU-SeeMe uses to determine whether or not someone is online.

If you know the name or IP address of the ILS server for this contact, you should include it in the E-mail field in the form: *ils-address/e-mail-address*. For example, if the e-mail address of your contact is `pinetree@wpine.com` and you know that the contact is registered at the ILS server `ils.cuseeme.com`, you may type `ils.cuseeme.com/pinetree@wpine.com` into the E-mail field. CU-SeeMe supplies the name of your default ILS server in the ILS/E-mail field.

Your new contact will be placed under the currently selected group.

Creating New Groups

To create a new group, use any of the following methods to place a new group icon in the contact list area, as shown in Figure 6-5. Then type the name of your new group in the box next to the group icon.

- ◆ Click the Group button on the Contact List toolbar.
- ◆ Select New Group from the Contact menu
- ◆ (Windows) Right-click on an existing group or contact and select New Group from the popup menu that appears. If there are no groups or contacts defined yet, right-click anywhere in the contact list area.

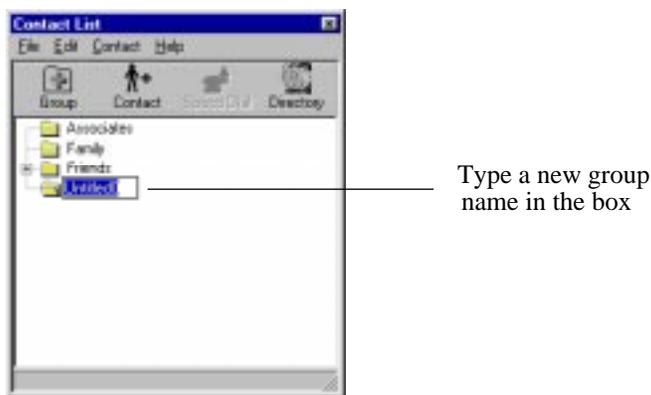


Figure 6-5 Adding a new group

Editing Contacts and Groups

To change the name of a contact or group, or the e-mail address of a contact, highlight the contact or name and select Edit Contact from the Contact menu. Windows users may right-click on the group or name and select Edit from the popup menu that appears.

Note: Deleting a group will also delete all of the contacts in it. If there are contacts in a group that you want to save, move them first to another group.

To delete a contact or group, highlight it and press the Delete key or select Delete from the Edit menu. You will be prompted to confirm the operation.

Arranging Contacts Into Groups

You can organize your contacts into categories, or Contact Groups. For example, you might want a group containing all of your business contacts, and another for your social contacts. If you share your computer with other people, everyone could have their own Contact Group.

To move a contact to a new group, simply drag and drop the contact icon onto the new group. You may also cut and paste contacts by selecting those operations from the Edit menu.

Contacts can appear in more than one group, but they can't have the same name. For example, Figure 6-6 shows a Contact List with three groups; **Willy** appears once in the Associates group, and again as **Willy - 0** in the Family group.



Figure 6-6 Names in the Contact List must be unique

Making Calls From the Contact List

You can place an immediate call to a contact in your list that is online. Each of the following methods will place a call:

- Double-click the contact
- Highlight the contact and click the Speed Dial button on the toolbar
- Highlight the contact and select Speed Dial from the Contact menu
- Highlight the contact and press the Enter key
- Right-click a contact and select Speed Dial from the pop-up menu (Windows)

Changing Your Contact List Preferences

Use the Contact List Preferences dialog to customize the features of the Contact List, and to set your personal information. To open the Preferences dialog:

- Select Preferences... from the Edit menu, or
- Right-click the Contact List tray icon and select Preferences from the pop-up menu (Windows).

The Preferences dialog has two pages, selected by tabs:

- General
- My Information

Changing General Preferences

The General Preferences dialog is shown in Figure 6-7. Each of its options is described in Table 6-8.

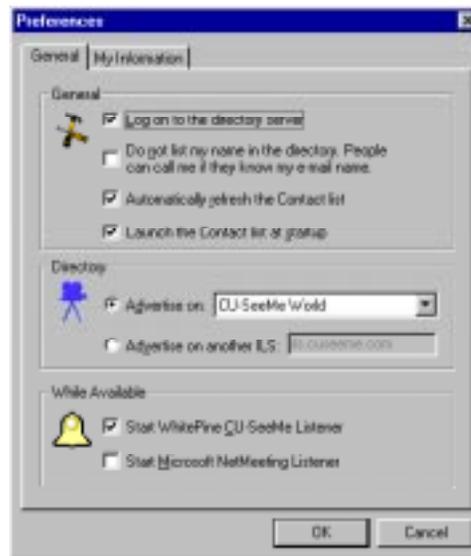


Figure 6-7 The Contact List Preferences Dialog

Table 6-8 Contact List: General Preferences

Setting	Description
Log on to the directory server	If selected, the Contact List will automatically tell your ILS server that you are online each time you start the computer.
Do not list my name in the directory	If selected, your name will not appear on the ILS Directory server listing. Other users' Contact Lists will still correctly show whether or not you are online, but you will need to tell those users what ILS server and e-mail address you have selected.
Automatically refresh the Contact list	If selected, the Contact List will automatically check the status of your contacts at ten-minute intervals. If this option is disabled, you must manually refresh each contact when you want to see if the person is online.
Launch the Contact list at startup	If selected, the Contact List will run in the background each time you start your computer.
Advertise on:	Select an ILS server on which to advertise from the pull-down list.
Advertise on another ILS:	If you want your online status to be posted to an ILS server that does not appear in the pull-down list, you may type its name in this box.
Start White Pine CU-SeeMe Listener	If selected, automatically runs a program in the background that listens for incoming CU-SeeMe calls. See "Using the Listener" on page 3-30.
Start Microsoft NetMeeting Listener (Windows)	If selected, automatically runs a program in the background that listens for incoming NetMeeting calls. See "Using the Listener" on page 3-30.

Changing Personal Preferences

The My Information tab is shown in Figure 6-8. Each of its options is described in Table 6-9.

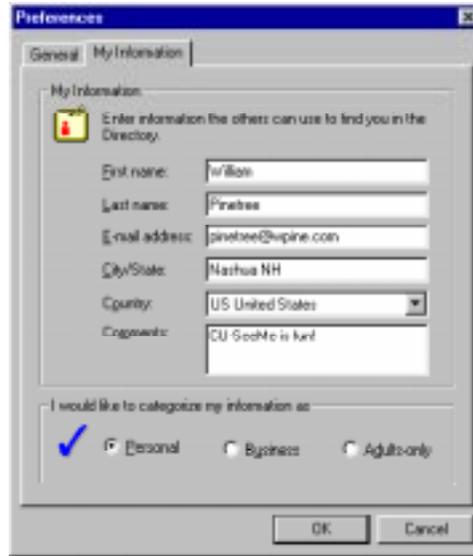


Figure 6-8 The Contact List My Information Tab

NOTE: The Contact List publishes information about you to an ILS server. This information is then available for anyone on the Internet to read. If you don't want certain information to be made public, you can leave the associated field in the My Information tab blank.

Table 6-9 Contact List: My Information

Setting	Description
Name	Enter the name that you want to appear on your ILS server listing. You may fill in either the First Name or Last Name boxes, or both. You may choose any name that you like, including the nickname that you use on CU-SeeMe.
E-mail address	The e-mail address is the only required field on the My Information tab. The ILS server uses your e-mail address to keep track of your listing.
Address	Fill in as much or as little of your address as you want to appear on the ILS server. Remember that any information you place in these fields, such as your city or state, will be available for anyone on the Internet to read.

Table 6-9 Contact List: My Information

Setting	Description
Comments	Use the Comments field to personalize your listing. Any text that you place in this box will appear next to your listing on the ILS server.
I would like to categorize my information as:	Each ILS server groups its contact information into categories. The ILS server listing can be sorted by these categories. Click on the category that you want your listing to appear under.

Changing Your Availability (Windows)

Whenever you start the Contact List, it informs an ILS server that you are online and available to receive calls. You can set your availability at any time to either “I am available,” or “Do not disturb me.”

To change your availability, right-click on the small Contact List icon in the Windows tool tray, then make a selection from the pop-up menu, as shown in Figure 6-9.

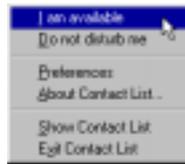


Figure 6-9 Selecting Your Availability

When your availability is set to “Do not disturb me,” your personal information will not be sent to an ILS server, and you will no longer appear on the server’s list of contacts.

When your availability is set to “I am available,” your information will be sent to an ILS server and you will appear in the server’s list of contacts.

Checking Contact List Status (Windows)

When the Contact List is running, a small icon appears in the Windows tool tray, which is typically located on the lower-right portion of your screen. Table 6-10 describes the three Contact List icons that may appear and what they indicate. You may double-click the icon on the tool tray to display the Contact List window. You may also right-click the icon to display the pop-up menu shown in Figure 6-9.

Table 6-10 Contact List Icons

Contact List Icon	Status
	The Contact List is communicating with an ILS server, and your information is being published.
	The Contact List is communicating with an ILS server, however your information is not being published.
	The Contact List is unable to communicate with an ILS server.

Checking Contact List Status (Windows)



Chapter 7

Using the Directory

The White Pine Directory is an active listing of who is online and available to receive a videoconferencing call. To be displayed in the Directory you must first register with an ILS server (see “Using the Setup Assistant” on page 2-2). Once you are registered, CU-SeeMe automatically publishes your contact information to the ILS server whenever you connect to the Internet.

You can use the Directory to place calls directly, or you can select contacts that are listed in the Directory and save them in your Contact List (see Chapter 6).

This chapter describes the parts of the Directory, and explains how to use the information that the Directory displays.



How Does ILS Work?

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.

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 users can use the Directory or the Contact List to place a call to a 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.

You can choose which ILS server you would like to be listed on. For information about how to do this, see “Changing Your Contact List Preferences” on page 6-16.

The ILS server keeps track of registered users by storing their e-mail address along with the current IP address. When you tell other users your ILS address, or when you receive ILS information from a friend, it will be in the form: *ils-server/e-mail-address*. For example, if you are using the ILS server *ils.cuseeme.com*, and your address is *pinetree@wpine.com*, you would tell other users that your ILS information is *ils.cuseeme.com/pinetree@wpine.com*.

How the Directory and Contact List Interact

The Directory window provides a list of all the users who are currently online and registered with a single ILS server. You can easily choose any ILS server to view. Contacts that appear on the ILS list can then be copied to your Contact List.

The Contact List keeps track of each individual listed in it by periodically asking the appropriate ILS server whether or not the person is currently online. You can tell instantly by looking at your Contact List who is online and who is not.

You can place contacts in your Contact List in two ways:

- Drag and drop a contact from the Directory window to the Contact List
- Create a new contact in the Contact List and type in the ILS server and e-mail address of the contact

Starting the Directory

The Directory may be started from the toolbar of either the Contact List or the Conference Room by clicking on the Directory button. Figure 7-1 shows the Contact List toolbar with the Directory button highlighted.

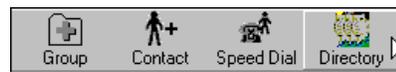


Figure 7-1 The Directory button on the toolbar

Components of the Directory

The components of the Directory are shown in Figure 7-2.

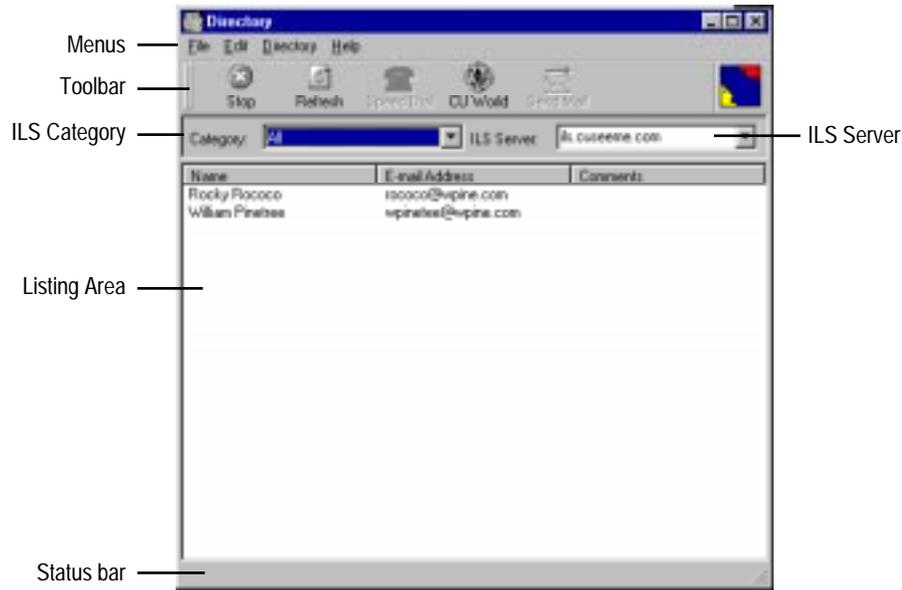


Figure 7-2 The Directory window

The Directory components are explained in the following sections, as shown in Table 7-1.

Table 7-1 Where to find information on Directory components

To find out information about...	Go to...
Directory Menus	page 7-5
Directory Toolbar	page 7-9
ILS Categories	page 7-10
ILS Servers	page 7-11
Directory Listings	page 7-12
Directory Status Bar	page 7-13

Directory Menus

You can access CU-SeeMe commands from the Directory menus. You activate a menu by clicking on it. When you do, the menu's commands are displayed. If a command is not available to you, it appears dimmed. Commands in the menu that are followed by ellipsis (...) need more information from you before they execute. These commands display dialog boxes that ask you for more information. Commands in the menu that are followed by a triangle indicate that a submenu is available. Pause your mouse pointer over that command and a submenu will appear.

Explanations and descriptions of the Directory commands for both Windows and Mac OS appear in the following sections.

The CU-SeeMe Menu for Mac OS

There are some differences in the appearance of CU-SeeMe, depending on whether it is running on the Windows or Mac OS operating system. One notable difference is that, in Windows, the menu is located at the top of the Directory window. In the Mac OS, the menu bar is not attached to the Directory window. Instead, it is always found at the top of your screen.

The Help menu for Mac OS 8 appears on the menu bar, as shown above. In earlier Mac OS versions, the Help menu appears as a question mark  at the top right corner of the screen.

Commands specific to Windows or Mac OS in the following tables are noted with parentheses (.). Only active Directory commands are included, so Mac OS commands that are unavailable from the Directory are not explained in this chapter.

File Menu

The commands under the File menu are described in Table 7-2.

Table 7-2 The commands under the File menu in the Directory

File Command	Description
Send Mail (Windows)	Sends an e-mail message to the selected contact. Your e-mail program must be configured to use MAPI. See your e-mail vendor's documentation to learn if it is MAPI compliant.
Exit (Windows) Quit (Mac OS)	Exits the Directory.

Edit Menu

The commands under the File menu are described in Table 7-3. Only the commands listed below are active.

Table 7-3 The commands under the Edit menu in the Directory

Edit Command	Description
Copy	Copies the selected Contact Card to the Clipboard.
Properties	Displays information about the selected contact, as shown in Figure 7-3. Depending on the information supplied by the contact, not all information may be displayed (see "Changing Your Contact List Preferences" on page 6-16).

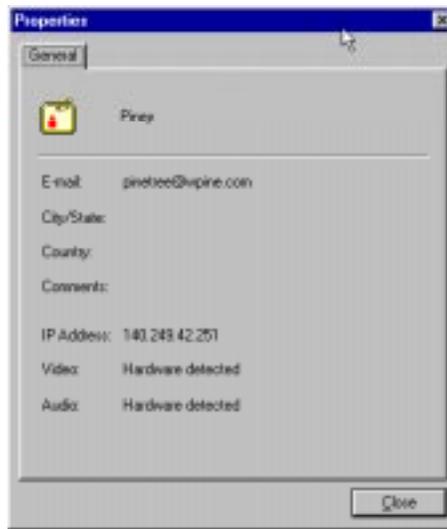


Figure 7-3 The Properties box in the Directory

Directory Menu

The commands under the Directory menu are described in Table 7-4.

Table 7-4 The commands under the Directory menu in the Directory

Directory Command	Description
Speed Dial	Places an immediate call to the selected contact
Refresh	Reloads contact information from the ILS server.
Stop	Stops loading information from the ILS server.

Help Menu

The commands under the Help menu are described in Table 7-5.

Table 7-5 The commands under the Help menu in the Directory

Help Command	Description
CU-SeeMe Help Topics	Opens the CU-SeeMe Help file and displays the contents of the Help file.
Search for Help On (Windows)	Opens the CU-SeeMe Help file and displays the Find page.
CU-SeeMe World	Launches a web browser to open the CU-SeeMe World Web site, where you can find information about fun things to do and see with CU-SeeMe, and be a part of the CU-SeeMe community.
Technical Support	Opens a Web browser and displays the White Pine Software Technical Support Web page.
Registration	Opens a Web browser and displays the White Pine Software Product Registration Web page, allowing you to register your copy of CU-SeeMe online.
About Directory... (Windows)	Displays information about your version of Directory. In the Mac OS, this command is found under the Apple  menu.

Directory Toolbar

The Directory toolbar has buttons that provide shortcuts to many commands. As you move your mouse pointer over each button, the selected button becomes highlighted. You can then click the button to select it.

When you pause your mouse pointer on each button, a tool tip appears. No clicking is necessary. The tool tip gives you information about the function of each button.

The Directory toolbar buttons are explained in Table 7-6.

Table 7-6 The Directory toolbar buttons

Toolbar Button	Description
	Stops refreshing the contact list from the ILS server.
	Reloads contact information from the ILS server.
	Places an immediate call to the selected contact.
	Launches a Web browser to open the CU-SeeMe World Web site, where you can find information about fun things to do and see with CU-SeeMe, and be a part of the CU-SeeMe community.
	Sends an e-mail message to the selected contact.

ILS Categories

Each ILS server maintains information about the contacts that are registered on it, including the category that each contact wants to be listed under. ILS directory users can filter the contacts that are listed by selecting a specific category. You may also see all of the contacts on the server by choosing the category **All**.

Figure 7-4 shows the ILS Category pull-down menu. When you select a category from the menu, the list of contact will immediately change to show only those contacts who are registered under the category.



Figure 7-4 The ILS Category pull-down menu

To change the category that your own contact information is registered under, choose Preferences... from the Contact List Edit menu, then select the tab labeled My Information. You can read more about setting your Contact List preferences on page 6-16.

ILS Servers

There are many ILS servers running on the Internet. You may display the directory list of any ILS server by typing the server name into the ILS Server box. A pull-down menu, shown in Figure 7-5, stores the names that you have typed previously.

If you want to keep track of contacts from several different ILS servers, copy each contact to your Contact List (see “Contacts and Groups” on page 6-11). The Contact List is able to monitor all of the ILS servers used by the contacts in your list.



Figure 7-5 Choose an ILS server from the pull-down menu

Directory Listings

This portion of the Directory lists all of the contacts currently online for the selected ILS server. The list is filtered by the ILS category that you have selected (see “ILS Categories” on page 7-10). In Figure 7-6, only contacts who have registered in the Business category are shown.

You may sort the list by Name, E-mail address, or Comment by clicking on the column name at the top of the listing.

To place a call, highlight a contact and click the Speed Dial button on the Directory toolbar. You may also double-click the contact name.

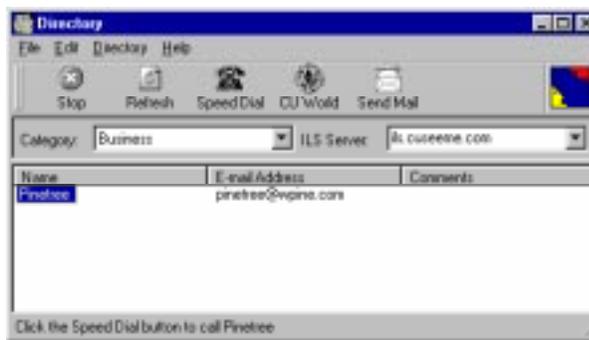


Figure 7-6 This Directory listing shows only the Business category

Directory Status Bar

The Status Bar, located at the bottom of the Directory window, provides tips and information about your current status. In Figure 7-7, the Status Bar is indicating that the selected contact is available for speed dialing.

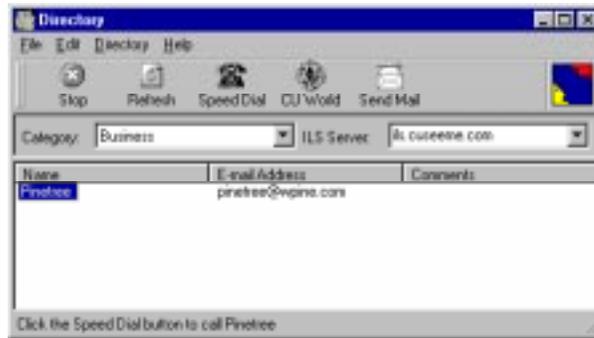


Figure 7-7 The Status Bar provides tips and information

Directory Status Bar



Appendix A

Technical Support

This Appendix contains information on how to contact White Pine for technical support and sales information.



Getting Technical Support

White Pine Software provides 90 days of free telephone support to all registered users after purchasing and registering the product. Only purchased copies of the product can be registered, meaning that you can not register any of the freeware versions of CU-SeeMe available through Cornell University.

Registering CU-SeeMe

You must register with White Pine in order to receive technical support. You can register in any of the following ways:

- ◆ Complete the registration card included with CU-SeeMe and mail it to White Pine.
- ◆ From the Help menu in CU-SeeMe, 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 online.
- ◆ Using any Web browser, go to the CU-SeeMe Web page at <http://www.cuseeme.com> and select **Register CU-SeeMe**. Fill out the online form to register your copy of CU-SeeMe.

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.

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 using online registration (see “Registering CU-SeeMe” on page A-2). 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 or Mac OS 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: 603-594-2804 8:00 am - 8:00 pm EST

Corporate Headquarters

White Pine Software, Inc.

542 Amherst Street

Nashua, NH 03063 USA

Phone: 603-886-9050

Fax: 603-886-9051

E-mail: info@wpine.com

WWW: <http://www.wpine.com>

European Headquarters

White Pine Software, SA

9551, route de Saint Laurent du Var

06610 La Gaude France

Phone: +33.4.93.59.43.43

Fax: +33.4.93.24.76.06

E-mail: euro-info@whitepine.fr

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

U.S. Phone: 1-800-241-PINE (7463)

Europe E-Mail: euro-info@whitepine.fr

Europe Phone: +33.4.93.59.43.43

WWW: <http://www.cuseeme.com>



Glossary

Bandwidth

The capacity to send information on a network. It is usually measured in bits per second (bps) or kilobits per second (Kbps).

Browser

A software program that allows a user to access resources on the Internet.

Chat Macro

Shortcut buttons that allow you to automate typing of words, phrases, or symbols that you use often.

Chat Window

A feature of CU-SeeMe that allows users to converse using text messages. The Chat window is a component of the CU-SeeMe Conference Room window.

Codec

COmpressor/DECompressor; Hardware or software that compresses and decompresses audio and video data. CU-SeeMe uses software codecs.

Conference ID

A number between 1 and 32768 that is provided to attendees of a private conference session. This ID number is needed for some conferences.

Conference Room

The CU-SeeMe window in which videoconferencing takes place. It is like a virtual meeting room where you can see and talk to others.



Conference Server

Software, such as MeetingPoint Conference Server, that delivers multimedia group interaction across IP networks. A conference server is the server program in a client/server videoconferencing solution. (CU-SeeMe is the client program.)

Contact Card

A convenient tool for storing information about a person or place. It is like a business card or a card in a rotary file. Contact Cards are displayed in the CU-SeeMe Phone Book Window.

Contact Group

A collection of Contact Cards.

Contact List

A CU-SeeMe window that keeps track of your personal list of videoconference users, showing whether each user is currently online.

CU-SeeMe

Videoconferencing software for desktop computers.

CU-SeeMe Name

Your user name that appears when you conference with others. Your CU-SeeMe name and the CU-SeeMe names of other participants appear in the Participants List in the Conference Room window.

Cybercast Conference

The transmission of the same data to a selected group of destinations.

Directory

A CU-SeeMe window that displays users who have registered on a particular ILS server and who are currently online.

Full-Duplex

Allows both parties to send and receive audio at the same time. This affects the receiver only.

Half-Duplex

Allows only one person to talk at a time. This affects the receiver only.

Internet

A global network that uses the TCP/IP protocol.

Internet Locator Service (ILS) server

A computer on the Internet that keeps track of users who are registered with the server. The ILS server stores each user's IP address when they connect to the Internet, so that other videoconference users can see who is online and connect to them without needing to know an IP address.

Internet Service Provider

A company that provides a connection to the Internet for a fee.

IP Address

The unique numeric address for every computer that is connected to the Internet. It has four sections separated by a dot, for example, 100.1.1.1. An IP address can be dynamic and is often provided by Internet service providers.

IP Name

The unique name for every computer that is connected to the Internet.

ISDN

Integrated Services Digital Network; A high bandwidth network used to move large amounts of data over phone lines.

Kbps

An abbreviation meaning kilobits per second, used for measuring bandwidth.

Listener

A CU-SeeMe feature that alerts you to an incoming call.

Local Area Network (LAN)

A network made up of two or more computers connected together. They are usually within the same building or within a very short distance (a mile or less) to each other.

Local Video

The window containing your video image on your computer screen. This video image can be sent to other people using CU-SeeMe.

Lurker

A CU-SeeMe conference participant who is not sending a video image.

MeetingPoint Conference Server

MeetingPoint is White Pine's H.323 standards-based videoconferencing server software.

Message of the Day (MOTD)

A dialog box that appears when users connect to a conference. It can provide information about the conference, current and upcoming cybercasts, etc.

Multicast

The ability to send one stream of video data and one stream of audio data over a network, and many users can simultaneously connect to and receive these streams of data without the use of additional software.

Parental Control

A security feature that allows you to put restrictions on the CU-SeeMe calls that are made from your computer and the calls accepted by your computer.

Participants List

A component of the Conference Room window that lists the people currently connected to a conference.

Personal Profile

A Personal Profile identifies you to other people on the network. It includes your CU-SeeMe name, contact information, Parental Control options, and more.

Phone Book

A CU-SeeMe feature that works like a personal directory where you can list anyone you might want to call. You use the Phone Book to initiate a CU-SeeMe videoconference call.

Point-to-Point Conference

A direct connection between two CU-SeeMe users.

PPP

Point-to-Point Protocol. A protocol that allows a computer to make a TCP/IP connection using a telephone line and a modem.

Profile Contact Card

When you create a Personal Profile, you also create a Profile Contact Card. It is like a business card that you can exchange with others electronically.

Protocol

Standards that allow programs on different computers to communicate.

Remote Video

The window that contains the video sent by another participant in a

conference.

Router

A computer system or software package that connects two or more networks. Routers look at the destination addresses of the IP packets and forward them to the correct address.

Sender

A CU-SeeMe conference participant who is sending a video image.

TCP/IP

Transmission Control Protocol/Internet Protocol. The protocol that defines the Internet.

Time-to-Live (TTL)

A value used by routers that is decremented as it is passed from router to router.

URL

Uniform Resource Locator. An “address” used to locate information on the Internet.

WhitePineBoard

A feature of CU-SeeMe for Windows that allows users to view, create and/or share the same document at the same time.

Wide Area Network (WAN)

A large network made of connected LANs.



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