TANDBERG

Telepresence Server

TS 7010 Series

MSE 8710 blade

Software release notes

Software version 1.2(1.8)

April 2010

D1463203

TANDBERG
Philip Pedersens vei 20
1366 Lysaker
Norway
Telephone: +49 67 125 125
Fax: +49 67 125 234
Email: tandberg@tandberg.com
www.tandberg.com

Introduction

Software version 1.2 is a new feature release for the TANDBERG Telepresence Server 7010 Series and MSE 8710 blade (generically referred to as 'the Telepresence Server' in this document). This document lists and describes the new features supported in this release.

Note: Ensure that you have Supervisor software version 1.2(1.9) or later installed on the Supervisor blade in your MSE 8000 chassis before you install version 1.2 on the Telepresence Server blade.

If you experience any difficulties or unexpected results when using version 1.2 of the Telepresence Server, refer to the online help documentation and also to the Knowledge Base on the web site before contacting TANDBERG Customer Support.

New features and functionality in 1.2

- Layout improvements for single-screen endpoints
- Support for recording devices
- Active speaker indicator
- Endpoint audio level control
- API enhancements

The following sections provide further details about these features.

New features and functionality

Layout improvements for single-screen endpoints

Release 1.2 introduces a new Telepresence layout for single-screen endpoints, including the new TANDBERG Telepresence T1 system.

In this layout, up to nine screens are shown as nine equally sized panes along the bottom of the screen, with the loudest participant appearing in a larger pane above them. If a Telepresence T3 system is the loudest participant, then only the loudest panel/screen of the group of three is displayed full-screen.

When using a T1 system, you always receive this layout when possible. You can make the Telepresence layout the default for all other single-screen endpoints on a per-endpoint basis or box-wide.

To make Panel switched view the default for other single-screen endpoints, go to **Configuration > System settings** and select *Use panel switched view as default*. Alternatively, you can enable it on a per-endpoint basis by going to **Endpoints > Add new endpoint** and selecting *Use panel switched view as default*.

During a call the participant can switch between the panel switched view and normal voice switched views using Far End Camera Control. See the online help for more information.

Note: This layout requires that all multi-screen systems in the conference send the Telepresence Server a loudest panel/screen indication. The TANDBERG T3 must be running software version 3.0 or later to send this information.

Note: If other grouped endpoints join the conference, the panel switched view layout will switch to the standard single-screen continuous presence layout.

Support for recording devices

Release 1.2 introduces support for recording on the Telepresence Server. This is called in the conference.invite API of Telepresence Server.

Note: This feature is only available on TANDBERG T3 and T1 systems running software version 3.0 and later.

To record on the Telepresence Server, the T3 must be configured with a proper recording device (for example, TANDBERG TCS). To start recording, press the record button on the T3 control panel. The presence of an active recording device is indicated by a red light on the panel below the center screen of a T3/T1. On single-screen endpoints (except for the T1) it is indicated as a red dot in the main video.

Recording can also be scheduled using TMS.

Note: See the TCS online help for information about configuring the TCS for recording.

Active speaker indicator

Release 1.2 introduces an icon to indicate which participant is the active speaker.

To enable this feature, go to **Configuration > System settings** and select *Active speaker display*. Alternatively, you can enable the active speaker indicator on a per-conference basis by going to **Endpoints > Add new endpoint** and selecting *Active speaker display*.

Endpoint audio level control

Release 1.2 introduces the ability to fix the audio gain of an endpoint in a conference. The *Audio gain* setting applies a fixed audio gain of between -12 dB and +12 dB (in 3 dB steps) to an endpoints incoming audio.

To enable this feature, go to **Configuration > System settings** and select *Audio gain*. Alternatively, you can enable audio gain on a per-conference basis by going to **Endpoints > Add new endpoint** and selecting *Audio gain*.

API enhancements

Release 1.2 provides a number of new API features. For more information, refer to the latest version of the API document.

Checking for updates and getting help

It is a good idea to check for updates of the software image on the web site regularly.

If the documentation does not answer your question or you have a problem with one of our products:

1. Refer to the Troubleshooter and Knowledge Base sections of the web site which are kept up to date with the latest information from our technical support team regarding the resolution of customer issues.
2. Contact your reseller. Our resellers have a wealth of experience with our products and this is often a quick way of solving a problem.
3. If your query remains unsolved, contact TANDBERG Customer Support with the following information:
   - The serial number and product model number (for example: MSE 8710) of the unit
   - The software build number. (To find this, in the web interface, go to **Status**)
   - Where you purchased the unit
   - Your contact email address or telephone number

Upgrading software

Using a web browser

1. Unzip the image file.
2. Browse to the current IP address of the MSE 8710 using an IE-compatible web browser.
3. When prompted, type in **admin** for the user name and its associated password (this is blank in a new unit).
4. Go to the **Configuration > Upgrade** page.
5. In the Main software image section, type in, or browse to the location of the software image file.
6. Click the **Upgrade software image** button.

   The web browser uploads the file to the MSE 8710. This takes some time – dependent on your network connection.

   Caution: Do not move your web browser away from the **Upgrade** page or refresh this page during the upload process; otherwise, it may abort.

   After a number of minutes, the web browser refreshes automatically and displays “Main image upload completed”. Close this window.
7. Go to **Configuration > Shutdown**. Click **Shut down Telepresence Server**. This option will now change to **Confirm Telepresence Server shutdown**. Click to confirm.
8. Click the **Restart Telepresence server and upgrade** button. This button only appears in the Upgrade page during this process.

   The unit will reboot and upgrade itself – this also takes a number of minutes.

   Note: If you have been logged out due to inactivity, log in again as admin and click **Restart Telepresence server and upgrade** at the bottom of the Upgrade software page to complete the upgrade.

Using FTP

1. Use an FTP client to connect to the Telepresence Server – e.g. `ftp <IP Address>` from the command prompt.
2. When prompted type in `admin` as the user name and its associated password (this is blank in a new unit).
3. Upload the upgrade file – e.g. `put tandberg_ts8700_1.2(1.8)` from the command prompt.
4. When the upload has completed, reboot the Telepresence Server to start the upgrade. This can be done using the button on the Upgrade page within the web interface.

Notes

- In general FTP is more reliable than using the web interface for upgrades
- The progress of the upgrade can be monitored through the serial port
- Before upgrading, make sure that the Telepresence Server is not in use. Anyone using the Telepresence server at the time of the upgrade may experience poor performance and loss of connectivity
- The time required to download and upgrade depends on the speed of your network connection. With a fast connection the total time to download, upgrade and restart the Telepresence Server is several minutes

Outstanding limitations and bugs

Encryption required causes issues with some endpoints

Some endpoints such as the Sony XG-80 and HG-90, and the TANDBERG Classic 6000s are unable to connect to conferences in which encryption is required, even when encryption is enabled on the endpoint. Setting these conferences to have optional encryption allows these endpoints to connect using encryption.

Disclaimers and notices