

Q1: What is ICU™ Live!?

A: A Web based Video and Audio conferencing Desktop application system that supports long distance real-time communication and exchange of business information. ICU™ Live! can be used for:

- Conference Chat
- Conference Whiteboard Sharing
- Conference Screen Sharing
- Conference Screen Photo Sharing
- Conference Video Sharing
- Conference Recording
- Recording of any User's Video or your own Video
- Person to person Files transfer
- Person to person Chat whilst in the conference
- Person to person Screen Sharing
- PowerPoint Presentations
- Person to person Whiteboard usage
- Person to person Video and audio call
- Up to 64 concurrent participants in a Video/Audio conference

Q2: How to start ICU™ Live!?

A: Download and install the software. This process will take about 2-3 minutes.

1. Go to the website www.icuglobal.co.uk to begin the process
2. To download ICU™ Live! to your PC, click on the 'download' button located to the right of your screen
3. First select 'Save' from the pop up box/window, then double click on the downloaded application.
4. Or select 'Run' and follow the instructions to complete the installation (this is a longer process).

Once the installation is complete, an ICU™ Live! icon will appear on your desktop

Q3: What is ICU™ Live! system requirements?

A: Workstation Hardware Requirements

Pentium 4, 2.0GHz CPU or Higher

10/100 Mbps Network card

Add-on Display Card(Graphics card with 32MB Memory or higher)

AC97 Audio Card/other compatible sound card.

256MB RAM or above

USB webcam or DV CamDesktop, microphone and speaker

Operating System: Windows 2000 / 2003 / XP / VISTA
Microsoft DirectX 9.0c (or later)
Display resolutions (Screen Area): 1024 x 768

Q4: What is the Minimum Server Requirements should I decide to buy the full License of ICU™ Live!?

A: Processor: Pentium4 HT 2.8GHz or above (X86-32-bit based)
Memory: 1024MB RAM or above
Networking requirement: 2Mbps or above exclusive bandwidth
Or 10Mbps or above sharing bandwidth
Operating system: Red Hat Linux 9.0 / AS3 / AS4 (most recommended), CentOS 4.4 or above
White Box Enterprise Linux release 3.0 or above, Microsoft Windows 2000 / 2003 Server

Q5: How can I resolve a login problem?

A: First ensure that you are using the correct username and password
If you have forgotten either of these details then you can request a new one by e-mailing us at info@icuglobal.co.uk
If your password is correct but you are having difficulty logging into the ICU™ Live! Network, you may be having a problem with your network connection.
Here is a list of procedures to follow:

1. Make sure you have the latest version of ICU™ Live! It can be found at:
<http://www.icuglobal.co.uk>
2. Download and install the software as indicated in the Answer to Question 2
3. If you are behind a proxy server; make sure you have set all proxy settings within ICU™ Live!
4. Go to the Options tab on the Main Login Window and select Connections
5. If you are using a Windows built-in firewall, Go to the Start menu > Settings > Control Panel and then Windows firewall
6. If the 'Don't allow exceptions' box is ticked, then uncheck it. If there is ICU™ Live! (avcon) listed below, delete it. Go to the 'Exceptions' tab and tick the box where ICU™ Live! is listed for it to be exempted
7. Then restart ICU™ Live! You will be prompted to allow ICU™ Live! to connect to the internet; accept it
8. If you are using another firewall, Go to Start menu > Programs and select your firewall. Repeat the same procedure as above.

Q6: How do I login?

A:

1. Double click the ICU™ Live! Icon on the Windows Desktop
2. Type in the following IP Address: "213.235.61.182" against "Server IP field" and then the User Account and Password which was given to you upon registration.
3. Finally Select "Save My Account and Password" if necessary, and then click "sign-in"

NOTE: during your first log in, your system may ask you to block the file. Please select to "always unblock" it. You only have to do this at your very first log in. For any additional login issues, please go to [Q5](#)

Q7: Why ICU™ Live! is superior to other Video-Conferencing systems?

A: These are the reasons:

1. It supports Dual stream (screen video)
2. It supports Audio/Video Desktops
3. It supports Audio/Video in Conference
4. It supports Audio/Video based on IP
5. It supports File Transfer
6. It supports Screen Sharing
7. It supports Video on Demand (VOD)
8. It supports Conference Recording
9. It supports connections to PSTN(landline and Mobile)
10. It supports Instant Messaging
11. Voice recognition technology
12. H323 calls from your PC to a room system unit eg. Polycom
13. Easy to use
14. Easy to install [2-3 minutes]
15. Priced from £5/Month/User

Q8: Can ICU™ Live! Work with my Firewall?

A: Yes! (also refer to [Question 5](#)).

Q9: What additional software do I need to install on my PC?

A: You need to install following softwares.

1. Microsoft DirectX9.0c (or above), if necessary. It is available free from the ICU™ Live! website. www.icuglobal.co.uk
2. ICU™ Live! Player, to play back the recorded multipoint video conference. (The player for point to point conference is already embedded within *ICU™ Live!*)

Q10: What Protocol does the ICU™ Live! support?

A:

1. Supports ITU-H.323 protocol
2. Supports SIP protocol.
3. Supports XMPP protocol
4. Supports RTP/RTC protocol.
5. Supports H.264 Video compression

Q11: Can I use room systems with ICU™ Live!?

A: Yes

Q12: What do I do when my Personal Firewall prompts me to "Block/Unblock" ICU™ Live!?

A: This issue will only occur when you are using a Personal firewall like Zone Alarm, Norton etc, not the Windows XP personal firewall. So, when you are prompted by the firewall always select (Unblock) to connect to the internet.

Q13: What do I do after I have signed-in to ICU™ Live! ?

A: You can start Instant Messaging, Individual communication, join a Web Conferencing, Team communications, Video conferencing etc.

Q14: How do I add others to my Contact List?

A: Select the Contacts tab and right click on your group, choose "add user", click account option from the window that appears, type in the user name, click on it and then click finish to add the user

Q15: How can I invite Users to the Conference?

A: In order to do this you must have host rights. A host right is a privilege given to a User to enable him/her to organise a conference, and also use all of the ICU™ Live! features listed in the answer to [Question1](#). When you are registered, ICUGlobal™ will create the number of Users with host rights requested and the remaining Users will have Attendee rights. To invite any User to the Conference, right click on the User' s name, choose "invited as Host", "Attendee" from the shortcut menu

Q16: How do I get an ICU™ Live! account?

A: Contact Customer Services by email info@icuglobal.co.uk or by phone on +44 (0) 870 351 6580.

Q17: How does ICU™ Live Work?

A: ICU™ Live! is an efficient web based Video and Audio conferencing application system that connects two or more multiple conference terminals via the internet at different locations, in order to interchange real-time business information and collaboration.

Q18: What type of Network does ICU™ Live! system support?

A: Telephone line, ISDN, ADSL, cable television network, twisted pair to broadband network and any other access service line which can provide true Internet.

Q19: There is discontinuity and shatter in my images and sound?

A: No matter how unstable the network is, constantly maintaining the perfect image is one

remarkable feature of ICU™ Live! video conferencing system. In the case of images and sound being discontinuous and shattered, please check whether your CPU is 100% occupied and whether your network bandwidth is sufficient. If discontinuity continues you should decrease the usage of CPU and increase the bandwidth.

Q20: What should I do if there is no Video after normal log in?

A:

1. Check whether the video capture device is driven normally
2. Check whether power of video camera is switched on.
3. Check whether the video camera is on standby mode
4. Make sure the video capture device is properly connected
5. Make sure the video capture device in "Video Adjust Wizard" of the User is selected
6. Make sure the video standard is the local general standard
7. Make sure the [Input] in Video Preview window in [Video Adjust Wizard] of User is set as connecting port for the physical connection of current capture card

Q21: What should I do if there's no audio after normal log in?

A:

1. Check whether the audio capture device is working normally.
2. Check whether audio capture device, audio output and control device are in working mode.
3. Check whether the audio capture device is properly connected.
4. Make sure the [Microphone] in [Audio Adjust Wizard] of user is set as the current applicable audio capture device
5. Make sure the selected port of microphone in [Audio Adjust Wizard] of user is identical with the physical port of microphone (audio capture device)

Q22: Only 2 lines of video are displayed normally and other videos are all black screen. Why?

A: The reason is that no independent video card is installed in this computer ICU™ Live! Network conferencing system requires that the system should have an independent video card with memory of 32MB at least.

Q23: During the conference, why 2 videos overlapped in one video box and kept blinking?

A: This is mainly due to the outdated of INTEL integrated video card. Because the users will not update their video card driver and most of them are still have the driver launched in 2004, even 2003. The image will turn to normal after upgrading the driver to the latest version.

Q24: Sometimes during a conference, why is it that it's only me that can't see other Users' video & audio?

A: This is mainly because two persons are using the same router at the same time, that is, they are in the same local network To save bandwidth, the video & audio between them are transferred via local network. If they are in different network segments or access authority this will

not be the case. Local network users have one firewall installation as such the amount of bandwidth decreases as the number of Users using the facility simultaneously increases. To solve this problem, select Menu then Options then Individual and finally tick "Streaming media server has the priority"

Q25: Why is the local video effect reduced automatically?

A: In new version, the function of local video auto adjustment is provided to ensure the transfer of video under the limited system resources. That is to say, local video effect will automatically decrease in case the network bandwidth is not good. Moreover, if selecting "adjust video automatically" from "Video-Telephone" in "Option", the local video effect will automatically decrease due to the overuse of the local CPU.

Q26: What should I do when installing the hardware echo canceller in the conference room and using the software, but noticed that the sound is discontinuous and the sound the effect is not good?:

A: *Check whether you have selected the "Echo Canceller" from "Voice" in software "Option". If they are selected, they may influence the echo canceller. Please cancel these selections?*

Q27: What are the type of faults that frequently occur during conference and their solutions?

A:

1. Noise: - the PC camera is equipped with microphone, such as Logitech 5000; you can disable it, or select from video and audio adjustment menu in this software
2. Whistle: - set the microphone as Mute in Volume Control and close microphone enhancement
3. No sound: - Check the connection of hardware and select Microphone in Recording Control
4. The video is not smooth: - set the image according to the standard; it should not be too high

Q28: Can the system be used for the first time at a conference if the User does not conduct any debugging? If debugging is necessary, please list the basic steps and the frequent problems and solutions?

A: The main task is to check whether the local video and audio can work normally. For example whether the microphone works, PC camera driver is properly installed, resolution and frame rate are set as the default mode. No problems occur after simple operation training. Additionally, if there is no modification to system, little or no adjustment is necessary.

Q29: Is it necessary to carry out audio and video debugging before each conference in order to get better effects? During the conference, is it necessary to ask the technician to keep continuously maintaining the system?

A: Repeated debugging is unnecessary after the first debugging because the memory function of the system can automatically store the modified parameter. During the conference, the administrator in the main conference can conduct remote control, debugging and maintenance, so the participants in auxiliary conferences only need to master some basic skills

Q30: What should the system administrator do after the conference?

A: The database will be refreshed automatically after the participants leave and the system administrator does not need to do anything. In the case of video recording, the recording will automatically stop after the conference ends and video recording can be played directly.

Q31: Does the conferencing system detect and operate the installed video and audio devices automatically and does the user only have to carry out some simple operation like volume adjustment?

A: The conferencing system will automatically detect and operate the installed video and audio devices, and the user only has to perform some simple operations such as volume adjustment. The conferencing system administrator can remotely check and modify the PC system configuration for each participant.

Q32: In cases of emergency (e.g. too slow network rate or too bad audio effect), what should the user do?

A: The network transmissions will lose some packages under poor network condition. ICU™ Live!'s feedback function can protect a perfect images. In order to ensure better performance, users can select the number of received video and audio lines, or silence some audios, or select different connection methods, TCP or UDP. Besides, users can adjust their data streams and other participants' streams to save bandwidth.

Q33: No conference list displayed when clicking conference option?

A:

1. Make sure you are permitted to participate in this conference
2. Check whether this conference is called off by the organizer
3. If you were allowed to participate in the previous conference, the reason should be due to new authorization for new conference

Q34: No image of participants is displayed?

A:

1. Confirm your identity in the conference as Host, An Attendee or an Observer
2. For presenter of Host, you can receive others' video
3. For participant or audit (Observer), make sure whether the Host has broadcast the participant's video or audio.
4. Check whether there is someone logging on via proxy and the server is configured the proxy logon method

Q35: Your template is asynchronous with others'?

A:

1. Make sure you and other participants are in the same conference
2. Make sure to select Sync Setting from [Conference] in [Option] of client
3. In case of more than one conference presenter, the images received by other presenter are more than the local received video. Please close the Video which have been broadcasted

Q36: Why can't I see the User I'm adding to my group?

A: You need the persons confirmation that he/she would like to be added to your list

Q37: After correct logon, why can't the client see the previous point-to-point instant message?

A: Make sure you have selected the [Auto save the history talk] in Message [Option].

Q38: After normal logon of client software, point-to-point video call, e-whiteboard, screen sharing or document sending is unavailable?

A:

1. Check whether this user is online
2. Make sure this user has video
3. Make sure the server port you logging on is opened
4. Check whether one party is logging on via http Tunnel and the server configuration support http Tunnel logon
5. In case of video call, whether there is a prompt that there is unavailable for both parties, if so, please allocate the resources

Q39: For dual-screen, why does the video in one screen turn black?

A: This problem has something to do with operating system. The temporary solution is before entering the conference, open on video file by using Windows Media Player or RealPlayer, stop it after several seconds and minimize this video file. Then enter the conference.

Q40: How do I login as another User in my PC when I have already checked the box in my login Window that says "save my ID and password on this Computer?"

A: From the Logon Window, choose Menu Tab and click logout, then double click the ICU™ Live! icon at the system tray, the Login Window will appear again, type in the new Username and password