

SkyStone 2011

Release notes
(November 2011)

Your Communications, easier

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1 Hardware and Software Requirements

Operating Systems

- Windows Xp 32 bit
- Windows 2003 32 bit
- Windows Vista 32 bit
- Windows 7 32 bit

- Windows 2003 64 bit
- Windows Vista 64 bit
- Windows 7 64 bit

Windows 2008 is not supported due to Skype technical issues.

Warning: On Windows Vista/7 you must disable the Aero Theme.

Do not install or manage SkyStone using RDP/Terminal services. Use the VNC service provided by the SkyStone setup.

Skype version

- On Windows XP and 2003 server: Skype version 3.5
- On Windows Vista/7: Skype version 4.2

You can download these Skype versions from our web site during the SkyStone installation: the setup program will let you download the right package.

Supported protocols and codecs

- SIP
- h.323 *
- G.711
- G.729 *
- H.263
- H.264

* available only with the Enterprise license of SkyStone

Hardware Requirements for SkyStone Audio

Number of channels	CPU	Ram	HD	Virtualization supported
1	Dual Core	1 Gb	20Gb	Yes
2	Dual Core	2 GB	20Gb	Yes
4	Dual Core	4 Gb	20Gb	Yes
8	Quad Core	4 Gb	20Gb	Virt. not recommended
16	Quad Core	8 Gb	20Gb	Virt. not recommended

Hardware Requirements for SkyStone Video

- Requires a dedicated PC/server
- Any accelerated Video Card with at least 512 Mb DDR3 Ram. The driver must support DirectX

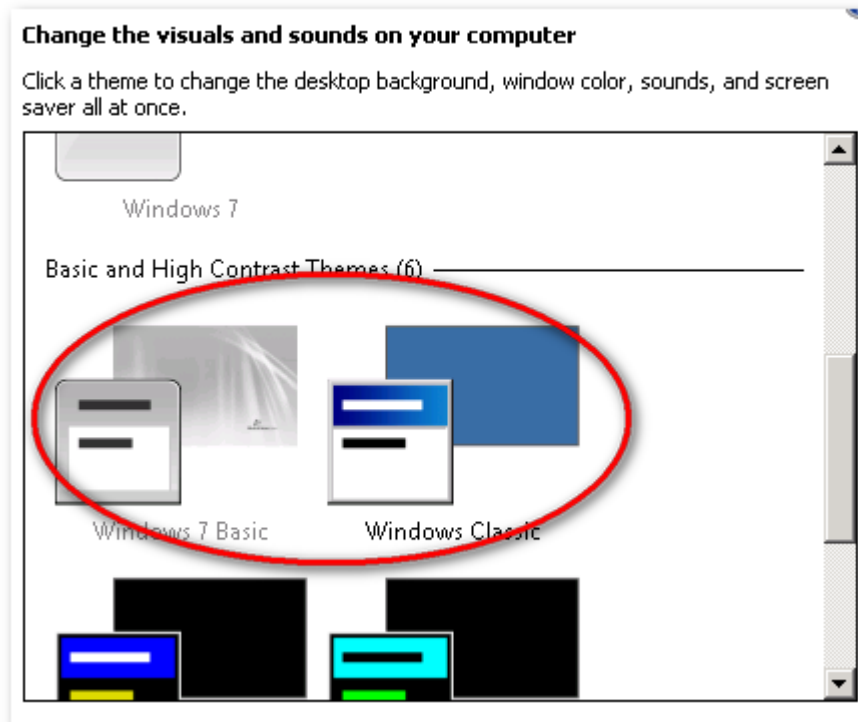
Number of channels	CPU	Ram	HD	Virtualization supported
1	Dual Core	1 Gb	20Gb	Yes
2	Quad Core	2 GB	20Gb	Yes
4	Quad Core	4 Gb	20Gb	Virt. not recommended
8 *	Bi Quad Core or Intel i7 Extreme Series (ex: 980X or 990X)	8 Gb	20Gb	Virt. not recommended

*. The graphical size of the desktop must be at least 1056x864 or 1408x576.

2 Setup

Disabling aero theme

Before installing SkyStone on Windows Vista or Windows 7, you must disable Aero graphic themes. Right click on your desktop, select “personalize” and choose any standard desktop theme.



Installing Skype and SkyStone packages

You must install Skype prior to install SkyStone and run it at least once with the user account which will install SkyStone. It is also strongly suggested that you create the Skype accounts to be used as Skype channels before installing SkyStone.

- Log onto the server as administrator. Log in console mode, do not use RDP. VNC is allowed.
- Install Skype. Download the required version from Imagicle web site.
- Create one Skype account per channel. I.e. if you have a 2 channels license, create 2 accounts.
- Configure each Skype channel as described below.
- Logout all the Skype accounts and close all the Skype Client.
- Install SkyStone. Installation is described in the online documentation you can find at docs.imagicle.com

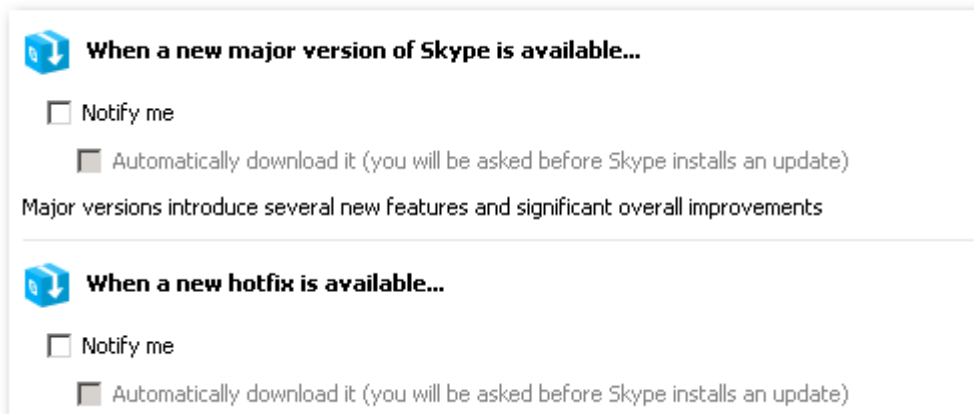
Skype client configuration

- Create the Skype account, log in and disable the Skype welcome page.

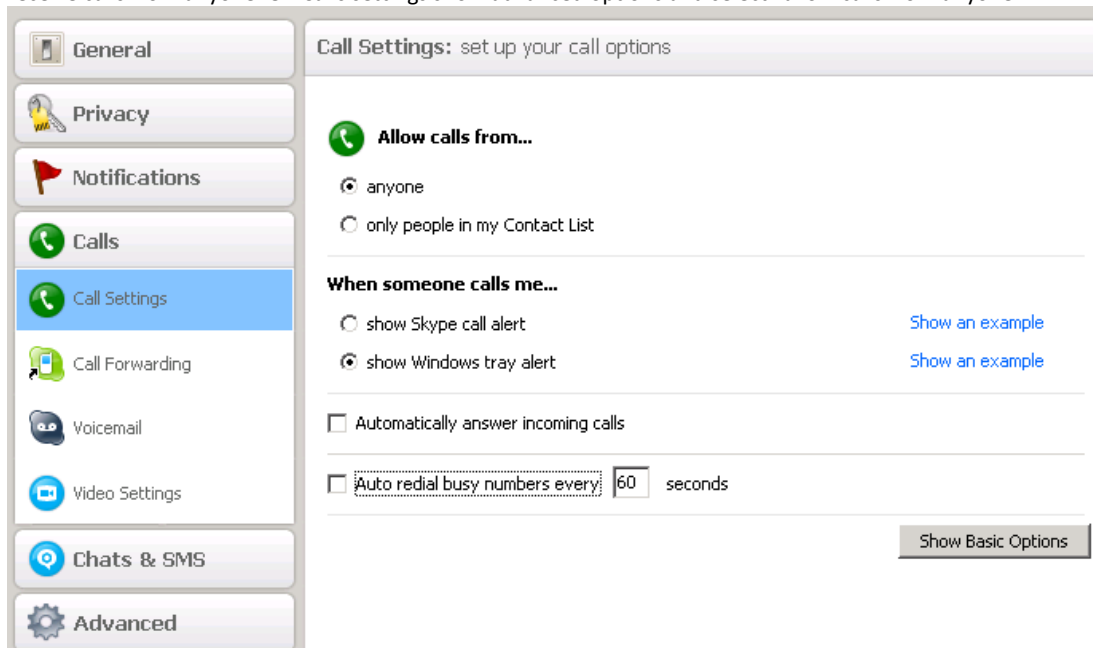
- Enable autologin.



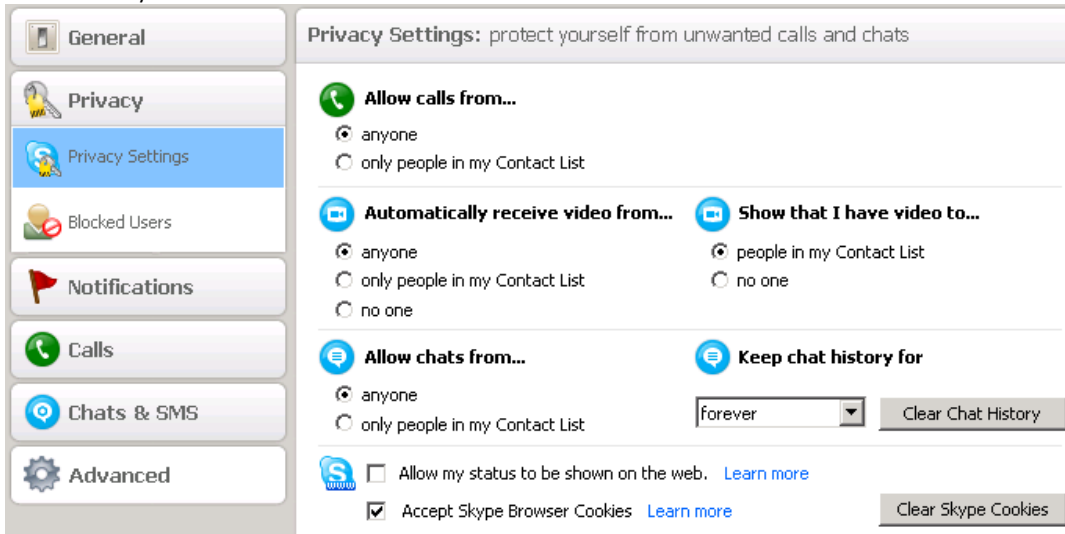
- Use the default visualization (From the “view menu” select “**Default view**”). Do not use compact view which is incompatible with SkyStone Video.
- Disable updates. On Tools-Options Select **Advanced settings** and uncheck “Notify me” and “Automatically download it”



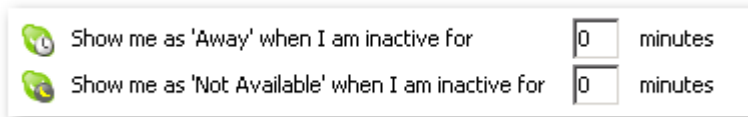
- Receive calls from anyone. On Calls settings show advanced options and select “allow calls from anyone”.



- On the Privacy settings tab show advanced options and select “Allow anyone to contact me” and “Automatically receive video from anyone”



- Recommended: on General Settings set “Show me as away” and “Show me as not available” to 0 (disabled)



3 What's New in SkyStone 2011

3.1 SkyStone Audio and Video

SkyStone now supports new Windows operating systems

On Windows Vista and Windows 7, Skype 4.2 is required. Besides, SkyStone cannot run as a service due to Operating System limitations. It cannot be stopped or started by the web interface, although the engine status is displayed on the SkyStone "engine" web page.

The Engine can be started or stopped by a link you can find on the desktop. If you want the engine to restart automatically upon machine restart, you must enable autologon on the system.

3.2 SkyStone Video

SkyStone is now compatible with mobile devices: iPhone, Android, Web Tv...

To ensure video compatibility with mobile devices, Windows Vista/7 and Skype 4.2 are required (see the limitations above).

Added h.264 codec

H.264 is available by default on SkyStone Enterprise edition

Up to 8 Video Channels per server!

Now you can have 8 Skype channels running on the same server at the same time. The graphical size of the desktop must be at least 1056x864 or 1408x576.

Improved CDR files

The CDR now include details on the codecs and video frame size.

3.3 SkyStone ACD

Faster channel selection

- Dispatch calls with UseRoundRobin=0
You can provide a list of the IP addresses of the SkyStone servers you want to use with SkyStone. ACD will ask them whether the channels associated to the dispatcher are free before trying to transfer the call.
- Dispatch calls with UseRoundRobin=1
The old transfer method is used.

Busy Breakout account

You can now setup a Skype account which will receive the Skype calls when all the channels associated to a dispatcher are busy.



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