



Cisco Jabber Video for TelePresence

User Guide for Mac OS X

Software version 4.5

D14733.05

October 2012

Contents

Getting started	4
Signing in	4
Quick Setup	4
Audio and video selection	4
Resource check	5
Showing the video window	6
Making a call	6
Receiving a call	7
Using the pop-up toolbar	8
Controlling your camera	8
Sharing presentations	9
How to share	9
What to share	9
Using the info bar	10
Controlling the far-end camera	10
Using the keypad (DTMF)	11
When to use the keypad	11
How to use the keypad	11
Using the keypad during conferences	11
Accessing conference information	11
Managing your favorites	12
Adding a favorite	12
Deleting a favorite	12
Using the call history	13
Deleting call history	13
Presence status	14
Reading status messages	14
Setting your status	14
Switching and joining calls	15
Switching between calls on hold	15
Joining participants to a conference	15
Ending a call on hold	15
Closing Jabber Video	16
Closing and reopening the control window	16
Signing out	16
Exiting Jabber Video	16
Preferences	17
Sign-in	17
Bandwidth	17
Audio	17
Microphone	17
Speakers	17

Video	18
Notifications	18
Requirements	19
Mac OS X requirements	19
Multimedia device requirements	19
Microphone	19
Camera	19
Troubleshooting	20
Audio issues	20
Further troubleshooting	20

Getting started

The Jabber Video software client is usually made available to you by your organization's videoconference or IT administrator.

See [Mac OS X requirements \[p.19\]](#) for detail on what is required for your computer to run Cisco Jabber Video for TelePresence (hereafter referred to as Jabber Video).

A web camera, a microphone, and loudspeakers or a headset must be connected to your computer for Jabber Video to work correctly. See [Multimedia device requirements \[p.19\]](#) for more detail.

Signing in

Your sign-in process may be automated by your administrator, and you may not even notice the sign-in screen. Otherwise, the administrator will supply you with a username and password.

1. Enter your username and password in the sign-in form.
2. Jabber Video will sign you in automatically from now on, unless you de-select this in the [Preferences](#) dialog.
3. Click **Sign in** or press **Enter**.

Quick Setup

This two-step dialog window pops up the first time you start Jabber Video and guides you through setting up your audio and video equipment. Step 2 provides an overview of expected outgoing video quality based on the available system resources.

You can also access **Quick Setup** at any time by going to **Jabber Video > Quick Setup**.

Audio and video selection

Microphone

The drop-down menu contains all microphones detected by Jabber Video. A common scenario is that both your camera and your PC have built-in microphones.

To test audio in:

1. Talk into your microphone to test whether the volume is within the recommended range.
2. Make adjustments as needed using the slider.

If no sound is detected, the device may be muted. See [Troubleshooting \[p.20\]](#) for further advice on identifying and resolving audio issues.

Speakers

The drop-down menu contains all speakers and headphones detected by Jabber Video.

To test audio out:

1. Click **Play** to play a test sound that helps you determine whether the speaker volume is right for you.
2. Adjust using the slider.

Note that multiple controls exist for volume settings. If sound is muted, too high, or too low, you may need to check hardware volume buttons for your devices, or the Windows system settings.

See [Troubleshooting \[p.20\]](#) for advice on identifying and resolving audio issues.

Camera

The drop-down menu contains all cameras detected by Jabber Video.

1. Click the menu to change cameras.
2. Adjust the camera or your seating position so that your face is within the markers on the live preview.

If you do not see a live camera preview:

- Verify that a camera is properly connected to the computer.
- Make sure the privacy shutter is off and nothing is obstructing the camera.

Resource check

Jabber Video calculates the estimated video quality you will be able to send from your computer based on the available resources.

Expected outgoing video quality

Your outgoing video quality will be classified as one of the following:

- Excellent—your camera, computer, and network are capable of sending HD video.
- Medium—the video sent is likely to be of medium quality.
- Low—the video sent is likely to be of poor quality due to limited resources and/or camera capabilities.

Actual quality of outgoing video during calls will vary. Note that what is received by the far end also depends on their incoming bandwidth capabilities and system resources.

Detail on the factors that impact video quality and how they are tested and classified by Jabber Video is provided below.

Camera capability

Jabber Video detects the highest available resolution from your camera and classifies it as one of the following:

- HD—Jabber Video supports high-definition video resolutions 720p (1280x720) or 1080p (1920x1080).
- Medium resolution—the actual maximum resolution supported by your camera will also be provided.

If the camera is classified as HD capable, any restrictions on sent video quality will be due to limitations of system resources or bandwidth, see below.

System resources

Your computer's processor and memory capabilities and available resources also affect video quality.

Jabber Video will test your computer's resources and classify them as one of the following:

- Excellent—system resources are capable of sending high-quality video.
- Good—system resources are sufficient for sending good-quality video.

- Limited—system resources are likely to limit the quality of outgoing video.

Outgoing bandwidth

If permitted by your administrator, Jabber Video will test the network to determine the available bandwidth and classify it as one of the following:

- Excellent (1200 kb/s or more)
- Good (400 kb/s or more)
- Limited (less than 400 kb/s)

During testing, this field will say "Estimating". If it says "Unknown", your administrator has not enabled the test, or the test server could not be reached.

If actual bandwidth is unknown, the video quality estimate will be based on whichever bandwidth restrictions exist in local or administrator settings.

About incoming video quality

Although your system resources will also impact incoming video quality, the end result depends on too many external factors for Jabber Video to make reliable estimates.

Other factors that impact incoming quality include:

- The capabilities of the other cameras/videoconference endpoints in the call.
- The bandwidth available to the other party/parties.

Showing the video window

After you have signed in, Jabber Video displays its control window.

If you want to open your video window before a call to check your camera angle or your hair, click the **Show video** button  on the upper right corner of your Jabber Video control window.

During a call, clicking the **Show video** button  will bring your video window to the front.

The video window can also be opened from the main menu **View > Show video** or with the keyboard shortcut **Command-2**.

Making a call

1. In the search field, start typing the name of the person or endpoint you want to call.
2. Select the desired entry from the search results using the mouse or arrow keys.
3. Either
 - Click 
 - Double-click the name
 - Press **Enter**

The video window will now appear on screen.

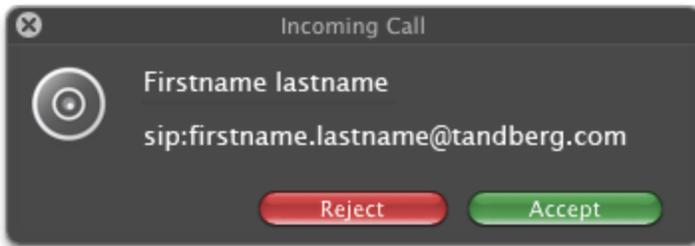
There are three more ways to initiate a new call:

1. Click **Favorites** and select a name from your list. (See [Managing your favorites \[p.12\].](#))
2. Click **History** and select a name from that list (See [Using the call history \[p.13\]](#))
3. Enter a video address (SIP URI) for a person or an endpoint directly.

Tip: To see your own video address, hover over your name near the top of the Jabber Video control window.

Receiving a call

When someone calls you on Jabber Video, this dialog will appear:



Answer or reject the call by clicking the relevant button, or close the dialog using the **X** to ignore the call without this being visible to the caller.

Using the pop-up toolbar

A toolbar with these buttons will appear when you move the mouse pointer over the video window:

Icon	Controls	Description	Toggled
	Selfview	See yourself on camera. (See Controlling your camera [p.8].)	
	Camera	Turn your camera off/on. (See Controlling your camera [p.8].)	
	Microphone	Turn your microphone off/on.	
	Speaker volume	Click to mute, or drag slider to adjust.	
	Fullscreen	Use entire screen for video. You can also toggle this setting by double-clicking the video window.	
	Presentation sharing	Share an application window. (See Sharing presentations [p.9].)	
	End call	Hang up.	

When the video window is open with no call active, only the fullscreen and selfview controls will be enabled. Toggling selfview off will then close the video window.

Move the mouse pointer away from the toolbar to make it disappear.

Controlling your camera

Self-View is the functionality that lets you see your own camera image.

 on the video pop-up toolbar toggles Self-View, which during a call will appear to you as a picture-in-picture (PiP) inside the video window. You can click and drag the PiP to move it around.

 on the video pop-up toolbar toggles your camera on and off.

- Should you switch off the camera during a call, Jabber Video will continue to show the last video frame as a still image to other call participants.
- If you switch the camera off before the recipient answers your call, there will be no image of you available. You may still turn the camera on during the call.

The above toggles do not affect the cameras of other participants. For information on far-end camera control, see [Controlling the far-end camera \[p.10\].](#)

Sharing presentations

How to share

During a call, you can share one of your application windows, such as a PowerPoint presentation. To share an application window:

1. Click the **Presentation** button  on the video window pop-up toolbar to bring up a list of your open application windows.
2. Select any of them to start sharing.
3. To stop, click the same button again, then click **Stop sharing presentation**.

Your shared window will appear to you as a picture-in-picture (PiP) inside the video window. Double-click a PiP to focus on it.

Tip: If bandwidth or system resources are limited, turning off your camera during a presentation will improve presentation quality.

What to share

Participants will see everything that happens in the shared window as it occurs. This feature has many potential uses. Here are a few examples:

- Share your word processor and let call participants see your meeting notes as you type.
- Share pictures from your computer as a slideshow.
- Draw as you go, share an image editor or other visualization tool.
- Share your web browser, email inbox, calendar ...

Note: Your cursor/mouse pointer will not be visible to others when sharing an application window. Sharing your desktop/the entire screen is also not possible with Jabber Video for Mac OS X.

Using the info bar

An info bar with information and buttons will appear when you are in a call. The information is:

- The duration of the conference.
- The address of the recipient of the call; either one person or the device hosting the conference.
- An icon  /  indicating whether the conference is encrypted or not.

The buttons are:

Icon	Controls	Description
	Far-end camera control	Turn Controlling the far-end camera [p.10] off/on.
	Numeric keypad	Use for tone-based input. (See Using the keypad (DTMF) [p.11] .)
	Conference info	Open the Accessing conference information [p.11] box.

Controlling the far-end camera

In calls that support far-end camera control (FECC), you can adjust the far-end camera to give you a better view. This feature will be available to you if supported by the system you are calling, and enabled for you by your videoconference administrator.

To activate far end camera control:

1. Move the mouse inside the video window.
2. Click the **FECC** button  in the upper right corner. It may take a few seconds for the button to become enabled after the conference has started. The below control will now appear inside the video window when the mouse is moved.



3. Click inside the circle or use the keyboard to control the far-end camera:
 - The arrow buttons and the arrow keys pan and tilt the camera.
 - The + and - buttons and keys make the camera zoom in and out.

The keys and controls described above can also be used to change the conference layout during multipart conferences, depending on the multipart conference hardware deployed in your organization.

Using the keypad (DTMF)

When to use the keypad

Dual-tone multi-frequency (DTMF) signaling sends a tone sent representing each number or sign pressed on the keypad.

The tone-based keypad in Jabber Video has several uses, notably:

- The keypad can be used to create and/or enter passwords for multi-part conferences.
- Setting up a new conference may in other ways involve equipment that requires DTMF.
- Voice systems frequently have tone-based menu navigation (such as, "To speak to an operator, please press 1").

How to use the keypad



on the video info bar brings up the keypad. You can then enter a number, # or * using the mouse or keyboard.

Note: Sending DTMF may fail if the microphone is muted.

Using the keypad during conferences

The keypad may also be used for changing the layout of your video window and far-end camera control during conferences.

Note: This feature relies on the Cisco TelePresence MCU, which may or may not be part of your Cisco setup. If in doubt, talk to your videoconference administrator.

When the keypad is active during multi-part conferences, you may use the on-screen keypad itself or your keyboard.

- Press **2** or **8** to change the layout.
- Press **4** or **6** to change which participant appears in the largest pane.
- Press **1** or **7** to enable DTMF-based far end camera control.
 - **1** and **7** will then zoom in and out if supported.
 - **2**, **4**, **6**, and **8** will work as arrows to tilt or pan the camera of the participant in the largest pane.

Accessing conference information

Move the cursor over the video window to display the information bar at the top of the window.

The **Conference information** button  in the top right corner opens an overview of Jabber Video's incoming and outgoing data traffic. Your administrator may request this information from you for the purposes of [Troubleshooting \[p.20\]](#).

Managing your favorites

The **Favorites** list contains people and endpoints whose video addresses you have stored for quick retrieval and reuse.

Note: The **Favorites** list, the **History** list, and password are stored per Mac OS X user.

Adding a favorite

There are several ways to add a new favorite. The easiest way is to use the search field or the **History** list to locate the person or endpoint whose address you want to store.

Once you have located the person or endpoint, select the list entry using the mouse or arrow keys, then:

- Right-click to open the context menu, then select **Add Favorites...**
- In the main menu, select **Favorites > Add to Favorites...**
- Click the **Action** drop-down menu in the lower left corner of the control window, then select **Add to Favorites...**

You can also add a video address as a favorite contact directly:

1. Click **Favorites**.
2. Click the **+** button in the lower left corner or right-click anywhere in the **Favorites** list and select **New Favorite...** or in the main menu, select **Favorites > New Favorite...**
3. Enter the display name you want for your contact.
4. Enter the video address (SIP URI).
5. Click **Add** or press **Enter**.

Deleting a favorite

1. Click **Favorites**.
2. Select the entry you want to delete, then either:
 - Press **Delete** and click **Delete** in the pop-up dialog.
 - Right-click (or **Ctrl**-click), select **Delete** from the context menu, then click **Delete**.
 - From the main menu, select **Favorites > Delete**. Click **Delete**.
 - Click the **Action drop-down** button in the lower left corner of the control window. Select **Delete** from the menu, then click **Delete**.

Using the call history

Jabber Video's history is an overview of your latest outgoing, incoming, and missed calls. You can use the list to redial and to add callers and recipients from the list as favorites.

Each entry in the list indicates whether the call was placed, received, or missed.

If you have answered a call from a different Jabber Video installation or endpoint, this will be noted in the list as "Answered elsewhere".

Each list entry also contains information on:

- Date and time of the call
- Call duration
- Video address of the caller (incoming) or the recipient (outgoing)

Deleting call history

To clear the history:

1. Click **History**.
2. Click the link **Clear history** in the lower right corner.

Presence status

Reading status messages

Each endpoint's presence status is reflected in your search results and favorites.

Icon	Text	Description
	Online	This is an online Jabber Video user.
	Registered	This is a connected endpoint.
	Away	The user has set this status.
	Busy in call	This status is set by Jabber Video or the endpoint when the user is in a call.
	Busy	The user has set this status.
	Offline	This status is set by Jabber Video or the endpoint when the user signs out or exits, but it may also have been set by the user.
	No status	No status information is available for this user, who may be online or offline.

Setting your status

When you call someone or accept an incoming call, Jabber Video will change your status automatically to *Busy in call*.

You can also manually change your status by clicking on the status icon button next to your name in the Jabber Video control window.

The alternatives are:

Icon	Text	Description
	Online	This is the default status when you are logged into Jabber Video and not in a call.
	Away	Set this status to let others know you are not at your computer.
	Busy	Setting this status may also turn off the ring tone, depending on your preference settings. (See Preferences.)
	Appear offline	By setting this status you will remain logged in while appearing offline to others.

Switching and joining calls

During a call you can have up to four calls on hold and switch between them, or join them in a conference.

If you make a new call while talking, the current call will be put on hold. A panel to the right shows the calls on hold. The same happens if you accept an incoming call while you are already talking to someone.

Switching between calls on hold

1. Move the mouse over the **Calls on hold** indicator on the left hand side of the video window. The **Calls on hold** panel opens.
2. Click on the participant you want to talk to.

Joining participants to a conference

Note: Not all organizations make this feature available to their Jabber Video users. If in doubt, talk to your administrator.

1. Move the mouse over the **Calls on hold** indicator on the left hand side of the video window. The **Calls on hold** panel opens.
2. Click **Join all**.

Ending a call on hold

To end a call:

1. Make the call active by clicking on it.

2. Click  .

Closing Jabber Video

Closing and reopening the control window

1. Click the **X** in the upper left corner, or while the control window is active, click **File > Close window** (Command-w).
2. Your current status will be displayed on top of the Jabber Video icon.
3. To reopen the Jabber Video control window, click on the Jabber Video icon in the dock.

Signing out

To sign out from Jabber Video, for example to allow another user to log in:

1. Click the status button in the Jabber Video control window.
2. Select **Sign out**.

Exiting Jabber Video

To exit the Jabber Video application completely:

- In the menu, go to **Jabber Video > Quit Jabber Video**
- Press **Command-Q**.

When you exit Jabber Video, you will also be signed out.

Preferences

Go to [Jabber Video > Preferences](#) to access the preferences.

Sign-in

The following settings are enabled by default:

- **Start Jabber Video when I log on to my computer** makes Jabber Video start up automatically when you log on to Mac OS X.
- **Sign in automatically** makes Jabber Video remember your username and password and sign you in automatically when the client starts up, and when the client reconnects, for example if your computer has been offline.

The bottom section of the sign-in settings contains the video communication server addresses and domain that Jabber Video connects to. These settings can never be changed while logged into Jabber Video. Your administrator may also have made these settings unavailable to users.

Bandwidth

If you experience low video quality, for example jitter, lowering the bandwidth can be helpful.

Your administrator may restrict bandwidth usage.

Audio

Microphone

The drop-down menu contains all microphones detected by Jabber Video. A common scenario is that both your camera and your PC have built-in microphones.

To test audio in:

1. Talk into your microphone to test whether the volume is within the recommended range.
2. Make adjustments as needed using the slider.

If no sound is detected, the device may be muted. See [Troubleshooting \[p.20\]](#) for further advice on identifying and resolving audio issues.

Speakers

The drop-down menu contains all speakers and headphones detected by Jabber Video.

To test audio out:

1. Click **Play** to play a test sound that helps you determine whether the speaker volume is right for you.
2. Adjust using the slider.

Note that multiple controls exist for volume settings. If sound is muted, too high, or too low, you may need to check hardware volume buttons for your devices, or the Windows system settings.

See [Troubleshooting \[p.20\]](#) for advice on identifying and resolving audio issues.

Video

The drop-down menu contains all cameras detected by Jabber Video.

1. Click the menu to change cameras.
2. Adjust the camera or your seating position so that your face is within the markers on the live preview.

If you do not see a live camera preview:

- Verify that a camera is properly connected to the computer.
- Make sure the privacy shutter is off and nothing is obstructing the camera.

Notifications

You can decide how Jabber Video will notify you when calls come through.

To change the ringtone, follow these steps:

1. Use the drop-down menu and select one of the alternatives.
2. Listen to the tone by clicking **Play**. Note that you must stop one ring tone before you can play another.
3. Click **OK** to save changes and close the dialog when you are happy with your selection.

You may also want to tweak the following settings:

Mute when busy	You will see the pop up dialog when you have set your status to Busy, but no ring tone will be played. This setting is enabled by default.
Mute when in a call	You will see the pop up dialog when you are already in a call, but no ring tone will be played. This setting is disabled by default.

Requirements

Mac OS X requirements

Processor	Any Intel processor. For business-quality HD video, Cisco recommends using the Cisco PrecisionHD™ USB camera and a 2 GHz Core 2 Duo processor or better.
Operating system	<ul style="list-style-type: none">■ Mac OS X 10.8■ Mac OS X 10.7■ Mac OS X 10.6
Connection	IP network connection (broadband, LAN, wireless). At least 24 kb/s is required for an audio connection. For a video connection, the recommended minimum is 128 kb/s.

Multimedia device requirements

Microphone

All microphones work well with Jabber Video. Note that some cameras have built-in microphones.

Camera

Jabber Video works with most common web cameras. See the Cisco Knowledge Base for [updated information on Jabber Video and cameras](#).

Troubleshooting

Audio issues

You cannot hear others

If you cannot hear the other participant(s), make sure your loudspeakers or headphones are connected. Then check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Mac OS X volume setting will override all other volume controls. Check the volume indicator on the menu bar or go to **System Preferences > Sound**.
- Jabber Video has its own volume setting on the [Using the pop-up toolbar \[p.8\]](#).

If this does not solve the problem, it may be that audio is not being sent from the other end. Ask the other participant(s) to perform the microphone check described below.

Others cannot hear you

If the other call participant(s) cannot hear you, make sure your microphone is properly connected and not muted.

Low or distorted sound

If call participants are experiencing distorted sound, very low sound, or echos:

1. Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
2. Turn all such audio device features off for Jabber Video to work optimally.

Further troubleshooting

If all local devices are turned on and working and audio and/or video issues remain, the problem could be with the videoconferencing infrastructure setup.

Contact your administrator for support and further troubleshooting.

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.