



Cisco Virtualization Experience Media Engine Reference Information

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Differences in the Virtual Environment

The user experience with Cisco Virtualization Experience Media Engine and a supported Cisco Unified Communications client in a virtual environment is very similar to the experience provided by a standard Cisco Unified Communications client installation, with some differences:

- The Cisco Unified Communications client detects the virtual environment at run time and starts in virtualization mode.
- Users can choose to control their Cisco IP Phone or to use their computer to make and receive calls. The default phone selection is **Use my computer for calls**. After device selection, the Cisco Virtualization Experience Media Engine application starts the transfer of the phone configuration data for that user. For more information, see [Configuration Files](#).
- Users manage their camera and audio devices by using the **Device Selector**, which is located in the Windows notification area. Users can also use the following tabs to manage their camera and audio devices from within their Cisco Unified Communications client:
 - **File > Options > Audio**
 - **File > Options > Video**



Note

With Cisco Jabber for Windows Release 10.5(1), the **Advanced** button that appears on the **Video** tab is not present in the virtual environment. With Cisco Jabber for Windows 10.5(2) the **Advanced** button does appear on the **Video** tab in the virtual environment.

- If a connection failure between the thin client and the HVD occurs, the user is prompted to log back on to the HVD. If the user has an active call, it is preserved. The user can end the call by using one of the accessories, such as the keyboard. If the user does not have an accessory with which to end the call, the

user can ask the other party to end the call. If there are held calls when the connection failure occurs, the parties on hold receive no notification of the connection failure. After logging back on to the HVD, the user can send an instant message (IM) to the parties that were left on hold.

- If the thin client loses the connection to the network, the user is prompted to log back on to the HVD. If the connection failure occurs during a call, the call is lost. After reconnecting, the user can try to call the other party or send an IM. For the other party on the call, silence is the only indication that the call has dropped.
- By default, all calls send and receive video if both parties have video capability. Users can select their preference from the following options:
 - **Always start calls with video:** Starts all calls as video calls, which send local video
 - **Never start calls with video:** Starts all calls as audio-only calls

This setting applies to all calls that the user places and receives. The default setting is **Always start calls with video**. Users can change this setting in **File > Options > Calls**.



Note You can disable video globally or on a per-device basis on the Cisco Unified Communications Manager. Navigate to **System > Enterprise Phone Configuration** and set Video Calling to **Disabled**.

- Some menus and options for the supported Cisco Unified Communications clients are different. For example, users cannot initiate Video Desktop Share (Binary Floor Control Protocol) from the call window. Video Desktop Share is supported only from the IM-chat window (Remote Desktop Protocol).

Supported Codecs

Supported Audio Codecs

- G.722
- G.722.1
 - G.722.1 32k
 - G.722.1 24k



Note G.722.1 is supported on Cisco Unified Communications Manager 8.6.1 or later.

- G.711
 - G.711 A-law
 - G.711 u-law
- G.729a

Supported Video Codecs

- H.264/AVC

