



Advanced Features Guide for Cisco Jabber and Cisco Virtualization Experience Media Engine for SUSE Linux Release 9.7

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Introduction

Welcome to the *Advanced Features Guide for Cisco Jabber for Windows*.

Cisco designed Jabber for Windows to be intuitive and easy to use. This guide provides information about some features, for which you might need some help or explanation.

If you are new to Cisco Jabber for Windows, you should do the following before you get started with this guide:

- 1 Learn about instant messaging and availability features. Watch the video at:

http://www.cisco.com/en/US/prod/ps10265/jabber_windows.html

- 2 Learn about making voice calls with Cisco Jabber. Watch the video at:

http://www.cisco.com/en/US/prod/ps10265/jabber_windows_uc.html

- 3 Review and understand the following:

- How to use chat and call controls.
- How to use sharing features such as taking screen captures or transferring files.

Review the *Quick Start Guide* at:

http://www.cisco.com/en/US/products/ps12511/products_user_guide_list.html

To find out more about Cisco Jabber, visit our website at: <http://www.cisco.com/go/jabber>.

To find out more about Cisco Virtualization Experience Media Engine, visit the website at: <http://www.cisco.com/go/vxme>.

Objectives

This guide helps you learn how to:

Share Your Status with Others

Let your contacts know if you are available to chat, in a meeting, or too busy to talk.

Organize and Add Contacts

Adjust your contact list and add your friends and family.

Use Chats to Communicate

Learn how to quickly create group chats and control your privacy settings.

Make Calls and Adjust Your Settings

Forward calls and use other numbers. Change the volume on calls and organize your video cameras.

Use Meetings and Calendars

Add a meetings account to instantly start and join conferences. View your calendar to stay on top of meetings and events.



CHAPTER 2

Availability

- [Create Personal Status Messages](#), page 3
- [Use Grayscale Status Icons](#), page 3

Create Personal Status Messages

You can create personal status messages to replace the default messages and tell your contacts what you are doing at a glance. Cisco Jabber saves the three most recent personal status messages for each state. You can select your status messages from the drop-down list on the main window.





Procedure





- Step 1** Insert your cursor in the status message field on the main window.
 - Step 2** Enter your personal status message.
 - Step 3** Press the **Enter** key on your keyboard.
Cisco Jabber displays your personal status message.
-

Use Grayscale Status Icons

Grayscale status icons are monochrome and use symbols to show availability status.

The following table shows standard and grayscale status icons:

Standard Status Icon	Grayscale Status Icon	Default Availability State
		Available
		Away

Standard Status Icon	Grayscale Status Icon	Default Availability State
		Do Not Disturb
		Unavailable

To show grayscale status icons, select **View > Show status in grayscale**.



Note

In some versions of Cisco Jabber, you select **View > Accessible presence**.

Cisco Jabber displays grayscale status icons.



Contacts

- [Adjust Contact Lists](#), page 5
- [Add External Contacts](#), page 6
- [Import Contact Lists](#), page 6

Adjust Contact Lists

You can arrange and organize your contacts by name or status.

Procedure

Select **View** and then choose from the following options:

Option	Description
Show contact pictures	Select this option to show contact pictures. Deselect this option to hide contact pictures.
Show offline contacts	Select this option to show all contacts. Deselect this option to show only contacts who are logged in.
Sort contact by name	Select this option to arrange contacts alphabetically by name.
Sort contact by status	Select this option to arrange contacts by their availability states.

Add External Contacts

Cisco Jabber lets you add contacts from chat applications that are external to your organization. You can also add custom contacts for people without an IM address.

Your system administrator must enable this feature. If you cannot add external contacts, ask your system administrator for help.

Procedure

-
- Step 1** Select **File > New** and select the type of contact that you want to add.
 - Step 2** Enter the email address of your contact. For custom contacts without an IM address, enter the contact details that you want to use.
 - Step 3** Select a contact group.
 - Step 4** Select **Add**.
-

Related Topics

http://www.cisco.com/c/en/us/products/collateral/jabber/10_0_ICUP0_EK_D07E2_00_instgndrtdm_infbrn-00.html

Import Contact Lists

You can create contact lists in XML format and then import them into Cisco Jabber.

Procedure

-
- Step 1** Open the main Cisco Jabber window.
 - Step 2** Select **File > Import contacts**.
 - Step 3** Browse to the location of the contact list definitions XML file.
 - Step 4** Select the contact list definitions file and then select **Open**.
-

Cisco Jabber imports the contacts from the definitions file. The contacts are available in your contact list.

Contact List Definitions

The following XML snippet shows the structure of a contact list definitions file:

```
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Group Name</gname>
    <user>
      <uname>IM Address</uname>
      <fname>Display Name</fname>
    </user>
  </group>
</buddylist>
```

```

    </user>
  </group>
</buddylist>

```

The following table describes the elements in a contact list definitions file:

Element	Description
<?xml version="1.0" encoding="utf-8"?>	XML declaration. Your definitions file must contain an XML declaration with the following attributes: <ul style="list-style-type: none"> • <code>version</code> - Specifies the version of the XML file. • <code>encoding</code> - Specifies the encoding. You must use <code>utf-8</code>.
buddylist	Root element of the contact list definition.
group	Parent element of a contact group. One group can contain multiple users. There is no limit to the number of users a group can contain. There is also no limit to the number of groups you can include in a contact list definitions file. However, your server sets a restriction to the number of contacts that you can add to Cisco Jabber. You must ensure you do not exceed that limit in your contact list definitions file.
gname	Specifies the name of the group.
user	Parent element that holds details for a single user.
uname	Specifies the instant messaging (IM) address of a user.
fname	Specifies the name that displays in the client user interface.

The following is an example XML definition of a contact list that you can import into Cisco Jabber:

```

<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Sales</gname>
    <user>
      <uname>amckenzi@example.com</uname>
      <fname>Adam McKenzie</fname>
    </user>
    <user>
      <uname>aperez@example.com</uname>
      <fname>Anita Perez</fname>
    </user>
  </group>
  <group>
    <gname>Marketing</gname>
    <user>
      <uname>nfox@example.com</uname>
      <fname>Nancy Fox</fname>
    </user>
  </group>
</buddylist>

```

Example Contact List

The following is an example XML definition of a contact list that you can import into Cisco Jabber:

```
<?xml version="1.0" encoding="utf-8"?>
<buddylist>
  <group>
    <gname>Sales</gname>
    <user>
      <uname>amckenzi@example.com</uname>
      <fname>Adam McKenzie</fname>
    </user>
    <user>
      <uname>aperez@example.com</uname>
      <fname>Anita Perez</fname>
    </user>
  </group>
  <group>
    <gname>Marketing</gname>
    <user>
      <uname>nfox@example.com</uname>
      <fname>Nancy Fox</fname>
    </user>
  </group>
</buddylist>
```



CHAPTER 4

Chats

- [Search from Chat Windows, page 9](#)
- [Start Group Chats, page 10](#)
- [Transfer Files, page 10](#)
- [Block Specific Contacts and Domains, page 10](#)
- [Allow Specific Contacts and Domains, page 11](#)
- [Control Who Can Interact with You, page 12](#)
- [Manage Status Requests, page 13](#)
- [Chat Rooms, page 14](#)

Search from Chat Windows

You can find, add, and call contacts from the search bar in chat windows.

Procedure

- Step 1** Enter the name of a contact in the search bar of the chat window.
You can enter phone numbers in the search bar to call directly from the chat window.
- Step 2** Start a conversation with your contact by using one of the following methods:
- Hover your cursor over the contact to add that contact to a list or to call that contact.
 - Double-click the contact to start a chat session.
-

Start Group Chats

You can use group chats to send instant messages to two or more contacts at the same time. Group chats are not persistent, meaning that you can use them to create a chat with two or more people but no history is stored.

Procedure

Select one or several participants to invite to the group chat. The maximum number of participants in a group chat is 100.

- Open a chat window with one participant of the group chat. Select **Add participants** in the bottom right corner of the chat window and specify other invitees.
- On your **Contacts** list, select everybody that you want to invite to the group chat. Right-click over the selected names and select **Start a group chat**.

Transfer Files

You can transfer files between Cisco Jabber clients using the Send file icon in the chat window. You can also drag and drop the file into the chat window.

Procedure

-
- Step 1** Select **Send file** in the bottom right corner of a chat window.
 - Step 2** Select the file that you want to transfer from your computer.
 - Step 3** Select **Open**.
-

Block Specific Contacts and Domains

You can block specific contacts or domains. When you block a contact, that person cannot view your availability status or send you instant messages.



Note

If you add a contact to your block list, and that contact has you in their contact list, that person cannot view your availability status or send you instant messages.

The following are examples of how the block list works:

Example 1: Block specific contacts inside your organization

You add an IM address to your block list. That contact cannot view your availability status or send you instant messages.

Example 2: Block specific domains

You add a specific domain, such as `cisco.com`, to your block list. No contacts who have IM accounts at that domain can view your availability status or send you instant messages.

Procedure

-
- Step 1** Select **File > Options**.
The **Options** window opens.
 - Step 2** Select the **Privacy** tab and then select **Advanced**.
 - Step 3** Enter specific contact addresses or domains in the **Block list**.
 - Step 4** Select **Apply** and then **OK**.
-

Allow Specific Contacts and Domains

Some deployments of Cisco Jabber include an allow list that adds exceptions to the block list. You can enter specific contacts or domains in your allow list to ensure those contacts can view your availability status and send you messages.



Note

Cisco Jabber uses your contact list as an allow list. You do not need to add contacts in your contact list to your allow list.

The following are examples of how the allow list works:

Example 1: Allow specific contacts inside your organization

- 1 You set your basic privacy settings to block everyone inside your company.
- 2 You then add specific IM addresses for contacts inside your company to your allow list.

Cisco Jabber blocks all contacts inside your company, except for those specific people in your allow list.

Example 2: Allow specific domains

- 1 You set your basic privacy settings to block everyone outside your company.
- 2 You then add a specific domain, such as `cisco.com`, to your allow list.

Cisco Jabber blocks everyone outside your company, except for people who have IM accounts at `cisco.com`.

Example 3: Allow specific contacts from blocked domains

- 1 You add a specific domain, such as `cisco.com`, to your block list.
- 2 You then add an IM address, such as `anitaperez@cisco.com`, to your allow list.

Cisco Jabber blocks all people who have IM accounts at `cisco.com`, except for `anitaperez@cisco.com`.

Procedure

-
- Step 1** Select **File > Options**.
The **Options** window opens.
 - Step 2** Select the **Privacy** tab and then select **Advanced**.
 - Step 3** Enter specific contact addresses or domains in the **Allow list**.
 - Step 4** Select **Apply** and then **OK**.
-

Control Who Can Interact with You

Some deployments of Cisco Jabber let you control who interacts with you inside your company and outside your company.

Procedure

-
- Step 1** Select **File > Options**.
 - Step 2** Select the **Privacy** tab.
 - Step 3** Select one of the following options in the **Inside my company** section:

Option	Description
Allow everyone	All contacts in your company can view your availability status and send you instant messages.
Block everyone	No contacts in your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list. This option does not block contacts in your contact list.

- Step 4** Select one of the following options in the **Outside my company** section:

Option	Description
Prompt me every time	<p>Cisco Jabber notifies you when people outside your company add you as a contact. Each time the client notifies you, you can select the following options:</p> <ul style="list-style-type: none"> • Allow - Lets the person view your availability status and send you instant messages. • Block - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • Add to my contact list - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.
Block everyone	<p>No contacts outside your company can view your availability status or send you instant messages. You can choose to block everyone and then add exceptions for specific contacts in your allow list.</p> <p>This option does not block contacts in your contact list.</p>

Step 5 Select **Apply** and then **OK**.

Manage Status Requests

Some deployments of Cisco Jabber let you manage notifications when people request to view your availability status.

Procedure

- Step 1** Select **File > Options**.
- Step 2** Select the **Privacy** tab.
- Step 3** Select one of the following options:

Option	Description
Auto-accept requests from contacts inside my company	<p>Cisco Jabber does not notify you when someone inside your company adds you as a contact.</p> <p>Cisco Jabber notifies you when people outside of your company add you as a contact.</p>
Auto-accept requests from all contacts	<p>Cisco Jabber does not notify you when anyone adds you as a contact.</p>

Option	Description
Prompt me for each request	<p>Cisco Jabber notifies you when people add you as a contact. When Cisco Jabber notifies you, you can select the following options:</p> <ul style="list-style-type: none"> • Allow - Lets the person view your availability status and send you instant messages. • Block - Does not let the person view your availability status or send you instant messages. Adds the person to your block list. • Add to contacts - Lets the person view your availability status and send you instant messages. Adds the person to your contact list.

Step 4 Select **Apply** and then **OK**.

Chat Rooms

You can use chat rooms if they are enabled by your administrator. Chat rooms are enabled if there is a Chat Rooms icon on your hub window.

Use chat rooms to join or read discussions on the theme of the room with the other chat room members. For example, your administrator may create a themed chat room such as "Foreign Exchange Rates", where you can join this room to discuss the foreign currency exchange rates and view all previous messages sent to the room since its creation.

You can browse all rooms by viewing a list of room names, join open rooms, or be added to a room by an administrator. You can be a member of multiple rooms. You can filter room content by keywords or senders.

Join Chat Rooms

Joining a chat room allows you to participate in the conversation or read what is being said, where multiple chat room members share information in a common chat window. All of the rooms that you are a member of are listed in your **My rooms** tab. If an administrator adds you to a chat room, it is displayed immediately in your **My rooms** tab.

Procedure

Step 1 Click the **Chat Room** icon in the **Hub** window, and select the **All Rooms** tab.

Step 2 Browse for a room, which are listed alphabetically.
If a room is restricted to specific members, you cannot join the room unless you are added by an administrator. For the restricted rooms that you are not a member of, you see a lock icon instead of the **Join** button.

Step 3 Click **Join** beside the room that you want to join. The rooms where you are already a member have a checkmark beside them.

Participate in a Room

After you join a room, you can participate in the chat room and view the discussion history. Some chat rooms may be used to only distribute information, where some members are entitled to publish information and others have read-only access.

Select the **Chat Room** icon on the hub window, and click on **My Rooms** to view the rooms where you are a member. Double-click on the room that you want to enter.

When you enter a chat room, the history of conversation is persistent. Even if you exit a chat room and close the client, you can return to the conversation in that room. When you return to the chat room, you can view the messages that were sent by other members while you were not logged in. In a room, select **Show More** to view older messages.

View the current participant list on the right side of the chat window. You can show or hide the participant list.

Filter Rooms

Filters

Filters search chat room using the criteria that you define for the search. You see a red *badge*, which displays the number of new matches found for your filter. Filters can include mentions when your username is used in a chat room, or custom filters that search by keyword or sender.

In the **Filters** tab, select **Create Filter**. You can filter chat rooms using up to three keywords or by username. Give the filter a label and then define the filter criteria. You must define at least one keyword or the username of the sender, but you can specify the sender and up to three keywords. When you are done, select **Create**.

Results are listed on the **Filter** tab, with a number to indicate how many results were found that you have not read. Results are updated automatically each time a new match for your filter is made. When you have matches on your filter, you can click on the filter match to open the chat history in the rooms where the matches were found.

My mentions

When other users mention your username, it creates a notification in the **My mentions** section of your chat room filters. Mentioning users creates a notification that they were mentioned in a chat room.

To create a mention for another user, in the text box of the chat window, type the @ symbol followed by the person's user name to search the directory for the user. The client will display user names that match what you are typing. Select the username that you want to mention. You can mention a username that does not have a Jabber ID associated with it. After you send the message, a notification is created for the mentioned user in their **My mentions**, with a link to the conversation in the room where the mention is. You can use the @ symbol as part of your text entry, just tap the **Esc** key to exit the mention field. Users only receive a notification if the chat room is public and they are a user in the organization, or if they are a member of the chat room.

Chat Room Permission Levels

Administrators can restrict your participation in chat rooms by changing your permission level, which define how you can participate in a room.

You may have one of the following levels of access to a chat room:

- You have read and write access to a room.
- You have read-only access to a room.
- You are removed from a room temporarily but can re-enter the room.
- You are removed from a room permanently and cannot re-enter the room.



Calls

- [Send Call Icons To Contacts](#), page 17
- [Forward Calls](#), page 17

Send Call Icons To Contacts

You can send a call icon to another user in a chat window that they can simply click on to call you. These call icons give you an easy way to request calls from contacts. When someone receives a call icon, they can simply click on the icon to start a phone call with you.

Procedure

Enter either of the following commands in a chat window to sends the person or people in your chat window an icon of a telephone. Your contacts can click on the telephone icon to start a call with you.

```
:callme OR :telephone
```

Forward Calls

You can forward all calls from Cisco Jabber to voicemail or a different phone.

Procedure

-
- Step 1** Select the phone control menu on the main window.
 - Step 2** Select **Forward calls to** and then select the appropriate option.
-



CHAPTER

6

Meetings

- [Add Meeting Accounts, page 19](#)
- [Integrate Cisco Jabber with Calendars, page 19](#)

Add Meeting Accounts

You can add Cisco WebEx sites to Cisco Jabber to start, join, and manage online conferences.

Procedure

- Step 1** Select **File > Options**.
 - Step 2** When the **Options** window opens, select the **Meetings** tab, then **Edit account**.
 - Step 3** From the **WebEx Site** drop-down list, select **New Site**.
 - Step 4** Enter all of the required information, including the name of the Cisco WebEx site that you want to add to your Cisco Jabber client, for example, `cisco.webex.com`.
-

Integrate Cisco Jabber with Calendars

Set up calendar integration to view your meetings and calendar events directly from Cisco Jabber.



Attention This feature is not available in Citrix environments.

Procedure

- Step 1** Select **File > Options**.
- Step 2** Select the **Integration** tab.
From release 11.0 onwards, this tab is called the **Calendar** tab.

- Step 3** Select the application that you use to organize your calendar. If you integrate with Google Calendar, you must allow it access.
 - Step 4** Select **File > Exit** to close Cisco Jabber.
 - Step 5** Restart Cisco Jabber.
-

Integrate with Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab (**Calendar** tab from release 11.0) and restart Cisco Jabber.

Procedure

- Step 1** Enter your Google account username and password and then select **Sign in**. A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.
 - Step 2** Select **Allow access**.
 - Step 3** If prompted, select **Yes** to continue running scripts on the page. The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page. The **Google Calendar Sign In** window closes.
 - Step 4** On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation. Cisco Jabber displays calendar events from your Google Calendar account.
-

Allow Access to Google Calendar

When Cisco Jabber restarts, a **Google Calendar Sign In** window opens. You must enter your account details so that Cisco Jabber can access events in Google Calendar.

Before You Begin

Select **Google Calendar** on the **Integration** tab (**Calendar** tab from release 11.0) and restart Cisco Jabber.

Procedure

- Step 1** Enter your Google account username and password and then select **Sign in**. A prompt displays to notify you that Cisco Jabber is requesting permission to manage your calendar.
- Step 2** Select **Allow access**.
- Step 3** If prompted, select **Yes** to continue running scripts on the page.

The first time you allow access to your Google Calendar, you might notice an error message that indicates an error occurs with scripts on the page.

The **Google Calendar Sign In** window closes.

- Step 4** On the main Cisco Jabber window, select the **Meetings** tab on the left side navigation.
-

Cisco Jabber displays calendar events from your Google Calendar account.

Remove Google Calendar Integration

You can remove Google Calendar integration with Cisco Jabber. To completely remove Google Calendar integration, you should also revoke access from your Google account.

Procedure

- Step 1** Open the main Cisco Jabber window.
- Step 2** Select **File > Options** and then select the **Integration** tab.
From release 11.0 onwards, the **Integration** tab is called the **Calendar** tab.
- Step 3** Select **None** and then select **OK**.
- Step 4** Restart Cisco Jabber.
Cisco Jabber no longer displays events from Google Calendar.
-

What to Do Next

Open your Google Accounts page and revoke access for Cisco Jabber in the **Authorized Access to your Google Account** section.



Other Features

- [Show the Docked Window](#), page 23
- [Create Custom Tabs](#), page 23

Show the Docked Window

You can optionally show the docked window at the top of your screen to quickly access common functions.

Procedure

- Step 1** Open the main window.
- Step 2** Select **View > Show docked window**.
Deselect this option to hide the docked window.

Tip Use global keyboard shortcuts to quickly search for contacts and start conversations.

Keyboard shortcut	Function
CTRL + Shift + ?	Access the search or call menu in the docked window. You can use this shortcut to access the docked window from other applications.
Tab	Toggle between menus on the docked window.

Create Custom Tabs

You can create custom tabs to display HTML content in the main window.

Procedure

Step 1 Select **File > New > Custom Tab**

Step 2 In the **Create new custom tab** dialog window, complete the following fields:

- **Tab name**—Enter an optional name for your custom tab. The name displays when you hover your cursor over the tab.
- **Page URL**—Enter the URL for your custom tab. You can enter one of the following:
 - Hosted content, for example, `www.cisco.com`
 - Local content, for example, `file://C:\workspace\page.html`

Step 3 Select **Create**.

To remove custom tabs, select the tab in the main window and then select **File > Remove custom tab**. You can remove only the custom tabs that you create.



Virtualization Experience Media Engine

- [Cisco Unified Communications and the Virtual Environment, page 25](#)
- [Device Management, page 26](#)
- [Audio, page 27](#)
- [Video Resolution, page 29](#)
- [Screen Lock Call Control, page 29](#)
- [Cisco Approved Audio and Video Accessories, page 30](#)

Cisco Unified Communications and the Virtual Environment

In a virtual environment, your Cisco Unified Communications application (such as Cisco Jabber or Cisco UC Integration for Microsoft Lync) runs on your hosted virtual desktop. The hosted virtual desktop is a form of desktop computing. Your hosted virtual desktop looks and functions like a regular desktop; however, your Windows desktop, other software, and your data reside in a central location called a data center. You access your hosted virtual desktop over a secure Citrix or VMware connection.

The hosted virtual desktop removes the need for typically more costly physical desktop PCs. Central hosting in the data center reduces the cost of providing the applications and computing services that you need. This type of setup is commonly referred to as a virtual environment.

In a virtual environment, Cisco Virtualization Experience Media Engine is required to support audio and video calls with your Cisco Unified Communications application. Cisco Virtualization Experience Media Engine also provides support for the following accessories:

- Logitech UC Keyboard K725-C
- Logitech Mouse M525-C
- Logitech Webcam C920-C
- Jabra Handset 450 Cisco
- Jabra Speak 450 Cisco

**Note**

If you use supported accessories other than those that are designed for Cisco, the function of these devices may be different from the function of the devices that are described in this document.

For a complete listing of supported audio and video accessories, see Unified Communications Endpoint and Client Accessories at http://www.cisco.com/en/US/prod/voicesw/uc_endpoints_accessories.html.

For information about Cisco Virtualization Experience Client and the designed for Cisco Accessories, see *User Guide for Cisco Virtualization Experience Client 6215*.

Device Management

Cisco Virtualization Experience Media Engine (VXME) includes a component called Device Selector. Device Selector is a menu that you can use to manage your cameras, speaker devices, microphones, and ring alerts. You can view your currently active devices or change them. A list of speaker devices appears first in the menu, followed by the lists of microphones, ring devices, and cameras.

After you connect a new device, a “New device found” message appears in the notification area and the new device becomes active.

**Note**

With some wireless headsets, you may not hear the ringtone for incoming calls, because the wireless link that connects device is not open. To open the wireless link, press the call answer button on the headset. Some headsets play their own internal tone.


When you disconnect a device, a “Device disconnected message” appears in the notification area and the next device in your Preference list (**File > Options > Audio > Advanced**) becomes active.

The Device Selector icon (⊙) appears in the notification area (system tray), in the bottom right corner of the screen. Some icons, including the Device Selector, can be hidden. Click the up arrow in the notification area to show hidden icons.

View Your Active Camera or Audio Device

You can check to see which of your cameras or audio devices is currently selected.


Procedure

In the Windows notification area, click .
Check marks indicate the selected devices.

Change Your Active Camera or Audio Device

Use the **Device Selector** menu to select a different active camera or audio device. You must have multiple devices connected.

Procedure

- Step 1** In the Windows notification area, click . Check marks indicate the selected devices.
- Step 2** Click a device (camera or audio) to make it active.
- Step 3** Click anywhere except on the **Device Selector** menu to close the menu.
-

Audio

All audio from your Cisco Virtualization Experience Client and your hosted virtual desktop plays through your selected audio device. You can adjust the volume on the Cisco Virtualization Experience Client; however, each time you log in to your hosted virtual desktop, the volume setting synchronizes with the setting on your hosted virtual desktop.

Default Audio Device Selection

When you start your Cisco Virtualization Experience Client for the first time, the default audio device is the first device in the following order:

- 1 Hands-free—If multiple hands-free devices are connected, the default is the first device in alphabetical order.
- 2 Headset—If multiple headsets are connected, the default is the first headset in alphabetical order.
- 3 Handset—If multiple handsets are connected, the default is the first handset in alphabetical order.
- 4 No devices connected—The default audio device is the Cisco Virtualization Experience Client built-in speaker.

The next time that you start your Cisco Virtualization Experience Client the default audio device is the last selected active device, provided that the device is still connected. Otherwise, Device Selector makes the first available device active (subject to the preceding order of selection.)

After you connect a new device, a “New device found” message appears in the notification area and the new device becomes the active device.

When you disconnect a device, a “Device disconnected message” appears in the notification area and the next device in the Device Selector list becomes active.

Ringtone

When you have an incoming call, an incoming call notification appears on your screen and your active audio device plays the ringtone. Depending on your active device, the Cisco Virtualization Experience Client built-in speaker also plays the ringtone to ensure that you can hear it. If the hands-free speakerphone is the active device, the ringtone plays on the speakerphone. If the hands-free speakerphone is not the active device, or it

is not connected, both the active device and the Cisco Virtualization Experience Client built-in speaker play the ringtone.



Note With some wireless headsets, you may not hear the ringtone. Some headsets play their own internal tone.

Device Ready Indicator

If you perform one of the following off hook actions and you have no incoming or in-progress calls, the active device plays a beep tone to indicate that the device is ready. The device becomes the active device if it was not already.

- Press the **Call** key on the Logitech UC Keyboard. If the headset is the active device, the beep plays on the Cisco Virtualization Experience Client built-in speaker.
- Press the **Call** key on a headset.
- Press the **Speaker** button on the Jabra Speak 450.
- Lift the Jabra Handset 450 from its cradle.

For example, if your current active device is your headset and you lift the handset from the cradle, the handset becomes the active device and plays the beep tone to indicate that it is ready. The UC Keyboard indicates your new selection.



Note You must be signed in to Cisco Jabber or Cisco UC Integration™ for Microsoft Lync.

Adjust Cisco Unified Communications Volume

You can adjust the volume settings for certain applications on your hosted virtual desktop, including Cisco Jabber or Cisco UC Integration™ for Microsoft Lync.



Note You can adjust the Cisco Unified Communication volume during a call by using the volume control on the call strip, in the active call window.

Procedure

-
- Step 1** In the notification area, click the **Speaker** icon.
 - Step 2** Click **Mixer**.
 - Step 3** Use the slider for Cisco Jabber or Cisco UC Integration™ for Microsoft Lync to increase or decrease the volume.
-

Adjust Settings for Jabra Bluetooth Devices

All Jabra Bluetooth devices introduce a short delay in establishing the audio path (about 1 to 3 seconds). With the latest firmware, the Jabra Speak 450 for Cisco does not have this issue. For other supported Jabra Bluetooth devices, such as Jabra Pro, you can eliminate the delay by changing the device settings in the Jabra PC Suite.

Before You Begin

Jabra PC Suite must be installed.

Procedure

-
- Step 1** Open the Jabra Control Center.
 - Step 2** Click the Jabra device for which you want to modify the settings.
 - Step 3** Click **Softphone (PC)**.
 - Step 4** Check the **Open phone line on undock** check box.
 - Step 5** Under **PC audio control**, click **Automatic**.
 - Step 6** From the Softphone Vendor list, select **Other**.
 - Step 7** Click **Apply**.
-

Video Resolution

The only supported camera that features hardware encoding is the Logitech WebCam C920-C.

You must use this model camera with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync and Cisco Virtualization Experience Media Engine to support video resolutions up to 720p (720 horizontal lines and an aspect ratio of 16:9) at 30 frames per second in the virtual environment. Other supported cameras only support video resolution up to 360p.

Numerous other variables, such as network traffic or far-endpoint video capability, can affect video quality.



Note Do not switch from a high definition (HD) camera with hardware encoding to a standard definition (SD) camera during a call. Video calls use the settings that are established at the start of the call. The higher setting for the HD camera causes video performance issues with an SD camera. If you want to switch to an SD camera, do so between calls.

Screen Lock Call Control

While your hosted virtual desktop is in screen lock, you cannot make calls, but you can receive them. If you have an incoming call while your hosted virtual desktop is in screen lock, you can use one of your accessories

to answer the call. With supported accessories, the following call control features are available during screen lock:

- Answer call
- End call
- Hold call
- Resume call
- Change active device (Logitech UC Keyboard feature)
- Toggle audio mute
- Toggle video start and stop (Logitech UC Keyboard feature)
- Adjust audio volume

Cisco Approved Audio and Video Accessories

For a complete listing of supported audio and video accessories, see the *Cisco Approved Audio and Video Accessories Data Sheet*, at http://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/virtualization-experience-media-engine/data_sheet_c78-702849.html.



Note

Cisco does not provide technical support for these accessories. For more information about, or technical assistance with your

- Logitech accessories, visit the Logitech website: <http://www.logitech.com/>.
- Jabra accessories, visit the Jabra website: <http://www.jabra.com/>.

The following accessories are made for Cisco and supported for use with Cisco Virtualization Experience Media Engine:

- Logitech UC Keyboard K725-C
- Logitech Mouse M525-C
- Logitech Webcam C920-C
- Jabra Handset 450 for Cisco
- Jabra Speak 450 for Cisco



Note

If you use supported accessories other than those made for Cisco, the behavior of these devices may be different than described in this document.

Related Topics

[Logitech UC Keyboard K725-C, on page 31](#)

[Logitech Mouse M525-C, on page 33](#)

[Logitech WebCam C920-C, on page 36](#)

[Jabra Handset 450 for Cisco, on page 38](#)

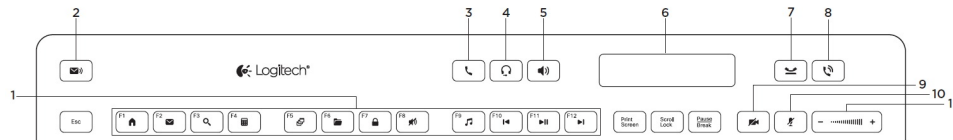
[Jabra Speak 450 for Cisco, on page 41](#)

Logitech UC Keyboard K725-C

The Logitech UC Keyboard K725-C is designed for Cisco for use in Cisco Unified Communications (UC) environments. The Logitech UC Keyboard features Cisco UC integration with Cisco UC Integration for Microsoft Lync.

Logitech UC Keyboard Features

Figure 1: Logitech UC Keyboard Features



Note

Enhanced functions (items 2 through 11) are available only in Cisco Unified Communications environments. To use these functions, you must be signed in to your Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync).

Table 1: Legend

1	See the table <i>Function Keys</i> , which follows this legend.
2	Call your voicemail service. Follow the audio prompts. The key lights up red when you have a new voice message. Note If you have not set up your Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync) with your Cisco Unity credentials for voicemail, or if you use a third-party voicemail system, the message waiting indicator on the keyboard may not be in sync with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync.
3	Press to use your default handset for audio. The name of your default handset device appears briefly on the LCD display.
4	Press to use your default headset for audio. The name of your default headset device appears briefly on the LCD display.
5	Press to use your default hands-free (speakerphone) device for audio. The name of your default hands-free device appears briefly on the LCD display.

6	<p>See the LCD display for status information. If your phone is registered, your user name and number appear. If your phone is not registered, the message "Phone is not registered" appears. For active calls, the display shows the same information available from the Cisco Jabber or Cisco UC Integration™ for Microsoft Lync call window, such as caller ID and call timer. The icons that appear depend on the status of the call: active, on hold, or microphone muted.</p> <p>You can adjust the brightness and the contrast for the LCD display.</p> <p>Press FN and the Volume + or Volume - key to adjust the brightness for the LCD display.</p> <p>Press FN, Alt, and the Volume + or Volume - key to adjust the contrast for the LCD display.</p>
7	Press to place a call on hold, or to resume a held call.
8	Press to answer an incoming call or to end your current active call.
9	Press to toggle your video: add or remove video for a call in progress.
10	<p>Press to toggle audio: mute and unmute audio for a call in progress.</p> <p>Note This feature is not available if you connect to your hosted virtual desktop over a VMware connection.</p>
11	<p>Press the Volume + or Volume - key to increase or decrease Cisco Jabber or Cisco UC Integration™ for Microsoft Lync audio volume.</p> <p>Note This feature is not available if you connect to your hosted virtual desktop over a VMware connection.</p>

The following table lists the default functions for each of the Function Keys (F-keys). Simultaneously press the FN key and the F-key that you want to use.

Table 2: Function Keys

F1	Start your default web browser.
F2	Start your default e-mail application.
F3	Search for files and folders (desktop search).
F4	Start the calculator.
F5	Switch between open applications.
F6	Bring the file browser to the front.
F7	Lock your Microsoft Windows desktop session.
F8	Toggle system audio: mute and unmute.
F9	Start your default media player application.

F10	Play the previous track (Media control).
F11	Toggle playback: play and pause (Media control).
F12	Play the next track (Media control).

Set Up Your Keyboard

Procedure

- Step 1** Power on your Cisco Virtualization Experience Client.
- Step 2** Plug the keyboard into a USB port on your Cisco Virtualization Experience Client. To support the backlight feature on the Logitech UC Keyboard, you must plug the keyboard directly into the Cisco Virtualization Experience Client or a powered USB hub.
-

What to Do Next

If you experience issues with the keyboard, plug it into a different USB port and restart the Cisco Virtualization Experience Client.



Important Use the USB port on the back side of the Logitech UC Keyboard K725-C only for the Logitech Mouse M525-C unifying receiver.

[Set Up Your Mouse, on page 35](#)

Logitech Mouse M525-C

The wireless Logitech Mouse M525-C is designed for use with your Logitech UC Keyboard K725-C in Cisco Unified Communications environments.

Logitech Wireless Mouse Features

Figure 2: Logitech Wireless Mouse Features

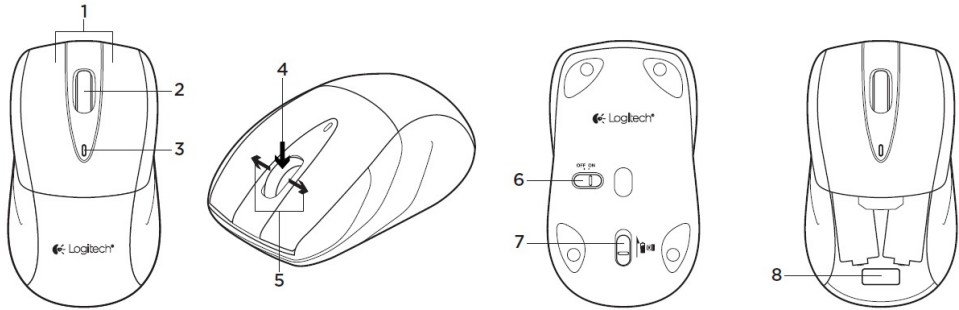
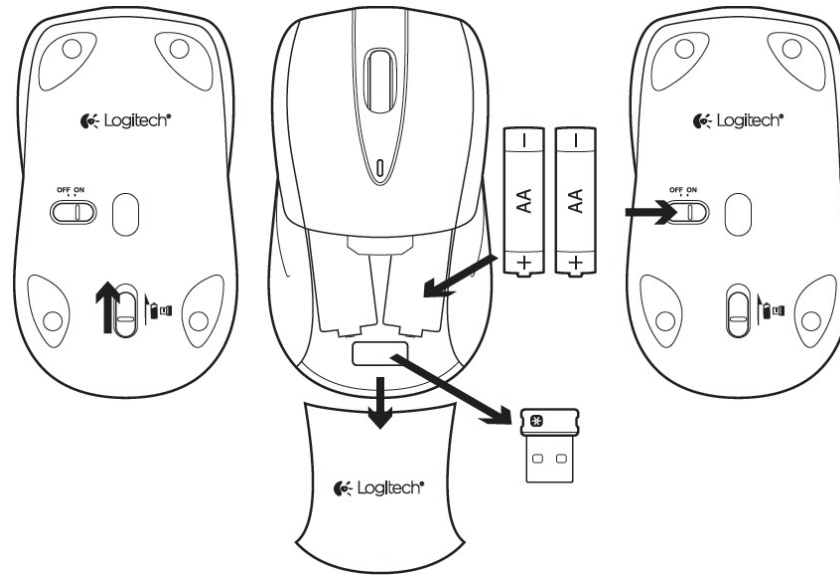


Table 3: Legend

1	Left and right mouse buttons.
2	Scroll wheel.
3	Battery LED: Flashes green when mouse is powered on, and flashes red when the battery power is low.
4	Middle button: The function of this button depends on your operating system and the application being used. For example, if you browse the Internet in Microsoft Windows and use the Middle button to click a link, typically the link opens in a new tab.
5	Internet back and forward: Tilt the scroll wheel right to move forward one page. Tilt the scroll wheel left to move back one page.
6	OFF ON slider switch.
7	Lid release for the storage and battery compartment lid.
8	Unifying receiver storage—When the mouse is not in use, you can store the Unifying receiver inside the mouse.

Set Up Your Mouse

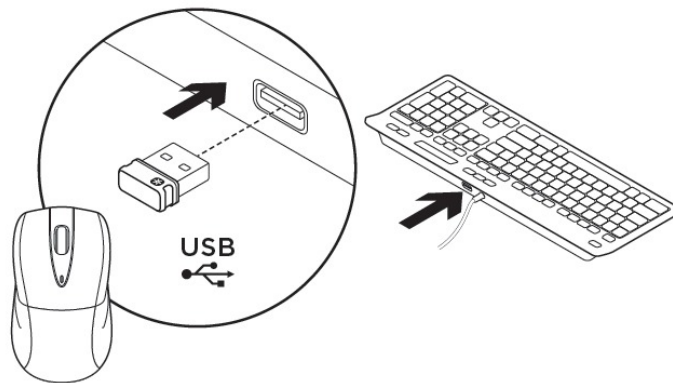
Figure 3: Mouse Setup



Procedure

- Step 1** On the bottom of the mouse, push the release for the storage compartment.
- Step 2** Turn the mouse over and remove the lid from the storage compartment.
- Step 3** Remove the Unifying Receiver from the storage compartment.
- Step 4** Install two AA batteries.
- Step 5** Slide the lid for the storage compartment back into place.
- Step 6** On the bottom of the mouse, move the OFF ON switch to the ON position.
- Step 7** Plug the Unifying Receiver into the USB port on your Logitech UC Keyboard, as shown in the following image.

Figure 4: Plug In the Unifying Receiver



Logitech WebCam C920-C

The Logitech WebCam C920-C features hardware encoding and is designed for Cisco for use in Cisco Unified Communications environments. With the Logitech WebCam C920-C, Cisco Jabber or Cisco UC Integration™ for Microsoft Lync, with Cisco Virtualization Experience Media Engine can support video resolutions up to 720p (720 horizontal lines and an aspect ratio of 16:9) at 30 frames per second, in the virtual environment.



Note Other variables, such as network traffic or far-endpoint video capability can affect video quality.

Logitech Webcam Features

Figure 5: Logitech WebCam C920-C Features

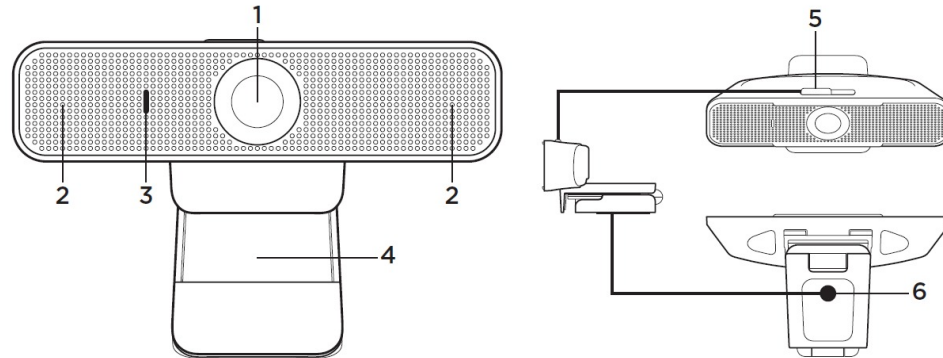


Table 4: Legend

1	Autofocus HD 1080p lens
2	Omni directional microphones Note The virtual environment does not use these microphones.
3	Activity light
4	Flexible clip/base
5	Privacy shutter
6	Tripod attachment

Set Up Your Webcam

Procedure

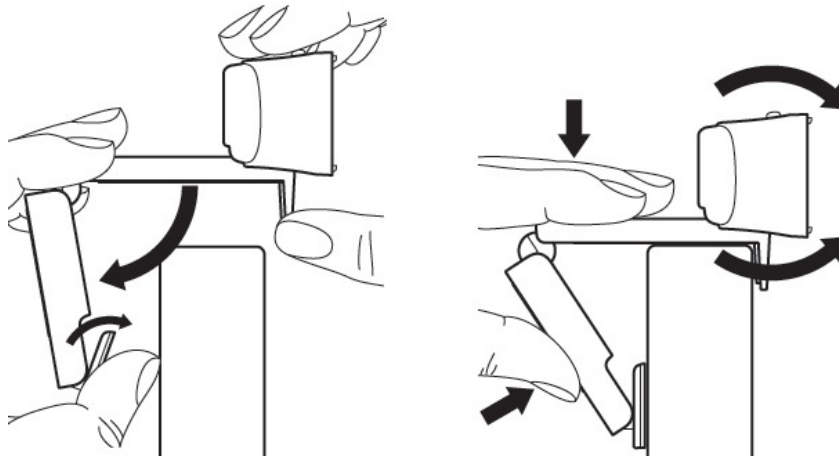
-
- Step 1** Place the webcam where you want it: on a computer monitor, desktop, or tripod.
 - Step 2** Connect the webcam to a USB port.
Driver installation may take a few moments.
 - Step 3** Use your webcam to make video calls with your video calling application.
-

Related Topics

[Mount Your Webcam on a Monitor, on page 38](#)

Mount Your Webcam on a Monitor

Figure 6: Monitor Mount

**Procedure**

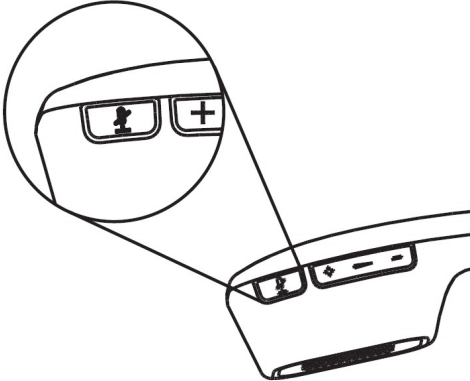
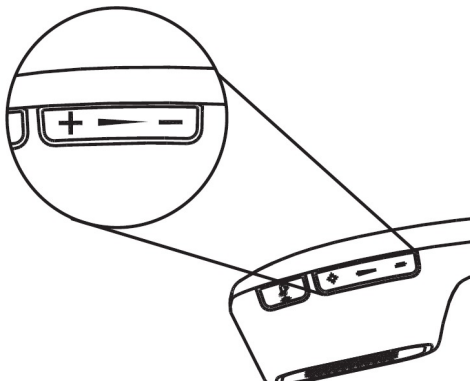
-
- Step 1** Grasp the webcam as shown and open the flexible clip/base with your other hand.
 - Step 2** Mount the webcam, making sure the foot on the flexible clip/base is flush with the back of your monitor.
 - Step 3** Adjust the camera angle up or down.
-

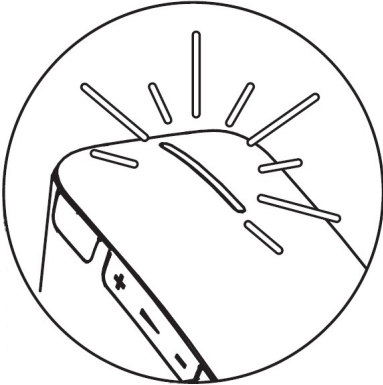
Jabra Handset 450 for Cisco

The Jabra Handset 450 for Cisco was designed for Cisco, for use in Cisco Unified Communications environments.

Jabra Handset 450 Features

Table 5: Jabra Handset 450 Features

Feature	Description
Answer call	<p>Lift the handset.</p> <p>If your Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync) is running and you have no incoming, active, or held calls, you can lift the handset to make it your active device. The handset plays a beep tone when the device is ready and Cisco Jabber or Cisco UC Integration™ for Microsoft Lync becomes the active window.</p>
End call	Place the handset back in the cradle.
Mute handset	<p>Press the mute button on the handset to toggle mute.</p> 
Handset volume control	<p>Press the Volume + and Volume - buttons on the handset to increase or decrease the volume.</p> 

Feature	Description
Handset status indicator light	<p>Indicates the handset status. The light is</p> <ul style="list-style-type: none"> • White (not flashing) when the handset is ready, but not in use. • White (flashing) when the handset is charging, but not in use. • Yellow when the handset battery is low. • Blue (flashing) when the handset is pairing with the cradle. If the handset flashes blue while away from the cradle, this indicates that the handset is out of range. • Red (flashing) when you have an incoming call and the handset is ringing. • Red (not flashing) when you have new voicemail. <p>Note If you have not set up your Cisco Unified Communications client (Cisco Jabber or Cisco UC Integration™ for Microsoft Lync) with your Cisco Unity credentials for voicemail, or if you use a third-party voicemail system, the message waiting indicator on the handset may not be in sync with Cisco Jabber or Cisco UC Integration™ for Microsoft Lync.</p> <ul style="list-style-type: none"> • Green when you have an active call or audio stream. 
Handset charging	Place the handset into the cradle.

Set Up Your Handset

The Jabra Handset 450 for Cisco and the handset cradle are factory paired.



Note

You can pair only one handset with the cradle at a time.

Procedure

- Step 1** Connect the USB cable to the handset cradle.
 - Step 2** Plug the USB cable into an available USB port on your Cisco Virtualization Experience Client.
 - Step 3** Place the handset in the cradle.
The handset pairs with the cradle and begins charging.
-



Power Your Handset Off and On

The Jabra Handset 450 for Cisco is always powered on when it is in the handset cradle.



Note The handset powers off automatically if it is out of range of the cradle, for four minutes or longer.

Procedure

- Step 1** To power off the handset, press and hold  for 5 seconds.
 - Step 2** To power the handset back on, press .
-

Jabra Speak 450 for Cisco

The Jabra Speak 450 for Cisco is a hands-free speakerphone. The Jabra Speak 450 was designed for Cisco to work in Cisco Unified Communications environments.

Jabra Speak 450 Features

Figure 7: Jabra Speak 450 Features

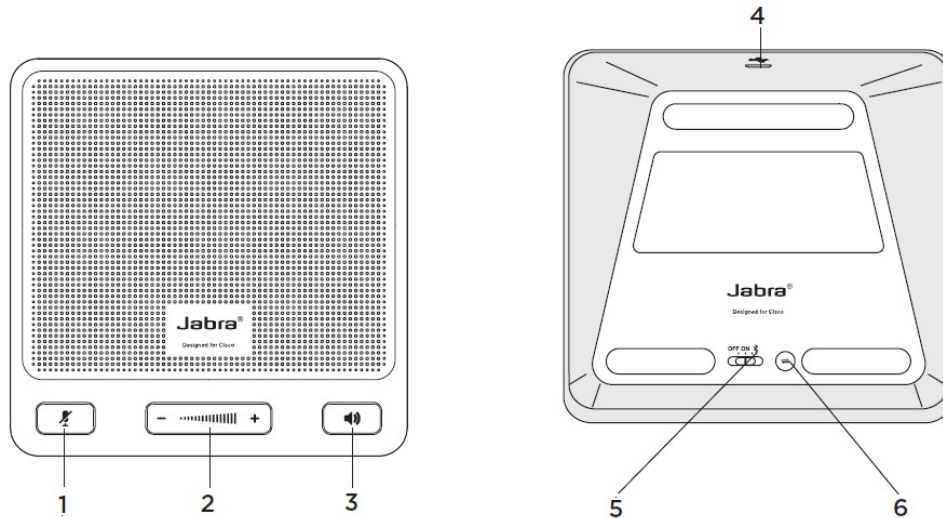


Table 6: Legend

1	Press the Mute button to toggle mute.
2	Press the Volume + or Volume - button to adjust the speaker volume up or down.
3	<p>Press the Speaker button to answer a call, or to end a call.</p> <p>To end an active call and answer an incoming call, press the Speaker button twice.</p> <p>To reject an incoming call, press the Speaker button twice.</p> <p>To put a call on hold and answer an incoming call, press and hold the Speaker button for two seconds.</p> <p>To switch between an active call and a call on hold, press and hold the Speaker button for two seconds.</p> <p>If Cisco Jabber or Cisco UC Integration™ for Microsoft Lync is running and you have no incoming, active, or held calls, you can press the button to make the speakerphone your active device. The speakerphone plays a beep tone to let you know that it is ready and Cisco Jabber or Cisco UC Integration™ for Microsoft Lync becomes the active window.</p>
4	Plug the USB cable into this USB port. (USB connections only)
5	<p>Set the OFF/ON/Bluetooth switch to ON for a USB connection.</p> <p>Set the OFF/ON/Bluetooth switch to Bluetooth for Bluetooth connections.</p>
6	Press the Connect button to reconnect with, or to disconnect from a Bluetooth device.

Set Up Your Hands-Free Speakerphone USB Connection

Procedure

- Step 1** Connect the USB cable to the Jabra Speak 450.
 - Step 2** Plug the other end of the USB cable into an available USB port.
 - Step 3** On the base of the speakerphone, set the **OFF/ON/Bluetooth** switch to the **ON** position.
-

Set Up Your Hands-Free Speakerphone Bluetooth Connection

With the Jabra Link 360, you can connect the Jabra Speak 450 to your Cisco Virtualization Experience Client over Bluetooth.



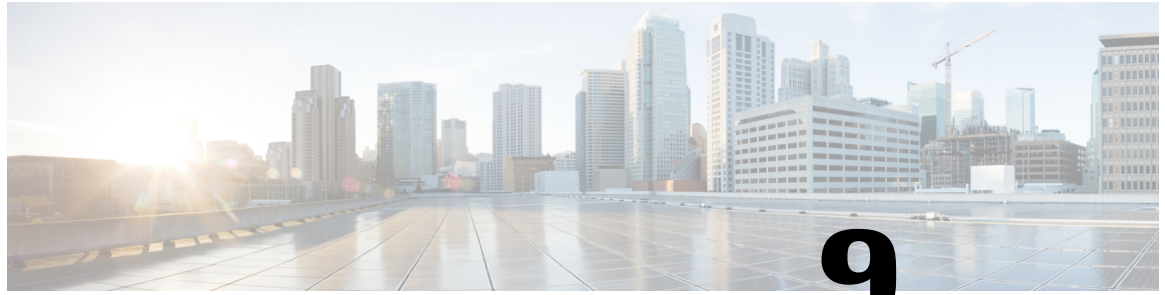
- Note** You can pair up to eight devices with the Jabra Link 360; however, only one active audio path is supported at a time. For more information about the Jabra Link 360, visit <http://www.jabra.com>.
-

Before You Begin

Power off all devices that previously connected to (paired with) the Jabra Link 360.

Procedure

- Step 1** On the base of the speakerphone, set the **OFF/ON/Bluetooth** switch to the **Bluetooth** position.
 - Step 2** On the base of the speakerphone, press **Connect**.
 - Step 3** Plug the Jabra Link 360 into an available USB port.
The LED indicator flashes blue to indicate that the Jabra Link 360 is in pairing mode. It can take up to a minute to establish the connection. The LED turns solid blue when pairing is complete.
-



CHAPTER 9

Further Reading

To find out more about Cisco Jabber, visit our website at: <http://www.cisco.com/go/jabber>.

To find out more about Cisco Virtualization Experience Media Engine, visit the website at: <http://www.cisco.com/go/vxme>.

