



User Guide for Cisco Unified Video Advantage, Release 2.1

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Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
<http://www.cisco.com>
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883

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CHAPTER 1

Introducing Cisco Unified Video Advantage

- [Overview, page 1-1](#)
- [Cisco Unified Video Advantage Call Features, page 1-2](#)
- [Where To Find More Documentation, page 1-3](#)

Overview

Cisco Unified Video Advantage brings video telephony functionality to Cisco IP Communicator (Release 2.0 and later) and to all video-enabled Cisco Unified IP Phones.

When Cisco Unified Video Advantage is coupled with a supported USB video camera, it enables a PC connected to Cisco IP Communicator or to a Cisco Unified IP Phone to add video to phone calls without requiring any extra button-pushing or mouse-clicking.

This means that you can use video when communicating with other Cisco Unified Video Advantage users, Cisco Unified Personal Communicator users, and with Cisco Unified IP Phone 7985 desk phones. You can also use video while attending Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express meetings.

**Note**

In this document, references to Cisco Unified IP Phones include Cisco IP Communicator Release 2.0 or later and all video-enabled Cisco Unified IP Phones. For details about which Cisco Unified IP Phones can be video-enabled, contact your system administrator.

Cisco Unified Video Advantage Call Features

Many call features supported on your Cisco Unified IP Phone are available with video through Cisco Unified Video Advantage. Some examples of phone features with video are:

- Placing and answering calls
- Transferring a call
- Forwarding a call
- Making conference calls
- Hold and resume
- Mute video and audio
- Call Park
- Call Pickup

If Cisco Unified Video Advantage is not running on your PC or on the PC of the remote caller, the call functions like a regular phone call without video.

Related Topics

- [Chapter 2, “Getting Started with Cisco Unified Video Advantage”](#)
- [Chapter 3, “Using Cisco Unified Video Advantage with Your Cisco Unified IP Phone”](#)

Where To Find More Documentation

The following documentation is available for this product:

- Quick Start Guide for Cisco VT Camera

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html

- Online Help

From the Cisco Unified Video Advantage console, choose **Help > User Guide** or choose **Start > Programs > Cisco Unified Video Advantage > User Guide**.

- Updated Documentation (PDF)

The most current version of this document is available in English as a PDF file at:

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/products_user_guide_list.html

The following documentation is available for products related to this product:

- Documentation for Cisco IP Communicator

http://www.cisco.com/en/US/products/sw/voicesw/ps5475/products_user_guide_list.html

- Documentation for your Cisco Unified IP Phone

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html



CHAPTER 2

Getting Started with Cisco Unified Video Advantage

- [How to Set Up Cisco Unified Video Advantage, page 2-1](#)
- [Starting and Stopping Cisco Unified Video Advantage, page 2-5](#)
- [Identifying Cisco Unified Video Advantage Icons on Your PC, page 2-7](#)
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- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)
- [Making Sure Your Cisco Unified IP Phone is Set Up for Video Calls, page 2-19](#)
- [Updating Cisco VT Camera Drivers and Cisco Unified Video Advantage, page 2-19](#)

How to Set Up Cisco Unified Video Advantage

Complete the following tasks in order:

- [Assembling Your Video Camera and Installing the Drivers, page 2-2](#)
- [Installing Cisco Unified Video Advantage, page 2-4](#)

Assembling Your Video Camera and Installing the Drivers

You need to use a camera with Cisco Unified Video Advantage to see video with your phone calls.

Your system administrator will provide you with a video camera and tell you if you need to install the software described in this section. You also might need to assemble the camera.

**Note**

Cisco Unified Video Advantage no longer installs the Cisco VT Camera drivers. You install the camera drivers first and then install the application. All references to the Cisco VT Camera apply to both the Cisco VT Camera and to the Cisco VT Camera II.

Before You Begin

Make sure you have at least 20 MB of free disk space.

**Caution**

Do not connect the camera to your PC until after the software installation is complete. If you connect the camera before the installation is complete, the Find New Hardware wizard will appear. If this occurs, click **Cancel**, unplug the camera, and wait until after installation is complete to plug in the camera.

Procedure

- Step 1** Assemble the video camera, if needed, according to the instructions that came with the camera.
- Step 2** Make sure your camera is *not* plugged into your computer.
- Step 3** Double-click the installer that the system administrator provided to you.
- Step 4** Follow the instructions.
- Step 5** Plug the camera into a USB port on your computer.

- Step 6** Wait for confirmation messages to appear before trying to use your camera:
- (For Windows 2000 and Windows XP) You will see a series of messages. Wait until you see this message: “Found New Hardware. Your new hardware is installed and ready to use.”
 - (For Windows Vista) Wait until you see the message “Your devices are ready to use.”
- Step 7** Install Cisco Unified Video Advantage. See the “Related Topics.”
-

Troubleshooting Tips

- If you need to uninstall or re-install this software, make sure your camera is *not* plugged in to your computer before doing so.

For information about the Cisco VT Camera features and how to use them, see the camera quick start guide:

http://www.cisco.com/en/US/products/sw/voicesw/ps5662/prod_installation_guides_list.html

- To verify that the camera drivers installed correctly, choose **Start > My Computer**, right-click, and select **Properties**. Click the **Hardware** tab, and select **Device Manager**. On the Device Manager window, expand **Imaging Devices**, and check that the camera is listed. If it is not listed, the installation did not complete correctly and you should try the installation again.

Related Topics

- [Installing Cisco Unified Video Advantage, page 2-4](#)
- [Updating Cisco VT Camera Drivers and Cisco Unified Video Advantage, page 2-19](#)

Installing Cisco Unified Video Advantage

If your system administrator has not installed Cisco Unified Video Advantage on your computer, install it.

Before You Begin

- You must be logged into Windows with Administrator authority to install Cisco Unified Video Advantage.
- Your system administrator should ensure that your equipment meets the system requirements for using this product.
- Install the video camera drivers and connect the camera to your PC *before* installing Cisco Unified Video Advantage.



Note

Cisco Unified Video Advantage no longer installs the Cisco VT Camera drivers. You install the camera drivers first and then install the application.

- Ensure that the Cisco Unified IP Phone is connected to the corporate telephony network. If the Cisco Unified IP Phone is powered on and you can make voice calls, it is properly connected.
- Ensure that the Cisco Unified IP Phone is video enabled. If the phone screen displays this video icon  on the status line, the phone is video enabled.
- If you are using Cisco Unified Video Advantage with a Cisco Unified IP Phone, ensure that a standard Ethernet cable is connected from your PC Ethernet input to the PC port on the back of the phone. On most PCs, you can verify that this connection is working by the presence of a lit green LED at the point where the Ethernet cable plugs into the PC.
- If you are using Cisco Unified Video Advantage with Cisco IP Communicator, ensure that Cisco IP Communicator Release 2.0 or later is installed on your PC.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Close and Exit any open applications. |
| Step 2 | After the Cisco Unified Video Advantage Installer program starts, follow the instructions presented in the windows to complete the installation. |
| Step 3 | If prompted to restart the PC, click Yes . |
-

Related Topics

- [Starting and Stopping Cisco Unified Video Advantage, page 2-5](#)
- [Updating Cisco VT Camera Drivers and Cisco Unified Video Advantage, page 2-19](#)

Starting and Stopping Cisco Unified Video Advantage

Before You Begin

- Using Cisco Unified Video Advantage with Cisco IP Communicator for video calls over a corporate wireless LAN might result in poor audio and video quality and is not supported. The software can be used on a remote wireless LAN connected to a 300kbps/300kbps broadband link. For best results, we recommend that you use Cisco Unified Video Advantage over a wired Ethernet connection whenever possible.
- If Cisco Unified Personal Communicator is running, exit it before launching Cisco Unified Video Advantage.

Procedure

If you want to...	Then...
Check if Cisco Unified Video Advantage is started	Look for the Cisco Unified Video Advantage icon in the system tray on your Windows desktop.
Start Cisco Unified Video Advantage	Perform one of the following: - From your Windows desktop, select Start > Programs > Cisco Unified Video Advantage > Cisco Unified Video Advantage. - Click the Cisco Unified Video Advantage icon in the Quick Launch bar. - Double-click the Cisco Unified Video Advantage icon on the Windows desktop. The application starts. You should wait for about one minute for the application to fully initialize before you place a call.
Stop Cisco Unified Video Advantage	Perform one of the following: - From the Cisco Unified Video Advantage console, select Video > Exit. - Right-click the Cisco Unified Video Advantage icon in the system tray, and select Exit. The application closes.
Open the Cisco Unified Video Advantage console	Start Cisco Unified Video Advantage and then perform one of the following: - Right-click the Cisco Unified Video Advantage icon in the system tray, and select Show Cisco Unified Video Advantage. - Double-click the Cisco Unified Video Advantage icon on the Windows desktop.

Related Topics

- [Identifying Cisco Unified Video Advantage Icons on Your PC, page 2-7](#)
- [Using the Cisco Unified Video Advantage Windows, page 2-7](#)
- [Device Association, page 2-9](#)

Identifying Cisco Unified Video Advantage Icons on Your PC

When you start Cisco Unified Video Advantage on your PC, the Cisco Unified Video Advantage icon appears in the system tray on your Windows desktop.

Depending on the options selected during the installation of Cisco Unified Video Advantage, an icon also appears in the Quick Launch bar and on the Windows desktop.

Icon in System Tray	Description
	Cisco Unified Video Advantage is idle.
	Cisco Unified Video Advantage is idle and: • Camera-On feature is disabled. • Camera is unplugged.
	Video problem If this icon appears, there might be a connectivity problem between your Cisco Unified IP Phone and your PC, or between the Cisco VT Camera and your PC. See the “How to Troubleshoot Connections” section on page 4-5.

Using the Cisco Unified Video Advantage Windows

- [Cisco Unified Video Advantage Console, page 2-8](#)
- [Console Buttons, page 2-8](#)
- [Device Association, page 2-9](#)
- [Local Video Window, page 2-11](#)
- [Remote Video Window, page 2-13](#)
- [Resizing the Video Windows, page 2-14](#)
- [Using Other Video Window Controls, page 2-15](#)

Cisco Unified Video Advantage Console

Within the Cisco Unified Video Advantage main window or console, you can associate your camera to a phone device, set your video preferences and settings, and access online help.

Related Topics

- [Console Buttons, page 2-8](#)
- [Device Association, page 2-9](#)
- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)

Console Buttons

The console includes buttons that reflect the availability and connectivity states of devices to which Cisco Unified Video Advantage tries to associate. To determine the availability and connectivity state of a device, roll your mouse over the icon. A message displays telling you whether the device is available or connected.

Console Button	Description
	Displays the availability and connectivity states of Cisco IP Communicator.
	Displays the availability and connectivity states of the Cisco VT Camera. You can use this button to toggle the camera on or off. If you toggle the camera off, you can receive video, but you will not transmit video.
	Displays the availability and connectivity states of the Cisco Unified IP Phone.

Console Button	Description
	Launches Cisco IP Communicator.
	Launches the local and remote video check windows.

Related Topics

- [Device Association, page 2-9](#)
- [Local Video Window, page 2-11](#)
- [Remote Video Window, page 2-13](#)
- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)

Device Association

When you launch the application for the first time after the initial installation, Cisco Unified Video Advantage searches first for Cisco IP Communicator and tries to associate with it. If Cisco IP Communicator is not available, it associates with any available video-enabled Cisco Unified IP Phone. Cisco Unified Video Advantage can only associate with one phone device at a time.

[Figure 2-1](#) shows Cisco Unified Video Advantage associated with Cisco IP Communicator. When Cisco Unified Video Advantage connects to Cisco IP Communicator, a solid green line connects the two buttons, and the buttons appear to be pressed.

Figure 2-1 *Cisco Unified Video Advantage Connected to Cisco IP Communicator*



Figure 2-2 shows Cisco Unified Video Advantage associated with the Cisco Unified IP Phone. When Cisco Unified Video Advantage is connected to a Cisco Unified IP Phone, a solid green line connects the two buttons, and the buttons appear to be pressed.

Figure 2-2 *Cisco Unified Video Advantage Connected to the Cisco Unified IP Phone*



If you are running Cisco Unified Video Advantage on a laptop computer, and you undock that computer from a docking station, it automatically searches for and associates with Cisco IP Communicator.

If you specify that your Cisco Unified IP Phone is your preferred device, when you return to your workstation and re-dock your laptop, Cisco Unified Video Advantage automatically re-associates with this device.

You can change the preferred device through **Video > Preferred Device** even if the preferred device is not present. When you choose a preferred device, the button on the console window appears to be pressed (but it might be grayed out), and you see a solid line trying to connect first to the preferred device. If your preferred device is not present, Cisco Unified Video Advantage tries to connect to the other device. If both are unavailable, you see a broken line connected to the preferred device.

Related Topics

- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)
- [How to Troubleshoot Connections, page 4-5](#)

Local Video Window

The local video window shows your live video while you are on a call. It shows you how you look to the caller when you are on a call.

Using the Cisco Unified Video Advantage Windows



1	Camera Off and Camera On (icon changes depending on the state of the camera)	Pauses live video
2	Full-Screen Mode	Uses your full screen to display video window
3	Preferences Menu	Displays the video window and camera settings options
4	Video Signal Quality	Displays the video signal quality
5	Status bar	Displays status messages

Related Topics

- [Resizing the Video Windows, page 2-14](#)
- [Using Other Video Window Controls, page 2-15](#)

- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)

Remote Video Window

The remote video window shows the live video from the camera of the remote caller. You will see the caller in this window.



1	Full Screen Mode	Uses your full screen to display video window
2	Preferences Menu	Displays the video window and camera settings options
3	Video Signal Quality	Displays the video signal quality
4	Status bar	Displays status messages

Related Topics

- [Resizing the Video Windows, page 2-14](#)
- [Using Other Video Window Controls, page 2-15](#)
- [Adjusting Cisco Unified Video Advantage Settings, page 2-15](#)

Resizing the Video Windows

If you want to...	Then...
Adjust the size of the local video window	Drag any corner of the window, and resize to the desired dimension. Or click the Preferences menu icon in the status bar on bottom of the local video window, and choose one of these: • Quarter-size • Half-size • Normal-size • Double-size • Full Screen
Adjust the size of the remote video window	Drag any corner of the window, and resize to the desired dimension. Or click the Preferences menu icon in the status bar on bottom of the remote video window, and choose one of these: • Quarter-size • Half-size • Normal-size • Double-size • Full Screen

Using Other Video Window Controls

The Preferences menu is available from the local and remote video check windows. From the console, select **Video > Video Check**. After the local and remote video check windows are displayed, you access the Preferences menu by these methods:

- Clicking the Preferences menu icon
- Right-clicking on the local or remote video check window
- Clicking **Shift + F10**

If you want to...	Then...
Minimize the video window.	Select Preferences > Minimize .
Remove the toolbar from the bottom of the video windows.	The toolbars are displayed by default. To remove them, deselect it from Preferences > Show Toolbar .
Display the console.	Select Preferences > Show Console .

Adjusting Cisco Unified Video Advantage Settings

Open the Cisco Unified Video Advantage console to adjust settings. For instructions on opening the console, see the [“Starting and Stopping Cisco Unified Video Advantage”](#) section on page 2-5.

If you want to use...	Then...
Camera On	Enabled by default, which means that Cisco Unified Video Advantage can send video. If you want to disable your camera, deselect Video > Camera On .

■ Adjusting Cisco Unified Video Advantage Settings

If you want to use...	Then...
Preferred Device	Lets you choose the preferred device (Cisco IP Communicator or Cisco Unified IP Phone) to send video (Video > Preferred Device), even if the device is not present. Checking one of the preferred devices enables the Cisco Unified Video Advantage association to that device. Selecting the other device causes Cisco Unified Video Advantage to change its association to the new device. The setting is saved and applied to the next Cisco Unified Video Advantage session.
Video Check	Lets you check that your video windows are working when you are not on call. To start the video check: • Click Video Check on the right side of the console. • Select Video > Video Check. If your video windows do not appear to be working, see the “Troubleshooting Cisco Unified Video Advantage” section. To stop the video check: • Click the close button in the upper right corner of the window. • Click Video Check again. • Select Video > Video Check again.
Mute Video on Audio Mute	To toggle this setting on or off, select Settings > Mute Video on Audio Mute. When this setting is turned on, and you mute the audio on your Cisco Unified IP Phone, your video is automatically paused and displays a no video icon until you unmute the audio on your phone.
This Window Always on Top	To toggle this setting on or off, select Settings > This Window Always on Top, or select Video > Video Check and on the local or remote video window, click Preferences > Always on Top. When this setting is enabled, the Cisco Unified Video Advantage console remains on top of other active applications on your PC.
Show System Tray Messages	Enabled by default. If you want to disable the informational system tray messages, deselect Settings > Show System Tray Messages.

If you want to use...	Then...
Camera...	Select Settings > Camera to change camera settings, such as brightness, contrast, and so on. To return to the default settings, click Cancel .
Video Quality...	Select Settings > Video Quality.  Caution Your video quality settings have been set by your system administrator and the Automatic check box is enabled by default. In most cases when working over a LAN, you will not need to adjust these settings. However, if you are a mobile worker or telecommuter, you might need to cap the bandwidth at a maximum rate based on your Internet connection uplink speed. If you do not know how to determine your uplink speed, contact your Internet service provider, or contact your system administrator for assistance before you change the video quality setting. Deselect Automatic, and then use the slider to adjust your settings. If you are on a remote connection, you might want to adjust for lower network use. If you are connected to a high-speed connection, you might want to adjust for higher video quality. (While on a call, this selection is not available. You can change this setting before or after a call.) Note When reconnecting to your corporate LAN, remember to reset the bandwidth to Default before you make a call.
Enable Detailed Logs	Disabled by default. To toggle this setting on or off, select Settings > Enable Detailed Logs. Detailed logging might impair performance so you should turn it off as soon as you no longer need it.

If you want to use...	Then...
Video Confirmation	Disabled by default, which means that no confirmation is displayed, and video is streamed on calls when the phone is associated and the camera is present. This preference applies only to the local video. The setting is saved and applied to the next Cisco Unified Video Advantage session. To toggle this setting on or off, select Settings > Video Confirmation. When enabled, Cisco Unified Video Advantage displays a message on the status bar under the local window and displays a balloon tooltip in the system tray to let you know that video will stream to the other endpoint only after you turn on the camera from the console or from the local video window. The local video window also displays the no-video icon. You can start the camera and stream video at any point during a call. Regardless of the setting, video does not stream under these conditions: • The PC screensaver is active. • The PC is locked. • You lock your PC in the middle of a video call. You must manually start sending video (select Video > Camera On or click the camera button on the local video window) when the screensaver is inactive or when you unlock the PC.

Making Sure Your Cisco Unified IP Phone is Set Up for Video Calls

To use Cisco Unified Video Advantage with your Cisco Unified IP Phone, your phone must be set up for video calls.

Icon	Description
	Appears on the status line of the Cisco Unified IP Phone screen and indicates that the phone is set up for video calls. (This icon might look somewhat different depending on your Cisco Unified IP Phone model.) If you do not see this icon on your Cisco Unified IP Phone, contact your system administrator for assistance.

Related Topics

- [Chapter 3, “Using Cisco Unified Video Advantage with Your Cisco Unified IP Phone”](#)

Updating Cisco VT Camera Drivers and Cisco Unified Video Advantage

Updates for Cisco Unified Video Advantage and Cisco VT Camera drivers are available as separate installation packages.

During the update, each installer uninstalls the previous version of the application or the camera drivers. The new version of the application or the Cisco VT Camera camera drivers is then installed. Your Cisco Unified Video Advantage configuration settings (preferences) are preserved.

Before You Begin

When you update Cisco Unified Video Advantage, the Cisco VT Camera drivers are removed. You must re-install the camera drivers after updating Cisco Unified Video Advantage.

Procedure

-
- | | |
|---------------|--|
| Step 1 | Exit Cisco Unified Video Advantage. |
| Step 2 | Unplug your camera. |
| Step 3 | Upgrade Cisco Unified Video Advantage by installing this software. |
| Step 4 | Install the camera drivers. |
| Step 5 | Plug in the camera. |
-

Related Topics

- [Assembling Your Video Camera and Installing the Drivers, page 2-2](#)
- [Installing Cisco Unified Video Advantage, page 2-4](#)



CHAPTER 3

Using Cisco Unified Video Advantage with Your Cisco Unified IP Phone

This chapter describes how to use some of the call features that are available with video on Cisco IP Communicator or on Cisco Unified IP Phone.

You use Cisco IP Communicator or the Cisco Unified IP Phone as you normally do. For complete instructions for using your Cisco Unified IP Phone, see the phone guide for your model:

http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide_list.html

Note that every call might not have video even if phones with video are available on both sides of a call. Video availability depends on network and PC conditions.

- [Placing and Answering a Call, page 3-2](#)
- [Making Conference Calls, page 3-3](#)
- [Transferring a Call, page 3-4](#)
- [Forwarding a Call, page 3-5](#)
- [Using Hold and Mute, page 3-5](#)
- [Storing and Retrieving Parked Calls, page 3-6](#)
- [Redirecting a Ringing Call to Your Phone, page 3-7](#)



Note

Make sure that Cisco Unified Video Advantage is started on your PC before you use these phone features. For details, see the [“Starting and Stopping Cisco Unified Video Advantage”](#) section on page 2-5.

Placing and Answering a Call

Before You Begin

Placing a video call with Cisco Unified Video Advantage in a wireless environment might work, but it is not supported.

Procedure

If you want to...	Then...
Place a video call	On your Cisco Unified IP Phone, place a call as you normally do. On your PC, the local and remote video windows display. You see yourself in the local video window. If the person you are calling has a video-enabled phone, you see the person in the remote video window.
Answer a video call	On your Cisco Unified IP Phone, answer the call as you normally do. On your PC, the local and remote video windows display. You see yourself in the local video window. If the person you are calling has a video-enabled phone, you see the person in the remote video window.



Tip

Depending on your system configuration, when you start Cisco Unified Video Advantage in the middle of a call, the call will be a video call as long as the other party also has video call capabilities.

Troubleshooting Tips

- If **Video > Camera-on** is disabled and you place a call:
 - If you disable the Camera-on feature, you will see the person you are calling in the remote video window when you place a call. The local video window displays the no-video icon.
 - If the person you are calling disables the Camera-on feature, you will see yourself in the local video window when you place a call. The remote video window displays the no-video icon.

- If **Video > Camera-on** disabled and you answer a call:
 - If you disable the Camera-on feature, you will see the caller in the remote video window when you answer the call. The local video window displays the no-video icon.
 - If the person who is calling disables the Camera-on feature, you will see yourself in the local video window when you answer the call. The remote video window displays the no-video icon.
- If video confirmation is enabled, the local window also displays the no-video icon.

Related Topics

- [Making Conference Calls, page 3-3](#)
- [Transferring a Call, page 3-4](#)
- [Forwarding a Call, page 3-5](#)
- [Using Hold and Mute, page 3-5](#)
- [Storing and Retrieving Parked Calls, page 3-6](#)
- [Redirecting a Ringing Call to Your Phone, page 3-7](#)

Making Conference Calls

If you want to...	Then...
Make a conference call	On your Cisco Unified IP Phone, initiate a conference call. On your PC, the local and remote video windows display. All conference participants that use Cisco Unified Video Advantage can participate in the video call. Those participants who are not using Cisco Unified Video Advantage participate with audio only. The video you see in the remote video window depends on how video conferencing was set up on your IP telephony network. Contact your system administrator to find out about the types of video conferencing available to you.

Related Topics

- [Placing and Answering a Call, page 3-2](#)
- [Using Hold and Mute, page 3-5](#)

Transferring a Call

If you want to...	Then...
Transfer a call	On your Cisco Unified IP Phone, transfer the call as you normally do. The interaction on your PC differs depending on whether you perform a blind transfer or a consult transfer. • Blind Transfer: On your PC, the video windows close. • Consult Transfer: On your PC, the caller with whom you are actively consulting appears in the remote video window. When the call is transferred, the video windows close.

Related Topics

- [Placing and Answering a Call, page 3-2](#)
- [Forwarding a Call, page 3-5](#)
- [Using Hold and Mute, page 3-5](#)

Forwarding a Call

If you want to...	Then...
Forward a call	On your Cisco Unified IP Phone, forward a call as you normally do. On your PC, the video windows close.

Related Topics

- [Placing and Answering a Call, page 3-2](#)
- [Transferring a Call, page 3-4](#)
- [Using Hold and Mute, page 3-5](#)

Using Hold and Mute

If you want to...	Then...
Put a call on hold	On your Cisco Unified IP Phone, put a call on hold as you normally do. On your PC, the video windows close. When you are ready, resume the call on your phone as you normally do. On your PC, the video windows redisplay.

If you want to...	Then...
Mute the audio	On your Cisco Unified IP Phone, mute the call as you normally do. On your PC in the local video window, the video is paused with a still frame if the Mute Video on Audio Mute setting is toggled on. Otherwise, the video in the local video window continues. There is no change to the video in the remote video window. When you are ready, unmute the audio on your phone as you normally do. On your PC, the video resumes, if previously paused.
Stop the video when you put your phone on mute	On your PC, in the Cisco Unified Video Advantage console, select Settings > Mute Video on Audio Mute. When you mute the audio on your Cisco Unified IP Phone, your video is automatically paused with a still frame until you unmute the audio.

Related Topics

- [Placing and Answering a Call, page 3-2](#)
- [Making Conference Calls, page 3-3](#)
- [Transferring a Call, page 3-4](#)

Storing and Retrieving Parked Calls

If you want to...	Then...
Park a call	On your Cisco Unified IP Phone, park a call as you normally do. On your PC, the video windows close.
Retrieve a parked call	On your Cisco Unified IP Phone, retrieve the parked call as you normally do. If the phone displays the video icon and is connected to a video-enabled PC, the local and remote video windows display on your PC. Otherwise it functions like a regular phone call.

Related Topics

- [Placing and Answering a Call, page 3-2](#)

Redirecting a Ringing Call to Your Phone

If you want to...	Then...
Answer a call that is ringing on another extension within your group	On your Cisco Unified IP Phone, use Pickup as you normally do. On your PC, the local and remote video windows display.
Answer a call that is ringing on another extension outside of your group	On your Cisco Unified IP Phone, use GPickUp as you normally do. On your PC, the local and remote video windows display.

Related Topics

- [Placing and Answering a Call, page 3-2](#)



CHAPTER 4

Troubleshooting Cisco Unified Video Advantage

- [How to Resolve Problems With Video, page 4-1](#)
- [Problems with No Audio During a Call, page 4-5](#)
- [Problems with Microsoft Windows Hanging While Booting, page 4-5](#)
- [How to Troubleshoot Connections, page 4-5](#)
- [How to Get Information for Your System Administrator, page 4-7](#)



Note

Contact your system administrator to make sure your computer meets the minimum system requirements for using Cisco Unified Video Advantage and the video camera on the network.

How to Resolve Problems With Video

- [Video Windows Have No Video and the No-Video Icon Appears in a Black Screen, page 4-2](#)
- [Remote Video Window Shows Double or Distorted Images, page 4-3](#)
- [Video Bandwidth Unavailable Message Appears on Cisco Unified IP Phone LCD Screen, page 4-3](#)
- [Video Problem Icon Appears in the System Tray, page 4-4](#)
- [Low-Signal Strength is Displayed in Video Windows, page 4-4](#)

Video Windows Have No Video and the No-Video Icon Appears in a Black Screen

Problem On your PC, there is no video in the video windows, and the no-video icon appears in a black screen.

Solution Try these solutions:

- Open the Cisco Unified Video Advantage console:
 - Check the local video window status bar for messages, which indicate the camera is unplugged, low-light conditions, or that the camera needs to be enabled.
 - Make sure that you did not enable video confirmation (**Settings > Video Confirmation**), or that your PC screensaver is inactive, or that your PC is unlocked, or that you did not lock your PC during a call.
 - Perform a Video Check by toggling **Video > Video Check**. The local and remote video windows should display, and a green light should be lit on the camera (on top, above the camera lens). When finished, toggle **Video > Video Check** again.
 - Check that the video is not muted.
 - Check the connectivity status of the phone and camera as well as the video signal quality.
 - If you are on an active call, put your Cisco Unified IP Phone on hold, and then resume the call.
- Check that the camera USB cable is properly connected to the USB port on the PC.
- If the camera is connected to a USB hub, make sure it is a powered hub.
- If you are using Cisco IP Communicator make sure that Release 2.0 or later is installed and running on your PC.
- Check that your PC is directly connected to the PC port on the back of your Cisco Unified IP Phone.
- Check to see if your Cisco Unified IP Phone is video enabled. Look for the video icon on the phone screen.
- Check that the video card driver for your computer is the latest for your operating system. Ask your system administrator for assistance, if necessary.

- If you are using Cisco IP Communicator and calling over a broadband connection, select **Settings > Video Quality** in Cisco Unified Video Advantage. Uncheck **Automatic**, and move the slider toward **Lower Network Use** until you see the video quality improve.

Related Topics

- [How to Troubleshoot Connections, page 4-5](#)

Remote Video Window Shows Double or Distorted Images

Problem Remote video window shows double or distorted images.

Solution This is caused by packet loss across a broadband connection. Select **Settings > Video Quality**. In the Video Quality window, deselect **Automatic**, and click **OK**. The application automatically resets the bandwidth to 125kbps, which should be sufficient for most calls. Retry the call.

Video Bandwidth Unavailable Message Appears on Cisco Unified IP Phone LCD Screen

Problem The message “Video bandwidth unavailable” displays on the Cisco Unified IP Phone LCD screen.

Solution There is not enough bandwidth for the video call. Contact your system administrator for assistance.

Video Problem Icon Appears in the System Tray

Problem The video problem icon  appears in the system tray on the PC.

Solution There might be a problem with your video connection.

- Verify that the camera drivers are installed for a supported camera.
- Verify that the camera is correctly connected to a USB 2.0 port on your computer.

Related Topics

- [Assembling Your Video Camera and Installing the Drivers, page 2-2](#) (troubleshooting tips)
- [How to Troubleshoot Connections, page 4-5](#)

Low-Signal Strength is Displayed in Video Windows

Problem You see the low-signal strength indicator



Solution Open the local or remote video windows. The video signal quality indicator is along the bottom of each window. (You can think of this video signal quality indicator as similar to the signal strength indicator on a mobile phone.)

The strongest possible signal quality is shown when the bar is solid green. The poorest signal quality is shown when the bar is solid grey. Video signal quality is affected by both the state of the network and the state of the PC and fluctuates over time. If the indicator stays in the mostly green range, you can expect higher quality video. If the indicator is mostly grey, you will notice poorer video quality.

Problems with No Audio During a Call

Problem There is no audio during a call.

Solution Check that the audio is not muted on your Cisco Unified IP Phone.

If you are on a broadband connection, lower the video quality settings. Select **Settings > Video Quality**. In the Video Quality window, deselect **Automatic**, and click **OK**. The application automatically resets the bandwidth to 125kbps, which should be sufficient for most calls. Retry the call.

If you are a mobile user connected through Cisco VPN client software, make sure that the Stateful Firewall setting is unchecked (disabled).

Problems with Microsoft Windows Hanging While Booting

Problem Microsoft Windows hangs while you are booting your computer.

Solution Check to see whether you are using a powered USB hub into which are plugged multiple devices. If so, unplug the hub, reboot your PC, and then plug the hub back in after your PC has booted up.

How to Troubleshoot Connections

- [Broken Connection Lines in the Console Window, page 4-6](#)
- [Cisco Unified Video Advantage Cannot Connect to Cisco IP Communicator, page 4-6](#)

Broken Connection Lines in the Console Window

Problem You see broken connecting lines between the Cisco VT Camera and either the Cisco IP Communicator or Cisco Unified IP Phone icons.

Solution The connection to the Cisco Unified IP Phone and/or to the Cisco VT Camera is not working.

- Make sure that you are placing the call on the selected phone device.
- If you are using the physical phone, check that the Ethernet cable from the PC is connected directly to the PC port on the back of the phone.
- Make sure that the Cisco Unified IP Phone is enabled for video. For details, see “Related Topics.”

Related Topics

- [Making Sure Your Cisco Unified IP Phone is Set Up for Video Calls, page 2-19](#)

Cisco Unified Video Advantage Cannot Connect to Cisco IP Communicator

Problem Cisco Unified Video Advantage cannot connect to Cisco IP Communicator.

Solution Try these solutions:

- Check that Cisco IP Communicator has been video enabled. If your Cisco IP Communicator is not video enabled, contact your system administrator for assistance. Ask your system administrator to ensure that Cisco IP Communicator is not using SIP as its call-control protocol because it does not interoperate with Cisco Unified Video Advantage.
- Check that you are using the correct Cisco VPN client software. Contact your system administrator for assistance.

How to Get Information for Your System Administrator

If you experience problems with Cisco Unified Video Advantage, your system administrator might ask you to do one or more of the following:

- [Capturing Log Files, page 4-7](#)
- [Enabling Detailed Logs, page 4-8](#)

Capturing Log Files

Procedure

-
- Step 1** Look on your desktop for a .zip file with a name that starts with **CUVA**, followed by a string of numbers and letters.

If this file was not generated automatically, create it:

- a. Enable detailed logging. Choose **Settings > Enable Detailed Logs**.
- b. Do one of the following:
 - Choose **Help > Create Problem Report**.
 - Choose **Start > All Programs > Cisco Unified Video Advantage > Cisco Unified Problem Reporting Tool**.
- c. Follow the instructions that you see. Before you click Finish, note the name of the file that has been created on your desktop.

- Step 2** Create an e-mail with the following information, especially if the system generated the problem report automatically:

- A description of the problem.
- An explanation of what you were doing at the time the problem occurred.
- Any other details that might have affected the situation.

Step 3 E-mail the generated file and accompanying information to your system administrator.

If additional log files are required, your system administrator will tell you where to find them.

Related Topics

- [Enabling Detailed Logs, page 4-8](#)

Enabling Detailed Logs

If you are experiencing problems using Cisco Unified Video Advantage and your system administrator tells you to do so, enable detailed logging.

Procedure

Step 1 Open the Cisco Unified Video Advantage console.

Step 2 Choose **Settings > Enable Detailed Logs**.

Your setting remains until you change it, even after you restart.



Note

Detailed logging might impair performance so you should turn it off as soon as you no longer need it. Use the same procedure to turn off detailed logging.



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