



User Guide for Using Cisco Unified Videoconferencing Connector Plug-in Release 7.1 for IBM Lotus Sametime

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User Guide for Using Cisco Unified Videoconferencing Connector Plug-in Release 7.1 for IBM Lotus Sametime
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CONTENTS

CHAPTER 1

Configuring Cisco Unified Videoconferencing Connector Preferences 1-1

- Setting Cisco Unified Videoconferencing Connector Connectivity 1-1
- How to Configure a Meeting Room 1-3
 - Configuring a Permanent Meeting Room 1-3
 - Configuring a Meeting Room without a Room Number 1-5
- Choosing How Sametime Will Display Meetings 1-5

CHAPTER 2

Installing and Configuring Conference Client 2-1

- What is the Conference Client? 2-1
- Preparing to Use the Conference Client 2-1
- Methods for Accessing the Conference Client 2-2
- Selecting a Language 2-2
- Testing Audio Quality 2-3
- Testing Your Video Settings 2-3

CHAPTER 3

Creating and Connecting to a Meeting 3-1

- Creating a Meeting 3-1
 - Creating a Video Meeting Embedded Inside the Chat Window 3-2
 - Creating a Video Meeting Embedded Inside the Sametime Connect Window 3-4
- How to Join a Meeting 3-5
 - Joining a Meeting as the Meeting Organizer 3-5
 - Joining a Meeting as an Invitee 3-5
- Adding Meeting Participants from a Chat Session 3-6

CHAPTER 4

Moderating a Meeting 4-1

- Inviting a User or a Room System 4-1
- Performing Video Meeting Tasks 4-2
- Changing the Video Layout 4-3

CHAPTER 5

Participating in a Meeting 5-1

- Common Meeting Tasks 5-1
- Requesting Permission to Speak 5-1

Viewing Meeting Information 5-2

CHAPTER 6

Troubleshooting 6-1

- Troubleshooting Cisco Unified Videoconferencing Connector 6-1
 - Joining a Cisco Unified Videoconferencing Connector Meeting without Installing the Plug-in 6-1
 - Checking CPU Usage and Network Information 6-1
- Troubleshooting Conference Client 6-2
 - Checking System Settings and Call Log 6-2
 - Checking Endpoint Bandwidth Information 6-3
 - Checking Local Endpoint Bandwidth Information 6-4
 - Checking Remote Endpoint Information 6-5
 - Configuring Audio Record Settings 6-6
 - Configuring Audio Playback Settings 6-7
 - Configuring Video Settings 6-7
 - Setting Network Bandwidth 6-8
 - Configuring Proxy Server Settings 6-8
 - Enabling Automatic Adjustment of Microphone Volume 6-9
 - Removing Echo 6-9
 - Increasing Video Compression 6-9
 - Selecting Preferred Image Size 6-10
 - Connecting Only to a Trusted Server 6-10
 - Sending RTP Media Packets Using TCP 6-11



CHAPTER 1

Configuring Cisco Unified Videoconferencing Connector Preferences

The Cisco Unified Videoconferencing Connector plug-in works with Cisco Unified Videoconferencing Desktop Server and IBM Lotus Sametime. You must configure Cisco Unified Videoconferencing Connector settings to be able to invite new participants into a Cisco Unified Videoconferencing Connector meeting. However, you do not need to configure these settings for accepting meeting invitations that you receive or for joining meetings created by other users.

- [Setting Cisco Unified Videoconferencing Connector Connectivity, page 1-1](#)
- [Configuring a Permanent Meeting Room, page 1-3](#)
- [Choosing How Sametime Will Display Meetings, page 1-5](#)

For information about installing Cisco Unified Videoconferencing Connector plug-in, refer to the *Installing and Configuring the Cisco Unified Videoconferencing Desktop Connector Plug-In*.

Setting Cisco Unified Videoconferencing Connector Connectivity

This section describes how to configure connectivity between Sametime and Cisco Unified Videoconferencing Connector.

Procedure

- Step 1** Select **File > Preferences** in the Sametime Connect user interface.
- Step 2** Select the **Video Meeting** link in the left panel.
The Server tab is displayed as shown in [Figure 1-1](#).

Figure 1-1 Server tab

Server Authentication Meetings

Video Meeting server

Enter the fully qualified domain name or IP address of your server.

Server: 10.100.254.57

Port:

Use a Secure Connection

Connection settings

Use the Sametime default community proxy settings

Use custom proxy settings

207831

Step 3 Enter the Desktop address in the Server field.

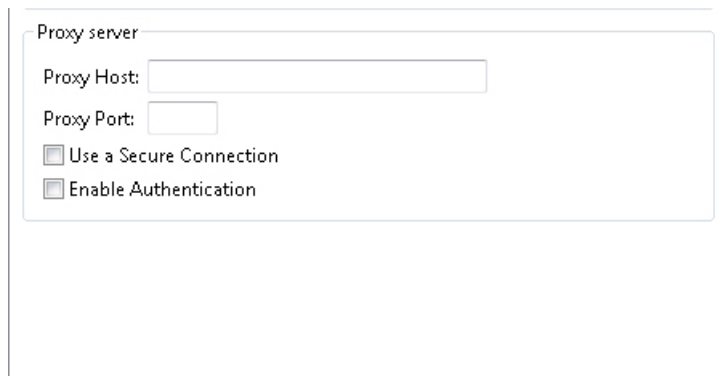
This server will host Cisco Unified Videoconferencing Connector meetings initiated by you.

Step 4 If necessary, select the **Port** check box and enter a port number.

Step 5 Select **Use a Secure Connection** if Desktop is configured with HTTPS for secure conferencing.

Step 6 (Optional) If IBM Lotus Sametime Connect is configured to work with a proxy server and you want to change its configuration, perform either of these actions:

- Either select **Use the Sametime default community proxy settings**
- or–
- Select **Use custom proxy settings** and enter proxy host, port, secure connection and authentication information as shown in [Figure 1-2](#).

Figure 1-2 Proxy Server Area of the Server Tab

Proxy server

Proxy Host:

Proxy Port:

Use a Secure Connection

Enable Authentication

207530

Step 7 Select **OK** to save your preferences.

Related Topics

- [Configuring a Permanent Meeting Room, page 1-3](#)
- [Configuring a Meeting Room without a Room Number, page 1-5](#)

How to Configure a Meeting Room

Cisco Unified Videoconferencing Desktop Server uses the meeting room you configure for a Cisco Unified Videoconferencing Connector meeting you create. When you leave the meeting, it still continues to run in your meeting room until all meeting participants leave this meeting.

- [Configuring a Permanent Meeting Room, page 1-3](#)
- [Configuring a Meeting Room without a Room Number, page 1-5](#)

Configuring a Permanent Meeting Room

You can configure Cisco Unified Videoconferencing Connector to automatically connect to a predefined room number each time you create a new video meeting. The room number is the service prefix used for the meeting followed by the meeting ID used by Cisco Unified Videoconferencing Connector. During this configuration you also define a PIN for PIN-protected meetings so that you do not need to enter a PIN upon meeting creation. Depending on your deployment you can configure a virtual meeting room in one of these ways:

- For deployments using a MCU, you need to configure Cisco Unified Videoconferencing Connector to always use the same meeting room number and meeting PIN.
- For deployments using an Cisco Unified Videoconferencing Manager, you configure Cisco Unified Videoconferencing Connector to retrieve information about your predefined virtual room from the Cisco Unified Videoconferencing Manager server.

Before You Begin

- Acquire a service prefix from your system administrator.
- Contact your system administrator to find out whether your Cisco Unified Videoconferencing Desktop Server is configured to work with a MCU or an Cisco Unified Videoconferencing Manager.

Procedure

Step 1 Select **File > Preferences** in the Sametime Connect user interface.

Step 2 Select the **Video Meeting** link in the left panel.

Step 3 Select the **Meetings** tab.

The Meetings tab is displayed as shown in [Figure 1-3](#).

Figure 1-3 Meetings tab

Step 4 To retrieve your virtual room information from the Cisco Unified Videoconferencing Manager server, select **Use your virtual room number**.

Step 5 To use a meeting room which is not your virtual room, perform these steps:

- a. Select **Use this room number**.
- b. Enter the meeting room you are using for this meeting in the Room Number field.
- c. (Optional) If the room is PIN-protected, enter the PIN for the meeting in the Meeting PIN field.

Step 6 Select **OK** to save your preferences.

Configuring a Meeting Room without a Room Number

When you configure a meeting room without a room number, Cisco Unified Videoconferencing Connector prompts you to enter the meeting ID which you want to use for your Desktop meetings. Each time the Cisco Unified Videoconferencing Connector starts, the Meeting ID dialog box opens prompting you to configure the meeting room number.

Procedure

- Step 1** Select **File > Preferences** in the Sametime Connect user interface.
 - Step 2** Select the **Video Meeting** link in the left panel.
 - Step 3** Select the **Meetings** tab.
The Meetings tab is displayed as shown in [Figure 1-3](#).
 - Step 4** Select **Always prompt for a meeting ID**.
 - Step 5** Select **OK** to save your preferences.
-

Choosing How Sametime Will Display Meetings

You can choose one of these display options:

- Embed the Cisco Unified Videoconferencing video meeting in Sametime client—To display the meeting interface within the Sametime client. If you start the video meeting by selecting the Connect to a video meeting panel ([Figure 3-4](#)), the video pane is added to the Sametime Connect Window, otherwise the video pane is added to the Chat window.
- Launch the Cisco Unified Videoconferencing video meeting in separate window—To allow the meeting interface to open in a separate window. Using the separate window mode, you use your Desktop for room system application sharing and chat.
- Call the specified number—To use a room system as your conferencing device. Configure an address of a third-party room system which you want to invite into a meeting. You can use an IP address, an E.164, or a SIP URL as the room system address. The room system address must be valid with MCU.

Procedure

- Step 1** Select **File > Preferences** in the Sametime Connect user interface.
 - Step 2** Select the **Video Meeting** link in the left panel.
 - Step 3** Select the **Meetings** tab.
The Meetings tab is displayed as shown in [Figure 1-3](#).
 - Step 4** Select the relevant option in the Video Meeting Settings area:
 - Step 5** If you select the Call the specified number option, enter a valid address.
 - Step 6** Select **OK** to save your preferences.
-



CHAPTER 2

Installing and Configuring Conference Client

- [What is the Conference Client?, page 2-1](#)
- [Preparing to Use the Conference Client, page 2-1](#)
- [Methods for Accessing the Conference Client, page 2-2](#)
- [Selecting a Language, page 2-2](#)
- [Testing Audio Quality, page 2-3](#)
- [Testing Your Video Settings, page 2-3](#)

What is the Conference Client?

You need to install and configure the Conference Client to complete your deployment. The Conference Client is a component that automatically enables your Desktop with communication tools for audio and video meetings.

The Conference Client enables you to

- View the IP address of your computer, system hardware and software information, and all the modules used by the Conference Client.
- View the sent and received bandwidth for your local and remote endpoints.
- Configure your preferences for the Conference Client.

Preparing to Use the Conference Client

You must install the Conference Client to participate in meetings. You can start using Cisco Unified Videoconferencing Connector with or without a video camera.

Procedure

- Step 1** If the Conference Client is not installed, or if your version needs to be updated, Cisco Unified Videoconferencing Connector automatically prompts you to do so.
- Step 2** Follow the installation instructions.

- Step 3** Obtain and install a digital or analog video camera with a video capture card to send video.
- Step 4** Make sure your computer is equipped with a sound card and a microphone to send audio, and a sound card with speakers or a headset to receive audio.
-

Methods for Accessing the Conference Client

You can access the Conference Client in these ways:

- Select **Preferences** from the Actions menu. The General tab of the Settings dialog box opens.
- Select **Statistics** from the Actions menu. The Current call window opens.
- Select the **Network** icon (Figure 2-1) in the bottom right corner of the Cisco Unified Videoconferencing Connector user interface. The Conference Client Control Panel displays with the Current call section selected.

Figure 2-1 Network Icon



- By selecting the **Conference Client Control Panel** icon (Figure 2-2) in the taskbar, and then selecting Settings.

Figure 2-2 Conference Client Control Panel Icon



Selecting a Language

You can change the language of the Cisco Unified Videoconferencing Connector user interface. The default language is the language set for the operating system. You can select one of these languages:

- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese
- Russian
- Simplified Chinese
- Traditional Chinese

- Finnish
- Spanish

Procedure

Step 1 Access the Conference Client Settings by right-clicking the **Conference Client Control Panel** icon > **Settings**.

The General tab opens in the Settings window.

Step 2 Select **Language** in the left pane.

Step 3 Select the required language from the list.

Step 4 Select **Apply**.

Testing Audio Quality

Procedure

Step 1 Access the Conference Client Settings by right-clicking the **Conference Client Control Panel** icon > **Settings**.

Step 2 Select the **Audio** tab.

Step 3 Select **Start audio test** in the Playback pane.

Step 4 Select **Stop audio test** to end the test.

Testing Your Video Settings

Procedure

Step 1 Access the Conference Client Settings by right-clicking the **Conference Client Control Panel** icon > **Settings**.

Step 2 Select the **Video** tab.

Step 3 Select **Preview** in the Capture pane.

The Local Video Preview Window displays your configured video quality.

Step 4 Select **Stop Preview** to end the preview and to close the Local Video Preview Window.



CHAPTER 3

Creating and Connecting to a Meeting

- [Creating a Meeting, page 3-1](#)
- [How to Join a Meeting, page 3-6](#)
- [Adding Meeting Participants from a Chat Session, page 3-7](#)

Creating a Meeting

You establish a Cisco Unified Videoconferencing Connector video meeting from the Sametime user interface. The pane displaying your video meeting can either be embedded into the Sametime Connect window ([Figure 3-3](#)) or the Chat window ([Figure 3-5](#)).

Upon a meeting creation

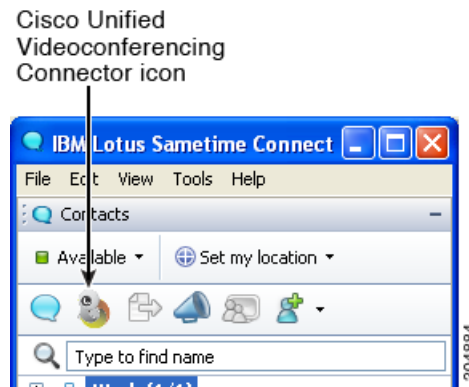
- The initiator of the meeting automatically joins the meeting.
- Each invitee receives an invitation to connect to the meeting.
- Users who do not have the Cisco Unified Videoconferencing Connector plug-in installed receive a Sametime Instant Message with a URL for joining the meeting on a web page.
- Users with other Instant Messengers using the IBM Lotus Sametime Gateway receive a Sametime Instant Message with a URL for joining the meeting on a web page.

Creating a Video Meeting Embedded Inside the Chat Window

Procedure

- Step 1** To create a video meeting from the Sametime Connect window, perform one of the following actions:
- Select one or more entries from your Sametime contacts list and select the Cisco Unified Videoconferencing Connector icon. See [Figure 3-1](#).

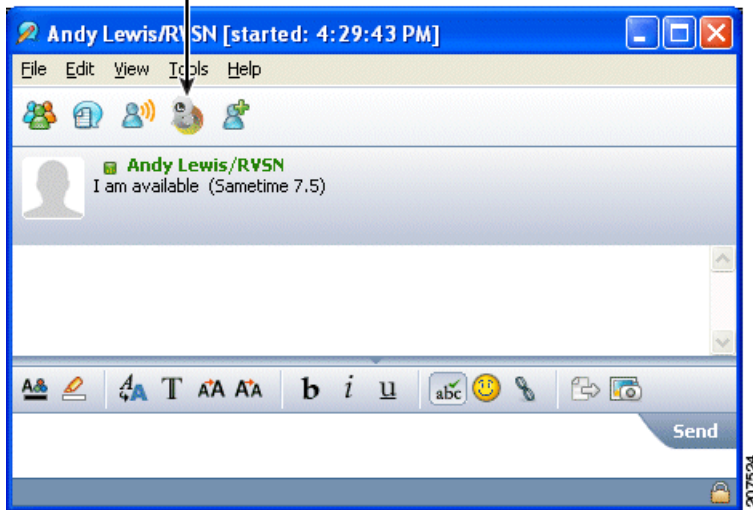
Figure 3-1 Cisco Unified Videoconferencing Connector Icon



- Right-click one or more entries in your Sametime contacts list and select **Video Meeting**.
 - Select one or more contacts from your list and select **Invite to Video Meeting** from the Tools menu.
 - Use CTRL+O keyboard shortcut.
- or-
- Step 2** To create a video meeting from inside an existing chat session, select the Cisco Unified Videoconferencing Connector icon. See [Figure 3-2](#).

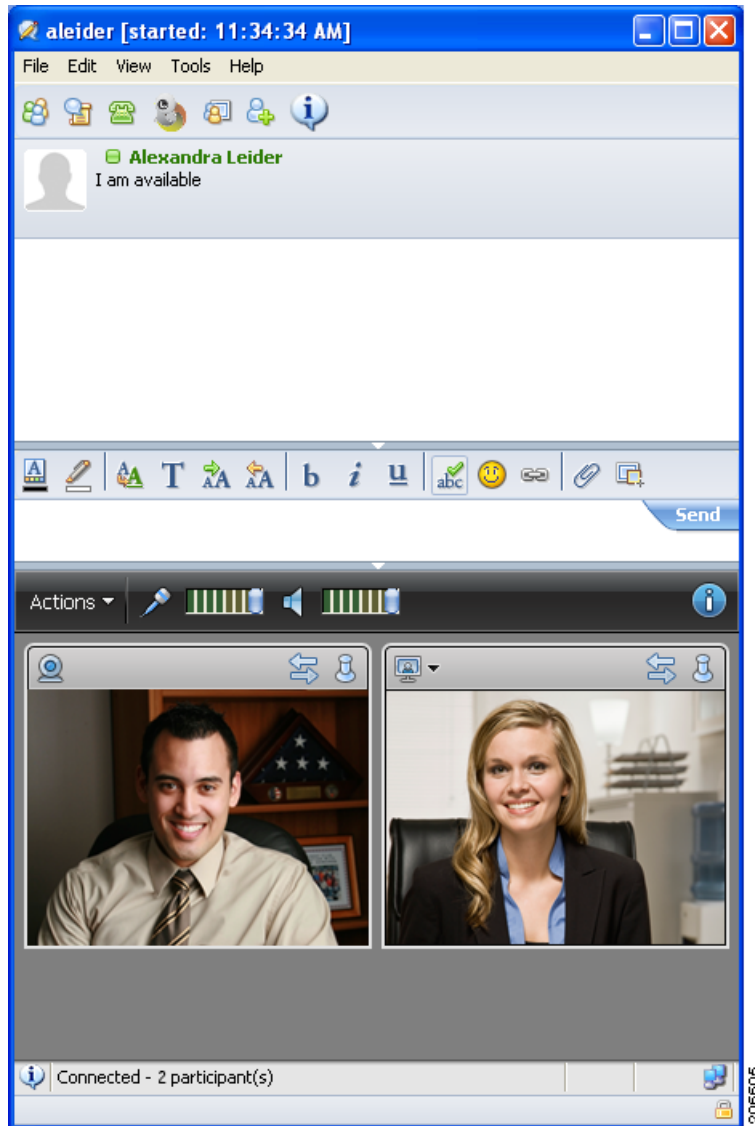
Figure 3-2 Invitation from a Chat Session

Cisco Videoconferencing Connector icon



The Video Meeting pane appears at the bottom of the Chat window. See [Figure 3-3](#).

Figure 3-3 Video Meeting Pane Embedded into the Chat Window



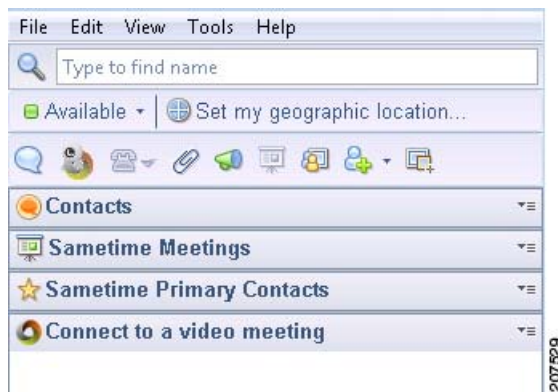
Note

You can establish a new session after all participants have left the existing Cisco Unified Videoconferencing Connector session.

Creating a Video Meeting Embedded Inside the Sametime Connect Window

Procedure

- Step 1** In the Sametime Connect window, select the **Connect to a video meeting** panel. See [Figure 3-4](#).

Figure 3-4 *Connect to a Video Meeting Panel*

Step 2 Enter the meeting ID.

Step 3 Select **Add Video**.

The Video Meeting pane appears at the bottom of the Sametime Connect window. See [Figure 3-5](#).

Figure 3-5 *Video Meeting Pane embedded in the Sametime Connect Window*

How to Join a Meeting

- [Joining a Meeting as the Meeting Organizer, page 3-6](#)
- [Joining a Meeting as an Invitee, page 3-6](#)

Joining a Meeting as the Meeting Organizer

Table 3-1 describes how to join a meeting as the meeting organizer.

Table 3-1 *Joining a Meeting as the Meeting Organizer*

If you want to...	Do this...
Join a meeting as the meeting organizer and if you selected the Embed the Cisco Unified Videoconferencing video meeting in Sametime client option or the Call the specified number option in the Video Meeting screen.	Ensure that you have filled the Server and Room Number fields in the Video Meeting preferences page, and then perform one of these actions: <ul style="list-style-type: none"> • Select one or more entries from your Sametime contacts list and select the Cisco Unified Videoconferencing Connector icon. • Right-click one or more entries from your Sametime contacts list and select Video Meeting. • Select one or more contacts from your list and select Invite to Video Meeting from the Tools menu. Alternatively, use the Ctrl+O keyboard shortcut. • Select the Cisco Unified Videoconferencing Connector icon from inside an existing chat session. See Figure 3-2.
Join a meeting as the meeting organizer and if you selected the Launch the Cisco Unified Videoconferencing video meeting in separate window option in the Video Meeting screen.	<ul style="list-style-type: none"> • Enter your name and the meeting ID on the Join Meeting tab displayed in the bottom pane of the Sametime Connect user interface, and select Participate Now.

Related Topics

- [Setting Cisco Unified Videoconferencing Connector Connectivity, page 1-1](#)
- [Adding Meeting Participants from a Chat Session, page 3-7](#)

Joining a Meeting as an Invitee

Before You Begin

Make sure you have installed Cisco Unified Videoconferencing Connector plug-in. When you receive an invitation using an Instant Messaging session informing you of the room number and the name of the meeting organizer, select **Connect** at the bottom of the message.



Note

If you disconnect from the Cisco Unified Videoconferencing Connector meeting but keep the Instant Messaging session open, you can return to the meeting using the same invitation message.

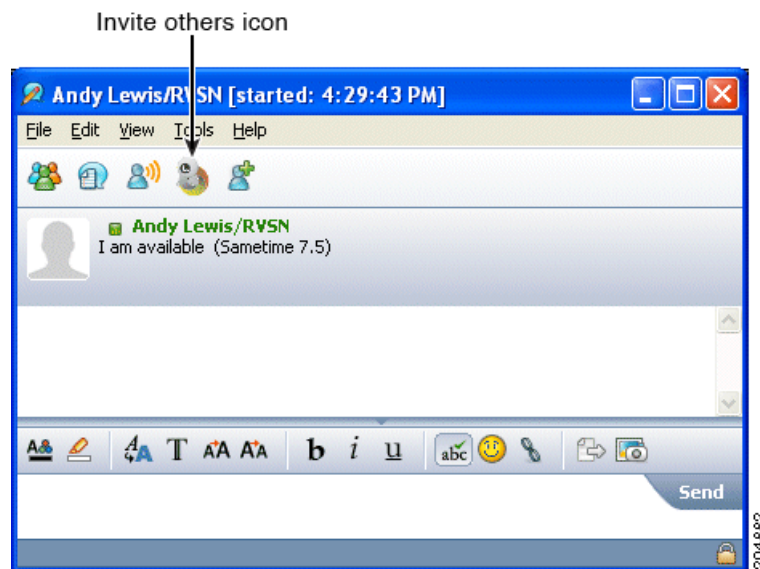
Adding Meeting Participants from a Chat Session

You add meeting participants from a chat session by using the Invite others option. You can use this option as many times as you like; each time new users receive an invitation to a video conference.

Procedure

- Step 1** Unless you are already in a video call, select the Cisco Unified Videoconferencing Connector icon from inside your existing chat session. See [Figure 3-2](#).
- Step 2** Select the **Invite others** icon. See [Figure 3-6](#).

Figure 3-6 Invite Others Icon



- Step 3** Select invitees from the Invite Others dialog box.
- Step 4** Select **Send**.

If the chat session uses the Cisco Unified Videoconferencing Connector plug-in, the invitee receives a Cisco Unified Videoconferencing Connector invitation. If not, the invitee receives an invitation using the chat application.



CHAPTER 4

Moderating a Meeting

- [Inviting a User or a Room System, page 4-1](#)
- [Performing Video Meeting Tasks, page 4-2](#)
- [Changing the Video Layout, page 4-4](#)

Inviting a User or a Room System

Procedure

- Step 1** Select **Invite** from the Actions menu list.
- Step 2** If you know the number or the address of the endpoint, perform these steps:
- a. Select **Invite by address** from the list.
 - b. Enter a number into the Address field.
- or-
- Step 3** To invite a room system from the directory, perform these steps:
- a. Select **Invite a terminal from the directory** from the list.
 - b. Select a terminal from the list.
- or-
- Step 4** To invite a recently invited user or room system:
- a. Select **History** from the list.
 - b. Select a terminal or a number from the list.
- Step 5** Select **Invite**.
- The Invitation Status dialog box displays the most recent invitations that you have sent together with an indication of whether or not each invitation was successful.
- Step 6** Select **Close** to continue your meeting.
-

Performing Video Meeting Tasks

Table 4-1 describes video meeting tasks that both moderators and participants can perform.

Table 4-1 Video Meeting Tasks Available for Both Moderators and Participants



To do this...	Do this...
Mute or unmute your microphone (not available for participants using a third-party room system)	Select the Mute/Unmute Microphone icon  .
Mute or unmute your speakers (not available for participants using a third-party room system)	Select the Mute/Unmute Speakers icon  .
Leave a video meeting	<ul style="list-style-type: none"> If you use Cisco Unified Videoconferencing Connector embedded within the Sametime user interface or you use Desktop in a separate window, select Hang Up from the Actions menu. If you use a third-party conferencing device, select Disconnect in the Sametime message. <p>The Cisco Unified Videoconferencing Connector login screen displays.</p> <p>Note Disconnecting from the Cisco Unified Videoconferencing Connector portion of a meeting does not automatically disconnect you from the Sametime chat session. To leave the Sametime chat session, you must disconnect manually.</p>
Rejoin a video meeting	<ul style="list-style-type: none"> If you use Cisco Unified Videoconferencing Connector embedded within the Sametime user interface or you use Desktop in a separate window, select Cisco Unified Videoconferencing Connector icon. If you use a third-party conferencing device, select Connect in the Sametime message.
Activate and deactivate video channels (not available for participants using a third-party room system)	<ul style="list-style-type: none"> Select the camera icon to turn your camera on and off from inside the video display. <p>Note In a double video display, the camera icon is located in the frame displaying the local video.</p> <ul style="list-style-type: none"> Alternatively, if you are using a double video display, you can right-click in your local video frame and select Local Video > Start or Stop.
Show pop-up messages	By default, popup messages are suppressed during meetings. To enable the popup messages, choose Actions Menu > Show Popup Messages .

Table 4-2 describes video meeting tasks that only moderators can perform.

Table 4-2 Video Meeting Tasks Available for Moderators

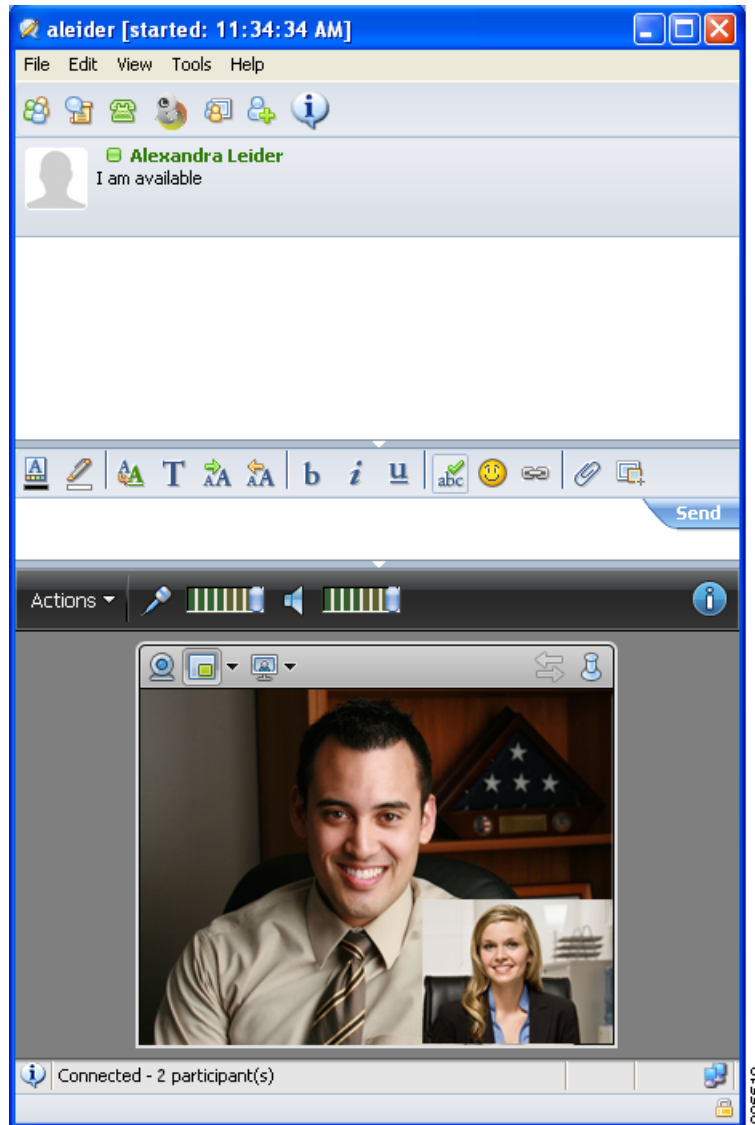
Grant permission to speak for an attendee who used the Raise Hand option to request permission to speak	Select Grant Request from the Actions menu, and then select the attendee requesting permission to speak.
Lock a video meeting so new participants cannot join	Select Lock Down Meeting from the Actions menu.
Mute all participants except the moderator	Select Mute from the Actions menu, and then select the Mute All Participants option.
Disconnect participants	Select Disconnect from the Actions menu, and then select the required participant. Disconnected participants are returned to the Cisco Unified Videoconferencing Connector login screen, but they are not disconnected from the parent web-based application session.
Mute or unmute a participant	Select Mute from the Actions menu, and then select the name of the participant that you want to mute or unmute.
Block the video of a participant	Select Block Video from the Actions menu, and then select a participant.
Unblock the video of a participant	Select Block Video from the Actions menu, and then select a participant whose video is blocked.
Terminate a meeting	Select Terminate Meeting from the Actions menu.

Changing the Video Layout

Procedure

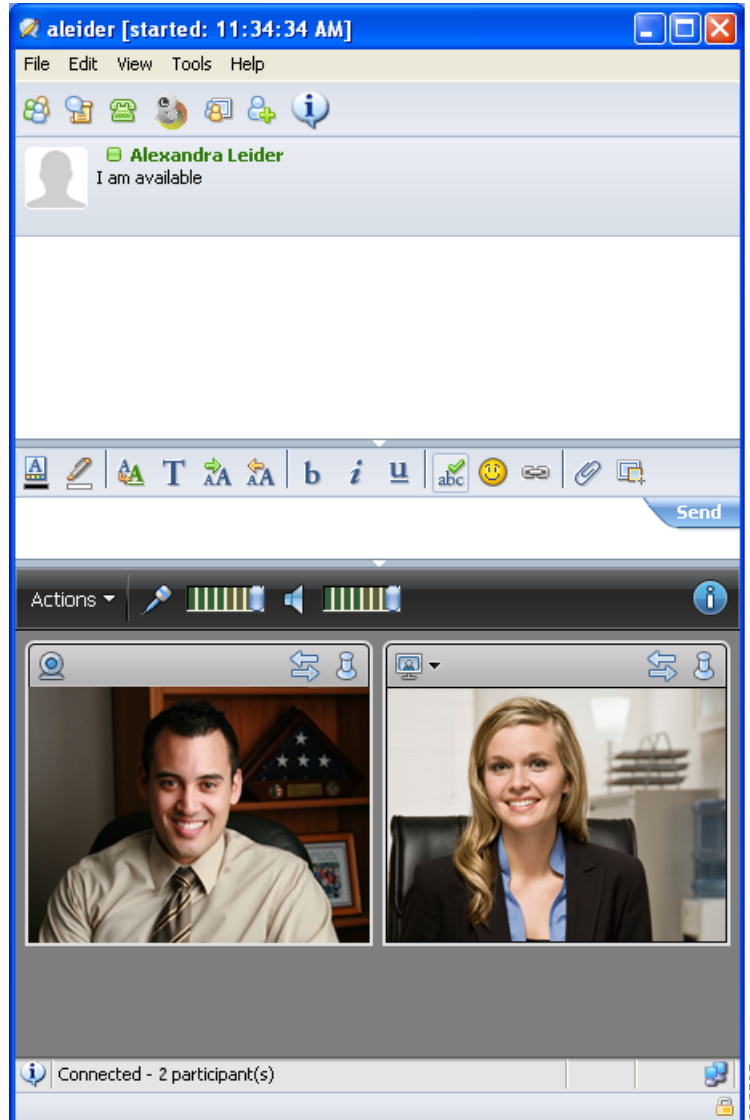
- Step 1** Select **Change View > 1 Video** from the Actions menu to set a single video display. See [Figure 4-1](#).

Figure 4-1 Single Video Display with Picture-in-Picture






- Step 2** Select **Change View > 2 Videos** from the Actions menu to set a double video display. See [Figure 4-2](#).

Figure 4-2 Double Video Display



Step 3 Perform these actions as required:

- Select the **Undock** icon  to float the toolbar and increase the size of the video frame.
- Select the **Camera** icon  to turn your camera on and off.
- Select the **Remote video** icon , and then select one of the following options:
 - Switch between Active Speaker and Continuous Presence views.
 - If in a High Definition meeting, switch between High Definition (HD) and Standard Definition (SD) video.
 - Pause or play the remote endpoint video.


Step 4 If using the single video display, select the **Picture-in-Picture** icon  to create the video display shown in [Figure 4-1](#).

You see yourself in the smaller Picture-in-Picture frame, and you see the other meeting participants in larger remote frames.

Step 5 If using the double video display, select the **Swap Views** icon  to swap the views displayed in the two video frames as shown in [Figure 4-2](#).

You see yourself in one frame, and you see the other meeting participants in the other frame.

Step 6 If your video meeting pane is embedded in the Chat window, you can undock it by selecting the **Undock**

icon . The video meeting pane appears in a separate window.

To dock the video meeting pane, perform one of these actions:

- In the Sametime Connect window, click **Dock**.
 - or-
 - Close the Video Meeting window.
-



CHAPTER 5

Participating in a Meeting

- [Common Meeting Tasks, page 5-1](#)
- [Requesting Permission to Speak, page 5-1](#)
- [Viewing Meeting Information, page 5-2](#)

Common Meeting Tasks

These tasks are common for both moderators and participants:

- Muting your microphone
- Muting your speakers
- Leaving a video meeting
- Activating and deactivating video channels
- Changing the video layout

Related Topics

- [Table 4-1 in Performing Video Meeting Tasks](#) on page 2
- [Changing the Video Layout](#) on page 4.

Requesting Permission to Speak

If the moderator muted you and you want to speak, use the Raise Hand option to request to speak.



Note

If the moderator muted you, this message displays: “You have been muted by the Moderator of the meeting.” when you select the Speakers icon.

Select **Raise Hand** from the Actions menu.

The moderator can grant or reject your request to speak.

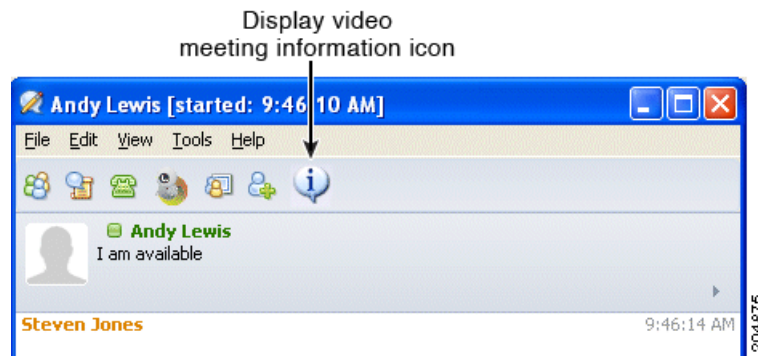
Viewing Meeting Information

You can view instructions for connecting to or dialing into your meeting that the Cisco Unified Videoconferencing Desktop Server administrator configures. You may want to send this information to other invitees.

Procedure

- Step 1** Select the **Display video meeting information** icon in the upper toolbar, as shown in [Figure 5-1](#).

Figure 5-1 Display Meeting Information Icon



The Meeting Information screen displays.



CHAPTER 6

Troubleshooting

- [Troubleshooting Cisco Unified Videoconferencing Connector, page 6-1](#)
- [Troubleshooting Conference Client, page 6-2](#)

Troubleshooting Cisco Unified Videoconferencing Connector

- [Joining a Cisco Unified Videoconferencing Connector Meeting without Installing the Plug-in, page 6-1](#)
- [Checking CPU Usage and Network Information, page 6-1](#)

Joining a Cisco Unified Videoconferencing Connector Meeting without Installing the Plug-in

Symptom You are not using the same Instant Messenger as the meeting organizer.

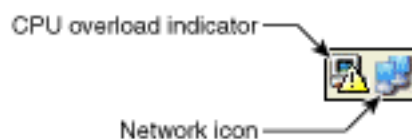
Possible Cause You receive an invitation through an Instant Messaging session instructing you to contact your Sametime administrator to install the plug-in.

Recommended Action Select the link in the invitation message to join the meeting through the web-based Cisco Unified Videoconferencing Connector interface without installing the plug-in.

Checking CPU Usage and Network Information

These status icons display at the bottom of the moderator live conference view.

Figure 6-1 Moderator Live Conference View Status Icons



Procedure

Step 1 Check whether the CPU overload indicator is displayed or not. The CPU overload indicator shows that your CPU usage is too high and that video quality will become poor or stop completely.



Note If the CPU overload indicator is displayed, Cisco recommends that you exit other applications currently running on your computer to clear CPU resources.

Step 2 Select the **Network** icon to display the Local tab in the Current call section of the Conference Client Control Panel. For more information, see [“Checking Endpoint Bandwidth Information” section on page 6-3](#).



Note A tooltip on the network icon indicates the current send/receive rates, and whether or not tunneling is enabled. The tooltip is automatically updated approximately every two seconds.


Troubleshooting Conference Client

- [Checking System Settings and Call Log, page 6-2](#)
- [Checking Endpoint Bandwidth Information, page 6-3](#)
- [Configuring Audio Record Settings, page 6-6](#)
- [Configuring Audio Playback Settings, page 6-7](#)
- [Configuring Video Settings, page 6-7](#)
- [Setting Network Bandwidth, page 6-8](#)
- [Configuring Proxy Server Settings, page 6-8](#)
- [Enabling Automatic Adjustment of Microphone Volume, page 6-9](#)
- [Removing Echo, page 6-9](#)
- [Increasing Video Compression, page 6-9](#)
- [Selecting Preferred Image Size, page 6-10](#)
- [Connecting Only to a Trusted Server, page 6-10](#)
- [Sending RTP Media Packets Using TCP, page 6-11](#)

Checking System Settings and Call Log

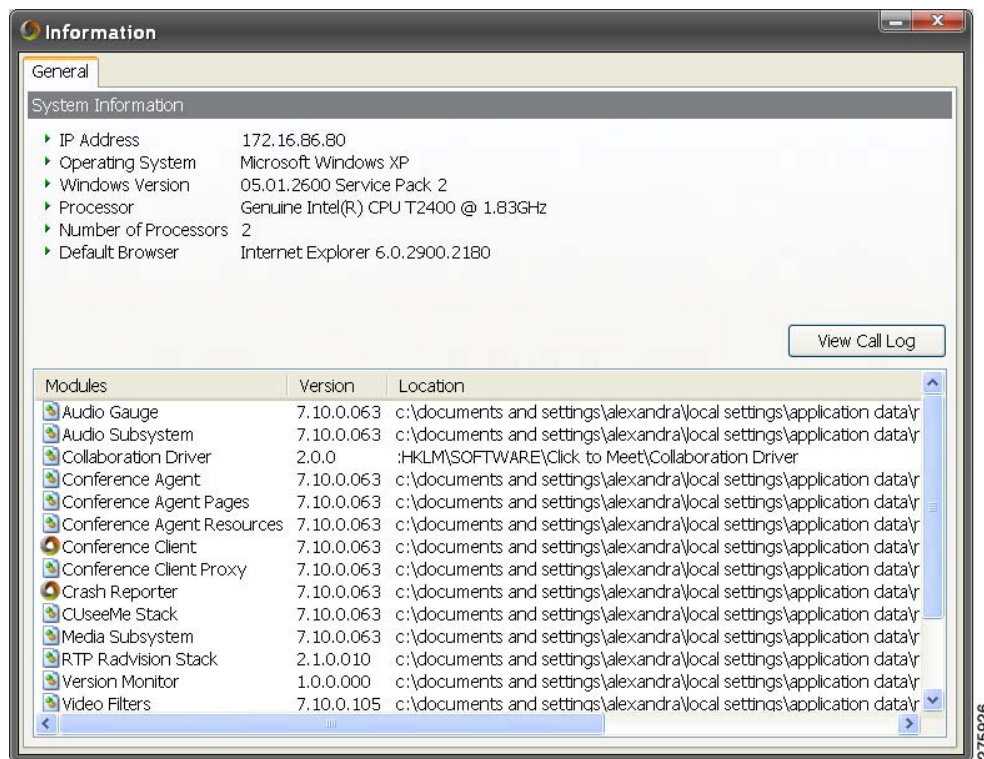
You can check the system settings for such modules as services, codecs, filters, and other small applications as well as their versions.

Procedure

- Step 1** Right-click the Conference Client Control Panel Icon  .
- Step 2** Select **About**.

The Information window opens ([Figure 6-2](#)). The System Information area displays information about your computer, system hardware and software.

Figure 6-2 Information Window



- Step 3** If necessary, select **View Call Log**.

Checking Endpoint Bandwidth Information

- [Checking Local Endpoint Bandwidth Information, page 6-4](#)
- [Checking Remote Endpoint Information, page 6-5](#)

Checking Local Endpoint Bandwidth Information

You can check the bandwidth that your Conference Client sends and receives.

Procedure


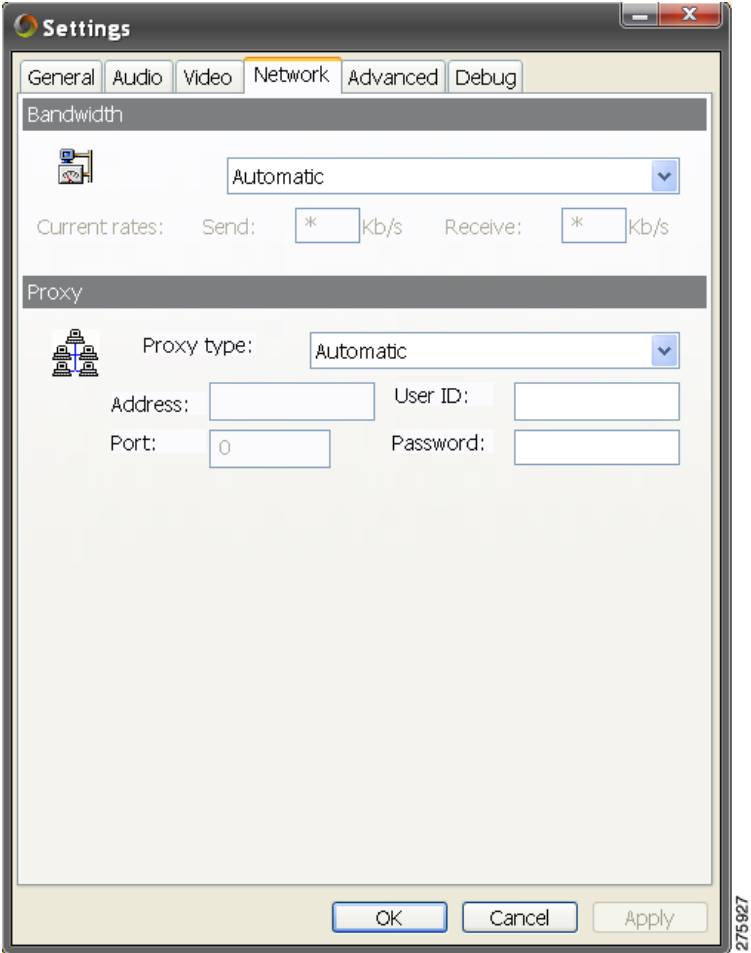
- Step 1** Right-click the Conference Client Control Panel Icon .
- Step 2** Select **Settings**.
The Settings window opens.
- Step 3** Select the **Network** tab.

Figure 6-3 Network tab



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Checking Remote Endpoint Information

You can check the status of other meeting participants and the bandwidth that their endpoints send and receive. The Remote tab also lists the name of the user and the details of the meeting.

Procedure


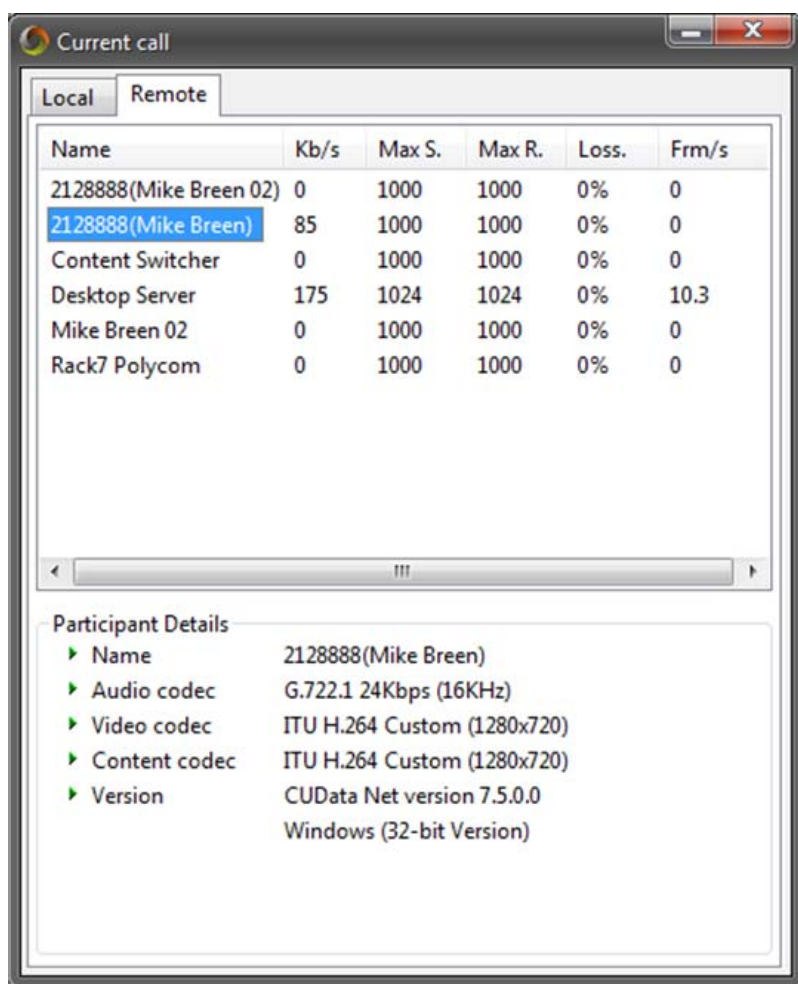

- Step 1** Right-click the Conference Client Control Panel Icon .
- Step 2** Select **Current call**.
- Step 3** Select the **Remote** tab.

Figure 6-4 Conference Client Control Panel: Current Call—Remote Tab



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Table 6-1 Remote Call Status and Bandwidth

Name	The name of the remote participant.  Note Your endpoint displays in the list.
Kb/s	The data that you receive from the remote participant.
Maximum send and receive rates	The maximum send and receive rates of the remote participants. Low values can explain low-quality audio or video from a participant.
Loss sent and received	The number of received packets that are lost from the remote participant. With a bad connection or saturated bandwidth, the packet loss increases and explains low-quality audio or video from a participant.
Frames per second (Frm/s)	The number of frames per second being received from the remote participant. It also indicates the number of frames that you send from your endpoint.

**Note**

You cannot make changes while participating in a meeting.

Configuring Audio Record Settings

Symptom The quality of audio that your endpoint sends is low.

Possible Cause The audio settings used by your Conference Client are not optimal.

Procedure

-
- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Audio** tab.
- Step 4** To set your microphone settings, select the required recording device from the Device list in the Record pane:
- Line In—For a microphone with a line-in connector
 - Internal Mic
 - External Mic
- Step 5** Select the required audio input source from the Line list in the Record pane.
- Step 6** To set the required volume level, use the slider in the Record pane.

- Step 7** To amplify your microphone input, select the **Microphone Boost** check box.
- Step 8** Select **Apply**.
-

Configuring Audio Playback Settings

Symptom The quality of audio that your endpoint receives is low.

Possible Cause The audio playback settings used by your Conference Client are not optimal.

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Audio** tab.
- Step 4** Select the required playback device from the Device list in the Playback pane.
- Step 5** To set the required volume level, use the slider in the Playback pane.
- Step 6** Select **Save**.
-

Configuring Video Settings

Symptom The quality of video that your endpoint sends is low.

Possible Cause The video settings used by your Conference Client are not optimal.

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Video** tab.
- Step 4** If necessary, select the required recording device in the Capture pane.
- Step 5** To modify settings:
- Select **Source** in the Capture pane.
The Properties dialog box displays.
 - Modify camera settings as required, and then select **Close** to return to the Video tab.
- Step 6** To set the required video quality, use the slider in the Capture pane.
-

Setting Network Bandwidth

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Network** tab.
- Step 4** In the Bandwidth pane, select a bandwidth option:
- Select **Automatic** from the list.
The Automatic option enables the Conference Client to set its own bandwidth.
-or-
 - Select one of these options and enter values for send and receive rates:
 - **Modem 56K**
 - **ISDN 64K**
 - **ISDN 128K**
 - **Cable/DSL Low**
 - **Cable/DSL High**
 - **T1**
 - **LAN**
- Step 5** Select **Save**.



Note Your choice automatically sets your maximum send and receive rates.

Configuring Proxy Server Settings

The Conference Client uses the proxy server settings of Internet Explorer when the proxy type is set to “Automatic.” However, if you need to change the proxy type and disable the use of a proxy server, or specify settings manually.

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Network** tab.
- Step 4** Select an option from the Proxy type list in the Proxy pane.
- Step 5** Enter the required proxy server information in the relevant fields.
- Step 6** Select **Apply**.
-

Enabling Automatic Adjustment of Microphone Volume

Procedure

- Step 1** If you are in a video meeting, leave it.
 - Step 2** Access the Conference Client.
 - Step 3** Select the **Advanced** tab.
 - Step 4** Select the **Automatic Gain Control** check box.
 - Step 5** Select **Apply**.
-

Removing Echo

Symptom The echo (sound reverberation) is heard in received audio.

Possible Cause Typically, echo originates from the microphone transmitting the same sound that your speakers are playing. Increasing the distance between your speakers and microphone can also reduce echo.

Cisco strongly recommends that you perform this procedure on your Cisco Unified Videoconferencing Connector.

Procedure

- Step 1** If you are in a video meeting, leave it.
 - Step 2** Access the Conference Client.
 - Step 3** Select the **Advanced** tab.
 - Step 4** Select the **Echo Cancellation** check box under Audio.
 - Step 5** Select **Apply**.
-

Increasing Video Compression

You can increase the video compression rate for improved performance over the network, but using this option might result in a blurred video image.



Note

Do not use this option if your video capture device is of very high quality.

Procedure

- Step 1** If you are in a video meeting, leave it.
 - Step 2** Access the Conference Client.
 - Step 3** Select the **Advanced** tab.
 - Step 4** Select the **Video Capture Noise Reduction Filter** check box under Video.
 - Step 5** Select **Apply**.
-

Selecting Preferred Image Size

You can select the size of the video image that you want to send by using the **Preferred image size** option.

Procedure

- Step 1** If you are in a video meeting, leave it.
 - Step 2** Access the Conference Client.
 - Step 3** Select the **Advanced** tab.
 - Step 4** Select your preferred video size from the list in the Preferred Video Size field under Video.
 - Step 5** Select **Preview** in the Video tab to see the effects of this setting.
Cisco recommends that you select the **High Definition** option.
-

Connecting Only to a Trusted Server

You can instruct the Conference Client to connect only to a Desktop server with a trusted certificate installed. This setting is disabled by default.

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Advanced** tab.
- Step 4** Select the **Connect Only To Trusted Server** check box under Network.



Note Because the Desktop server ships with a self-signed certificate which is not trusted, checking this option with a default installation causes the Conference Client to fail to connect to the server. Administrators can replace the default self-sign certificate as required.

Sending RTP Media Packets Using TCP

You can instruct the Conference Client to send RTP media packets using TCP, rather than using UDP.

Procedure

- Step 1** If you are in a video meeting, leave it.
- Step 2** Access the Conference Client.
- Step 3** Select the **Advanced** tab.
- Step 4** Select the **Use TCP To Transport Media** check box under Network.
- Step 5** Select one of these options:
- **Automatic**—Desktop tries to send media over UDP, and then switches to TCP if the UDP ports are not open.
 - **Always On**—On connecting, Desktop sends media using TCP.
 - **Always Off**—Desktop always attempts to send media using UDP.



Note To enable Desktop to work with encryption, a TCP connection is required.
