



## CHAPTER 5

# Installing and Configuring Cisco Unified Videoconferencing Connector Conference Client Control Panel

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# What is the Cisco Unified Videoconferencing Connector Conference Client?

The Cisco Unified Videoconferencing Connector Conference Client automatically enables your desktop with rich-media communication tools for audio and video meetings.

The Cisco Unified Videoconferencing Connector Conference Client enables you to

- View the IP address of your computer, system hardware and software information, and all the modules used by the Cisco Unified Videoconferencing Connector Conference Client (via the Information section—see [“Viewing System Settings” section on page 5-3](#)).
- View the sent and received bandwidth for your local and remote endpoints (via the Current call section—see [“About Endpoint Bandwidth Information” section on page 5-4](#)).
- Specify your general, audio, video, and network preferences for the Conference Client (via the Settings section—see [“How to Specify Conference Client Preferences” section on page 5-7](#)).

# Installing the Cisco Unified Videoconferencing Connector Conference Client

You must install the Cisco Unified Videoconferencing Connector Conference Client to participate in meetings. Within minutes, you have complete access to rich-media web meetings. You can start using Cisco Unified Videoconferencing Connector with or without a video camera.

## Procedure

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- 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 microphone to send audio, and a sound card with speakers or a headset to receive audio.
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# Methods for Accessing the Cisco Unified Videoconferencing Connector Conference Client

You can access the Cisco Unified Videoconferencing Connector Conference Client in these ways:

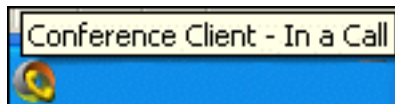
- By selecting the Preferences or Statistics options from the Actions drop-down list.  
If you select Preferences, the Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the Settings section selected.  
If you select Statistics, the Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the Current call section selected.
- By clicking the **Network** icon (Figure 5-1) in the bottom right corner of the Cisco Unified Videoconferencing Connector user interface  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the Current call section selected.

**Figure 5-1** Network Icon



- By clicking the **Conference Client Control Panel** icon (Figure 5-2) in the system tray and selecting the required section.

**Figure 5-2** Conference Client Control Panel Icon

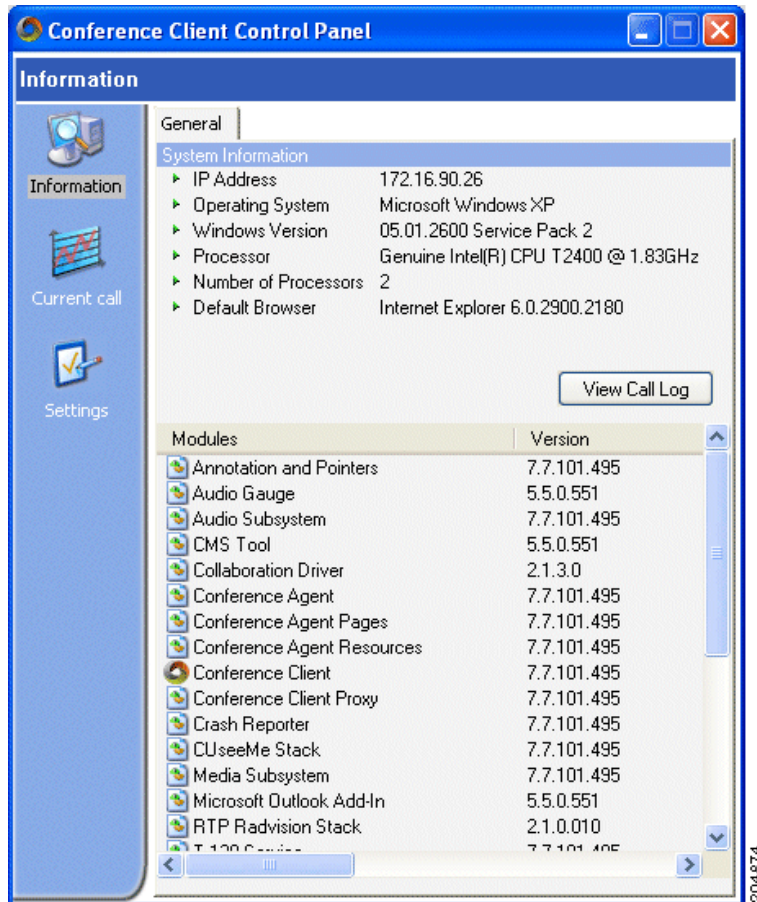


## Viewing System Settings

### Procedure

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- Step 1** On the sidebar of the Conference Client Control Panel, click **Information**.  
The System Information area displays information about your computer, system hardware and software.  
The Modules pane displays all the modules (services, codecs, filters, and other small applications) and the versions used by the Cisco Unified Videoconferencing Connector Conference Client.

Figure 5-3 Conference Client Control Panel: Information



## About Endpoint Bandwidth Information

You can view the sent and received bandwidth for your local endpoint via the Local tab in the Current call section of the Cisco Unified Videoconferencing Connector Conference Client Control Panel.

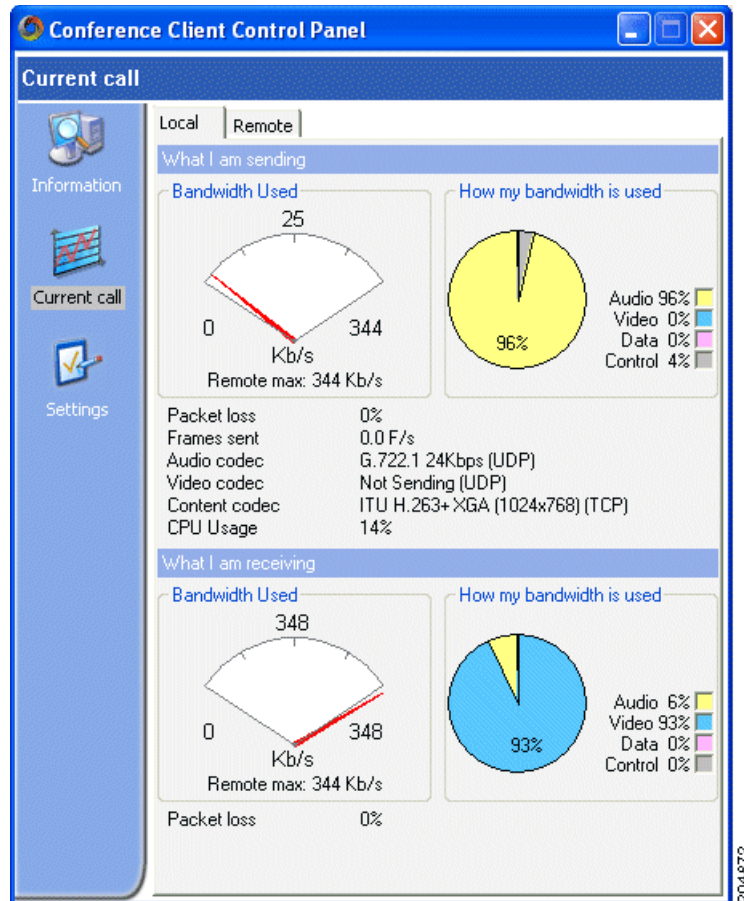
You can view the sent and received bandwidth for your remote endpoint via the Remote tab in the Current call section of the Cisco Unified Videoconferencing Connector Conference Client Control Panel.

- [Local Endpoint Information, page 5-5](#)
- [Remote Endpoint Information, page 5-5](#)

## Local Endpoint Information

The Local tab of the Current call section displays your call status and the bandwidth being sent and received by the Conference Client.

**Figure 5-4** Conference Client Control Panel: Current Call—Local Tab



**Table 5-1** Local Call Status and Bandwidth

Bandwidth Used	Shows how much bandwidth is used (in Kbps). The bandwidth available to you depends on your meeting configuration settings, video and audio capture devices, network, and other factors.
How my bandwidth is used	Displays how much video, audio, data and control are being used.

## Remote Endpoint Information

The Remote tab of the Current call section displays the status of other call participants and the bandwidth that is being sent to and received from their endpoints. It also lists the name of the user and the details of the call.

Figure 5-5 Conference Client Control Panel: Current Call—Remote Tab

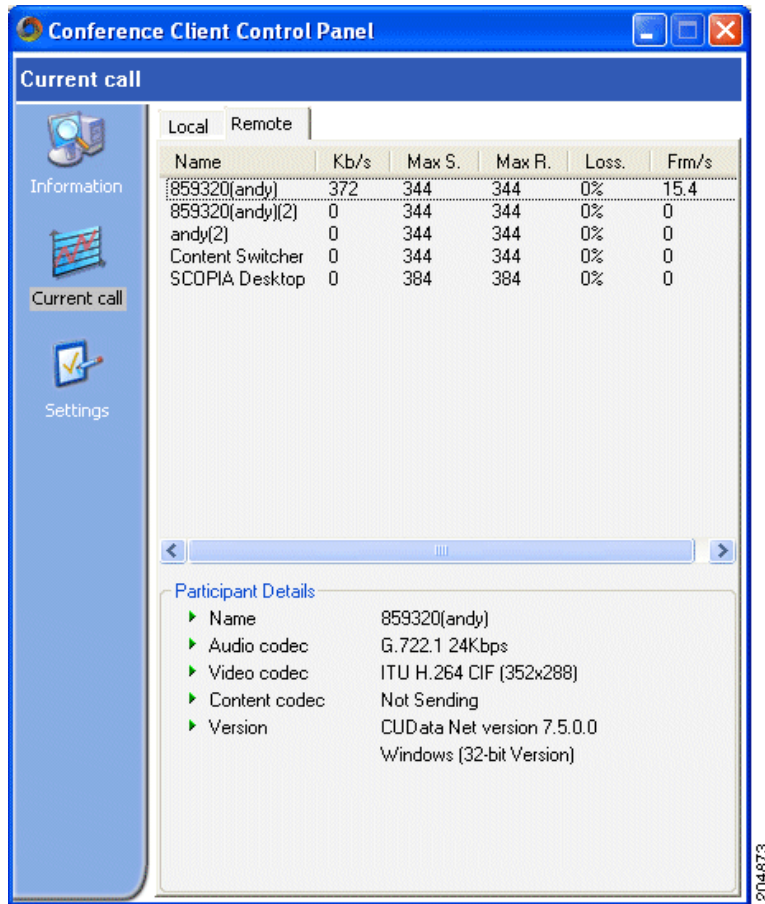


Table 5-2 Remote Call Status and Bandwidth

Name	The name of the remote participant. 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.

# How to Specify Conference Client Preferences

You can specify your general, audio, video, and network preferences for the Conference Client via the Settings section of the Cisco Unified Videoconferencing Connector Conference Client Control Panel.



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You cannot make changes while participating in a meeting.

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The General tab of the Conference Client Control Panel enables you to perform these actions:

- [Defining Your Server URL, page 5-8](#)
- [Selecting a Language, page 5-8](#)

The Audio tab of the Conference Client Control Panel enables you to perform these actions:

- [Selecting a Recording Device, page 5-9](#)
- [Selecting an Audio Input Source, page 5-9](#)
- [Setting Your Sent Volume Level, page 5-9](#)
- [Selecting a Playback Device, page 5-10](#)
- [Selecting the Playback Volume on Your System, page 5-10](#)
- [Amplifying Your Microphone Input, page 5-10](#)
- [Performing an Audio Test to Check Audio Quality, page 5-11](#)

The Video tab of the Conference Client Control Panel enables you to perform these actions:

- [Selecting a Camera, page 5-11](#)
- [Viewing or Modifying Camera Settings, page 5-11](#)
- [Controlling Sent Video Speed and Quality, page 5-12](#)
- [Viewing Your Video Settings, page 5-12](#)

The Network tab of the Conference Client Control Panel enables you to perform these actions:

- [Controlling Network Bandwidth, page 5-12](#)
- [Indicating Proxy Server Settings, page 5-13](#)

The Advanced tab of the Conference Client Control Panel enables you to perform these actions:

- [Enabling Internet Audio and Video, page 5-13](#)
- [Launching the Conference Client Control Panel When Your Computer Starts, page 5-14](#)
- [Exiting the Conference Client Control Panel When the Meeting Ends, page 5-14](#)
- [Enabling Silence Suppression, page 5-15](#)
- [Enabling Automatic Gain Control, page 5-15](#)
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- [Sending RTP Media Packets via TCP, page 5-18](#)

**Note**

The default settings in the Advanced tab are factory tuned to be suitable in most cases for audio and video calls. We recommend that you do not modify these default settings.

## Defining Your Server URL

You can define your home page for your meetings by setting a default URL for your Cisco Unified Videoconferencing Connector server.

**Procedure**

- 
- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** In the Conferencing Home pane, type your Cisco Unified Videoconferencing Connector server URL in the Server URL field, or select one of these options:
- **Use Current** to use your current server as your conferencing home page.
  - **Use Default** to use the default URL as your conferencing home page.
  - **Use Blank** to open the Conference Client Control Panel.
- Step 3** Click **Save**.
- 

## Selecting a Language

**Procedure**

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** In the Language pane, select the required language from the drop-down list and then click **Save**.
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## Selecting a Recording Device

### Procedure

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- Step 1** Before you create a call, double-click **Conference Client** in the Windows Control Panel. The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays.
- Step 2** Click **Settings**.
- Step 3** Select the **Audio** tab.
- Step 4** In the Record pane, select the required recording device from the drop-down list in the **Device** field and then click **Save**.
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## Selecting an Audio Input Source

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**. The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Audio** tab.
- Step 3** In the Record pane, select the required audio input source from the drop-down list in the **Line** field.
- Step 4** In the Options field, indicate whether you are using a headset or speakers, and the type of microphone.
- Step 5** Click **Save**. For example, selecting **CD Player** instead of **Microphone** transmits music during a meeting.
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## Setting Your Sent Volume Level

You can control the volume level that you transmit to other participants.

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**. The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Audio** tab.

- Step 3** In the Record pane, use the slider to set the required volume level in the **Volume** field and then click **Save**.

For example, selecting **CD Player** instead of **Microphone** transmits music during a meeting.

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## Selecting a Playback Device

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Audio** tab.
- Step 3** In the Playback pane, select the required playback device from the drop-down list in the Device field and then click **Save**.
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## Selecting the Playback Volume on Your System

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Audio** tab.
- Step 3** In the Playback pane, use the slider to set the required volume level in the **Volume** field and then click **Save**.
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## Amplifying Your Microphone Input

You can amplify the input on your microphone by 20 decibels by using the Microphone Boost option.

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.

- Step 2** Select the **Audio** tab.
- Step 3** In the Record pane, check the **Microphone Boost** option and then click **Save**.
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## Performing an Audio Test to Check Audio Quality

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Audio** tab.
- Step 3** In the Playback pane, click **Start Audio Test**.
- Step 4** Click **Stop Audio Test** to end the test.
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## Selecting a Camera

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Video** tab.
- Step 3** In the Capture pane, select the required recording device from the drop-down list in the Device field and then click **Save**.
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## Viewing or Modifying Camera Settings

You can view and modify your camera properties such as image controls and modes via the **Source** button.

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Video** tab.

- Step 3** In the Capture pane, click **Source**.  
The Properties dialog box displays.
- Step 4** Modify camera settings as required and then click **Close** to return to the Video tab.
- Step 5** In the Video tab, click **Save**.
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## Controlling Sent Video Speed and Quality

You can control the ratio of speed and quality of the video you send by using the **I prefer to send** option.

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Video** tab.
- Step 3** In the Capture pane, use the slider to set the required video quality in the **I Prefer to Send** field and then click **Save**.
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## Viewing Your Video Settings

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Video** tab.
- Step 3** In the Capture pane, click **Preview**.  
The Local Video Preview Window displays your configured video quality.
- Step 4** Click **Stop Preview** to end the preview and to close the Local Video Preview Window.
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## Controlling Network Bandwidth

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.

**Step 2** Select the **Network** tab.

**Step 3** In the Bandwidth pane, select a bandwidth option from the drop-down list and then click **Save**. Available options are:

- Automatic—Enables the Conference Client to set its own bandwidth.
- Modem 56K
- ISDN 64K
- ISDN 128K
- Cable/DSL Low
- Cable/DSL High
- T1
- LAN



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

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## Indicating Proxy Server Settings

The Conference Client uses the proxy server settings of Internet Explorer when the proxy type is set to Automatic. This setting typically does not need to be changed. However, you can change the proxy type and disable the use of a proxy server, or specify settings manually.

### Procedure

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**Step 1** From the Actions drop-down list, select **Preferences**.

The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.

**Step 2** Select the **Network** tab.

**Step 3** In the Proxy pane, select an option from the Proxy type drop-down list and type the required proxy server information in the remaining fields.

**Step 4** Click **Save**.

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## Enabling Internet Audio and Video

You enable Cisco Unified Videoconferencing Connector to send and receive audio and video by checking the Enable Internet Audio and Video option.



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**Note** Ensure that the Enable Internet Audio and Video option is always enabled.

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**Procedure**

- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under General, check the **Enable Internet Audio and Video** option and then click **Save**.
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## Launching the Conference Client Control Panel When Your Computer Starts

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**Procedure**

- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under General, check the **Launch Conference Client Control Panel When Windows Starts** option and then click **Save**.
- 

## Exiting the Conference Client Control Panel When the Meeting Ends

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**Procedure**

- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under General, check the **Exit Conference Client Control Panel When Conference Ends** option and then click **Save**.
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## Enabling Silence Suppression

Silence suppression saves bandwidth by preventing your endpoint from sending low-level audio signals. This saves bandwidth.

### Procedure

- 
- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Audio, check the **Silence Suppression** option and then click **Save**.
- 

## Enabling Automatic Gain Control

Automatic gain control automatically adjusts the power of the gain (audio signal).

### Procedure

- 
- Step 1** From the Actions drop-down list, select **Preferences**.  
The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Audio, check the **Automatic Gain Control** option and then click **Save**.
- 

## Removing Echo

The Echo Cancellation option removes the echo (sound reverberation) often heard in audio delivery. This option works only for Windows XP® if the record audio device and the playback audio device are identical.

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.

**Procedure**

- 
- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Audio, check the **Echo Cancellation** option and then click **Save**.
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## 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.

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**Procedure**

- 
- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Video, check the **Video Capture Noise Reduction Filter** option and then click **Save**.
- 

## Capturing Video

You can control the video capture behavior of the Cisco Unified Videoconferencing Connector Conference Client by using the Force High Capture Frame Rate option.

When unchecked, the Cisco Unified Videoconferencing Connector Conference Client does not capture video at 30 fps under certain circumstances (for example, when insufficient CPU resources are available).

When checked, the Cisco Unified Videoconferencing Connector Conference Client overrides the 30 fps video capture limit.

**Note**

Because the Cisco Unified Videoconferencing Connector Conference Client does not include Centrino processors when calculating CPU resources, clicking this option ensures video capture is enabled when Centrino processors are present in laptops and so on.

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### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Video, check the **Force High Capture Frame Rate** option and then click **Save**.
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## Selecting Your 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

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.
- Step 3** Under Video, select your preferred video size from the drop-down list in the Preferred Video Size field and click **Preview** in the Video tab to see the effects of this setting.
- Maximum video size is predetermined according to the selected video codec in all cases except H.264. When H.264 is selected, users can select a preferred maximum video size. The default maximum video size is Large (CIF).
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## Dynamically Changing Audio Codecs

You can instruct the Cisco Unified Videoconferencing Connector Conference Client to dynamically change the audio codec according to available bandwidth.

### Procedure

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- Step 1** From the Actions drop-down list, select **Preferences**.
- The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.
- Step 2** Select the **Advanced** tab.

**Step 3** Under Network, check the **Maintain High Quality Audio In Low Bandwidth Condition** option.



**Note** When this option is enabled, the Cisco Unified Videoconferencing Connector Conference Client will always maintain at least G.722.1 and 16 Kbps. Uncheck this option to enable the Cisco Unified Videoconferencing Connector Conference Client to switch to a lower bandwidth codec under poor network conditions.

## Connecting Only to a Trusted Server

You can instruct the Cisco Unified Videoconferencing Connector Conference Client to connect only to a Desktop Server server with a trusted certificate installed. This setting is unchecked by default.

### Procedure

**Step 1** From the Actions drop-down list, select **Preferences**.

The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.

**Step 2** Select the **Advanced** tab.

**Step 3** Under Network, check the **Connect Only To Trusted Server** option.



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

## Sending RTP Media Packets via TCP

You can instruct the Cisco Unified Videoconferencing Connector Conference Client to send RTP media packets via TCP, rather than via UDP.

### Procedure

**Step 1** From the Actions drop-down list, select **Preferences**.

The Cisco Unified Videoconferencing Connector Conference Client Control Panel displays with the General tab of the Settings section selected.

**Step 2** Select the **Advanced** tab.

**Step 3** Under Network, check the **Use TCP To Transport Media** option.

**Step 4** Select one of these options:

- **Automatic**—Desktop Server tries to send media over UDP, and then switches to TCP if the UDP ports are not open.
- **Always On**—On connecting, Desktop Server sends media via TCP.
- **Always Off**—Desktop Server always attempts to send media via UDP.



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

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