Cisco Virtualization Experience Media Edition Overview

Purpose of this Guide

This guide explains how to

- Install and configure Cisco Virtualization Experience Media Edition for Windows (VXME for Windows).
- Upgrade VXME for Windows.

About Cisco Virtualization Experience Media Edition

Cisco Virtualization Experience Media Edition (VXME) extends the Cisco collaboration experience to virtual deployments. With a supported version of Cisco Jabber for Windows, users can send and receive phone calls on their hosted virtual desktops (HVD). The VXME software detects the virtual environment and routes all audio and video streams directly from one endpoint to another, without going through the HVD.

The applications in the Cisco VXME family of products are:

- Cisco Virtualization Experience Media Edition for SUSE Linux
- Cisco Virtualization Experience Media Edition for Windows
- Cisco Virtualization Experience Media Edition for Unicon eLux

For more information about Cisco VXME, visit http://www.cisco.com/e/en/us/products/collaboration-endpoints/virtualization-experience-media-edition/index.html.
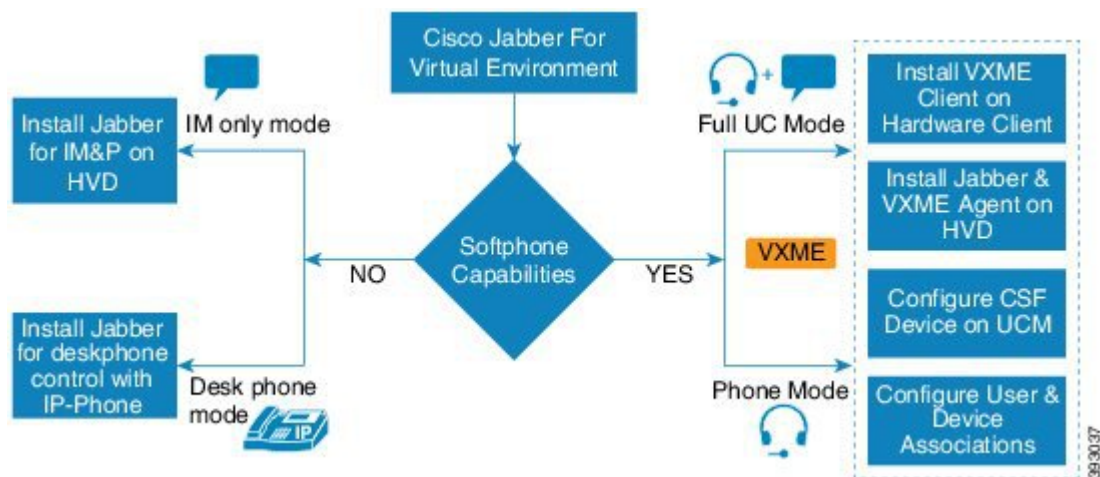
Virtual Deployments

Note In this deployment guide, the term *thin client* refers to reused PCs, or other supported client devices set up to provide access to hosted virtual desktops (HVD).

With Cisco Virtualization Experience Media Edition (Cisco VXME), thin client users can place and receive calls with their Cisco Unified Communications client (Cisco Jabber). Cisco VXME consists of the Cisco VXME Agent and the Cisco VXME Client. To reduce latency and to enhance media quality, VXME streams media between the endpoints without going through the hosted virtual desktops.

Cisco VXME also includes support for some accessories. For more information about supported accessories, see *Release Notes for Cisco Virtualization Experience Media Edition for Windows* for your release.

Use the following flowchart to determine whether you require VXME for your virtual environment.

Figure 1: Determine Whether You Need Cisco Virtualization Experience Media Edition for Windows

A Cisco VXME for Windows virtual deployment comprises the following components:

• Supported Windows thin clients

For more information about the minimum requirements for supported thin clients, see the *Release Notes for Cisco Virtualization Experience Media Edition for Windows* for your release.

• Cisco VXME Client installed on the thin client

• Cisco VXME Agent installed on the HVD

• Cisco Jabber installed on the HVD

• Cisco Unified Communications Manager

Differences in the Virtual Environment

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

- The Cisco Unified Communications client detects the virtual environment at run time and starts in virtualization mode.

- Users can choose to control their Cisco IP Phones or to use their computers to make and receive calls. The default phone selection is **Use my computer for calls**. After device selection, the Cisco Virtualization Experience Media Edition application starts the transfer of the phone configuration data for that user. For more information, see Configuration Files.

- Users can manage their camera and audio devices by using the **Device Selector**, which is located in the Windows notification area. Users can also use the following tabs to manage their camera and audio devices from within their Cisco Unified Communications client:

    ◦ **File** > **Options** > **Audio**

    ◦ **File** > **Options** > **Video**

- If the thin client loses the connection to the network, the user is prompted to log back on to the HVD. If the connection failure occurs during a call, the call is lost. After reconnecting, the user can try to call the other party or send an IM. For the other party on the call, silence is the only indication that the call has dropped.

- By default, all calls send and receive video if both parties have video capability. Users can select their preference from the following options:

    ◦ **Always start calls with video:** Starts all calls as video calls, which send local video

    ◦ **Never start calls with video:** Starts all calls as audio-only calls

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

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

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

Important If Cisco Jabber is also installed on the thin clients, ensure that users exit Jabber before they sign in to their HVDs. If Cisco Jabber is running on the local desktop, and the user tries to sign in to Jabber on their HVD, Cisco VXME Client cannot register. Problems with accessories can also occur.

Filenames

The following table provides a list of the file types and names for this release.

File Type	Filename
Cisco Virtualization Experience Media Edition Client for Windows Release 11.5 (downloadable .zip file)	Cisco_VXME_Client_Windows-11.5.0.zip
VXME Client installer file (extracted from the downloaded .zip file)	CiscoVXMEClientSetup.msi
Cisco Virtualization Experience Media Edition Agent for Windows Release 11.5 (downloadable zip file)	Cisco_VXME_Agent-11.5.0.zip
VXME Agent installer file (extracted from the downloaded .zip file)	CiscoVXMEAgentSetup.msi