



Virtualization Experience Client Media Engine

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Cisco Unified Communications and the Virtual Environment

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

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

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

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

**Note**


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

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

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

Device Management


Device management in a virtual environment differs from a local installation. Cisco Virtualization Experience Media Engine (VXME) includes a component called Device Selector. Device Selector is a menu that you use to manage your cameras and audio devices. You can view your currently active cameras and audio devices or change them. A list of audio devices appears first in the menu, followed by a list of cameras. The list of audio devices includes the thin client built-in audio device. Your active camera and audio device selections apply to all applications.

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

View Your Active Camera or Audio Device

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

Procedure


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

Change Your Active Camera or Audio Device

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

Procedure

Step 1

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

Step 2

Click a device (camera or audio) to make it active.

Step 3

Click anywhere except on the **Device Selector** menu to close the menu.

Audio

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

Default Audio Device Selection

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

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

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

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

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

Ringtone

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

**Note**

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

Device Ready Indicator

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

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

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



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

Adjust Cisco Unified Communications Volume

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



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

Procedure

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

Before You Begin

Jabra PC Suite must be installed.

Procedure

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

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

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

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



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

Screen Lock Call Control

While your hosted virtual desktop is in screen lock, you cannot make calls, but you can receive them. If you have an incoming call while your hosted virtual desktop is in screen lock, you can use one of your accessories to answer the call. With supported accessories, the following call control features are available during screen lock:

- Answer call
- End call
- Hold call
- Resume call
- Change active device (Logitech UC Keyboard feature)
- Toggle audio mute

- Toggle video start and stop (Logitech UC Keyboard feature)
- Adjust audio volume