Cisco TelePresence ConferenceMe

User Guide

1.2(1.4)

Contents

Introduction

The Cisco TelePresence ConferenceMe™ version 1.2 (1.4) is a new release of the ConferenceMe software endpoint. ConferenceMe allows participants to access a conference without using a hardware-based endpoint. ConferenceMe works with Cisco TelePresence MCU units and MSE media blades; both of which are referred to in this guide as MCU.

ConferenceMe has one main window that has a number of sections:

- Toolbar icons to make the most common functions available with one mouse click, for example, muting outgoing video
- Right-click menu to enable access to further functions, for example, the diagnostics box
- Main conference window to display video and content
- Title bar allows you to minimise and close ConferenceMe
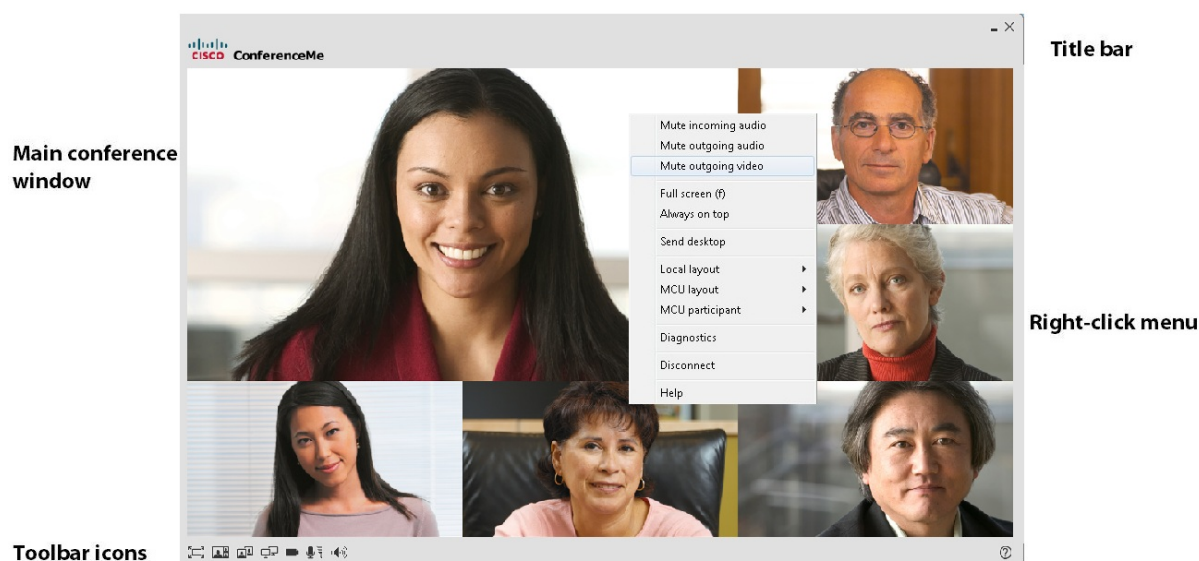
When using ConferenceMe, you can access functions in more than one way. For example, you can select participants by clicking the **Next participant** toolbar icon, by right-clicking and selecting **Next participant**, or by using the arrow keys.

See Understanding in-conference toolbar icons later in this document for more information on the toolbar icons.

See Using shortcut keys later in this document for more information on the shortcut keys available.

Note: If you have a previous version of ConferenceMe installed on your computer you must upgrade to the new version by running the ConferenceMe installer from an MCU running 4.2 or higher.

System requirements

Hardware requirements

ConferenceMe is a Windows™ application. The following minimum specifications are recommended for using ConferenceMe:

- Windows 7 (requires SP1 or higher); Windows Vista (SP1 or higher); Windows XP (requires Service Pack 2 or higher)
- Dual-Core processor
- 1GB RAM

MCU requirements

The MCU should be running software version 4.2 or later and have the Web conferencing feature key installed. If you require this feature key, contact your sales representative.

See Activating ConferenceMe later in this document for more information on installing feature keys.

ConferenceMe requirements

There are a number of settings you can alter on your computer to increase ConferenceMe performance:

- We recommend you enable the microphone boost on your Audio input device.
- Use of a built-in webcam microphone can lead to higher levels of background noise and a reduced audio experience. We therefore recommend that you use one of the following:
  - An external 3.5mm jack microphone connected directly to the microphone port (pink socket) on your computer
  - A USB headset microphone
- Mute all other input devices except the microphone you intend to use with ConferenceMe.
- Disable and/or mute any 'stereo mix' features on audio mixer panels.

Getting started for participants

Configuring ConferenceMe

When you load ConferenceMe for the first time you are prompted to enter some initial settings:

- **Display name**: Enter the name you would like to be known as within the conference. By default, this is set to your Windows user account name
- **Aspect ratio**: Either Auto detect, Standard (4:3), or Widescreen (16:9). When selecting Auto detect, ConferenceMe automatically detects whether a standard or wide display is being used
- **Audio input**: The device that will receive your audio inputs
- **Video input**: The device that will send your video
- **Bit rate**: The bit rate used to connect your calls
- **Use Windows proxy settings**: Whether or not ConferenceMe will connect via a proxy server. In this case you would use the same proxy server settings as you would for your web browser.
- **Proxy settings**: Launches the Windows proxy settings also found at **Start Menu > Control Panel > Internet Options > Connections > LAN Settings > Proxy Server > Advanced**.

You can change these settings at any time. To do this:

1. Close ConferenceMe if it is currently open.
2. Go to **Start menu > All programs > Cisco TelePresence ConferenceMe** and select **Configure ConferenceMe**.
3. Enter your new settings.
4. Click **OK**.

Low bandwidth

If you have a low bandwidth connection, we recommend that you manually set your bandwidth using the **Bit rate** option in the configuration dialog. This is because ConferenceMe cannot accurately estimate the bandwidth over low bandwidth connections.

Joining a conference using ConferenceMe

ConferenceMe provides two methods of joining a conference:

- Using the web interface of the MCU running the conference that you want to join
- Directly from within ConferenceMe

Joining a conference using the MCU web interface

There are three ways to join a conference using the MCU web interface:

- Clicking a link in an email
- Entering the Conference ID
- Through the Conference list page

Clicking a link in an email

1. Click the link. A web browser will open and take you to the conference page.
2. If you already have ConferenceMe installed, select **Click here to join the conference using ConferenceMe link**.
   If you do not currently have ConferenceMe installed:

   a. Select **click here to install**.
   b. Complete the installation process by following the on-screen instructions.
   c. When the installation is complete select **Click here to join the conference using ConferenceMe link**.
   d. If you want ConferenceMe to open automatically and connect you to your conference on your next visit, check **Automatically join next time**.

3. ConferenceMe opens and you are connected to your conference.

Entering the Conference ID

To join a conference by entering the Conference ID:

1. Open the web interface of your MCU. Select the **Streaming** tab. You will see a section called **Join a conference using ConferenceMe**.
2. Enter the Numeric ID of the conference you are joining in the **Conference ID** dialog box.
3. If you already have ConferenceMe installed, select **Click here to join the conference using ConferenceMe link**.
   If you do not currently have ConferenceMe installed:

   a. Select **click here to install**.
   b. Complete the installation process by following the on-screen instructions.
   c. When the installation is complete select **Click here to join the conference using ConferenceMe link**.
   d. If you want ConferenceMe to open automatically and connect you to your conference on your next visit, check **Automatically join next time**.

4. ConferenceMe opens and you are connected to your conference.

Through the conference list page

To join a conference through the Conference list page:

1. Open the web interface of your MCU.
2. Go to **Conferences**.
3. Select the **ConferenceMe** link next to the conference you are joining.
4. If you already have ConferenceMe installed, select **Click here to join the conference using ConferenceMe link**.
   If you do not currently have ConferenceMe installed:

   a. Select **click here to install**.
   b. Complete the installation process by following the on-screen instructions.

c. When the installation is complete select **Click here to join the conference using ConferenceMe link**.

d. If you want ConferenceMe to open automatically and connect you to your conference on your next visit, check **Automatically join next time**.

6. ConferenceMe opens and you are connected to your conference.

Note: If accessing the installer using Internet Explorer, we recommend you save the installer before running it.

Joining a conference directly from ConferenceMe

The conference administrator can send you an http or https link to use with ConferenceMe. You can join a conference by typing or pasting the http(s) link into the **Conference address** box within ConferenceMe.

To do this:

1. Copy the link from the email.
2. Go to **Start menu > All programs > Cisco TelePresence ConferenceMe > ConferenceMe**.
3. Paste the link into the **Conference address** box.
4. Click **Connect**.
5. If the conference is PIN-protected, type the PIN using the number keys on your keyboard.

Audio settings

The ConferenceMe internal speaker and microphone levels can be controlled using sliders on the in-conference toolbar. See In-conference toolbar icons. However, these controls will not control the audio settings configured within Windows. The speaker and microphone controls will only control the microphone and speaker output within the configured Windows audio settings and limits. For example, if the microphone is muted in the Windows control panel, raising the levels within ConferenceMe will have no effect.

Depending on your version of windows these settings are accessed differently (see below)

You must configure the audio devices you want to use with ConferenceMe. For information on how to do this, see Getting started for participants.

Note: When using a built in webcam microphone audio quality can be reduced. If you experience a reduction in audio quality we recommend that you use an external 3.5 mm standard jack microphone connected directly to the microphone port (pink socket) on your computer.

Windows XP

To control the volume using the system tray:

1. Double-click the Volume control icon in the Windows system tray.
2. To alter the volume of the sound being received slide the control to the desired level. To alter the microphone volume slide the control to the desired level. If you do not see the microphone control select **Options > Properties** and select the check box.

To control the volume using the control panel:

1. Go to **Start menu > Control panel > Sounds and audio devices**.
2. Select the **Voice** tab.
3. To alter the volume of the sound being received, select the **Volume** button in the **Voice playback** section and slide the control to the desired level. To alter the volume of the microphone, select the **Volume** button in the **Voice recording** section and slide the control to the desired level.

Windows Vista and Windows 7

To control the volume using the system tray:

Click the Volume control icon in the Windows system tray.

To alter the volume of the sound being received slide the control to the desired level. To alter the microphone volume:

1. Right-click the Volume control icon in the system tray.
2. Select **Recording devices**.
3. Select the microphone you defined when configuring ConferenceMe.
4. Select **Properties**.
5. Select the **Levels** tab.
6. Slide the control to the desired level.
7. Select **OK**.

To control the volume using the control panel:

1. Go to **Start menu > Control panel > Sound**.
2. The speaker and microphone are controlled separately:

   - To alter the volume of the sound being received:
   a. On the **Playback** tab select your speakers.
   b. Select **Properties**.
   c. Select the **Levels** tab.
   d. Slide the control to the desired level.
   e. Select **OK**.

   - To alter the volume of the microphone:
   a. On the **Recording** tab select the microphone you defined when configuring ConferenceMe.
   b. Select **Properties**.
   c. Select the **Levels** tab.
   d. Slide the control to the desired level.
   e. Select **OK**.

Getting started for administrators

Activating ConferenceMe

Before your MCU is able to accept calls from ConferenceMe, a feature key must be installed on your MCU. Feature keys are alphanumeric codes specific to an MCU, that allow you to use certain advanced features.

ConferenceMe is included in the Web conferencing option available for the MCU. If you have purchased the Web conferencing option for your MCU, you do not need to install an additional feature key.

If you do not have the Web conferencing option and would like this, contact your sales representative.

To activate the Web conferencing feature on an MCU:

1. Go to **Settings > Upgrade**.
2. For **Activation code**, type the new feature code exactly as you received it, including any dashes.
3. Click **Update features**. The browser window will refresh and list the newly activated feature, showing the activation code beside it. Activation codes may be time-limited. If this is the case, an expiry date will be displayed, or a warning that the feature has already expired. Expired activation codes remain listed, but the corresponding feature will not be activated. If the activation code is not valid, you will be prompted to re-enter it.
4. We recommend you make a note of the activation code in case you need to re-enter it in the future.

Feature activation has immediate effect and will persist even if the unit is restarted.

Note that you can remove MCU feature keys by clicking **Remove** next to the feature key on the **Settings > Upgrade** page.

Connection mode

ConferenceMe can connect using either UDP or TCP. When connecting using UDP, ConferenceMe will have better network performance, resulting in better video being sent to and received from the MCU.

To connect using TCP

You need to have **Allow fall back to media using TCP** checked. To do this, go to **Settings > Streaming > ConferenceMe settings** and select the **Allow fall back to media using TCP** check box. This check box is not selected by default and therefore needs to be enabled by the MCU administrator.

To connect using UDP

The tunneled media port on the MCU must be enabled. To do this, go to **Network > Services** on your MCU and select the **Tunneled media** check box. The **Tunneled media** check box is not selected by default and therefore needs to be enabled by the MCU administrator.

In addition to this, the computer must have unrestricted access to port 5082. Firewalls often block port 5082 by default; therefore for ConferenceMe to work using UDP you must add an exception to your firewall to unblock port 5082.

Initial setup

Before your MCU is able to accept calls from ConferenceMe, you must define some initial settings.

ConferenceMe requires that both the H.264 and G.722.1 Annex C media codecs are enabled on the MCU.

To enable H.264 and G.722.1 Annex C:

1. Go to **Settings > Conferences**.
2. Scroll down to **Advanced settings**.
3. For **Audio codecs from MCU**, select *G.722.1 Annex C*.
4. For **Audio codecs to MCU**, select *G.722.1 Annex C*.
5. For **Video codecs from MCU**, select *H.264*.
6. For **Video codecs to MCU**, select *H.264*.
7. Click **Apply changes**.

If you do not have these codecs enabled, you will not receive any audio or video.

Note: If you only have one direction enabled, you will not send or receive audio or video in either direction.

To access ConferenceMe settings, go to **Settings > Streaming**.

Your MCU can be enabled to allow either streaming or ConferenceMe connections, or neither. To enable ConferenceMe, under **Streaming & ConferenceMe settings** select *ConferenceMe*.

The table below describes the options available to you under **ConferenceMe settings**.

Field	Field description
Allow fall back to media using TCP	Allows ConferenceMe to connect using TCP if a UDP connection is not available (see Connection mode for more information)
Allow ConferenceMe to use web service	Allows ConferenceMe users to access a small subset of web user interface pages that allow them to join conferences via ConferenceMe and invite other users to join the conference.
Maximum ConferenceMe connections	Allows you to define the number of ConferenceMe connections on your MCU, from a minimum of 0 to a maximum of 12. That is, you can have the defined number of participants in one conference or shared across several conferences
Maximum bandwidth from MCU	The maximum bandwidth that can be sent from the MCU to ConferenceMe
Maximum bandwidth to MCU	The maximum bandwidth that can be received by the MCU from ConferenceMe

Note: To connect to an MCU using ConferenceMe either UDP or TCP needs to be enabled on the MCU. See Connection mode earlier in this document for more information.

Installing ConferenceMe

You must install ConferenceMe on each participant's computer to enable them to join conferences on the MCU.

You must have an active conference on your MCU to access the ConferenceMe installer.

To access the installer:

1. Create a conference (see the online help for more information).
2. Go to **Conferences**.
3. Click the **ConferenceMe** link next to your conference.
4. Click the **Click here to install** link.
5. Complete the installation process by following the on screen instructions.

To open ConferenceMe, go to **Start menu > All programs > Cisco TelePresence ConferenceMe > ConferenceMe**.

Note: If accessing the installer using Internet Explorer, we recommend you save the installer before running it.

Emailing a ConferenceMe link

ConferenceMe allows users to access conferences by clicking on a link provided to them by the conference administrator. Clicking the link loads a web browser that allows the participant to access ConferenceMe and connect directly to the conference. If the participant does not already have ConferenceMe installed, they can access the installer from this page before joining the conference.

There are two methods for emailing the link:

Emailing a link through the web interface of your MCU

If you have an email program installed on your computer, you can automatically generate a ConferenceMe email through the web interface of your MCU.

To do this:

1. Go to **Conferences**.
2. Select your conference.
3. Click the **Invite** button next to the **ConferenceMe link** text box.
   Your email will open with text in the subject line and body of the email asking people to join your conference using the link provided.
4. Fill in the email recipients you would like to invite to your conference.
5. Click **Send**.

Pasting a link into an email

You can copy a ConferenceMe link from the web interface to paste into an email.

To do this:

1. Go to **Conferences**.
2. Select your conference.
3. Click on the Conference summary page and copy the link from there.
4. Paste the link into the body of an email.
5. Finish the email and enter the recipients.
6. Click **Send**.

In-conference features

ConferenceMe contains many of the features found on a hardware endpoint.

Understanding in-conference toolbar icons

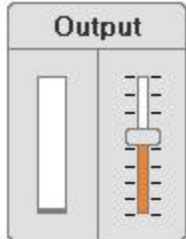The table below describes the icons that appear on the ConferenceMe toolbar.

| Icon	Descriptions
	Full screen: display the video and content section of the ConferenceMe window full screen
	Next local layout: scroll through the available content and self-view layouts
	Next participant: scroll through the participant list
	Send desktop: send your desktop to the other participants in the conference
	Mute/Stop muting outgoing video: stop/start contributing video to the conference
	Mute or control outgoing audio: mute or control contributing audio to the conference
	Mute/Stop muting incoming audio: stop/start hearing audio that is being contributed to the conference
	Help: open the ConferenceMe help

Volume control windows

There are two volume control windows:

- a speaker volume control to control the output level of audio sent to the computer speakers (audio out)
- a microphone volume control to control the level of the audio transmitted from the computer

The speaker control appears when you mouse-over the Mute incoming audio toolbar icon. The microphone control appears when you hover over the Mute outgoing audio toolbar icon.

Window	Window description
	Speaker/Output volume control: controls the level of audio sent to the speakers (audio out). This may be set between 0 - 200%. By default the audio level is set at 100%. Moving the slider to the bottom will mute the incoming audio from the conference.
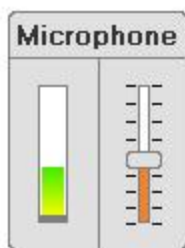
Microphone	Microphone volume control: controls the level of the audio transmitted from the computer to the conference. This may be set between 0 - 1000%. By default the microphone level is set at 100%. Moving the slider to the bottom (0%) will mute the outgoing audio.

Note: The speaker and microphone controls will not control the audio settings configured within Windows. The speaker and microphone will only control the microphone and speaker output within the configured Windows audio settings and limits. For example, if the microphone is muted in the Windows control panel, raising the levels within ConferenceMe will have no effect. For help on changing Windows audio settings, see Audio settings.

Customizing layout views

When you join a conference, you can choose how to display the conference participants on your video screen.

See the MCU online help for more information on family views.

Choosing a conference view

When connected to a conference you can use the arrow keys to control in-conference settings and navigate through the various conference views.

Use the **Up** key on your keyboard to scroll upwards through the conference views.

Use the **Down** key on your keyboard to scroll downwards through the conference views.

Alternatively, you can select **MCU layout > Next** or **MCU layout > Previous** from the right-click menu.

Selecting participants

ConferenceMe allows you to select which participants to display in the focused panes on the video screen.

You can scroll through participants in three ways:

- Using the **Left** and **Right** arrow keys on your keyboard
- By selecting **MCU Participant > Next** or **MCU Participant > Previous** from the right-click menu
- By clicking the ⬚ toolbar icon

Sending your desktop

Conference participants are able to share their desktop with the other participants in the conference. This is often referred to as sharing 'content'. You can send your desktop in two ways:

- Click the 'Send desktop' ⌨ toolbar icon
- Right-click and select **Send desktop**

If desktop sharing is possible, the ConferenceMe window is minimized and displays a dialog in the bottom right of your screen informing you that you are sharing your desktop. To stop sharing your desktop, click **Stop** in the dialog box.

Next local layout views

The Next local layout feature within ConferenceMe controls the way a conference's content and a participant's self-view is displayed within the ConferenceMe window.

If there is content in the conference you see the first of four possible local layouts, with content always appearing as the focused participant. Selecting **Next local layout** cycles through the four available layouts.

The four content layout options are:
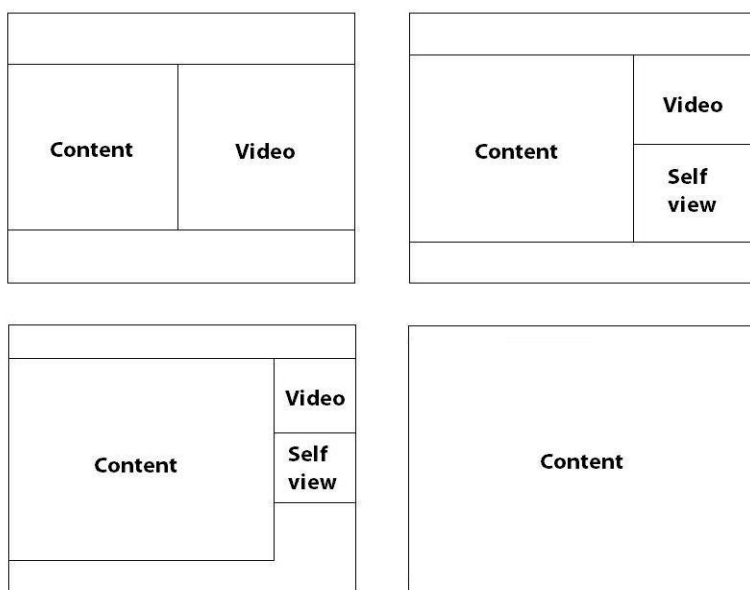
If there is no one sharing their desktop, the Next local layout feature gives you a self-view.

The four self-view layouts are:
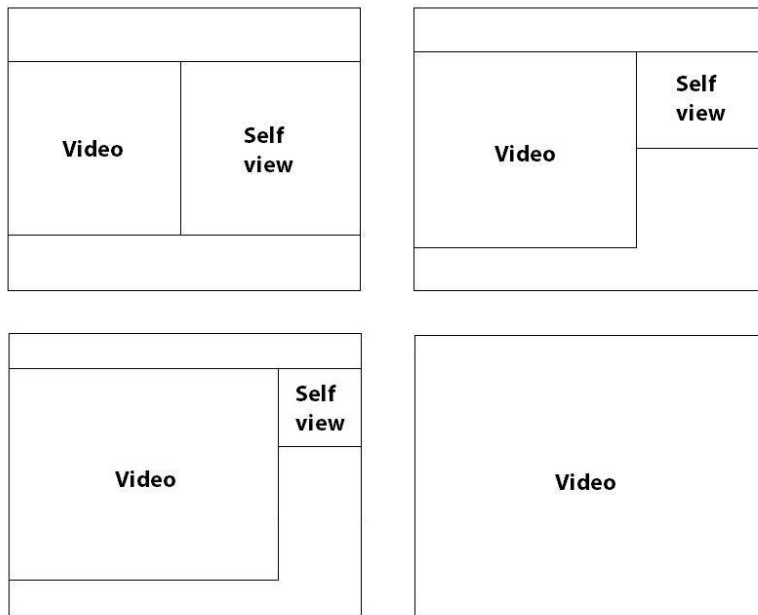
You can scroll through layouts in three ways:

- Using the **L** key on your keyboard
- By selecting **Next local layout** from the right-click menu and selecting **Next** or **Previous**.
- By clicking the [icon] toolbar icon

The right-click menu

The table below describes the options available through the ConferenceMe right-click menu:

Item	Description
Mute incoming audio	Stop receiving audio from the conference
Mute outgoing audio	Stop contributing audio to the conference
Mute outgoing video	Stop contributing video to the conference
Full screen	Make ConferenceMe full screen
Always on top	Make ConferenceMe always appear on top of other windows
Send desktop	Send your desktop to the other participants in the conference
Local layout	Select **Next** or **Previous** from the sub-menu to scroll through the available content and self-view layouts
MCU layout	Select **Next** or **Previous** from the sub-menu to scroll through the available conference views

MCU participant	Select **Next** or **Previous** from the sub-menu to scroll through the MCU participant list
Diagnostics	Open the diagnostics information box
Disconnect	Leave the conference and close ConferenceMe
Help	Open the ConferenceMe help

Using shortcut keys

The table below describes the shortcut keys available in ConferenceMe:

Feature	Shortcut key
Full screen	F or f, F11, Ctrl+F11, Alt+Enter, double-click
Next local layout	L or l, K or k
Next participant	Left or Right arrow keys
Next MCU layout	Up or Down arrow keys

The diagnostics box

The diagnostics box contains information that may be useful if you need technical support.

The table below describes the fields that appear in the diagnostics box:

Field	Description
About	The version and build number of your ConferenceMe software.
Local Properties	**Display name**: The display name defined in the configuration box **Audio input**: The device that will receive your audio inputs. Defined in the configuration box **Video input**: The device used to send your video. Defined in the configuration box
Connection properties	**Connection Mode**: The protocol used to connect. Either TCP or UDP **Bandwidth estimated**: Whether or not bandwidth estimation was possible **Estimated outgoing bandwidth**: The estimated bandwidth from the computer to the MCU **Estimated incoming bandwidth**: The estimated bandwidth from the MCU to the computer
Call properties	**Outgoing bit rate**: The media bit rate sent from the computer to the MCU **Incoming bit rate**: The media bit rate sent from the MCU to the computer
Outgoing media properties	**Resolution**: The video/extended video resolution currently being sent by ConferenceMe **Bit rate (kbit/s)**: The audio/video/extended video transmission rates in kbit/s currently being sent by ConferenceMe

Incoming media properties	**Resolution**: The video/extended video resolution currently being received by ConferenceMe
	Packet errors: The number of packet errors in the incoming media
	Frame errors: The number of frame errors in the incoming media
	Bit rate (kbit/s): The audio/video/extended video transmission rates in kbit/s currently being received by ConferenceMe
	Jitter (ms): The amount of jitter in milliseconds
ConferenceMe event log	The event log is useful for troubleshooting and technical support.

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