

# Cisco VT Advantage

Version 1.0(2)

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# Introduction to Cisco VT Advantage

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These sections provide an introduction to Cisco VT Advantage:

- Overview, page 1
- Cisco VT Advantage Call Features, page 1
- How Calls Work with Cisco VT Advantage, page 2
- For More Information, page 3

## Overview

Cisco VT Advantage brings video telephony functionality to the Cisco IP Phones 7940G, 7960G, and 7970G. The Cisco VT Advantage application software, coupled with the Cisco VT Camera, allows a personal computer (PC) connected to a Cisco IP Phone to add video to phone calls without requiring any extra button-pushing or mouse-clicking.

## Cisco VT Advantage Call Features

Many call features supported on your Cisco IP Phone are available with video through Cisco VT Advantage. Some examples of phone features with video are:

- Placing and answering calls
- Transferring a call
- Forwarding a call
- Making conference calls
- Hold and Mute
- Call Park
- Call Pickup

# How Calls Work with Cisco VT Advantage

You can use your Cisco IP Phone as you normally do. The Cisco VT Advantage application is controlled from the personal computer (PC) connected directly to the Access port labelled “10/100 PC” on your Cisco IP Phone. Here is a brief overview of how calls work with Cisco VT Advantage.

## Placing Calls

If...	Then...
Cisco VT Advantage is running on your PC and on the PC of the person you are calling	When you place or answer a call, two video windows open on your PC. You will see yourself in the Local Video window and you will see the person you are calling in the Remote Video window.
Cisco VT Advantage is set to Receive-Only mode on your PC	When you place a call, you will see the person you are calling in the Remote Video window. The Local Video window does not display.
The person you are calling has set Cisco VT Advantage to Receive-Only mode	When you place a call, you will see yourself in the Local Video window and you will see a blank image in the Remote Video window.

## Answering Calls

If...	Then...
Cisco VT Advantage is running on your PC and on the PC of the person whose call you are answering	When you answer a call, two video windows open on your PC. You will see yourself in the Local video window and you will see the caller in the Remote Video window.
Cisco VT Advantage is set to Receive-Only mode on your PC	When you answer a call, you will see the caller in the Remote Video window. The Local Video window does not display.
The person whose call you are answering has set Cisco VT Advantage to Receive-Only mode	When you answer a call, you will see yourself in the Local Video window and you will see a blank image in the Remote Video window.



**Note** When Cisco VT Advantage is not running on your PC or on the PC of the remote caller, then the call functions like a regular phone call without video.

For more information about these and other phone features with video, see the “Using Cisco VT Advantage with Your Cisco IP Phone” section.

## For More Information

For more information about Cisco VT Advantage refer to these publications, which are available from the Cisco VT Advantage link at this URL:

[http://www.cisco.com/univercd/cc/td/doc/product/voice/c\\_ipphon/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/voice/c_ipphon/index.htm)

- For information about installing the Cisco VT Advantage application and setting up the Cisco VT Camera, refer to the *Cisco VT Advantage Quick Start Guide* that came with your Cisco VT Camera.
- For information about using your Cisco IP Phone, refer to the user guide for your phone.

### Related Topics

- Getting Started with Cisco VT Advantage
- Using Cisco VT Advantage with Your Cisco IP Phone

# Getting Started with Cisco VT Advantage

These sections provide information and instructions for getting started with Cisco VT Advantage:




- Identifying Cisco VT Advantage Icons on Your PC, page 4
- Starting and Stopping Cisco VT Advantage, page 5
- Using the Cisco VT Advantage Windows, page 6
- Adjusting Cisco VT Advantage Settings, page 10
- Making Sure Your Cisco IP Phone is Set Up for Video Calls, page 12
- Updating Cisco VT Advantage, page 12



## Identifying Cisco VT Advantage Icons on Your PC

When Cisco VT Advantage is started on your PC, the Cisco VT Advantage icon appears in the system tray on your Windows desktop.



**Note** Depending on the options selected during the installation of Cisco VT Advantage, an icon also appears in the Quick Launch bar and on the Windows desktop.

Icon in System Tray	Description
	Cisco VT Advantage is idle
	Cisco VT Advantage is idle — Receive-Only Mode
	Active call (animated icon that spins)

Icon in System Tray	Description
	Active call—Receive-Only Mode (animated icon that spins)
	Video problem (If this icon appears, there might be a connectivity problem between your Cisco IP Phone and your PC, or between the Cisco VT Camera and your PC. See the “Checking the Connections and the Video Signal Quality” section on page 19.)

## Starting and Stopping Cisco VT Advantage

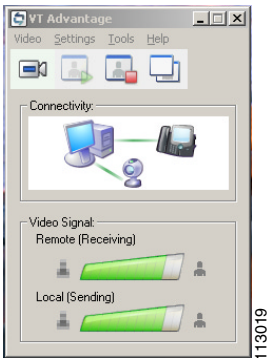
If you want to...	Then...
Check if Cisco VT Advantage is started	Look for the Cisco VT Advantage icon in the system tray on your Windows desktop.
Start Cisco VT Advantage	<p>Perform one of the following:</p> <ul style="list-style-type: none"> <li>From your Windows Desktop, select <b>Start &gt;Programs &gt; Cisco VT Advantage &gt; Cisco VT Advantage</b>.</li> <li>Click the Cisco VT Advantage icon in the Quick Launch bar.</li> <li>Double-click the Cisco VT Advantage icon on the Windows desktop.</li> </ul> <p>The application starts. You should wait for about one minute for the application to fully initialize before you place a call.</p>
Stop Cisco VT Advantage	Right-click the Cisco VT Advantage icon in the system tray and select <b>Exit</b> . The application closes.
Open the Cisco VT Advantage main window	<p>Start Cisco VT Advantage and then perform one of the following:</p> <ul style="list-style-type: none"> <li>Right-click the Cisco VT Advantage icon in the system tray and select <b>Open Cisco VT Advantage</b>.</li> <li>Double-click the Cisco VT Advantage icon on the Windows desktop.</li> </ul>

# Using the Cisco VT Advantage Windows

This section provides descriptions of the Cisco VT Advantage windows.

## Cisco VT Advantage Main Window

Within the Cisco VT Advantage main window, you can set your video preferences and settings, check video signal quality, connectivity, and access diagnostic tools and online help.







## Menu Bar

The following table describes the menu bar options.

Menu bar item	Description
Video	<p>The Video menu provides the following choices:</p> <ul style="list-style-type: none"> <li>• Receive-Only Mode</li> <li>• Start Video Check</li> <li>• Stop Video Check</li> <li>• Exit</li> </ul> <p>For more information about using these choices, see the “Adjusting Cisco VT Advantage Settings” section on page 10.</p>
Settings	<p>The Settings menu provides the following choices:</p> <ul style="list-style-type: none"> <li>• Mute Video on Audio Mute</li> <li>• Video Windows Always on Top</li> <li>• This Window Always on Top</li> <li>• Cisco VT Camera Properties</li> <li>• Advanced (Bandwidth Override)</li> </ul> <p>For more information about using these choices, see the “Adjusting Cisco VT Advantage Settings” section on page 10.</p>
Tools	<p>The Tools menu provides the following choices:</p> <ul style="list-style-type: none"> <li>• Trace</li> <li>• Update Cisco VT Advantage Now</li> </ul> <p>For more information about using the Trace tool, see the “Using the Trace Troubleshooting Tool in Cisco VT Advantage” section on page 20. For more information about updating Cisco VT Advantage, see the “Updating Cisco VT Advantage” section on page 12.</p>
Help	<p>The Help menu provides the following choices:</p> <ul style="list-style-type: none"> <li>• Cisco VT Advantage Help: displays the Cisco VT Advantage online help.</li> <li>• About Cisco VT Advantage: provides Cisco VT Advantage release information</li> </ul>

## Toolbar

The toolbar includes the following options.

Toolbar Button	Description
	Receive-Only Mode
	Start Video Test
	Stop Video Test
	Always on Top

For more information on using these options, see the “Adjusting Cisco VT Advantage Settings” section on page 10.

## Connections and Video Signal

When the connections are working you see a PC with green connecting lines to a phone and a camera.

There are two video signal quality indicators, one for local video and one for remote video. You can think of these video signal quality indicators as similar to the signal strength indicator on a cell phone. The strongest possible signal quality is shown when the bar is solid green.

For more information about connections and video signal quality, see the “Checking the Connections and the Video Signal Quality” section on page 19.



## Cisco VT Advantage – Local Video

The Cisco VT Advantage – Local Video window shows your live video while you are on a call. It shows you how you look to the caller when you are on a call.

## Cisco VT Advantage – Remote Video





The Cisco VT Advantage – Remote Video window shows the live video from the camera of the remote caller. You will see the caller in this window.


### Resizing the Video Windows

If you want to...	Then...
Adjust the size of the Cisco VT Advantage – Local Video window	<p>Right-click on the Local Video window. To adjust the size, choose one of the following:</p> <ul style="list-style-type: none"> <li>• Postage Stamp</li> <li>• 160 x 120</li> <li>• 320 x 240</li> <li>• Minimize</li> </ul> <p> <b>Tip</b> To reduce the CPU utilization on your PC when Cisco VT Advantage is running, reduce the Local Video window size to 160 x 120 or to postage stamp.</p>
Adjust the size of the Cisco VT Advantage – Remote Video window	<p>Drag any corner of the window and resize to the desired dimension. Or right-click on the Remote Video window and choose one of the following:</p> <ul style="list-style-type: none"> <li>• Postage Stamp</li> <li>• 160 x 120</li> <li>• 320 x 240</li> <li>• 640 x 480</li> <li>• Minimize</li> <li>• Restore</li> </ul> <p> <b>Tip</b> To reduce the CPU utilization on your PC when Cisco VT Advantage is running, keep the Remote Video window size at 320 x 240 or lower.</p>

# Adjusting Cisco VT Advantage Settings


Open the Cisco VT Advantage main window to adjust Cisco VT Advantage settings. (See the “Starting and Stopping Cisco VT Advantage” section on page 5 for instructions on opening the main window.)

If you want to use...	Then...
<p>Receive-Only Mode</p> 	<p>To toggle this setting on or off, click <b>Receive-Only Mode</b>.</p> <p>When you toggle Receive-Only Mode on before a call, the Local Video window does not display. In Receive-Only Mode you can view the person you are calling or the person who called you in the Remote Video window, but you are not transmitting your video. To resume the video while on a call, click <b>Receive-Only Mode</b> again.</p> <p>When Cisco VT Advantage does not detect a camera, it automatically initiates Receive-Only Mode, and this mode cannot be changed. In this case, the Start/Stop Video Test and Cisco Camera Properties items are unavailable.</p>
<p>Start Video Test</p>  <p>Stop Video Test</p> 	<p>The Start/Stop Video Test setting lets you check that your video windows are working when you are not on call.</p> <p>Click <b>Start Video Test</b>. If your video windows do not appear to be working, see the “Troubleshooting Cisco VT Advantage” section.</p> <p>To stop video check, click <b>Stop Video Test</b>.</p>
<p>Always on Top</p> 	<p>To toggle this setting on or off, click <b>Always on Top</b>, or select <b>Settings &gt; Video Windows Always on Top</b>.</p> <p>When this setting is turned on, the Local and Remote Video windows will remain on top of other active applications on your PC.</p>
<p>Mute Video on Audio Mute</p>	<p>To toggle this setting on or off, select <b>Settings &gt; Mute Video on Audio Mute</b>.</p> <p>When you mute audio on your Cisco IP Phone, your video is automatically paused with a still frame until you unmute the audio on your phone.</p>

If you want to use...	Then...
This Window Always on Top	<p>To toggle this setting on or off, select <b>Settings &gt; This Window Always on Top</b>.</p> <p>When this setting is turned on, the Cisco VT Advantage main window will remain on top of other active applications on your PC.</p>
Cisco VT Camera Properties	<p>Select <b>Settings &gt; Cisco VT Camera Properties</b>.</p> <p>In the Properties dialog box, you can adjust various settings for your camera, such as brightness, contrast, and so on. By default, Full Auto Mode is selected, which automatically adjusts the camera settings. To go back to the default settings, click <b>Restore</b> in the Factory Defaults area.</p>
Bandwidth Override (advanced setting)	<p>Select <b>Settings &gt; Advanced &gt; Bandwidth Override</b>.</p> <p></p> <p><b>Caution</b> Your bandwidth has been set by your system administrator. In most cases when working over a Local Area Network (LAN), you will not need to adjust this setting. However, if you are a mobile worker or telecommuter, you might need to cap the bandwidth at a maximum rate based on your Internet connection uplink speed. If you do not know how to determine your uplink speed, contact your Internet service provider, or contact your system administrator for assistance, before you change the bandwidth setting.</p> <hr/> <p>Select <b>Override</b> and then select a bandwidth. (While on a call this selection is unavailable. You can change this setting before or after a call.)</p> <p><b>Note</b> When reconnecting to your corporate LAN, remember to reset the bandwidth back to Default before you make a call.</p>

# Making Sure Your Cisco IP Phone is Set Up for Video Calls

To use Cisco VT Advantage with your Cisco IP Phone, your phone must be set up for video calls.

Icon	Description
	<p>Appears on the status line of the Cisco IP Phone's LCD screen and indicates that the phone is set up for video calls. (This icon may look somewhat different depending on your Cisco IP Phone model.)</p> <p><b>Note</b> If you do not see this icon on your Cisco IP Phone, contact your system administrator for assistance.</p>

## Updating Cisco VT Advantage

You can be notified automatically of software updates for Cisco VT Advantage if your system has been set up for automatic updates. When an update is available, a dialog displays prompting you to update the software. You can choose:

- **Update now**, and the software is updated immediately.
- **Schedule to be prompted later**, in which case you can choose one of the reminder options and then update the software at a later time.
- **Cancel**, in which case when you are ready to update the software, open the Cisco VT Advantage main window and select **Tools > Update Cisco VT Advantage Now**.



**Note** If Update Cisco VT Advantage Now is unavailable under the Tools menu, then either a software update is not available, or auto-update has not been set up on your system. Contact your system administrator for more information.

### Related Topics

- Using Cisco VT Advantage with Your Cisco IP Phone
- Troubleshooting Cisco VT Advantage

# Using Cisco VT Advantage with Your Cisco IP Phone

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These sections provide information and instructions for using some of the call features on your Cisco IP Phone that are available with video:




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**Note** You use your Cisco IP Phone as you normally do. Your regular Phone Guide provides complete instructions for using your Cisco IP Phone. Note that every call might not have video even if phones with video are available on both sides of a call. Video availability depends on network and PC conditions.

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- Placing and Answering a Call, page 13
- Making Conference Calls, page 14
- Transferring a Call, page 14
- Forwarding a Call, page 15
- Using Hold and Mute, page 15
- Storing and Retrieving Parked Calls, page 16
- Redirecting a Ringing Call to Your Phone, page 16




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**Note** Make sure that Cisco VT Advantage is started on your PC before you use these phone features. See the “Getting Started with Cisco VT Advantage” section for more information.

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## Placing and Answering a Call

If you want to...	Then...
Place a video call	On your Cisco IP Phone, place a call as you normally do. On your PC, the Local and Remote Video windows display.
Answer a video call	On your Cisco IP Phone, answer the call as you normally do. On your PC, the Local and Remote Video windows display.

**Tip**

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Depending on your system configuration, when you start Cisco VT Advantage in the middle of a call, the call will be a video call as long as the other party also has video call capabilities.

You can adjust some of the Cisco VT Advantage settings for your calls. See the “Adjusting Cisco VT Advantage Settings” section on page 10.

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## Making Conference Calls

If you want to...	Then...
Make a conference call	<p>On your Cisco IP Phone, initiate a conference call.</p> <p>On your PC, the Local and Remote Video windows display.</p> <p>All conference participants that use Cisco VT Advantage will be able to participate in the video call. Those participants that are not using Cisco VT Advantage, will participate using audio only.</p> <p>The video you see in the Remote Video window will depend on how video conferencing has been set up on your IP telephony network. Contact your system administrator to find out about the types of video conferencing available to you.</p>

## Transferring a Call

If you want to...	Then...
Transfer a call	<p>On your Cisco IP Phone, transfer the call as you normally do.</p> <p>The interaction on your PC differs depending on whether you perform a blind transfer or a consult transfer.</p> <ul style="list-style-type: none"><li>• Blind Transfer: On your PC, the video windows close.</li><li>• Consult Transfer: On your PC, the caller with whom you are actively consulting appears in the Remote Video window. When the call is transferred, the video windows close.</li></ul>

## Forwarding a Call

If you want to...	Then...
Forward a call	<p>On your Cisco IP Phone, forward a call as you normally do.</p> <p>On your PC, the video windows close.</p>

## Using Hold and Mute

If you want to...	Then...
Put a call on hold	<p>On your Cisco IP Phone, put a call on hold as you normally do.</p> <p>On your PC, the video windows close.</p> <p>When you are ready, resume the call on your phone as you normally do. On your PC, the video windows redisplay.</p>
Mute the audio	<p>On your Cisco IP Phone, mute the call as you normally do.</p> <p>On your PC in the Local Video window, the video is paused with a still frame if the Mute Video on Audio Mute setting is toggled on. Otherwise, the video in the Local Video window continues. There is no change to the video in the Remote Video window.</p> <p>When you are ready, unmute the audio on your phone as you normally do. On your PC, the video will resume, if previously paused.</p>
Mute the video on audio mute	<p>On your PC, in the Cisco VT Advantage main window, select <b>Settings &gt; Mute Video on Audio Mute</b>.</p> <p>When you mute audio on your Cisco IP Phone, your video is automatically paused with a still frame until you unmute the audio on your phone.</p>

## Storing and Retrieving Parked Calls

If you want to...	Then...
Park a call	On your Cisco IP Phone, park a call as you normally do. On your PC, the video windows close.
Retrieve a parked call	On your Cisco IP Phone, retrieve the parked call as you normally do. If the phone displays the video icon and is connected to a video-enabled PC, the Local and Remote Video windows display on your PC. Otherwise it functions like a regular phone call.

## Redirecting a Ringing Call to Your Phone

If you want to...	Then...
Answer a call that is ringing on another extension within your group	On your Cisco IP Phone, use <b>Pickup</b> as you normally do. On your PC, the Local and Remote Video windows display.
Answer a call that is ringing on another extension outside of your group	On your Cisco IP Phone, use <b>GPickUp</b> as you normally do. On your PC, the Local and Remote Video windows display.

### Related Topics

- Getting Started with Cisco VT Advantage
- Troubleshooting Cisco VT Advantage

# Troubleshooting Cisco VT Advantage

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These sections provide information for troubleshooting Cisco VT Advantage:

- General Troubleshooting
- Checking the Connections and the Video Signal Quality
- Using the Trace Troubleshooting Tool in Cisco VT Advantage



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**Note**

If you are experiencing problems with Cisco VT Advantage, you might want to run the Error Reporting Tool to capture relevant data for troubleshooting purposes. Choose **Start > Programs > Cisco VT Advantage > Cisco VT Advantage Error Reporting Tool**. The Error Reporting Tool saves a file on your Windows desktop, which you can send to your system administrator.

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## General Troubleshooting

The following table can help you troubleshoot general issues you might have with Cisco VT Advantage.

If...	Then...
<p>On your PC, there is no video in the video windows</p>	<ul style="list-style-type: none"> <li>• Make that sure Cisco VT Advantage is running. Look for the Cisco VT Advantage icon in the system tray.</li> <li>• Open the Cisco VT Advantage main window: <ul style="list-style-type: none"> <li>– Check the connectivity status of the phone and camera, as well as the video signal quality. (See the “Checking the Connections and the Video Signal Quality” section on page 19.)</li> <li>– Check that the video is not muted.</li> <li>– Perform a Video Check by selecting <b>Start Video Check</b>. The Local and Remote Video Windows should display, and a green light should be lit on the camera (on top, above the camera lens). When finished, select <b>Stop Video Check</b>.</li> </ul> </li> <li>• Check that the Cisco VT Camera USB cable is properly connected to the USB port on the PC.</li> <li>• Check that your PC is directly connected to the Access port labelled “10/100 PC” on the back of your Cisco IP Phone.</li> <li>• Check to see if your Cisco IP Phone is video enabled. Look for the video icon on the LCD screen of your Cisco IP Phone.</li> </ul>
<p>The message "Video bandwidth unavailable" displays on the Cisco IP Phone LCD screen</p>	<ul style="list-style-type: none"> <li>• There is not enough bandwidth for the video call. Contact your system administrator for assistance.</li> </ul>
<p>This icon appears in the system tray on the PC</p> 	<p>There might be a problem with your video connection. Double-click the icon to open the Cisco VT Advantage main window to check the connectivity. For more information, see the “Checking the Connections and the Video Signal Quality” section on page 19.</p>
<p>You see a blurry or grainy image in Local or Remote Video window</p>	<ul style="list-style-type: none"> <li>• Adjust the focus ring (the black ring around the camera lens) to get a sharper image.</li> </ul>
<p>There is no audio on a call</p>	<ul style="list-style-type: none"> <li>• Check that the audio is not muted on your Cisco IP Phone.</li> </ul>

## Checking the Connections and the Video Signal Quality

The following table provides instructions for checking the connections from the PC to the Cisco IP Phone and the Cisco VT Camera, as well as the video signal quality.

If you want to...	Then...
<p data-bbox="129 367 494 391">Check the connection indicators</p> 	<p data-bbox="532 367 1052 391">Open the Cisco VT Advantage main window.</p> <p data-bbox="532 407 1255 464">When the connections are working, in the main window you see a PC with green connecting lines to a phone and a camera.</p> <p data-bbox="532 480 1255 570">When a connection to the Cisco IP Phone and/or to the Cisco VT Camera is not working, you see a red “X” through the connecting line.</p> <ul data-bbox="548 581 1255 773" style="list-style-type: none"> <li>• Check that the Ethernet cable from your PC is connected directly to the port labelled “10/100PC” on the back of your Cisco IP Phone.</li> <li>• Make sure that your Cisco IP Phone is enabled for video. (See the “Making Sure Your Cisco IP Phone is Set Up for Video Calls” section on page 12.)</li> </ul> <p data-bbox="532 784 1184 841">You might need to contact your system administrator for assistance.</p>
<p data-bbox="129 857 471 914">Check the video signal quality indicator</p> 	<p data-bbox="532 857 1052 881">Open the Cisco VT Advantage main window.</p> <p data-bbox="532 898 1255 1019">In the main window you see two video signal quality indicators, one for local video and one for remote video. (You can think of these video signal quality indicators as similar to the signal strength indicator on a cell phone.)</p> <p data-bbox="532 1036 1255 1247">The strongest possible signal quality is shown when the bar is solid green. The poorest signal quality is shown when the bar is solid grey. Video signal quality is affected by both the state of the network and the state of your PC, and fluctuates over time. If the indicator stays in the mostly green range, you can expect higher quality video. If the indicator is mostly grey, you will notice poorer video quality.</p> <p data-bbox="532 1263 1184 1320">If you experience poor video quality, contact your system administrator for assistance.</p> <p data-bbox="532 1336 1255 1414"><b>Note</b> Make sure that you use your Cisco VT Camera in a well-lit space, as low light conditions might affect the video frame rate on the camera.</p>

# Using the Trace Troubleshooting Tool in Cisco VT Advantage

You can use the Trace Tool to troubleshoot Cisco VT Advantage. The Trace Tool provides some reporting and logging options for trace messages that are saved in log files. Your system administrator might ask you to use the Trace Tool to troubleshoot a problem with Cisco VT Advantage.

To use the Trace Tool:

- Open the Cisco VT Advantage main window and select **Tools > Trace**.

## **Related Topics**

- [Introduction to Cisco VT Advantage](#)
- [Getting Started with Cisco VT Advantage](#)
- [Using Cisco VT Advantage with Your Cisco IP Phone](#)



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