

Introduction

Making a remote video connection to a CSR Video Assisted Meeting (VAM) using the Cisco Jabber Video software client requires some advanced setup and this is described below. A Quick Guide for managing the software interface during the meeting is also included.



----- Setup -----

[Hardware Requirements](#) – [Network/Firewall Requirements](#) – [Software Client Installation](#)
[Meeting Credentials](#) – [Pre-Meeting Testing Requirement](#)
[Quick Guide](#)

Hardware Requirements

- **Computer/Laptop:** Both Windows-based (Windows 7, Vista, and XP-SP2) and Mac-based (Intel OS X) platforms will work with VAM. Older computers may not have the hardware capacity to handle the video bandwidth and will need to be tested first.
- **Video Camera (Webcam):** Any webcam that is hardware compatible with your computer will work. Most newer computers and laptops come with a built-in webcam, but connecting an external webcam is also possible. If you do not have a working webcam, CSR may ship you one. The webcam should be positioned to capture your face, with appropriate face lighting and a simple background (not a sun-filled window).
- **Microphone:** This can be the one built into the computer/laptop or a stand-alone/headset model. Bluetooth microphones are sometimes problematic and should be avoided. If you are using a built-in laptop microphone, please make sure the microphone is not blocked by the clamshell cover. Using a noise-cancelling microphone positioned close to your mouth improves the quality of your voice against the background (paper shuffling, keyboard typing). Please mute your microphone when not speaking.
- **Speakers:** The specifications are not particularly important and stereo is not required. Please be cognizant of confidentiality when adjusting the volume. Headsets are ideal for eliminating this issue.
- **Monitor Size:** You need sufficient screen real estate to see both the video stream and other programs that you may need during the review (NIH eCommons IAR, MS Word, etc.). A larger monitor, or even a second monitor, is helpful. A laptop will technically work, but you will need to be good at switching between programs on the smaller screen.

Network/Firewall Requirements

- **Internet Connection:** While a wireless connection to the Internet can often handle low-resolution (standard definition) video traffic, it is not recommended for VAM. Bi-directional video streaming is bandwidth-intensive and requires a consistent, robust connection. Please seek to tether your computer to an Ethernet jack with sufficient bandwidth to handle the load. The recommended bandwidth is 768 kbps upstream and downstream (1.2 Mbps upstream and downstream if you are using a 720p HD camera). DSL over the telephone line does not have sufficient bandwidth and should be avoided. An easy way to test your connection speed is to go to <http://speedtest.net>.
- **Firewall:** The bi-directional video signals that travel between your computer and the CSR video servers use some non-traditional network ports and many organizations block these ports because of security concerns. These ports can only be opened/unblocked by your own IT department and CSR will work with your IT staff as needed. Should it not be possible to remove these firewall restrictions, then the only options are to connect off-site (perhaps using

your home Internet connection) or to connect to the meeting through a traditional telephone connection (audio only). You will be supplied with a toll-free conference number and access PIN should this be necessary.

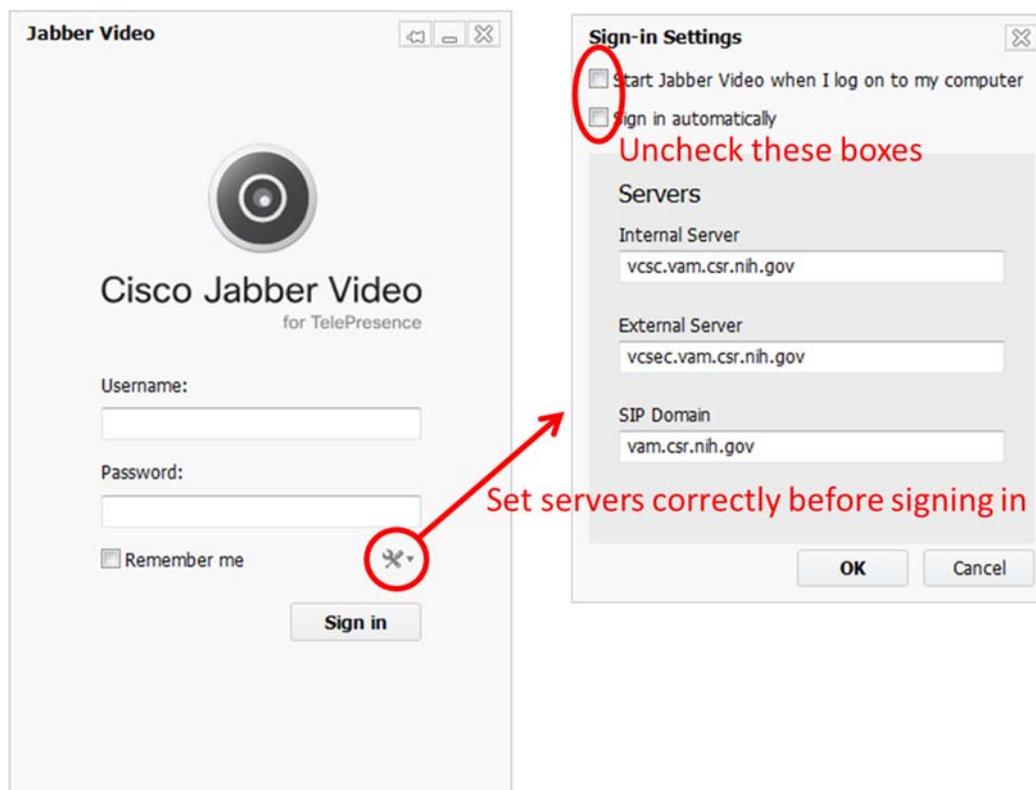
Ports Used: UDP(SIP):5060; TCP:5060; TLS:5061

Servers: vcse1.vam.csr.nih.gov (165.112.253.31)
vcse2.vam.csr.nih.gov (165.112.253.32)

Software Client Installation

You will need to install a software client (Cisco Jabber Video) on your computer. Clients are available for both the Windows (Windows 7, Vista, or XP-SP2) and Mac OS (10.6 Snow Leopard or newer) platforms and you must have administrative privileges on your computer in order to complete the installation. If you do not have these privileges, then you will need assistance from your IT department. To install Jabber Video:

1. Download the appropriate client from CSR by going to <http://csr.nih.gov/VAM>. While Cisco also provides the client through its own website, theirs comes pre-configured to connect to Cisco servers and cannot be used for VAM. Please contact us if you have an older operating system, as an alternative client might be available from us.
2. Run the install client (administrator privileges required).
3. Launch the Jabber Video client. Before signing in with your Username and Password (supplied separately), ensure that the servers are configured correctly. Click the icon that looks like a wrench and screwdriver and then select the “Sign-In” settings. The settings should be as shown below.



Meeting Credentials

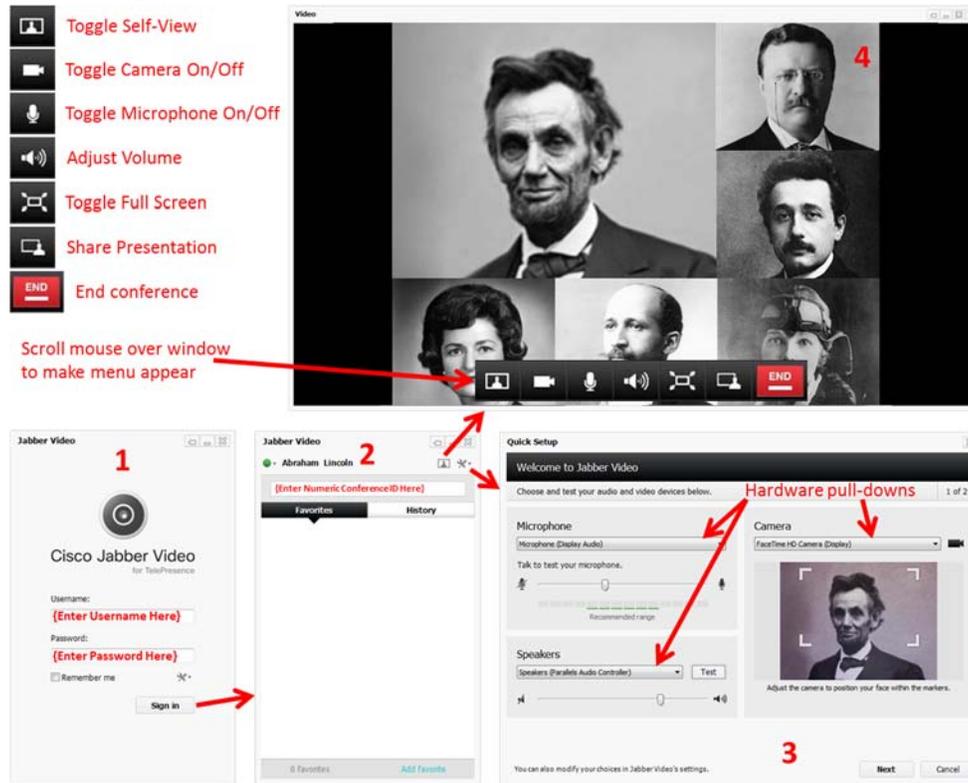
In addition to the NIH credentials that you normally use to connect to the NIH eCommons, CSR will send to you the following additional credentials needed specifically for your VAM meeting.

- **Cisco Jabber Video Client Username/Password:** Needed to log into the client and connect to the CSR VAM servers. Once logged in, you will be able to configure and test your camera and microphone settings.
- **Conference ID:** This numeric ID functions like a telephone number allowing you to “call” your scheduled meeting from within the Jabber Video client (after logging in).
- **Teleconference Phone Number and PIN:** Should there be a problem with the Jabber Video connection (which carries both the video and audio signal), you might need to abandon the video and connect to the meeting via a traditional teleconference. CSR will supply you with a teleconference number and access PIN, to be used only if Jabber Video fails. You should not connect to the teleconference if your Jabber Video connection is working properly (it will create audio echoes).

Pre-Meeting Testing Requirement

Someone from CSR will reach out to you individually to help ensure that everything is set up properly, to debug any connection issues, and to ensure that you are able to use the software effectively. It is important that we schedule a short video test with you using the equipment and network environment that you expect to use during the meeting. On the day of the meeting, we ask that you call into your meeting 30-45 minutes before the meeting so that we can ensure that everything is working before the scientific discussions start.

Quick Guide for Using the Jabber Video Client



Screen Shots

1. **Logon Window:** use the username and password credentials provided by CSR to connect to the CSR VAM servers.
2. **Conference List:** use numeric Conference ID provided by CSR to call out to your specific meeting.
3. **Quick Setup Window:** for setting up your microphone, camera, and speakers. If something is not working, use the pull-down menus to see if another piece of hardware is attached and should be used instead. When you speak, the microphone sound bar should light up and register within the recommended range. On the Mac client, Quick Setup is available on the menu bar, rather than through the tool icon shown on screen 2.
4. **Video Window:** opens automatically after calling out to a meeting. There are menu options along the bottom that appear when you scroll over the window with your mouse. Having self-view ON is not recommended except to adjust your camera’s position. To reduce background meeting noise, mute your microphone when not speaking.

Conflict Management

We will disconnect you from the video meeting when you are in conflict. When this happens, your video window will briefly display a message that the call has ended and then it will close. Please do not close the client or leave the room. When we call you back, your computer will “ring” and you will see a prompt similar to that displayed below. Answer it.

