



Elluminate VCS Getting Started Guide

Version 2.0

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Chapter 1: Best Practices for the Elluminate VCS Client

Overview

You should know the names of the audio card, USB microphone, webcam or capture devices you want to use with the Elluminate VCS Client prior installation, so you can be sure to select the correct devices during setup.

In this chapter

- [“Microphones and Speakers” on page 12](#)
- [“Headsets” on page 12](#)

Microphones and Speakers

A microphone lets you talk to remote sites when you are in an active videoconference session. The microphone you select affects the quality of your session. An external echo-cancelling microphone is recommended for optimal sound. If echo is not suppressed, often the user speaking on the remote side might hear audio coming back to them from your speaker feeding into your microphone.

For an optimal videoconferencing session performance, it is recommended that you do one of the following:

- The easiest, and least expensive way to ensure good audio quality is a headset. A headset is appropriate when you are a single user using the Elluminate VCS Client on a computer as an individual.
- The best way to ensure good audio is by using an external USB echo cancelling microphone and speakers. An echo cancelling microphone is appropriate for cubicle or desktop work all the way up to classroom or auditorium use. Ensure that the device is designed for the size of the room in which you will be using the system. For example, do not try to use a microphone designed for a desktop in a large classroom unless you are willing to have the students “walk up” to the microphone.
- If you use a standard microphone and speakers, ensure that the microphone is highly directional and not aiming toward the speakers. Use a high quality microphone and ensure it works on the sound card on your Windows PC before you try to use it with the Elluminate VCS Client. If you must use an inexpensive microphone and speakers and you are introducing echo into the session, use the "Click to talk" mode available in the **Advanced Audio Settings** and only click your microphone on when you want to speak.

Headsets

If you are using a headset (that is, an earpiece with a small speaker and a microphone), make sure the microphone input and the audio input are correctly connected to the output connections on your computer.

Reference


Refer to the Elluminate web site for a list of recommended microphones and speakers (<http://www.illuminate.com>).



Chapter 2: First Time Settings for the Elluminate VCS Client

Overview

After you install the Elluminate VCS Client, the Setup Wizard prepares the product for first time use. See Chapter 1 in the *Elluminate VCS Client User Guide* for instructions on installing the product.

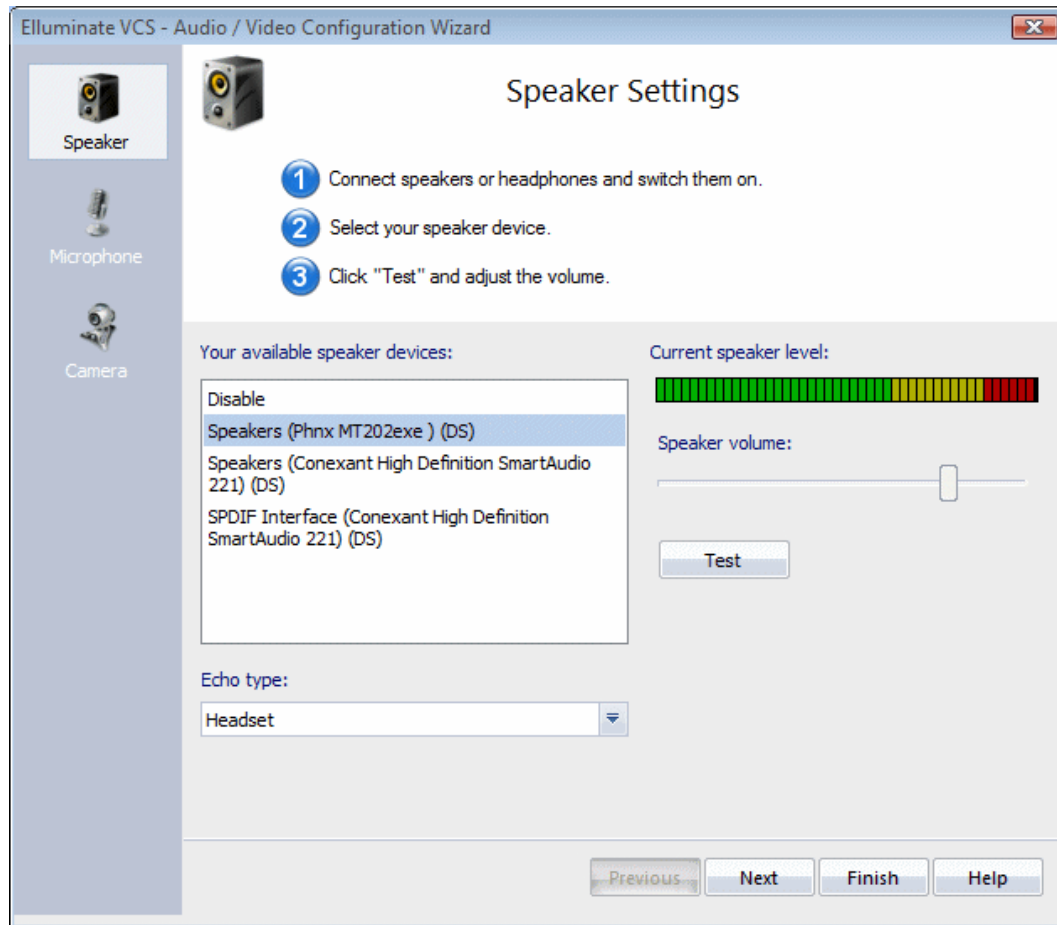
You can access the Configuration Wizard at any time by selecting **Setup Video and Audio...** from the main menu on the Elluminate VCS Client or by clicking the **Setup** button  in a Session window.

In this chapter

- [“Selecting a Speaker” on page 20](#)
- [“Selecting a Microphone” on page 21](#)
- [“Selecting a Camera” on page 22](#)

Selecting a Speaker

The Configuration Wizard displays the following window:

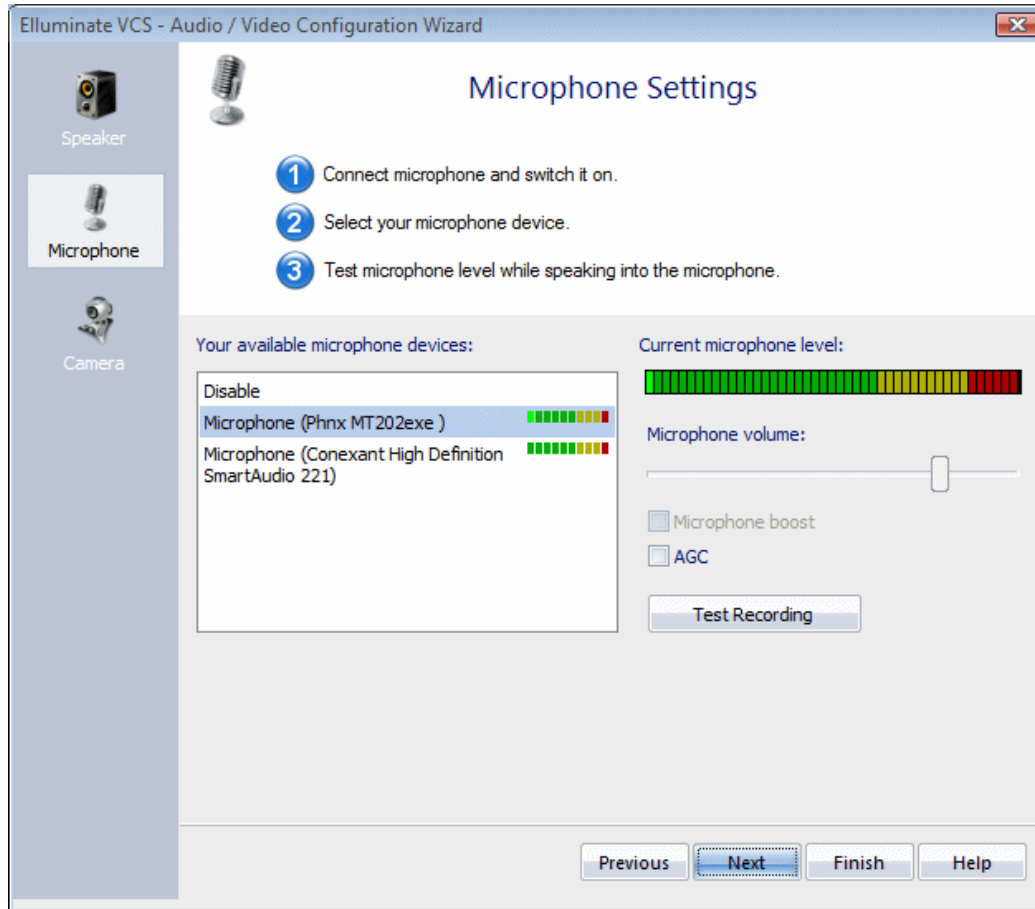


To select a speaker:

1. From **Your available speakers devices** box, select an audio device if you have more than one device installed. If there is only one device installed, it is selected automatically.
2. Click the **Test** button to test whether your speakers are connected correctly. You should hear music playing.
3. Adjust the speaker volume slider as needed.

Selecting a Microphone

The Configuration Wizard displays the Microphone Settings window.



To select a microphone:


1. From **Your available microphone devices** box, select a microphone if you have more than one device installed. If there is only one device installed it is selected automatically.

An indicator displays the current recording level for each microphone.

2. Make sure to select a microphone that records audio.
3. After selecting a microphone, you can adjust the **Microphone volume** slider.
4. Speak into the microphone.

The reading on the meter should be within the green region with peaks in the yellow. It should not go into the red region.

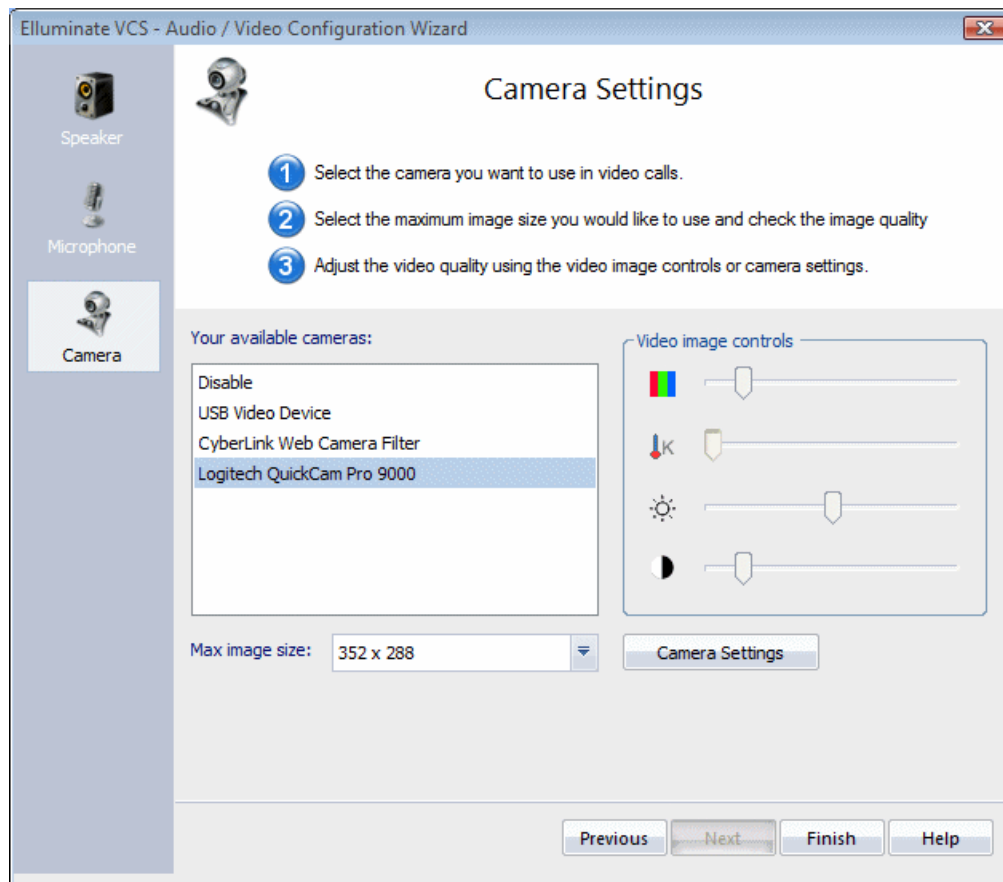
- Optionally, enable the **Microphone boost** checkbox if your normal microphone gain is not high enough in the meter (also helpful if your remote party tells you that your audio level is too low).

 This option is only available for certain microphones.

- Enable **AGC** (Automatic Gain Control) to automatically adjust the strength of the incoming signal. Weaker signals receive more gain; stronger signals receive less gain or none at all. After completion of the configuration you are prompted to log on to the Elluminate VCS server.

Selecting a Camera

The Configuration Wizard displays the Camera Settings window:



To select a camera:

- From **Your available cameras** box, select a USB Camera if you have more than one device installed.



After you select a camera, it is activated and a preview of the video image appears. If necessary, you can change the **Maximum image size**. Some of the image sizes might be labeled with "Slow frame rate." Your video is not transmitted in the best quality if you select this type of resolution.

2. Use the slider **Video image controls** to adjust color intensity, hue, contrast, and brightness of the video image.
3. Click the **Camera Settings** button to open the Properties dialog, which differs depending on the camera you are using.
4. Click the **Advanced...** button.
5. Make sure the flicker suppression is set to 60 Hz in the US and 50 Hz in Europe in the **PowerLine Frequency (Anti Flicker)** listbox. All of the settings should work best in automatic mode for a typical camera.

Chapter 3: Operating the Elluminate VCS Client

Overview

This chapter explains how to launch point-to-point and multi-point sessions. It also explains how to configure video and audio functions during an active session.

Making a Video Call

To make a video call:

1. Enter the name or User ID you want to call in the instant search field.


The Elluminate VCS Client automatically displays available users in your network based on the letters you enter in this field.

2. Start the call by double-clicking the matching entry or by clicking on the green phone next to the entry.

You can only call users whose status is online (green symbol) or idle (yellow symbol).

3. If you do not know the User ID of the other party, click on the **My VCS** button. A web browser opens displaying all users in your network who are currently available.

4. Click the telephone icon to the right of the entry to launch a call. Make sure that the online state of the user is *online* or *idle* and not *busy* or *offline*. If the caller is not online, you will receive a message to try again later.

5. When you want to end the call, click the **End Session** button  in the **General** tab of the Session window.

The Session window automatically closes and the call is terminated for both participants.

Dialing a H.323 Endpoint

The Elluminate VCS server you are logged on to might also provide connectivity to legacy IP-based videoconferencing systems (based on the H.323 standard). In this case, an address you use when making calls is different from and Elluminate VCS user ID. Your Elluminate VCS administrator can tell you if H.323 services are available and how to access H.323 endpoints with your organization's dialing scheme.

To dial an H.323 endpoint:

1. Click the **Call** icon to open the New Call dialog box.
2. Enter the H323 number in the following format:

H323:<IP Address> in the format ###.###.###.###, where the pound sign is the digit of the four part IP address separated by periods.

3. You can also enter an E.164 video phone address (or "alias") provided to you by your IT administrator that matches the person or device you want to call.

For example:

h323:petermiller with "petermiller" as the alias of the H.323 client

- or -

h323:4583456 with 4583456 as the E.164 number of the H.323 client

A user of a H.323 client can call you by entering your user ID or the E.164 number assigned to you. This requires the H.323 client to be registered with a gatekeeper connected to the server.

4. Click the **Call** button.

You can start your session once the endpoint accepts the call.

Chapter 4: Configuring Audio During an Active Session

Other applications that play sound can adjust your sound settings, thus affecting the sound quality for the Illuminate VCS Client. For example, if you are listening to music and adjusted the sound of your favorite music player, when you get an incoming call, you might need to adjust the volume.

Adjusting Speaker/Earphone Volume

To increase or decrease your speaker/earphone volume when in an active session:

At the bottom of the Session window, ,move the slider to the right or left respectively.



The current volume level is shown on the slider.

During a point-to-point call, the Volume control works in tandem with the Audio volume control slider at the bottom of the remote party's Video window (the audio under your Local Video window adjusts your microphone gain).

During a multi-party call the functionality changes. The Speaker volume slider sets a baseline volume for all remote parties. The Audio volume slider under each remote party's video window lets you raise and lower each remote party's volume relative to that baseline. This also lets you raise or lower the volume of a specific remote party. You can raise or lower the volume of all remote parties simultaneously by moving the Speaker volume slider.

Muting Speaker/Earphone

To mute your speaker and earphone during an active session:

Click the mute speaker button located in the bottom of the Session window:



To un-mute your speaker and earphone:

Click on the speaker icon again.

Adjusting Microphone Gain

To adjust the microphone gain:

At the bottom of the Session window, move the corresponding slider.



The current gain level is also shown to the left of the slider.

The default setting for Automatic Gain Control is in enabled mode. In this mode, microphone gain is adjusted automatically. If that does not work (for example, the remote party indicates that your audio is too loud or is unable to hear you), you should disable the Automatic Gain Control option from the **Settings...** --> **Audio - Audio Advanced**.

If the remote party indicates distortion in your voice, the microphone gain might be set too high. Try reducing the microphone gain and move the microphone closer to your mouth.

Microphone Boost

For insensitive microphones, you can activate the **Microphone Boost** option to get a sufficient input signal. You should enable this option if during the initial test in the Configuration wizard, your recorded voice is still too low at maximum gain setting.

To boost your microphone:


1. Select **Settings....** -> **Audio** and click the **Change** button.
2. Enable the **Microphone Boost** checkbox.

It might be necessary to switch off the microphone boost, if your microphone already delivers a high input level. This is the case if others indicate that they hear echoes from your side even if the echo cancellation is activated.



Muting Your Microphone

To mute your microphone:

Click on the Microphone button  next to the slider and the audio input is muted and the remote party cannot hear you.

To un-mute your microphone:

Click on the Microphone button  again.



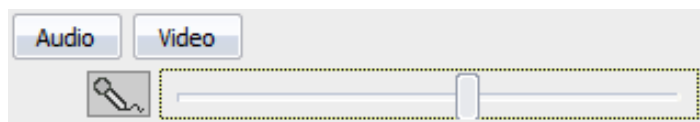
Chapter 5: Configuring Audio Settings

Audio Controls in Your Video Window

You can adjust your microphone volume before you begin an active session with a contact.

To adjust your microphone volume:

1. Click **My Video**. Your local video window appears.
2. Click the **Audio** button to display a microphone control slider that lets you adjust your microphone gain.



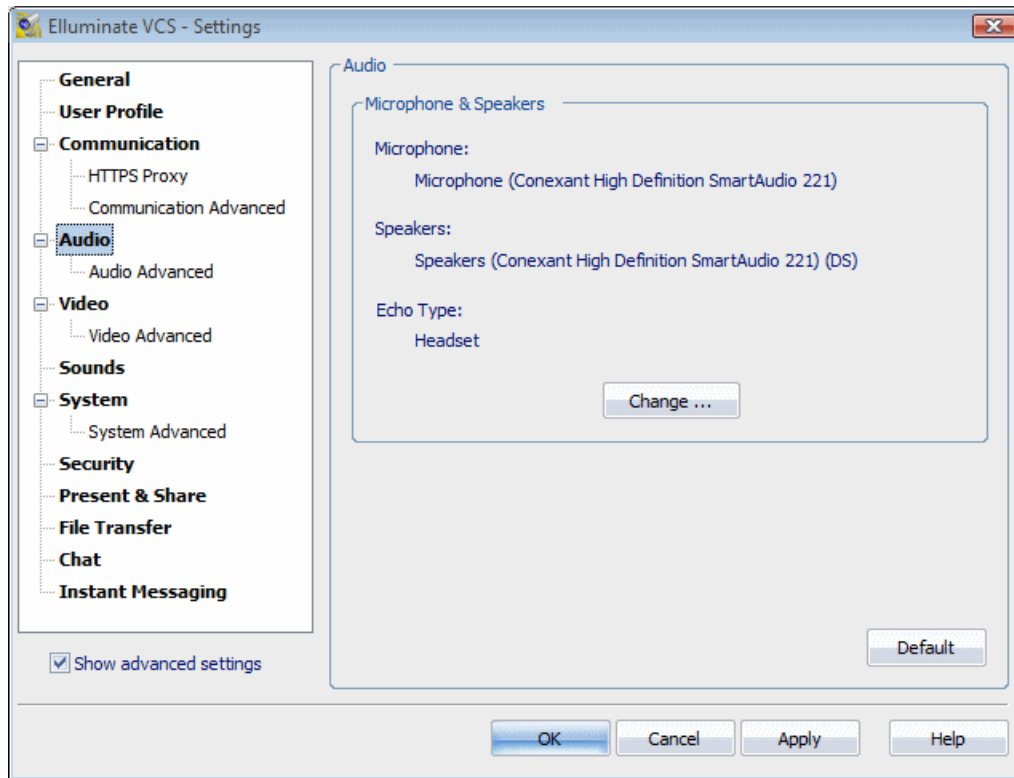
Changing Your Audio Configuration

After running the Configuration wizard your audio is automatically set up for you. However, you might need to change your audio configuration if you:

- Upgrade to new hardware
- Decide to use a different microphone or speakers

To make audio changes:

1. Re-run the Configuration wizard.
- or -
2. Open **Settings...** to manually adjust your settings.
3. Select **Audio**.



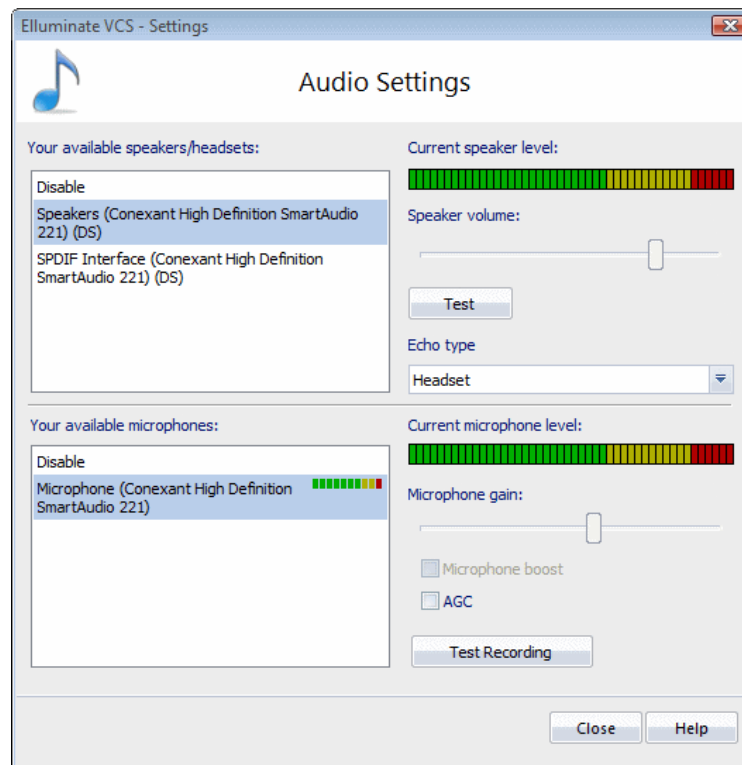
Your current audio settings are displayed.

To change devices:

1. Click **Change...**



The Audio Settings dialog box opens to change your settings.



If you have more than one sound card or an additional microphone in your camera, you can select the appropriate devices you want to use for audio input (microphone) and output (speakers).

2. Make sure that the devices are connected correctly to your computer.
3. Select a speaker from the list.
4. Click the **Test** button to check the sound.

You should hear music on the selected speakers/headset.

5. Adjust the volume with the volume slider.
6. Select a microphone from the list.

The current input level appears next to the available microphones.

7. After you select a microphone, check the main microphone gain meter on the right side and adjust microphone gain to a proper value.
8. Optionally, you can enable **Microphone boost** (if applicable for the selected microphone). Whether you need a boost depends on the microphone that you are using. You can activate the boost if your microphone volume is too low, for example, your conferencing partners claim that they cannot hear your audio properly.

9. Optionally, you can enable AGC (Automatic Gain Control) to automatically adjust microphone gain.

Selecting Echo Type

You can select different pre-defined profiles for your acoustic environment. The profiles let you deal with acoustic echo issues. There are three pre-defined profiles as follows:

- **Headset** — you are using a headset. A headset does not usually generate an echo. Therefore, the default profile switches off all unnecessary features such as software-based echo compensation and Push to Talk.
- **Loudspeakers** — you are using a separate microphone and loudspeakers connected to your computer. This combination produces an acoustic echo. Therefore, the default profile activates the software-based echo compensation and conditional Push to Talk during multi-point sessions. Conditional Push to Talk activates Push to Talk only when the software-based echo compensation cannot compensate the echo adequately.
- **Loudspeakers with external echo compensation** — you are using microphone and loudspeakers with additional or integrated echo compensation. This can be a professional acoustic echo compensation solution (for example, a USB echo canceling microphone with which your loudspeakers are connected or an integrated USB echo cancelling microphone /speaker combination). Therefore, the default profile switches off all unnecessary features such as the software-based echo compensation and Push to Talk.