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User/Administrator Manual

MXIE Video Call

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Edition notice

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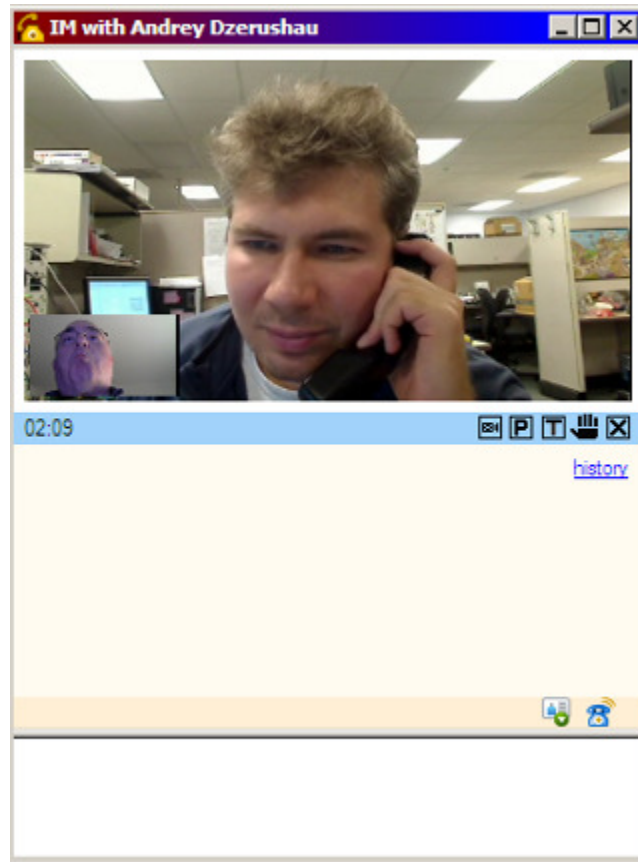
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User Manual

1 Introduction to MXIE Video Call

1.1 Feature Description

When a voice call session has been established between two MXIE users, the *MXIE Video Call* feature enables the Users to open a video window.



1.2 Feature Requirements

MX System

- The MX system is running MX software v.6.0 or higher
- The MX is provisioned for video
- The company has obtained MXIE Video user licenses

MXIE Users

Both Users ...

- ... are running Microsoft Windows XP, VISTA or Windows 7
- ... have webcams installed on their computers
- ... have been assigned a MXIE Video license
- ... have downloaded and installed the Zultys MXIE Video Plug-In
- ... have enabled video calls in MXIE

2 Establishing a Video Call Session

1. Whenever MXIE establishes a call session, it displays a standard set of call control icons in the session header:



2. When the conditions of Section 1.2, *Feature Requirements*, are met, a new MXIE Video Call control icon is added to the session header:



3. Clicking on this MXIE Video Call control icon will open a window displaying video of the two parties.



4. The smaller self-image video within this window can be moved to another location within the larger video image's frame by clicking on it and dragging it to the new location.

3 Turning Video Off/On

3.1 Turning Off Video During a Call Session

1. Click on the MXIE Video Call control icon in the Session Header



2. The video window of the other party will turn dark and your video image will no longer be seen.

3.2 Turning Off Video for All Calls

1. In the lower left-hand corner of the MXIE unified communications interface is a video call icon. When clicked, the User's video call status changes.



2. If active (blue color), MXIE will notify an eligible caller that a video call session can be established and will insert a MXIE Video Call control icon in the call session header of both parties.
3. If the video call icon is inactive (grayed), MXIE will not notify a caller that a MXIE Video Call session can be established and will not insert the MXIE Video Call control icon in the call session header.



Administrator Manual

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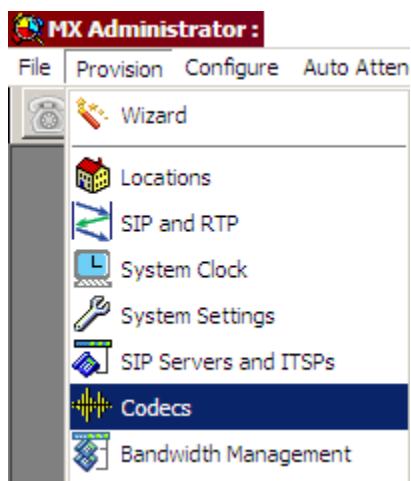
To enable MXIE Video Call calling, the following operations should be performed within the MX Administrator interface.

4.1 Specifying Video Quality

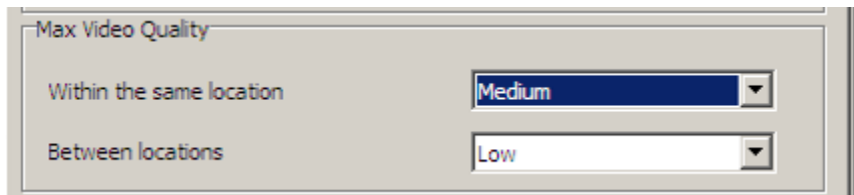
Video quality is a function of bandwidth. The higher the video quality the more bandwidth is consumed. Additionally, higher video quality demands more processing power from a User's computer. Some Users' computers may not be able to handle the demands for high video quality when used with high-definition (HD) webcams.

The MX Administrator can specify the maximum bandwidth permitted with MXIE video calls both **by location** and **by ITSP**.

1. Click on **Provision** -> **Codecs**



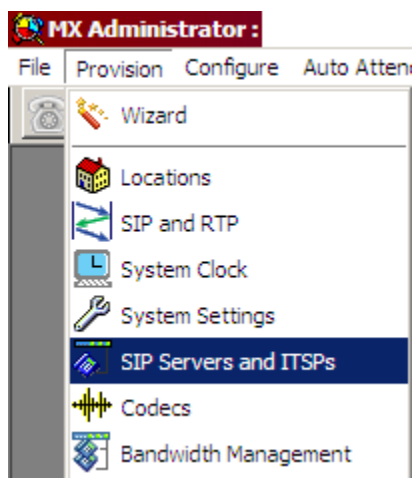
2. The **Codec Profiles** window opens displaying a section labeled *Max Video Quality* with two fields: *Within the same location* and *Between locations*.



- Using the drop-down menus next to each field, select the maximum video quality permitted for each MXIE video call – *None, Low, Medium or High*.

Video Quality	Bandwidth
Low	100Kbit/s
Medium	400Kbit/s
High	1200Kbit/s

- Click on **Provision -> SIP Servers and ITSPs**

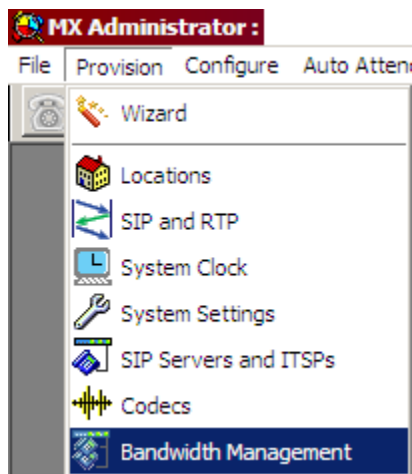


- Click on the **ITSPs** tab
- Double-click in the **Max Video Quality** Field and select the video quality permitted for each ITSP.

Name	Active	Codec Profile	Max Video Quality
ITSPCo	☒	Low Bandwidth	Medium
			None
			Low
			Medium
			High

4.2 Reserving Audio Bandwidth

1. Click on **Provision** -> **Bandwidth Management**



2. The **Bandwidth Management** window opens
3. At the top of the window are two fields: *Total bandwidth* and *Bandwidth reserved for Audio*.

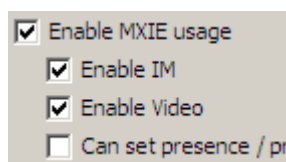
Total bandwidth (kbps)	4096	Bandwidth reserved for Audio (kbps)	1024
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4. Enter a value in the second field for the amount of bandwidth that always should be reserved for audio calls. **The maximum video calls bandwidth that will be available is then limited to the difference between the two field values.** If both field values are the same, video bandwidth is not available.
5. Although audio bandwidth can be reserved, there is no similar provision provided for reserving video bandwidth.

NOTE: *In the case of an emergency call when no audio bandwidth is available, the MX system will drop video calls to obtain the needed bandwidth.*

4.3 Assigning a User a MXIE Video License

1. The MXIE Video Call feature option requires that a User be assigned a MXIE Video license.
2. To confirm that a **MXIE Video** license is available, click on **Maintenance -> Software Licenses**.
3. In the *Profile* of the User, ensure that the *Enable Video* checkbox is checked



5 Troubleshooting