

Logitech

# ConferenceCam CC3000e

Best Practices for use with Software Clients





# Product Functionality Check

As a first step for this product right out of the box, it is recommended to use the Logitech Diagnostic tool. This tool can provide a quick check that all the components are connected and are working as designed.

Go to the support page to download the Logitech Diagnostic Tool:  
[www.logitech.com/support/cc3000e](http://www.logitech.com/support/cc3000e).



## **System requirements:**

CPU >= Intel Core2Duo

<https://support.skype.com/faq/FA10328>

## **Network requirements:**

Network >= 650Kbps upload and download

<https://support.skype.com/en/faq/FA1417/how-much-bandwidth-does-skype-need>

## **Configuration:**

- The latest version of Skype should be installed from <http://www.skype.com> and user should create or login into Skype.
- Connection of the device to the system will generate a notification from Skype of a new camera and audio device being connected. The user should click to accept for use in Skype.
- It is recommended that the user prepare for a call by going to Tools \ Options \ Audio Device or Video device. Skype should automatically select the device for use in the call, but small adjustments can be made here to improve the call.
- The speaker and microphone can be tested by calling Skype testing service by clicking on Tools \ Options \ Audio -> Make a Free Test Call link.

## **Calling / Call Controls:**

- User should be able to start a call by double-clicking their contact, and selecting Call or Start a Video Call. Video can be started while in a call at any time.
- The Skype application provides detailed information on a Video call or Audio call. To understand the current status and/or quality factors while on a call, the user can click on the Call option in the Skype call window and then select the Call Technical Info option.
- As a video call begins in Skype you should see a small local preview from your camera. The other party on the call will receive a VGA image that might be grainy at first. The image should improve within a few seconds after connection. Once the call has been established for 1-2 minutes, the CPU consumption and network usage will have settled. At this point Skype will dynamically begin to increase the image resolution and audio quality to the best calling experience based on a number of factors.
- Skype needs to have our plug-in installed to activate the call control buttons on the device. This plug-in enables the Call Answer/End button: you will now be able to answer or end calls by pressing the button on the device. It also enables the in-call LED: the LED indicates the user is on an active call. Note: the microphone and speakers, volume control, and mute button will work without installing the plug-in.

**System requirements:**

CPU >= Intel Core2Duo

**Network requirements:**

LAN >= 2Mbps

**Configuration:**

- The latest version of Jabber® should be installed and user should create or log into Jabber.
- It is recommended that the user prepare for a call by going to File \ Options \ Audio or Video. Jabber should automatically select the device for use on the call, but small adjustments and device organization can be made here to improve the call.

**Calling / Call Controls:**

- User should be able to start a call by double-clicking their contact, and selecting call or start a video call. Video can be started while in a call at any time.
- The Jabber application provides status information on a Video call or Audio call. To understand the current status while on a call, the user can click on the Help option in the menu bar, and then select Show Connection Status.
- As a video call begins in Jabber, the other party on the call will receive a VGA image that might be grainy at first. The image should improve within a few seconds after connection. Once the call has been established for 1-2 minutes, the CPU consumption and network usage will have settled. At this point Jabber will dynamically begin to increase the image resolution and audio quality to the best calling experience based on a number of factors.
- Jabber v9.2 or later needs to have our plug-in installed to activate the Call Control buttons on the device. This plug-in enables the Call Answer/End button: you will now be able to answer or end calls by pressing the button on the device. It also enables the in-call LED: the LED indicates the user is on an active call. Note: the microphone and speakers, volume control, and mute button will work without installing the plug-in.
- Jabber v9.6 or later no longer requires the plug-in to activate the call control buttons on the device. The buttons should function in Jabber after connection.
- If a call is already in progress and another contact tries to call the user of the ConferenceCam CC3000e, the user can choose to accept by pressing call answer or reject by hitting call end.

**System requirements:**

CPU > Intel Core2Duo

**Network requirements:**

LAN >1.5Mbps

**Configuration:**

- To prepare for a call, users should have the latest version of Java installed.
- On first connection the user should be able to start a call by logging in at <http://meetings.webex.com> and clicking Meet Now.
- Calls are also initiated when an invite email arrives for a WebEx call. The email contains the meeting number, Join button and audio call in number. Users can just click on the Join button, log in to WebEx or join as guest. If prompted download the add-in and install it. When starting a call for the first time in WebEx, the user is presented with an Audio Conference window. Select Use Computer for Audio, which includes a link to configure and test the speaker and microphone.
- User can prepare for a call by going to the Gear icon. The Participants section opens the Video options window.
- Selecting the camera icon in the Participants section next to the Host's name will start a local video preview for the host.

**Calling / Call Controls:**

- Call status can be obtained during an audio or video call by going to the menu bar and selecting Meeting \ Audio & Video Statistics.
- WebEx doesn't support call controls; only local control for volume, mute, PTZ, and pairing. There will be limited display functionality from ConferenceCam CC3000e.
- As a video call begins in WebEx, the other party on the call will receive a VGA image that might be grainy at first. The image should improve within a few seconds after connection. Once the call has been established for 1-2 minutes, the CPU consumption and network usage will have settled. At this point WebEx will dynamically begin to increase the image resolution and audio quality to the best calling experience based on a number of factors.

## System requirements:

<http://technet.microsoft.com/en-us/library/gg412781.aspx>

<http://technet.microsoft.com/en-us/library/jj688134.aspx>

<http://technet.microsoft.com/en-us/library/jj688132.aspx>

## Network requirements:

LAN 1080p >= 1.5Mbps, 720p >= 700Kbps

## Configuration:

- The user should create or log into Lync 2010 or Lync 2013 on their system.
- It is recommended that the user prepare for a call by going to Tools \ Options \ Audio or Video. ConferenceCam CC3000e provides a unique descriptor when the device is first connected that informs Lync that it is a combination speakerphone/camera. Lync should automatically select the device for use in the call, but small adjustments can be made here to improve the call.
- In Lync 2010, the speaker and microphone can be tested by calling Lync Testing Service by clicking on the Make a Free Test Call link on the Audio settings page.

## Calling / Call Controls:

- On first connection, the user should be able to start a call by double-clicking the contact and selecting Call or Start a Video Call.
- As a video call begins in Lync, the other party on the call will receive a VGA image that might be grainy at first. The image should improve within a few seconds after connection. Once the call has been established for 1-2 minutes, the CPU consumption and network usage will have settled. At this point Lync will dynamically begin to increase the image resolution and audio quality to the best calling experience based on a number of factors.
- To experience full HD in Lync, the user should have a verified configuration and the Lync video call window should be set to full-screen view. There are video preview controls available in the calling window in the upper right corner of the calling window.
- The call control buttons on the device will be enabled for Call Answer/End: you will now be able to answer or end calls by pressing the button on the device. It also enables the in-call LED: the LED indicates the user is on an active call. The microphone and speakers, volume control, and mute button will work also.
- To determine the status of calls and other call statistics, there is a Monitoring and Reporting server configuration that can be implemented to provide per call data. If a call is already in progress and another contact tries to call the user of the ConferenceCam CC3000e, the user can choose to accept by pressing call answer or reject the call by pressing call end.

# Google Hangouts™

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## **System requirements:**

CPU > Intel Core2Duo

## **Network requirements:**

LAN >1:1 connections 1.0Mbps; Group connections 1.0Mbps/2.0Mbps (up/down)

## **Configuration:**

- Users must have the latest version of Google Hangouts installed and/or logged into Google +.
- Users can prepare by starting a call and then clicking on the Gear icon for Settings to verify the audio device or video device to be used.

## **Calling / Call Controls:**

- On first connection the user should be able to start a call by double-clicking the contact and selecting the video camera icon in the menu bar.
- As a video call begins in Google Hangouts, the other party on the call will receive a VGA image that might be grainy at first. The image should improve within a few seconds after connection. Once the call has been established for 1-2 minutes, the CPU consumption and network usage will have settled. At this point Google Hangouts will dynamically begin to increase the image resolution and audio quality to the best calling experience based on a number of factors.
- Google Hangouts does not support call controls only local control for volume, mute, PTZ, pairing are supported and there will be limited display functionality from ConferenceCam CC3000e.

# Simple Web-based Demo

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## **Configuration:**

- Users can prepare by connecting the devices to a PC.

## **Calling / Call Controls:**

- Click on this link -> <https://apprtc.appspot.com/>
- On first connection the user will be presented with a full screen local video preview.
- Copy and paste the new link at the bottom of the browser page into an email and send to someone to create a call.
- User on receiving side of the new link, clicks on the link in the email and is will be automatically connected to a video call.

# Appendix A

## Microsoft Lync 2013 1080p verified configuration

Workstation: A		
<b>Operating System</b>	OS Name	Microsoft Windows 8 Pro
<b>CPU Cores</b>	Processor	Intel® Core™ i7-3770K CPU @ 3.50GHz, 3501 Mhz, 4 Core(s), 8 Logical Processor(s)
<b>Graphics Chipset Encoding</b>		
<b>System memory</b>	Installed Physical Memory (RAM)	8.00 GB
<b>Graphics Chipset Encoding</b>	[Display]	NVIDIA GeForce GTX 680
<b>Disply memory</b>	Display Memory	4042 MB
<b>DirectX support</b>	DirectX Version:	DirectX 11
<b>DXVA Decoding</b>	DXVA2 Modes:	DXVA2_ModeMPEG2_IDCT DXVA2_ModeMPEG2_VLD DXVA2_ModeVC1_VLD DXVA2_ModeVC1_IDCT DXVA2_ModeWMV9_IDC DXVA2_ModeH264_VLD_NoFGT
<b>Video Capabilities</b>	Lync	Lync 2013 client
<b>USB Camera Encoding</b>	WDM Streaming Capture Devices:	Logitech Webcam C930e,
<b>Windows Experience Index</b>	WinSAT	<SystemScore>5.9</SystemScore>
	Windows System Assessment Tool	<MemoryScore>8</MemoryScore>
		<CpuScore>8</CpuScore>
	Software-based video encoding capability	<VideoEncodeScore>8.4</VideoEncodeScore>
	Hardware accelerated encoding capability	<GraphicsScore>8.1</GraphicsScore>
<b>Network Adapter</b>	Product Type	Intel® 82579V Gigabit Network Connection
<b>Display</b>	Resolution minimum	1920x1200

## Appendix B

### Microsoft Lync 2013 720p verified configuration

Workstation: B		
<b>Operating System</b>	OS Name	Microsoft Windows 8 Pro
<b>CPU Cores</b> <b>Graphics Chipset Encoding</b>	Processor	Intel® Core™ i7 CPU 940@ 2.93GHz (8 CPUs), -2.9GHz
<b>System memory</b>	Installed Physical Memory (RAM)	6.00 GB
<b>Graphics Chipset Encoding</b>	[Display]	NVIDIA GeForce 8800 Ultra
<b>Disply memory</b>	Display Memory	3546 MB
<b>DirectX support</b>	DirectX Version:	DirectX 11
<b>DXVA Decoding</b>	DXVA2 Modes:	DXVA2_ModeMPEG2_IDCT DXVA2_ModeVC1_MoComp DXVA2_ModeWMV9_MoComp DXVA2_ModeVC1_PostProc DXVA2_ModeWMV9_PostProc DXVA2_ModeH264_MoComp_NoFGT
<b>Video Capabilities</b>	Lync	Lync 2013 client
<b>USB Camera Encoding</b>	WDM Streaming Capture Devices:	Logitech Webcam C930e,
<b>Windows Experience Index</b>	WinSAT	<SystemScore>5.9</SystemScore>
	Windows System Assessment Tool	<MemoryScore>7.5</MemoryScore>
		<CpuScore>7.5</CpuScore>
	Software-based video encoding capability	<VideoEncodeScore>7.7</VideoEncodeScore>
	Hardware accelerated encoding capability	<GraphicsScore>6.9</GraphicsScore>
<b>Network Adapter</b>	Product Type	Marvell Yukon 88E8056 PCI-E Gigabit Ethernet Controller
<b>Display</b>	Resolution minimum	1920x1200

## Known Issues:

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Logitech Webcam C930e cameras do not stream video in Skype v6.8	Updating to Skype v6.10 corrects the issue.
Jabber v9.2 - H.264 from camera on thin clients.	Jabber v10.0 will get H.264 from camera on Windows or Mac.
Jabber 9.6	If video mute is enabled for the local preview in Jabber client, the camera LED will remain on but the video will be muted on far end.
Jabber 10.x	It is planned to support generic USB HID controls, but it should be transparent with no impact to the user.
WebEx supports all USB audio devices, but does not certify them.	

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