



# Installing the Cisco Unified Presenter Add-in

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This document answers the following questions:

- [Why do I need to install the Cisco Unified Presenter Add-in?](#)
- [What happens if I click “Yes” and choose to install the Cisco Unified Presenter Add-in?](#)
- [What happens if I click “No” and choose not to install the Cisco Unified Presenter Add-in?](#)
- [Will the prompt to install the Cisco Unified Presenter Add-in appear every time I share my screen?](#)
- [What can I do if my installation fails?](#)

This document also contains the following procedure:

- [Installing the Presenter Add-in without an Internet Connection](#)

## **Why do I need to install the Cisco Unified Presenter Add-in?**

You must install the Cisco Unified Presenter Add-in to share your screen and let others view your desktop, a document, or an application on your computer.

Installing the Cisco Unified Presenter Add-in also lets you see pop-up notifiers that the system displays when the share tool is shown in full screen mode and chat messages that would otherwise be hidden. In general, the web meeting room displays best if you install the Presenter Add-in, even if you are not sharing content from your computer.

The first time you share your desktop, a document, or an application, the system prompts you to install the Cisco Unified Presenter Add-in. In this situation, you install the Cisco Unified Presenter Add-in using an Internet connection.

## **What happens if I click “Yes” and choose to install the Cisco Unified Presenter Add-in?**

If you select **Yes**, the system installs the Cisco Unified Presenter Add-in on your computer and you reenter the web meeting room using the add-in. If you were previously trying to select a feature that required the add-in, you need to select the feature again when you reenter the meeting room.

## **What happens if I click “No” and choose not to install the Cisco Unified Presenter Add-in?**

If you select **No**, the Cisco Unified Presenter Add-in is not installed and you cannot share your desktop, a document, or an application.

## **Will the prompt to install the Cisco Unified Presenter Add-in appear every time I share my screen?**

No. After you install the Cisco Unified Presenter Add-in, you do not need to install it again.

**What can I do if my installation fails?**

If you were prompted to install the Cisco Unified Presenter Add-in and the installation failed, this is most likely because you were unable to connect to the Internet or to the location where the add-in resides. You can also install the Presenter Add-in without having an Internet connection by using the following procedure.

## Installing the Presenter Add-in without an Internet Connection

**Restrictions**

- You must have appropriate permissions to install software on your computer.
- Some antivirus software prevents new installations. If necessary, temporarily disable your antivirus software.
- There is a known issue where you cannot install the Presenter Add-in if you are using Kensington mouse drivers. See <http://www.adobe.com/cfusion/knowledgebase/index.cfm?id=a258c5e1> for more information.

**Procedure**

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- Step 1** Go to the home page of any Cisco Unified application.
  - Step 2** Click **Browser Test**.
  - Step 3** Wait a few moments while the system runs the browser test.
  - Step 4** If the system prompts you to download the correct version of the Adobe Flash Player, follow the instructions that you see. If you are unable to download the Adobe Flash Player, contact your system administrator.
  - Step 5** Click **Download the Add-in**.
  - Step 6** Click **Save**.
  - Step 7** Locate the saved file on your computer and double-click it.
  - Step 8** In the installer window, click **Next**.
  - Step 9** Click **Install**.
  - Step 10** Click **Finish**.
  - Step 11** If you have a pop-up blocker installed on your computer, disable it.
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