



Cisco TelePresence System

- Profile Series
- Codec C Series
- Quick Set C20
- SX20 Quick Set
- MX200
- MX300



USER GUIDE

VERSION TC6.2



What do you want to do?

The top menu bar and the entries in this table of contents are all hyperlinks. Just click on them to go to the topic.

We recommend that you visit the Cisco web site regularly for updated versions of this guide.

Go to: <http://www.cisco.com>

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Getting started



Best practices

A successful video conference provides a face-to-face meeting, even if the participants are miles or continents apart. Keep in mind that it still is a meeting—normal etiquette and dress code apply even here.

General

- Consider setting the unit to **Automatic Answer**, but mute the microphone for privacy reasons, if possible.
- Do not forget to rehearse “the noble art of operating a video system” to the extent needed.

In the meeting room

- Make sure the microphone is placed at the front of the table to ensure that all speech will be detected. The best position is at least 2 m (6.5') in front of the system, on a flat surface with at least 0.3 m (1') of table in front.
- Directive microphones should point away from the video system.
- Make sure that no speaking participant experience obstacles blocking the view to the microphone at all times.
- Microphones should always be placed away from noise sources like computer and projector fans placed on the table. The noise from such sources is often perceived as surprisingly loud by the remote participants.
- If you use a document camera try to arrange the participants so that the camera is close to the leader of the meeting, or alternatively, close to a designated controller.
- Remember to arrange all the peripherals so that one

participant can reach each of them to point, change the display, record or perform other functions during the conference.

- To help ensure the most natural meeting environment, position the camera on the top center of the receiving monitor, if possible. The camera should point directly at the meeting participants to guarantee eye contact with those at the far end. Check this out by means of the self-view feature of your video system. The self-view settings shows what the remote party can see from you (the outgoing video).
- If you are going to share content you are normally going to make use of duo video. That implies the use of two video streams, one showing the presentation and the other showing the presenter—or the group of presenters. Smaller systems may force you to choose between showing the presentation or the presenter.
- For duo video some attention is needed. Duo video is sometimes shown side-by-side with half the screen showing the presentation and the other half showing the presenter. Provide the impression that you seem to look towards the presentation instead of the impression that you sit with your back towards it, when all is viewed on the remote monitor. If in doubt, look straight into the camera to avoid this situation.

Use camera presets

- Cisco TelePresence systems let you create predefined zoom and camera pointing directions (pan). Use these to zoom into the person speaking,

if appropriate. Do not forget to zoom out again afterwards.

Loudspeaker volume

- The audio system will use the loudspeakers built into the monitor or the Cisco Digital Natural Audio Module.
- For some systems you can set the default volume level by adjusting the volume on the monitor with the monitor remote.

Brightness control

- To adjust brightness, colors or other settings of the monitor, use the monitor's own remote control. Adjust the monitor to suit the conditions of the conference room. The monitors supplied by Cisco have on-screen menus that are very easy to use. For more information on configuring the monitor, see the corresponding user manuals and administration guides.

Ease of Use

- To help meeting participants dial, add presentations and use other functionality during a call, consider stationing a poster, table tent or other quick-reference guide in the room.



A tour of the Touch pad

Tap here to activate/deactivate the *Do not disturb* feature—see also the bottom of this page.

Tap here to access Help desk, if available.

Tap here to activate self-view.

Tap here to access Camera settings.

Tap here to access the Settings.

Time of day.

Tap to mute/unmute microphone.

Adjust volume here (tap and drag).

Any messages to you while you were away will be indicated here.

Tap here to activate/deactivate the *Standby* feature.

Tap here to invoke the dial pad.

Tap here to invoke the list of contacts including *Favorites*, *Directory* and *History*.

Tap here to invoke a list of upcoming scheduled meetings.

Tap here to invoke the voice mail system, if applicable.

Tap here to start sharing content and conduct presentations.



Do not disturb. When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like. As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your *System Administrator*.

Basic operating principles



Tap the touch screen to wake up the system, if needed.



Tap a button to activate its function.



Scroll in lists as outlined.



About self-view

Before the meeting starts we recommend that you check the self-view of your video system.

The self-view is what the other (remote) participants see from your system, which means the outgoing video from your system.

The self-view will appear as a Picture-in-Picture (PiP). If you need to make changes (direction, zoom etc.), see the next page.

The position of self-view PiP can be changed if you wish—see “Moving the self-view PiP” on page 22 for details on this.



Most Cisco TelePresence systems let you create predefined zoom and camera pointing directions (*pan*). Use these to zoom into the person speaking, if appropriate. Do not forget to zoom out again afterwards. More on this on the following pages.



Tap **Self-view**, as outlined.



The self-view (the outgoing video from your system) will be shown to you as a Picture-in-Picture (PiP).



Camera adjustments

You may want to adjust the zoom and pan (which direction it points) of the camera.

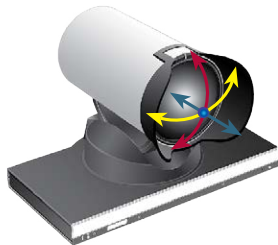
Once you activate the camera control menu, the self-view (see also the previous page) is switched on automatically.

In addition you may also adjust the whitebalance and compensate for any light behind you (backlight compensation). These topics are discussed in “Camera Control” on page 37.

Pan

Tilt

Zoom



Tap **Camera** to invoke the *Camera* menu.



Adjust zoom in and out here.

Use these controls to define the direction in which the camera shall point (also known as *Pan and tilt* controls).

To exit this menu, putting changes into effect, tap anywhere outside the menu.



Adding a camera preset

Most Cisco TelePresence systems let you create predefined zoom and camera pointing directions (also known as *pan*). Use these to zoom into the person speaking, if appropriate. Do not forget to zoom out again afterwards.

This means that if you want to create one or more zoom-in presets you should also create a zoom-out (overview) preset to conveniently switch back to overview mode.

If you use more than one camera

Some of our video systems support the use of more than one camera. In this way you may, for example, have one camera providing an overview of the participants and another showing the whiteboard.

Note that when you define a camera preset, the current pan and zoom of every camera will be saved as part of that preset. Consequently, you should make sure that every camera has been set to the required position before you save the camera positions as a new preset.



1 Tap **Camera** to invoke the *Camera* menu.



2 Then tap **Add new Preset**, as outlined. Any camera presets already existing will appear in the list, as outlined.



3 Adjust zoom in and out here

Use these controls to define the direction in which the camera shall point (also known as *Pan* control).



4 Type in a descriptive name and tap **Save** to put changes into effect.

5 Tap anywhere outside the menus to exit the menu.



Editing a camera preset

Most Cisco TelePresence systems let you create predefined zoom and camera pointing directions—see the previous page for details on how to define new camera presets.

An existing preset may have its pan and zoom altered or the entire preset may be removed.

If you want to change the name of the preset, you should delete it and create a new preset.



Tap **Camera** to invoke the *Camera* menu.



Adjust Pan and Zoom as required.



Then tap ▼ next to preset to be edited, as outlined.



In the submenu tap **Update to new position** to put your changes into effect, or tap **Remove** to delete the selected preset.

5 Tap anywhere outside the menus to exit the menu.

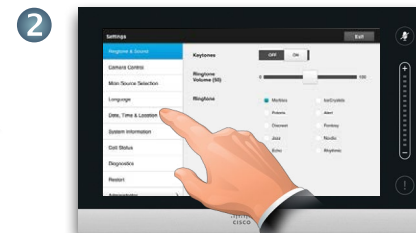


Sound volume & ring tones

You may personalize the ring tone and its volume, if you wish. You may also set keytones to *On* (a sound will appear when tapping a “button”) or to *Off*.

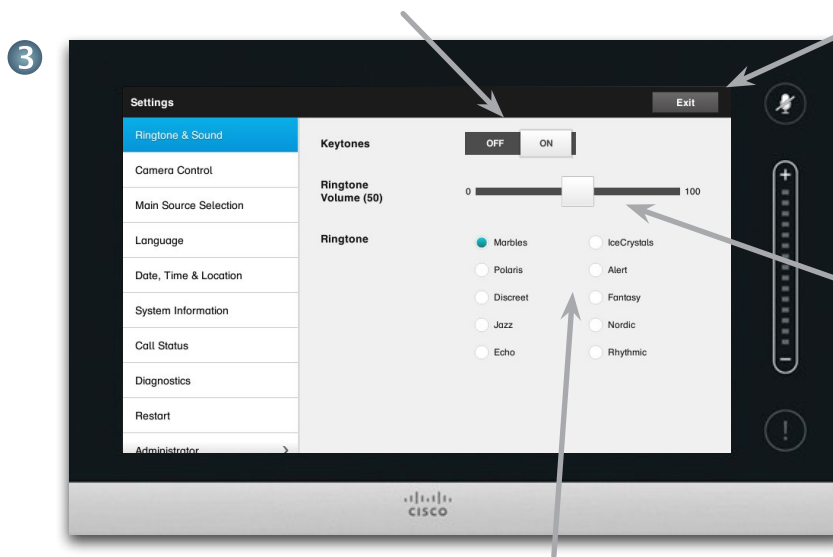


Tap **Settings** to invoke the *Settings* menu.



Navigate to **Ringtone and Sound Settings**, if needed.

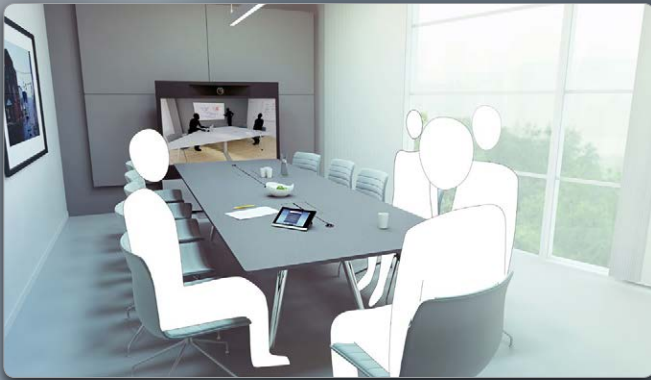
Activate (*On*) or deactivate (*Off*) the keytones here. In this example *Keytones* are set to *On*.



Exit the menu by tapping here.

Set the Ringtone volume here.

Select a ring tone. You will hear the ring tones as you tap on them.



Video meetings



Calling someone by keying in their name or number

You may call someone who is not listed in your list of contacts by keying in their name address or number using the virtual keyboard of the Touch pad.

To gain access to the virtual keyboard, tap **Dialpad** as outlined:



Anyone you have previously called will appear in the *History* list (until you clear that list) and you may then transfer any of them to your list of *Favorites*. This is described the section *Managing Contacts*.

How to call someone listed in the *Favorites*, *Directory* or *History* list is described on the next page.

Touch tones (DTMF) in a call

Sometimes you may be urged to enter touch tones (DTMF) during a call, typically to reach extensions or to provide a pin code.

Tap **Touch Tones** to invoke the keypad.



Initially the dialpad will look like this:



Key in the number, as outlined.
If you need an alphanumerical keyboard instead—see the column to the right.



When the number has been keyed in, tap the **Call** key to place the call.

Switching between 123 and ABC modes:



Tap **ABC**, as outlined.



This will produce the alphanumerical keyboard. To insert a digit tap and hold the corresponding key, or tap **123** to switch to numeric mode, as outlined.



This is the keyboard in numerical mode. If you prefer the dialpad look instead, tap as outlined.



Back again to the initial dialpad.



Calling contacts

Your lists of *Contacts* consist of three parts:

- **Favorites.** These contacts have put there by you. These entries will typically be someone you call frequently or otherwise need to access in a swift and convenient manner from time to time.
- **Directory** will typically be a corporate directory installed on your system by your System Administrator.
- **History** is a list of calls you have placed, received or missed earlier.

To gain access to *Contacts*, tap **Contacts** as outlined:



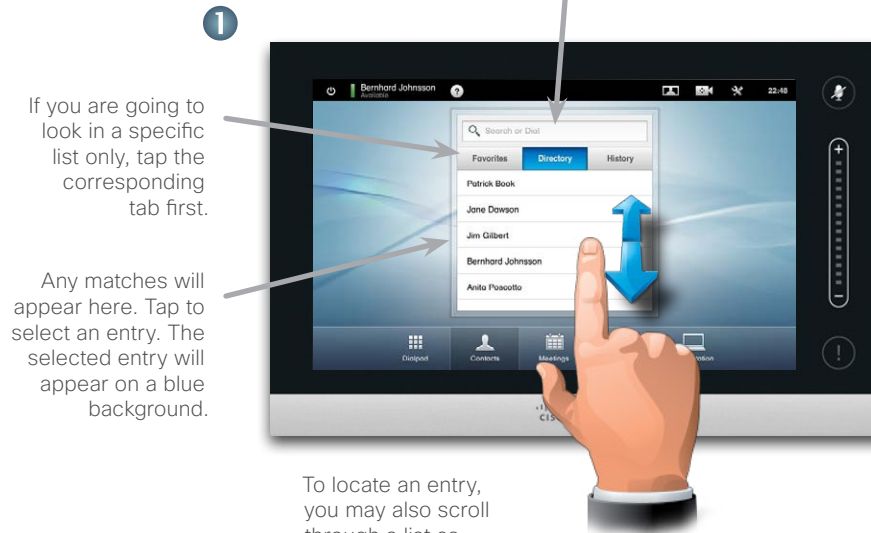
The following options apply:

- You may key in a name and number and the system will look in all lists for you.
- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.
- You may edit aspects of the entry before calling.

To search for someone, tap here to invoke the virtual keyboard and then key in the name or number. Matches will appear as you type. All three lists will be examined for possible matches.



More about *Contacts* can be found in the section *Managing Contacts*.

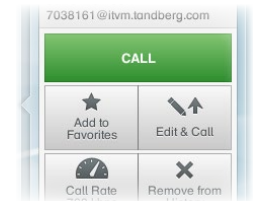


If you are going to look in a specific list only, tap the corresponding tab first.

Any matches will appear here. Tap to select an entry. The selected entry will appear on a blue background.

To locate an entry, you may also scroll through a list as you would do on a smartphone. Tap to select an entry.

2



When an entry has been located and selected the *Call* menu will appear.

Tap **Call** to place the call. There are some options available. These are always context sensitive, which means that meaningless options are not shown. For example **Add to Favorites** is not available for entries already residing in the list of *Favorites*.



Someone calling you

The following applies:

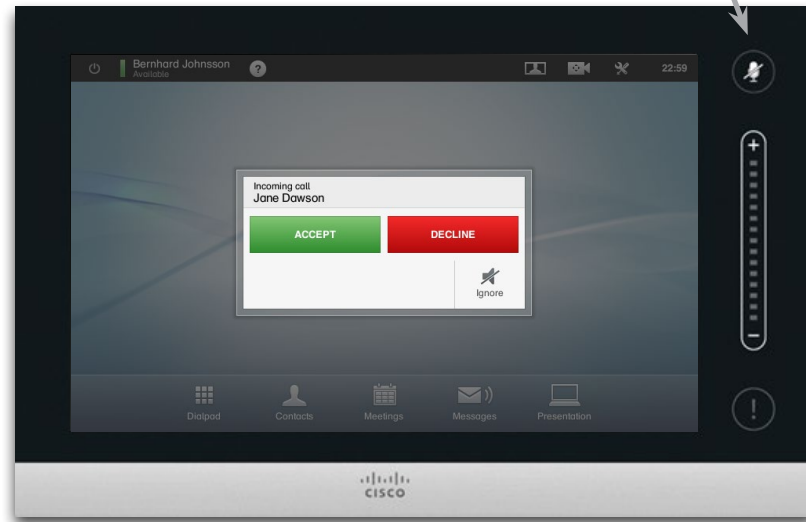
- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy information will be sent to the calling party.
- If you ignore the call, the calling party will perceive this as if you were absent.
- You may want to set your system to respond automatically to an incoming call (Auto Answer).
- How to set up for automatic response is described in "Call Details" on page 45.
- Observe that your System Administrator may have password protected this area.
- If you choose to activate *Auto Answer* you may want to mute the microphone to preserve privacy. This must be set up manually every time.

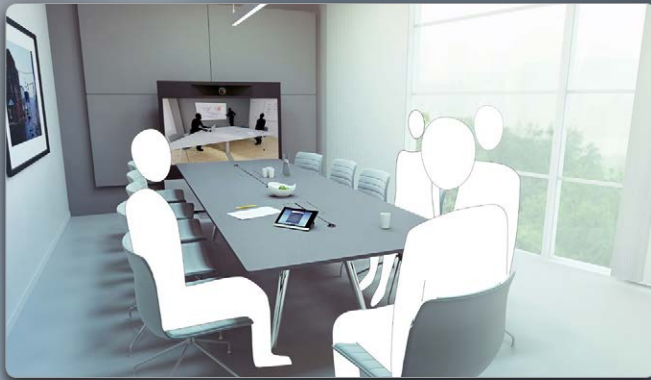


See also **Do not disturb** on page 5.

If you set up the system to respond to incoming calls automatically (Auto Answer) you may want to mute the system microphone(s) to preserve privacy.

Microphone(s) are muted if this symbol is illuminated in red. To mute/unmute the microphone(s), tap the symbol.





Calling more than one



Video conferencing—calling more than one (optional)

Video calls can consist of either just two participants (point-to-point calls) or several participants (video conferences).

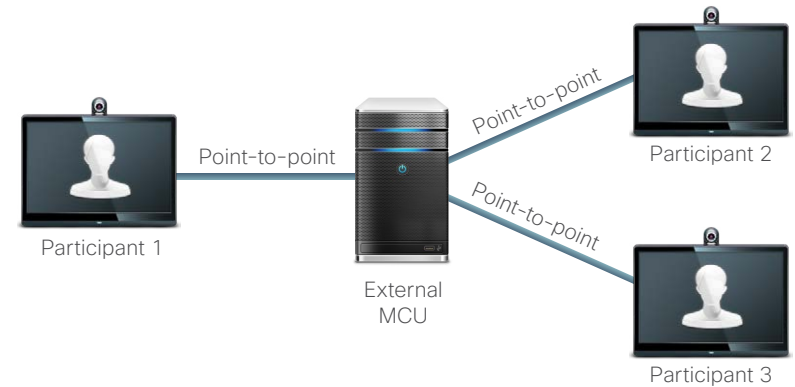
The ability to handle calls with several participants is an optional feature that may, or may not, be present in your video system or your video infrastructure. If in doubt, consult your System Administrator.

Cisco video systems offer three ways of implementing the ability to be in a call with more than one, viz:

- Multipoint Control Unit (MCU).** This is a bridge that interconnects calls from several sources. All parties call the MCU unit, or the MCU unit can also call the parties that are going to participate. This means that all participants will be in a point-to-point call with the MCU. If an MCU is used in your office, consult your System Administrator for operating details.
- MultiSite,** an optional built-in MCU in your video system that allows you to call more than one. The video systems that you call do not need to have any conferencing capabilities. The maximum number of participants will be four (yourself included) plus one audio-only call.
- Multiway,** an optional feature that transfers your call to an external MCU as soon as you start calling more than one. However, you do control it all directly from your system. You will not have to call the MCU and then do everything from there.

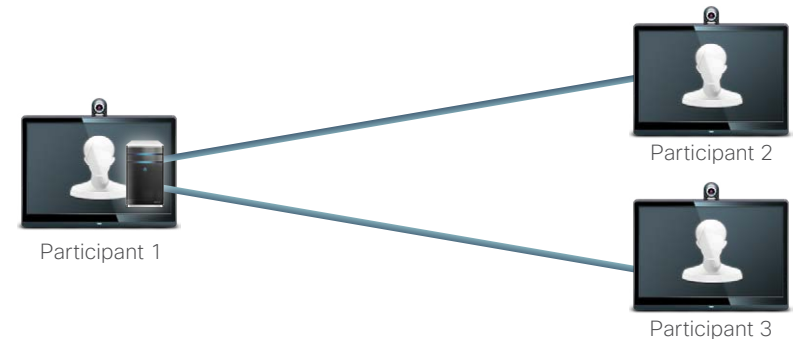
Video conferencing using an external MCU (with or without Multiway)

Any limitations to the number of simultaneous participants will depend entirely on the configuration implemented.



Video conferencing using MultiSite (an equivalent to an embedded MCU)

The maximum number of simultaneous participants is four (yourself included) plus one audio-only call.



Participants 2 and 3 experience this call as a point-to-point call with an MCU. They will therefore not need to have any conferencing abilities built in.



Creating a video conference (MultiSite)


If your video system is equipped with the optional MultiSite feature you may call more than one to initiate a video conference.

The MultiSite feature allows you to call three other systems on video plus a fourth system on audio only (for example a mobile phone).

This means that the conference can consist of up to four video participants (yourself included) and one audio participant.

If you want to initiate a video conference, you must call each participant one by one.

Call settings. Those you call may have video systems with different capabilities. One or more of them may, for example, be on an ADSL system with limited bandwidth (compared to those of the other participants). You may then set the *Call settings* to a (normally lower) call rate suiting his or her system before you call that person. However, that call rate will affect that specific part of the video conference only. Other participants will not experience a lower call rate because of this.

 See also the article “[Video conferencing—calling more than one \(optional\)](#)” on page 16.



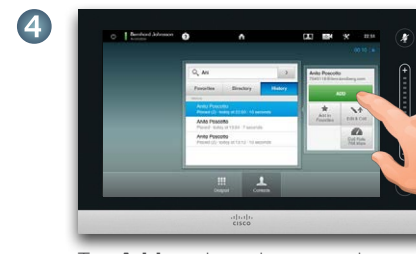
1 Place a call to the first participant.



2 Once you are in the call, tap **Add**.

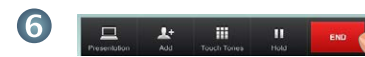


3 Call the next participant in the usual way.




4 Tap **Add** to place the second call, initiating a conference. You may adjust *Call Settings* before you place the call, if needed.

5 Repeat the procedure from 2, if needed.
A maximum four video systems (yourself included) and one audio call may participate.



6 Tap **END** to terminate the conference.

 If you initiated the conference you will be able to terminate the entire conference as well. The other participants, however, may only disconnect themselves from the conference.



Creating a video conference (Multiway™ or CUCM)

If your video system is equipped with the optional Multiway feature you may call more than one to initiate a video conference.

The maximum number of participants in a Multiway conference depends entirely on the video infrastructure implemented in your organization. If in doubt, consult your System Administrator.

If you want to initiate a video conference, you must call each participant one by one.

Call settings. Those you call may have video systems with different capabilities. One of them may, for example, be on an ADSL system with limited bandwidth (compared to the others). You may then set the *Call settings* to a (normally lower) call rate (bandwidth) suiting his or her system before you call that person. However, that call rate will affect that specific part of the video conference only. Other participants will not suffer from a lower call rate because of this.



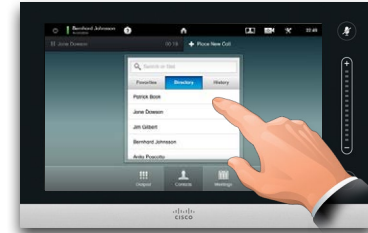
See also the article “[Video conferencing—calling more than one \(optional\)](#)” on page 16.

1



While already in a call, tap **Add**.

2



Locate whom to call, and place the call in the usual way.

3



Tap **Merge** to create a conference, as outlined.

4

To add more participants repeat the procedure. The maximum number of participants depends on your video system infrastructure. If in doubt consult your System Administrator.



If you initiated the conference you will be able to terminate the entire conference as well. The other participants, however, may only disconnect themselves from the conference.

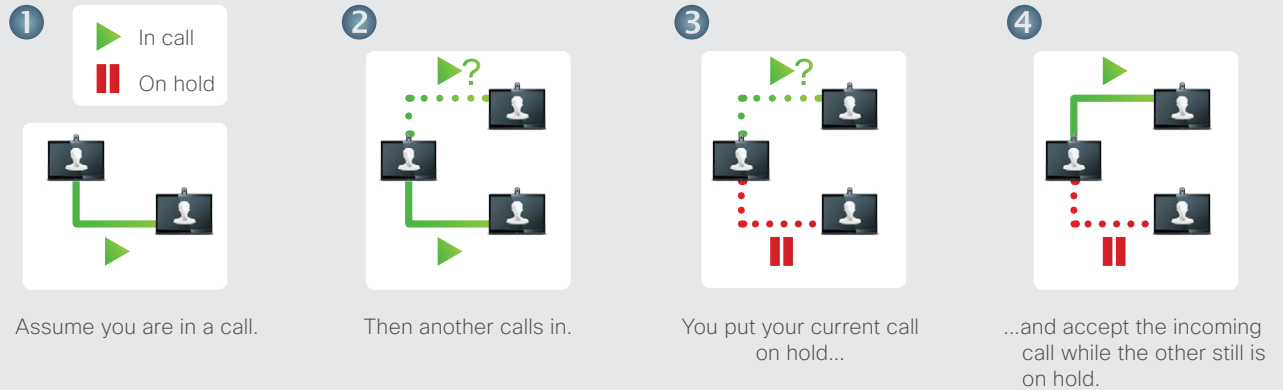


Receiving another incoming call, while already in a call (I)

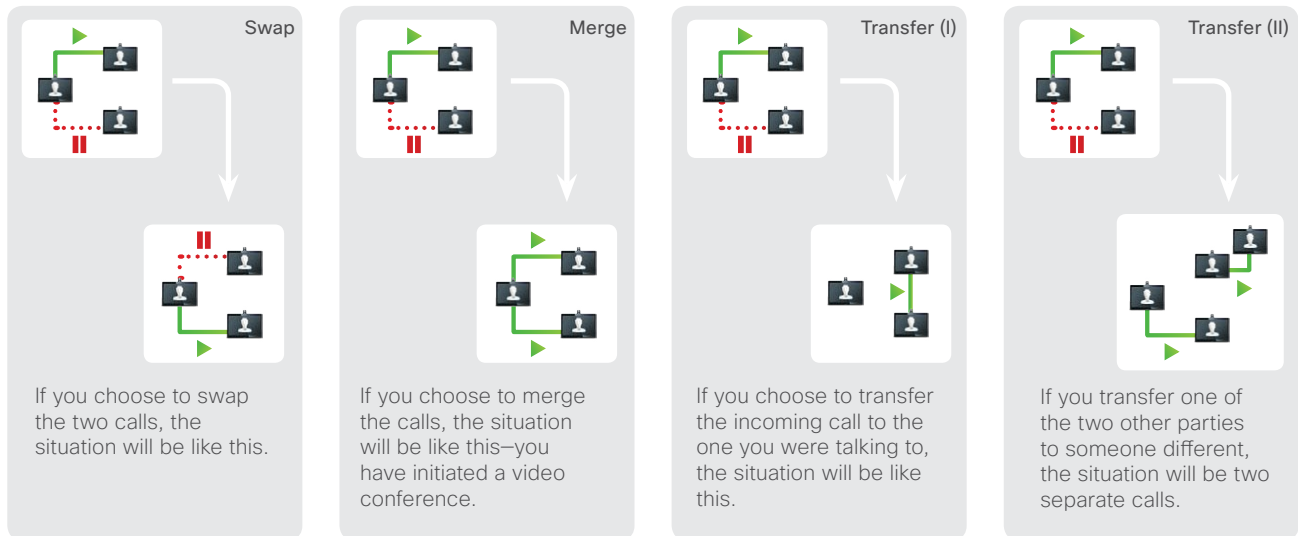
Assume that you are already in a call. If you then receive another incoming call, you will have several options.

Note that you may merge an incoming call with the ongoing call only if your video system is equipped with the MultiSite or the Multiway/CUCM option.

The scenario:



You will now have the following options:





Receiving another incoming call, while already in a call (II)

Assume that you are already in a call. If you then receive another incoming call, you will have the following options:

- You may decline the call and continue with what you were doing.
- You may put the current call on hold and accept the new call. At any time you may swap between the two. Systems with no MultiSite or MultiWay installed cannot create a conference and they are therefore confined to this way of talking to both (that is, one at a time). They do, however, support one extra audio-only call.
- You may transfer the incoming call to someone else, including the one you were talking to—see the following page for more on this.
- You may, after putting the incoming call on hold, merge this call with the existing (optional feature requiring the presence of conferencing options).
- You may merge the incoming call directly with the ongoing call (**ACCEPT & MERGE**), but this can only take place if your video system is equipped with the MultiSite option.

Note that in the case of Multiway, a small time delay may be experienced when accepting that an incoming call joins the ongoing call. This is due to the transfer of the call to the external MCU.

The one(s) you already are in a call with.

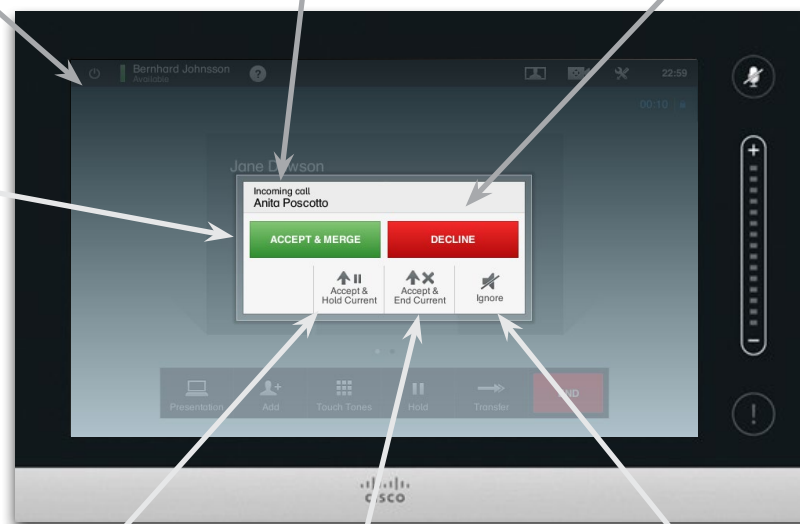
The identity of the new incoming call.

Decline the incoming call and carry on as you have been doing.

Accept the incoming call and merge it with the ongoing call*.

For MultiWay you must put the current call (or group of calls) on hold before merging can take place.

This is due to the fact that the incoming call must be transferred to the MCU and then merged.



Accept the incoming call, while holding the current call or group of calls.

Accept the incoming call, while ending the current call or group of calls.

Ignore the incoming call (you will appear as absent to the one who is calling you).

* If your system is equipped with MultiSite you may merge the incoming with the current call. For systems without MultiSite installed, the incoming call may still be merged, but as an audio-only call.



Swapping calls

Assume you are in a call and want to put that call on hold in order to talk to someone else.

Do as follows:

1. Tap **Hold**, as outlined.



2. Tap **+ Place New Call** as outlined.



3. Place a call in the usual way (see right).
4. Tap **Swap** to go between the two parties.



Transferring a call

Assume you that you are in a call and that you would like to transfer the other party to someone else.

Do as follows:

1. Tap **Transfer**, as outlined:



2. Select whom to call in the usual way:



3. Once you are ready to transfer the call, tap **Complete Transfer** to put your intentions into effect:



Shared lines / Barge in

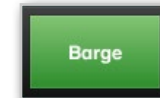
Video systems used in call centers may be set up to share a common line so that anyone of those sharing a line may respond to an incoming call.



Activity on a shared line will be indicated like this on the other systems.

You may barge into an ongoing call when the **Barge** button is available.

If a call is set on Hold, the **Barge** button will switch to **Resume** to let you pick up the call from another unit (not shown). This is a CUCM only feature.



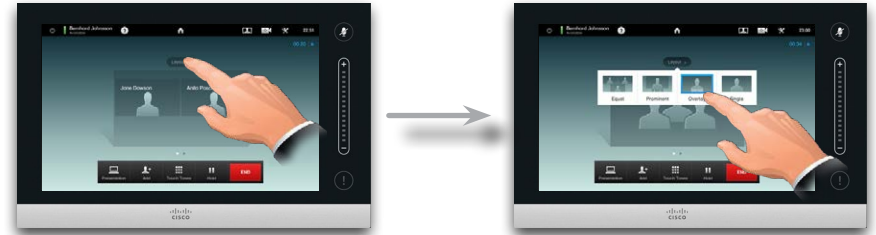


Layout control in a call

You may alter the screen layout when you are in a call. The Touch pad will show the options available. The actual options may differ from what is shown here, but the Touch pad will always show you what is available. The WYSIWYG (what you see is what you get) principle applies even here.

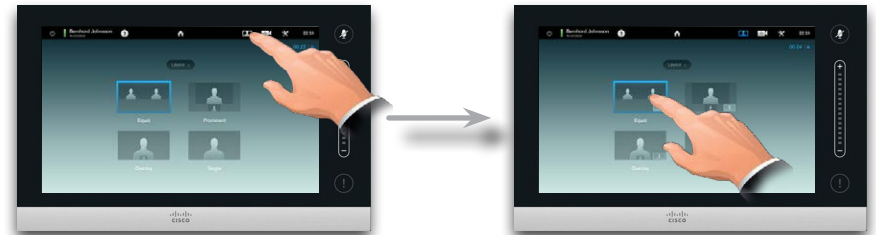
Selecting a different layout

In a call tap **Layout**, as outlined, then select the preferred layout, as outlined.
To exit the layout without changing anything, tap **Layout** again.



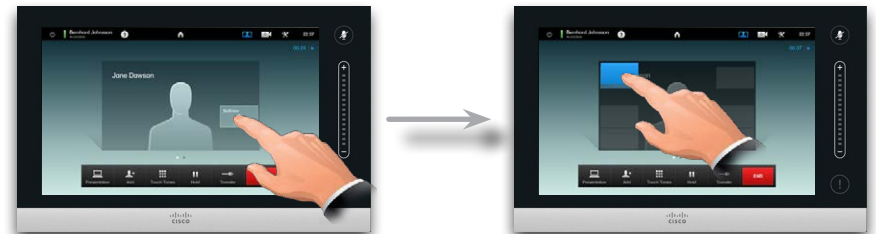
Adding a self-view PiP

Tap as outlined at all times during a call to add self-view to your screen (this will not be seen by the remote participants).
The self-view will appear as a PiP (Picture-in-Picture).



Moving the self-view PiP

Tap and hold the PiP, as outlined.
When the PiP turns blue you may drag it to a new position, choose among six predefined positions, as outlined.





Layout control in a conference

If you are in a conference you may also lock one of the participants as speaker (override the voice control principle), invoke a list of participants and disconnect other participants in addition to the layout control features described on the previous page.

Invoking a list of participants

Tap the dot that is *not shown in bold* just above the row of buttons to invoke a list of participants (a). Alternatively, swipe your finger horizontally across the screen (b).

The list will show who is presenting, who is speaking and if someone has been put on hold, this will be indicated too.

Tap the other dot to return to the initial state.



Lock as speaker

Assume you have set your system so that one of the participants is shown larger than the others.

If somebody else starts to say something instead of this person, the system will switch to display the image of that person instead. To avoid this, you may lock the current as speaker.

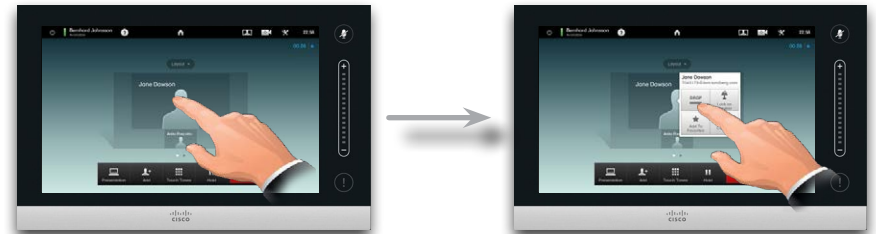
Start with a layout as outlined and tap as shown, then tap **Lock as Speaker**, as outlined.

To unlock, repeat the process and tap **Unlock Speaker**.



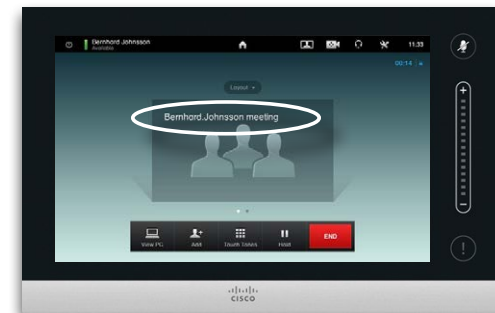
Drop

Any participant entitled to it may disconnect any of the other participants. Tap the participant, either in the view as shown or in the list of participants (see above), and then in both cases tap **Drop**, as outlined.



Meetings may have names

If the meeting has been given a name (as may be the case when you set up a meeting by means of CUCM), this name will be displayed as shown.





Camera presets in a call

There may be camera presets stored on your system. If so, these are available at all times during a call. How to define camera presets is described in **“Adding a camera preset” on page 8**. Do as follows:

1. Tap the camera icon, as outlined:



2. Select the preset required, as outlined:



Near end camera control

You may control your own camera manually at all times during a call. Your own camera is often referred to as the *near end camera*. Do as follows:

1. Tap the camera icon, as outlined:



2. Adjust camera Pan and Zoom, as outlined:



3. Tap anywhere outside the menu to exit.

Far end camera control

If the other participants are on systems with adjustable cameras, you may be able to control the pan and zoom of their camera. Do as follows:

1. Tap as outlined. If you are in a call with more than one (a conference), tap the one whose camera you want to adjust.



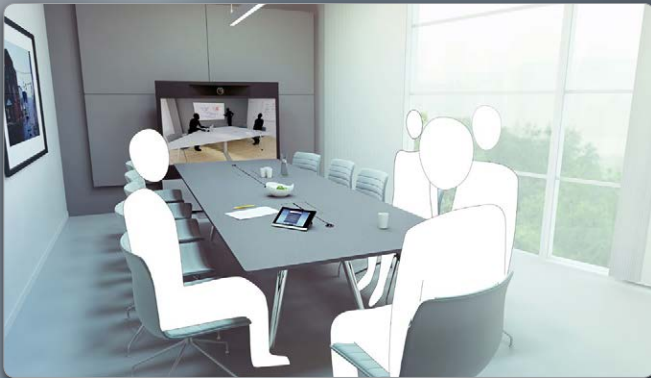
2. Then tap **Camera Control**.



3. Adjust pan and zoom as required:



4. Tap anywhere outside the menu to exit.



Sharing contents



Sharing content—conducting presentations

Contents can be shared in a call—or outside a call. In the latter case you will be using your video system to share contents in your local meeting room.

Connect your presentation source and make sure it is switched *On* before connecting it to the video system.

Note that a running presentation will not be terminated automatically when the call is ended. You will be prompted to stop the presentation by the system.

Sharing content



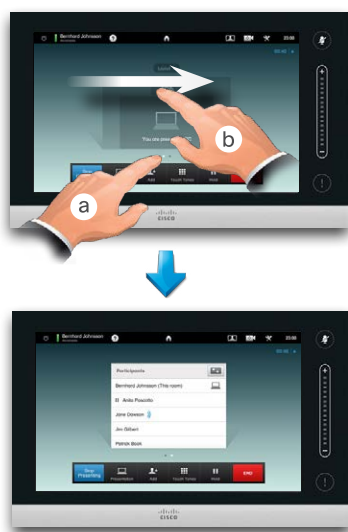
1 Make sure your source is connected and on. Tap **Presentation**, as outlined.

2 Scroll **(a)**, if needed, to locate the required source, as outlined. Then tap **Present (b)**. You should now see the presentation on the screen. If the source material cannot be shown a warning will be displayed.

3 When the presentation is over, tap **Stop Presenting**, as outlined.

Invoking a list of participants

Tap the dot that is *not shown in bold* just above the row of buttons to invoke a list of participants **(a)**. Alternatively, swipe your finger horizontally across the screen **(b)**. The list will show who is presenting, who is speaking and if someone has been put on hold, this will be indicated too. Tap the other dot to return to the initial state.



Changing the layout

During a presentation tap **Layout**, as outlined, to display the layout options available. Your options may differ from those shown here, but layouts shown are those you may choose between.

Tap the layout you prefer to start using that layout.

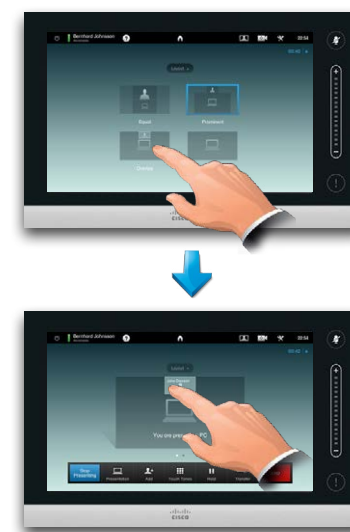


Full screen presentations

You may set up your system for a full screen presentation with the presenter appearing in a PiP (Picture-in-Picture), which is similar to self-view. To enable this, tap as outlined.

This option may not be present on systems with customized layouts.

The PiP can be moved to a different position by tapping and holding until it turns blue. You may then move it to a different position, as outlined.





Scheduled meetings



About scheduled meetings

Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a *List of Meetings*.

The *List of Meetings* contains a list of upcoming, meetings scheduled to take place during the next 14 days (this setting may have been changed by your Administrator). The list is sorted using grouping headers. The main grouping category is by day (e.g.: TODAY, TOMORROW, then WEDNESDAY, July 20, 2013 etc).

If you tap an item in the list then more information will become available.

When a scheduled meeting appears as *Private meeting* it will contain information about the organizer only. There will be no title, no expandable meeting outline as well as no dial-in information.

On your video system the *Meeting Reminder* will appear once it is possible to join a meeting. Exactly when that will be depends on the Start time buffer setting, which has been set by your system administrator. Default buffer setting is 10 minutes.

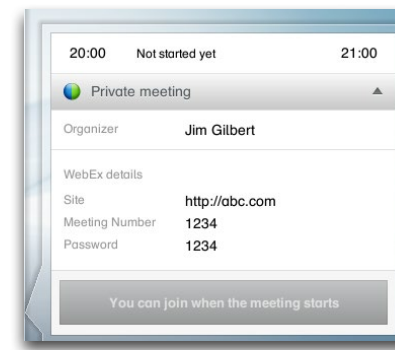
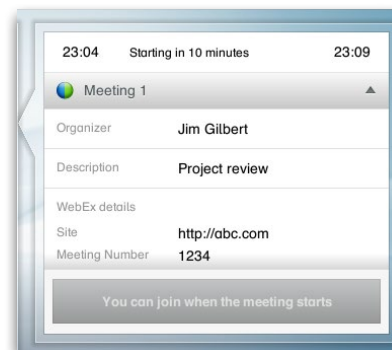
The meeting reminder contains a time indicator stating when the meeting starts, or alternatively for how long the meeting has been going on (an ongoing meeting is referred to as a *Meeting in progress*).

The text *Starting now* will be shown during a time interval spanning from 30 seconds before to 30 seconds after the scheduled start time of the meeting.



Tap on Meetings to produce the *List of Meetings*.

If you tap on any of the meetings listed, you will see more information about the meeting. This does not apply if the meeting is listed as *Private*—see the rightmost image.





Joining a meeting

When you may join a scheduled meeting depends on the *Start time buffer* setting. Default setting is 10 minutes in advance, but it be set by your System Administrator to another value.

You will not be able to join in earlier.

When the meeting starts you will be offered to join in or dismiss. Alternatively, you may postpone the joining-in and be reminded five minutes later (snooze).

If you already are in a call you will in addition be offered to put the current call on hold and join the meeting.

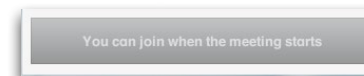
Remember that this is similar to any other incoming call. The only difference is that the incoming call is initiated by a scheduling system.



If you tap a meeting in the list you will see more about the meeting.

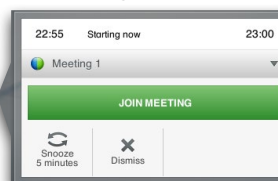


A scheduled meeting may connect you automatically, or you may have to tap **JOIN MEETING**.

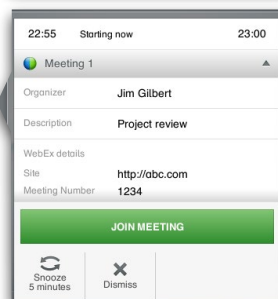


Although the default setting lets you join in up to 10 minutes in advance, your System Administrator may have implemented a different setting.

To view full details about the meeting:



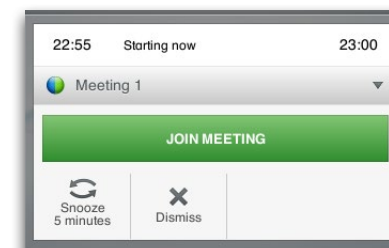
Expand by tapping here to see details.



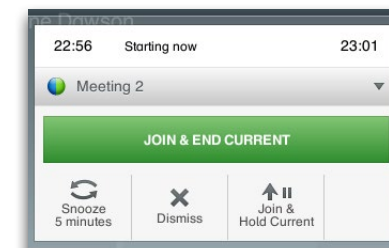
Collapse by tapping here.

When a scheduled meeting appears as a *Private meeting* it will contain information about the organizer only. There will be no title, no expandable meeting outline as well as no dial-in information.

A scheduled meeting may connect you automatically, or you may have to tap **JOIN MEETING**.



When the meeting starts you will be offered to join in, to postpone the offer to join in for 5 minutes, or to just dismiss the offer.



If you are in a call when the meeting starts you will also be offered to join in while at the same time put the current call on hold, just like any other situation where someone calls you while you already are in a call.



Parallel meetings

When Parallel Meetings occur (two or more meetings taking place simultaneously), the reminder will be displayed in context of the meeting list, displaying all upcoming meetings. Choose which meeting to join and then join the selected meeting.



Extending an ongoing meeting

Scheduled meetings have a fixed start and end time. You may want to extend an ongoing meeting. This will be accepted by the system provided that no other meeting is scheduled for any of the video systems involved, during the period of possible extension.

If an extension is sustainable, the *Meeting will end* notification will include an **Extend** and a **Dismiss** option.

- To extend a meeting, tap the **Extend** button.



Managing Contacts



History

The *History* lists the received, placed and missed calls since the last time the list was cleared.



1 Tap **Contacts** to invoke the list ...

2 ...then tap **History**.



3 Scroll through the list as outlined to locate an entry.

Tap an entry and you will be able to:

- Call the entry by tapping **CALL**.
- Add the entry to an ongoing call (optional).
- Add the entry to *Favorites*.
- Edit the entry information and then place the call.
- Change the call rate settings.
- Remove the entry from the list.
- Clear the entire list—see the next page for more on this.

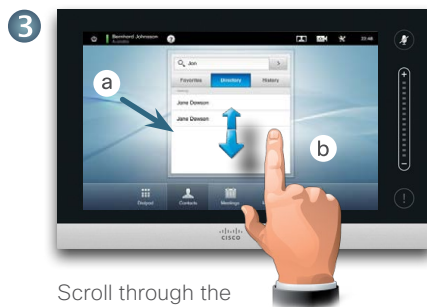
Directory

The *Directory* serves as your corporate phone book. This directory cannot be edited by you. You may, however, copy entries to your list of favorites and edit them there.



1 Tap **Contacts** to invoke the list ...

2 ...then tap **Directory**.



3 Scroll through the list as outlined.

Tap a folder (**a**) to show its contents, scroll (**b**), if needed, to locate a folder or an entry within a folder.

Once located, tap the entry to call, edit or add to your list of favorites in the same way as with the history list.

It may happen that an entry copied from the directory to the list of favorites later is updated in the directory. This update will not be reflected in your list of favorites—you must then manually update the entry in the list of favorites.

Favorites

The *Favorites* is your own shortlist of contacts you frequently call or otherwise want to have easy access to.

Access the Favorites in the same way History and Directory.

Adding to Favorites. To add someone to the list of favorites, locate the entry in Directory or History and tap it (**a**). This will produce a dialog box which allows you to tap Add to Favorites (**b**).



You may now edit the entry, if needed—just tap a field and the keyboard will be produced. Tap **Save** to put changes into effect..

The *Favorites* should be considered as an editable directory and is used in the same way as *History*.



Searching in a list

You may search for an entry in any of the lists. You may search for entries (names, numbers or addresses). Searches will be conducted within all the folders, i.e. within the *Favorites*, the *Directory* and the *History*.

Tap in the **Search or Dial** field (a) and then key in (b) the name, address or number. Matches will appear as you search.

Once located, tap the entry to place a call, to edit the entry or to add the entry to *Favorites*.

When searching within the corporate *Directory*, the search will apply to the current directory folder and its subfolders only. To go one level up, tap **Back**. To make the search apply to the entire corporate directory, do not enter (tap) any folder before the search is commenced.



Clearing History

For privacy reasons you may want to clear the *History* list.

- 1 Tap **Dialpad**, if required, as outlined.



- 2 Scroll, as outlined, as far as it is possible to scroll. This will reveal the **Clear History** button.



- 3 Tap **Clear History**, as outlined.





The Settings

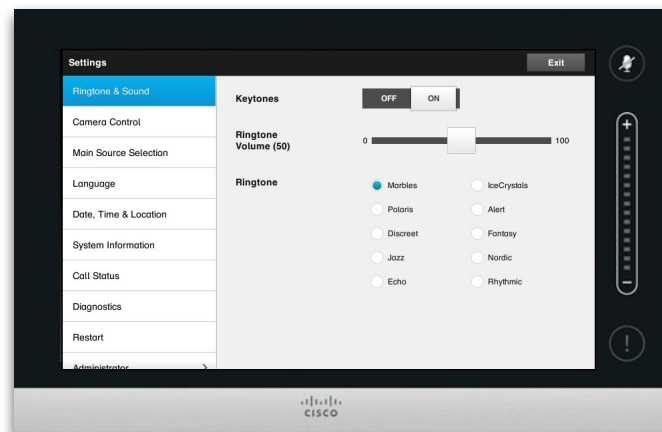


About the Settings

The video endpoints whose use is described in this guide can be configured via the touch screen controller or via its web interface. For full access to all configurable parameters the web interface must be used—the touch screen controller provides access to a limited set of parameters only.

Care must be taken when altering the *Settings* to avoid that the system stops working. If in doubt, contact your System Administrator.

To enter the *Settings*, tap the **Settings** icon (⚙️), as outlined to the right.





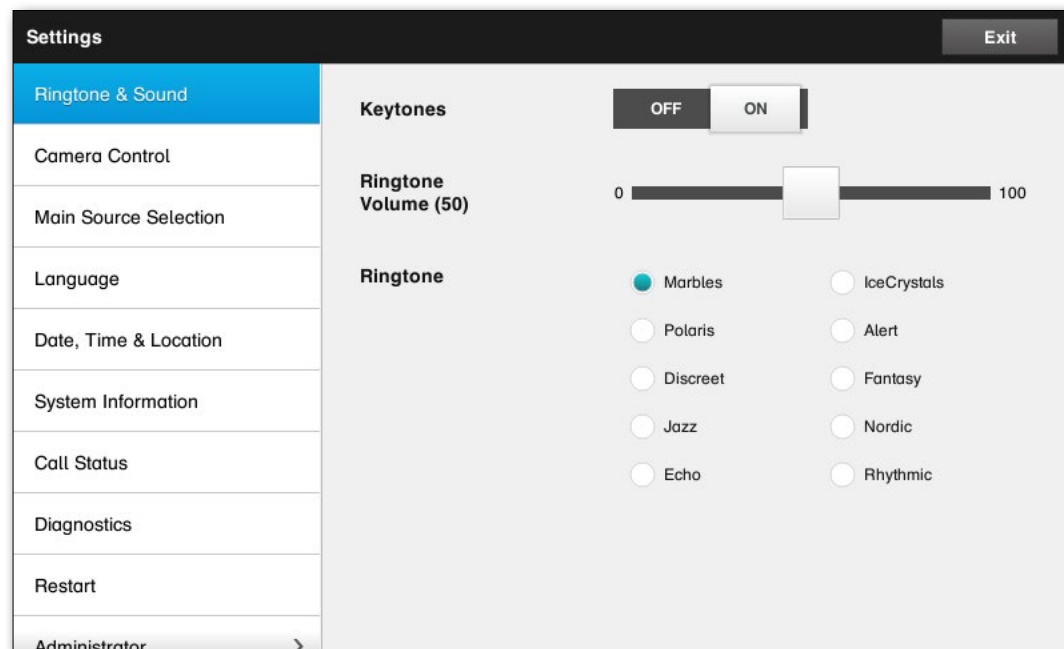
Ringtone & Sound Settings

The *Ringtone & Sound Settings* window lets you specify:

- **Keytones On or Off.** When set to on you will hear a sound every time you tap a field on the Touch controller.
- **Ringtone volume.** How loud your ringtone shall sound.
- **Ringtone.** Select among several ringtones. You will hear a sample every time you tap a ringtone.

Note how the settings chosen are indicated. In the example shown, *Keytones* is set to *On*.

Settings > Ringtone & Sound Settings





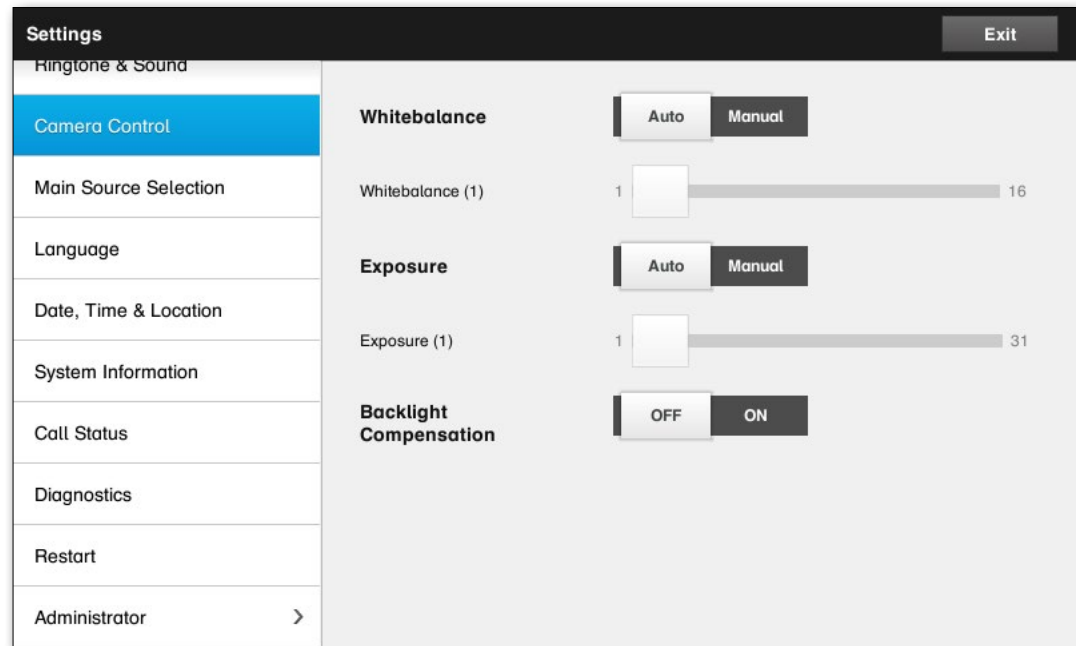
Camera Control

The *Camera Control* window lets you set the whitebalance and exposure of the camera. If you do not want to tweak this yourself, just leave it up to the system by tapping **Auto**.

Backlight compensation comes in handy when there is much light behind you. Without compensation you will easily appear very dark to the far end.

Note how the settings chosen are indicated. In the example shown, *Backlight compensation* is set to *Off*.

Settings > Camera Control



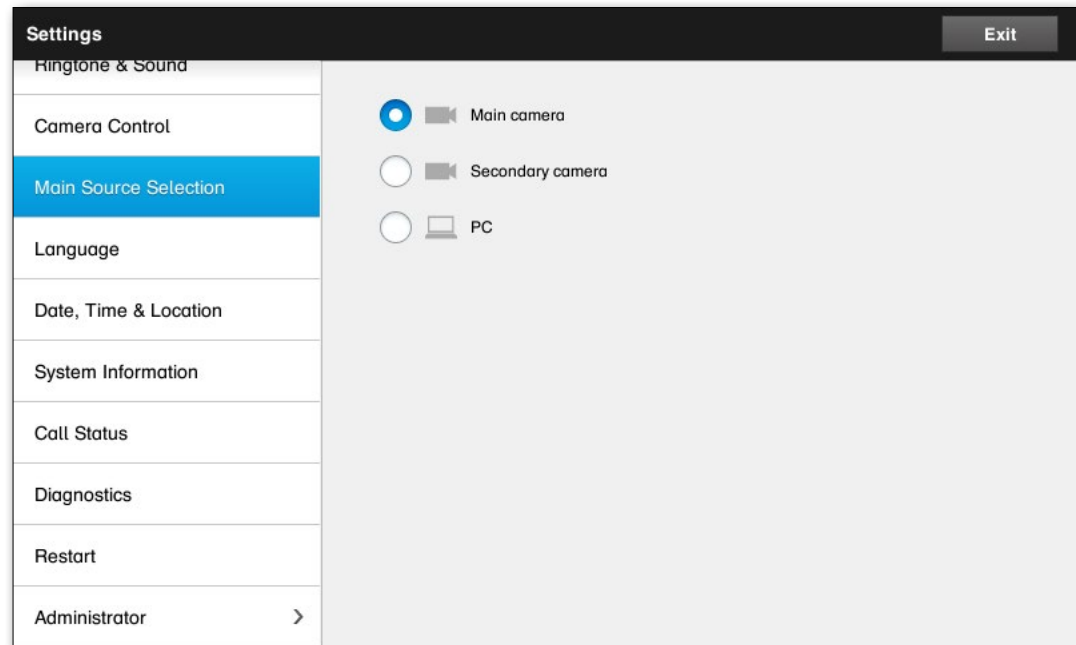


Main Source Selection

Select what shall be the principal main source set as default. You may still choose another when working with the system, but what you specify here will be the default setting.

The options available are system dependent, your system may show more options or less options.

Settings > Main Source Selection

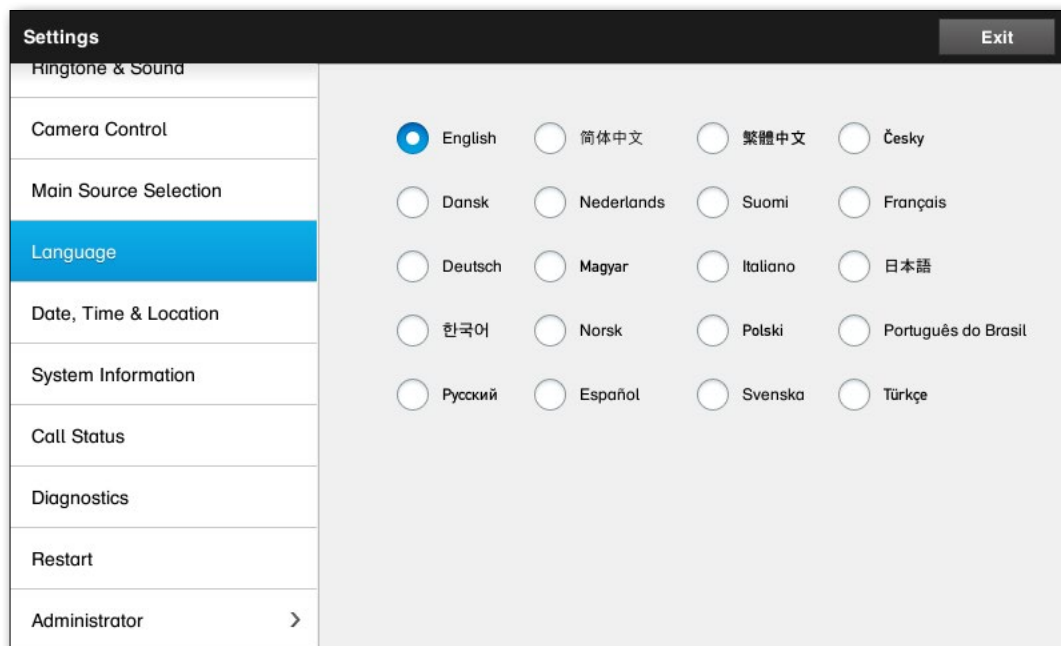




Language

The *Language* window lets you specify the Touch interface menu language.

Settings > Language





Date, Time & Location

This window lets you specify your preferred date and time formats, as well as the time zone.

If you set the *Date and Time Mode* to *Auto* (as has been done in this example), the system will look for an NTP server and get date and time from there.

If you choose to set *NTP mode* to *Manual* (as has been done in this example), you must specify the NTP server address to make things work.

Settings > Date, Time & Location



System Information

The *System Information* window contains information on the system's software and hardware versions and connections, SIP and H.323 status etc.

Settings > System Information

Settings		Exit
Ringtone & Sound		
Camera Control		
Main Source Selection		
Language		
Date, Time & Location		
System Information		
Call Status		
Diagnostics		
Restart		
Administrator >		
SYSTEM		
Name:	ktcasper	
Uptime:	8 hours, 23 minutes	
NETWORK		
IPv4 Address:	10.47.37.218	
IPv6 Address:	2001:420:44ff:fd0e:250:60ff:fe83:836f	
Voice VLAN ID:	Off	
H323		
Number:	5037218	
ID:	5037218@itvm.tandberg.com	
Gatekeeper:	10.47.8.209	
Status:	Registered	
SIP		
Address:	7037218@itvm.tandberg.com	
Proxy:	10.47.8.209	
Status:	Registered. Secured. Not verified.	
SOFTWARE		
Version:	TC6.2.0 Beta5 (TEST SW, tc-6.2.0-beta5-60-ge7fa1dc)	
Touch Screen:	TT6.2.0 Beta5 e7fa1dc 2013/06/18-12:12:23	
Options Installed:	MultiSite, NaturalPresenter, PremiumResolution	



Call Status

The *Call Status* window provides information on call rate, encryption, as well as important video and audio parameters.

Settings > Call Status

Settings
Exit

Ringtone & Sound	PARTICIPANT(S) <hr/> URI: <hr/> Call Rate: n/a Encryption Type: n/a <hr/> Protocol: n/a Encryption Status: n/a																																								
Camera Control	<hr/> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">VIDEO</th> <th style="text-align: left; border-bottom: 1px solid black;">Transmit</th> <th style="text-align: left; border-bottom: 1px solid black;">Presentation</th> <th style="text-align: left; border-bottom: 1px solid black;">Receive</th> <th style="text-align: left; border-bottom: 1px solid black;">Presentation</th> </tr> </thead> <tbody> <tr> <td>Protocol:</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Resolution:</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Frame Rate:</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Channel Rate:</td><td>n/a</td><td>n/a</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Total Packet Loss (%):</td><td colspan="2">n/a</td><td colspan="2">n/a</td></tr> <tr> <td>Current Packet Loss (%):</td><td colspan="2">n/a</td><td colspan="2">n/a</td></tr> <tr> <td>Jitter:</td><td colspan="2">n/a</td><td colspan="2">n/a</td></tr> </tbody> </table>	VIDEO	Transmit	Presentation	Receive	Presentation	Protocol:	n/a	n/a	n/a	n/a	Resolution:	n/a	n/a	n/a	n/a	Frame Rate:	n/a	n/a	n/a	n/a	Channel Rate:	n/a	n/a	n/a	n/a	Total Packet Loss (%):	n/a		n/a		Current Packet Loss (%):	n/a		n/a		Jitter:	n/a		n/a	
VIDEO	Transmit	Presentation	Receive	Presentation																																					
Protocol:	n/a	n/a	n/a	n/a																																					
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Frame Rate:	n/a	n/a	n/a	n/a																																					
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Current Packet Loss (%):	n/a		n/a																																						
Jitter:	n/a		n/a																																						
Main Source Selection	<hr/> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; border-bottom: 1px solid black;">AUDIO</th> <th style="text-align: left; border-bottom: 1px solid black;">Transmit</th> <th style="text-align: left; border-bottom: 1px solid black;">Receive</th> </tr> </thead> <tbody> <tr> <td>Protocol:</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Channel Rate:</td><td>n/a</td><td>n/a</td></tr> <tr> <td>Total Packet Loss (%):</td><td colspan="2">n/a</td></tr> <tr> <td>Current Packet Loss (%):</td><td colspan="2">n/a</td></tr> <tr> <td>Jitter:</td><td colspan="2">n/a</td></tr> </tbody> </table>	AUDIO	Transmit	Receive	Protocol:	n/a	n/a	Channel Rate:	n/a	n/a	Total Packet Loss (%):	n/a		Current Packet Loss (%):	n/a		Jitter:	n/a																							
AUDIO	Transmit	Receive																																							
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System Information																																									
Call Status																																									
Diagnostics																																									
Restart																																									
Administrator >																																									

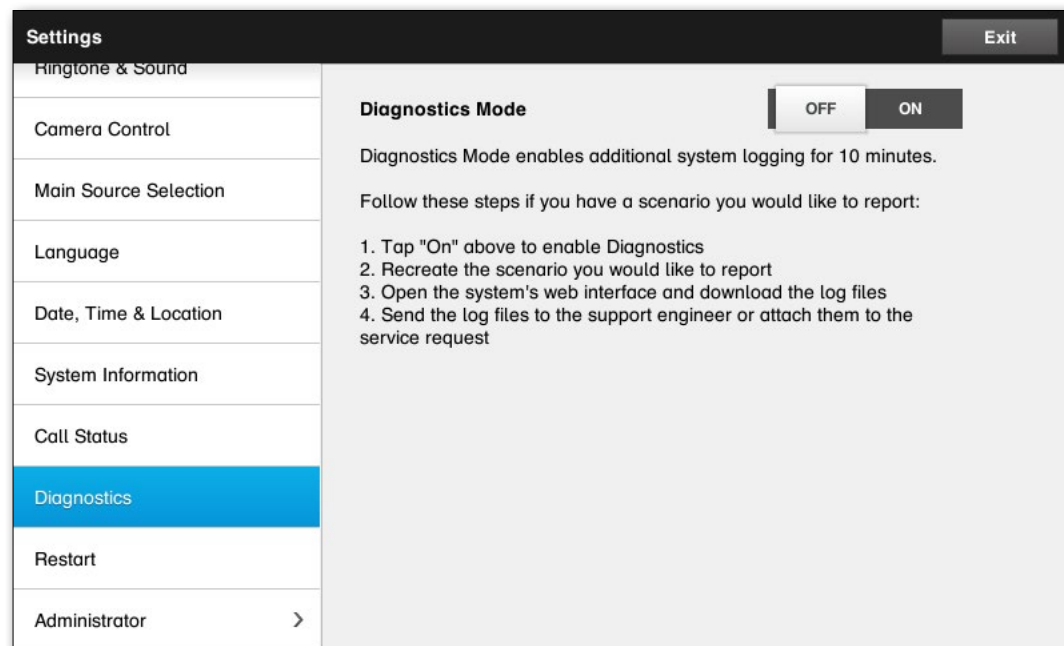


Diagnostics

For troubleshooting purposes you may enable additional system logging. Follow the on-screen instructions.

Note that system performance may be influenced by an ongoing system logging.

Settings > Diagnostics

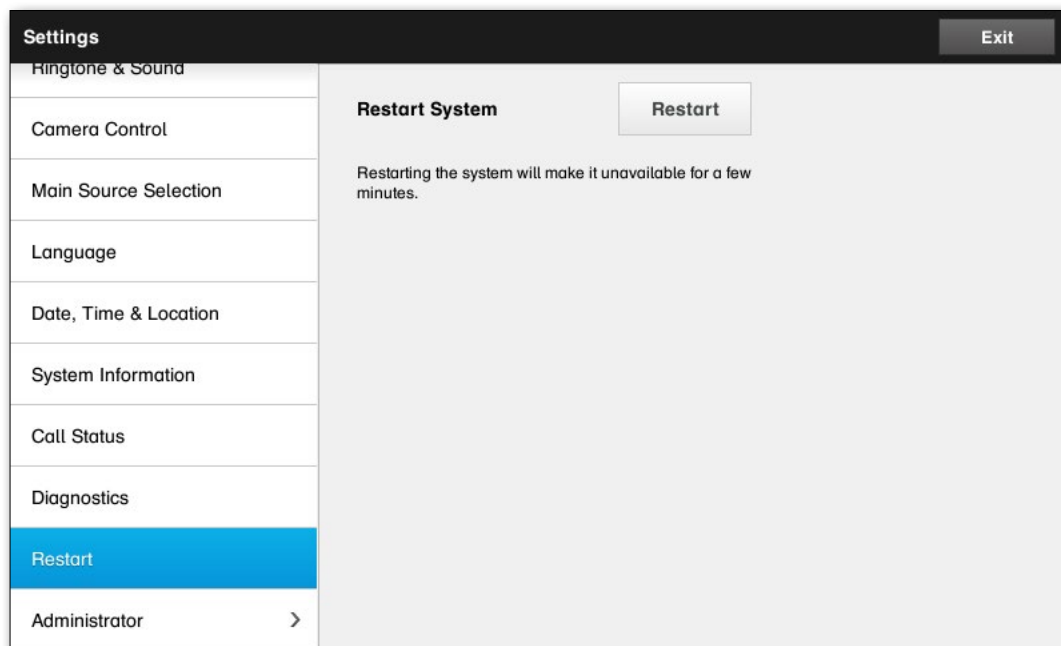




Restart

Use this to restart your system in an orderly manner.

Settings > Restart





Call Details

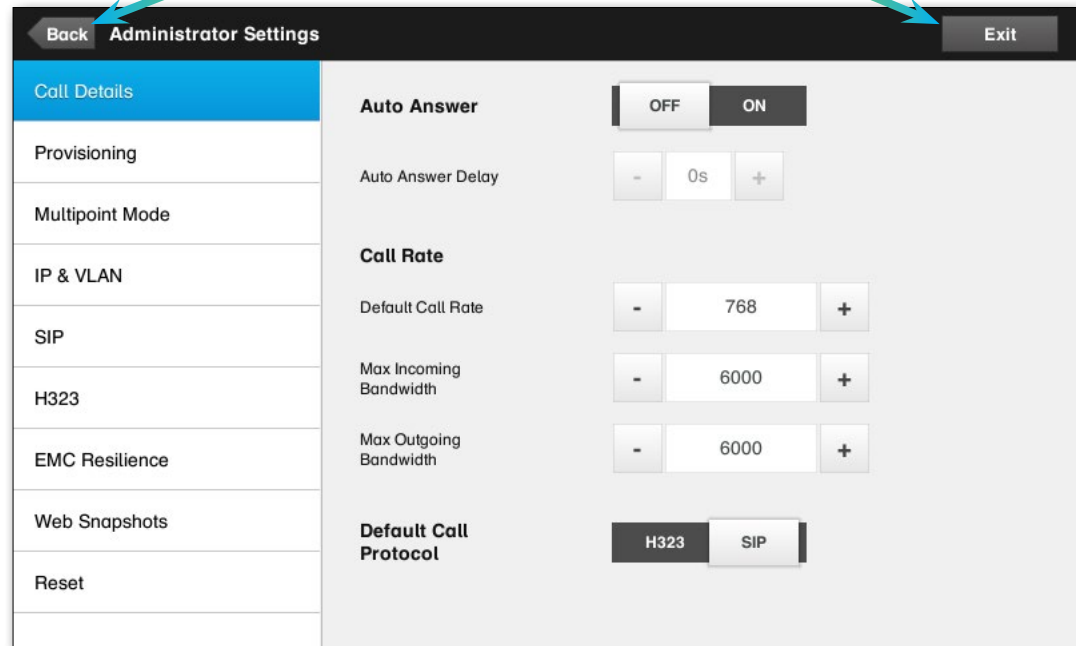
If you enable *Auto Answer* the system will respond by itself to incoming calls after a delay specified by you. Note that an activated auto answer may not provide you with the privacy desired. In the example shown here *Auto Answer* is set to *Off*.

On certain occasions you may have to change the bandwidth (and hence the quality) of the call. Some configurations may have different incoming and outgoing bandwidths (typically ADSL connections), and you may specify the default call rate to ensure a stable video quality.

The default protocol may also be specified. In the example shown, the protocol has been set to *SIP*.

Settings > Administrator Settings > Call Details

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.



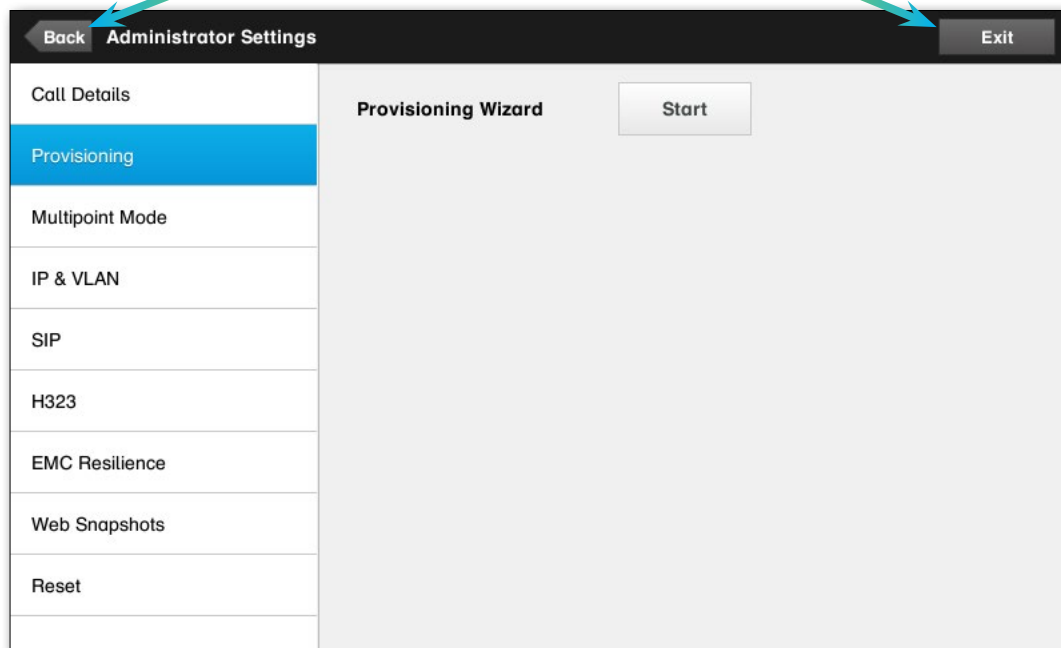


Provisioning

There is a Provisioning Wizard available to get your system online. Tap **Start** and follow the on-screen instructions.

Settings > Administrator Settings > Provisioning

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.





Multipoint mode

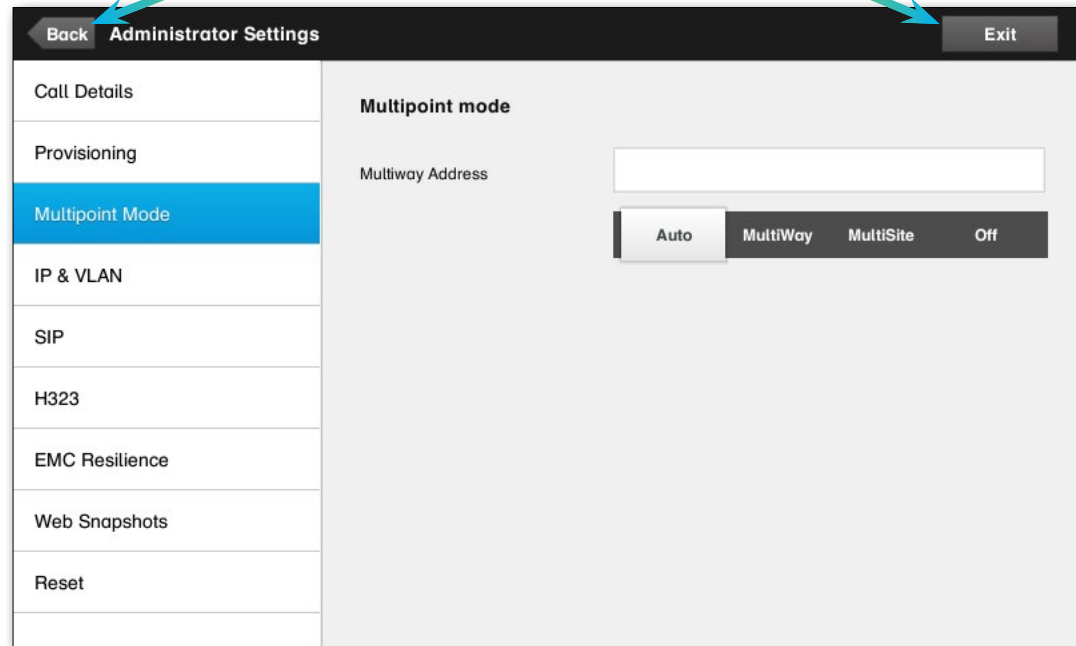
Your video system may be equipped with the optional ability to call more than one at a time (video conferencing). There are basically two modes of video conferencing; viz. MultiWay and MultiSite, see “Video conferencing—calling more than one (optional)” on page 13 for more on this.

Note the following:

- To enable MultiWay, a MultiWay address must have been entered.
- If a MultiWay address has been specified and MultiWay is selected, MultiWay will always be used for video conferencing
- If a MultiWay address has been specified, but MultiSite is selected, MultiSite will be used.
- If set to Auto, MultiWay will be used if a MultiWay address has been specified, otherwise MultiSite will be used.
- If set to Off, no video conferencing will be possible.
- Any use of the MultiSite feature requires the presence of the MultiSite option.

Settings > Administrator Settings > Multipoint Mode

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.





IP Settings

You may specify whether to use IPv4 or IPv6 and whether to use static IP address or DHCP.

When set to *Static*, applicable addresses must be set accordingly.

Settings > Administrator Settings > IP & VLAN

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.

Administrator Settings	
Call Details	IP Settings
Provisioning	IP Version: <input checked="" type="radio"/> IPv4 <input type="radio"/> IPv6
Multipoint Mode	IP Assignment: <input checked="" type="radio"/> DHCP <input type="radio"/> Static
IP & VLAN	IP Address: <input type="text" value="10.47.37.218"/>
SIP	Subnet Mask: <input type="text" value="255.255.255.0"/>
H323	Gateway: <input type="text" value="10.47.37.1"/>
EMC Resilience	DNS Server 1: <input type="text" value="10.47.1.61"/>
Web Snapshots	DNS Server 2: <input type="text" value="10.47.1.14"/>
Reset	DNS Server 3: <input type="text"/>
	DNS Domain Name: <input type="text" value="rd.tandberg.com cisco.com"/>



SIP Settings

Use this window to set up SIP.

Settings > Administrator Settings > SIP

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.

Administrator Settings	
Call Details	URI: 7037218@itvm.tandberg.com
Provisioning	Default Transport: TCP, UDP, TLS, Auto
Multipoint Mode	Proxy Type: - Standard +
IP & VLAN	Proxy Discovery: Auto Manual
SIP	Proxy Address: 10.47.8.209
H323	Login Name: []
EMC Resilience	Password: []
Web Snapshots	
Reset	



H323 Settings

Use this window to set up H323.

Settings > Administrator Settings > H323

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.

Administrator Settings	
Call Details	H323 Number <input type="text" value="5037218"/>
Provisioning	H323 Id <input type="text" value="5037218@itvm.tandberg.com"/>
Multipoint Mode	Gatekeeper Discovery <input checked="" type="radio"/> Auto <input type="radio"/> Manual
IP & VLAN	Gatekeeper Address <input type="text" value="10.47.8.209"/>
SIP	Authentication Mode <input checked="" type="radio"/> OFF <input type="radio"/> ON
H323	Login Name <input type="text"/>
EMC Resilience	Password <input type="text"/>
Web Snapshots	
Reset	



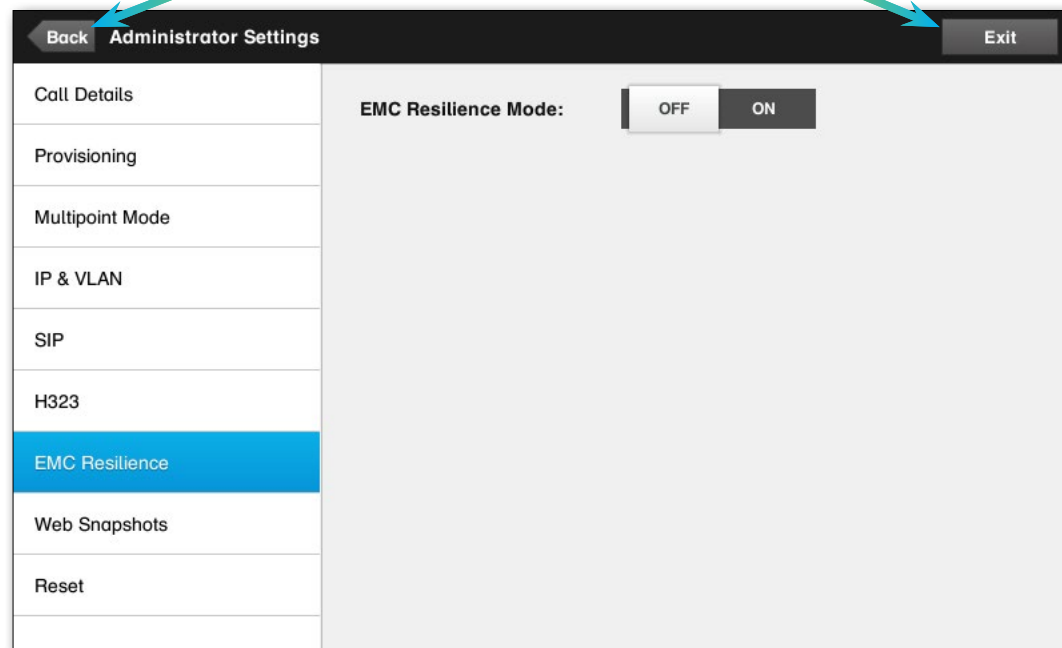
EMC Resilience Mode

If the Touch controller is used in environments with considerable amounts of electromagnetic noise present, you may experience an appearance of false signals—as if someone tapped the Touch controller when obviously nobody did so.

To cope with this you may set the *EMC Resilience Mode* to *On*. You must then press and hold for a little while, rather than just tap, in order to make the system aware of your tapping. This will prevent the appearance of false signals.

Settings > Administrator Settings > EMC Resilience Mode

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.





Web Snapshots

You may gain access to your video system through its web interface. To learn more about how to do that consult the Administration Guide for your system. This guide is available separately for download from www.cisco.com.

From the web interface you may generate snapshots of the video stream from your system. You may also, under certain circumstances, generate snapshots from the outgoing video of the far end system.

However, you cannot take snapshots unless you have set the *Allow Web Snapshots* to *ON*, as shown here.

Note that the far end may take snapshots of the outgoing video of your system, even if you have set your system's *Allow Web Snapshots* to *OFF*.

Likewise, you will be able to take snapshots of the outgoing video of the far end, even if the far end has set *Allow Web Snapshots* to *OFF*, provided that you have set your own system's *Allow Web Snapshots* to *ON*.

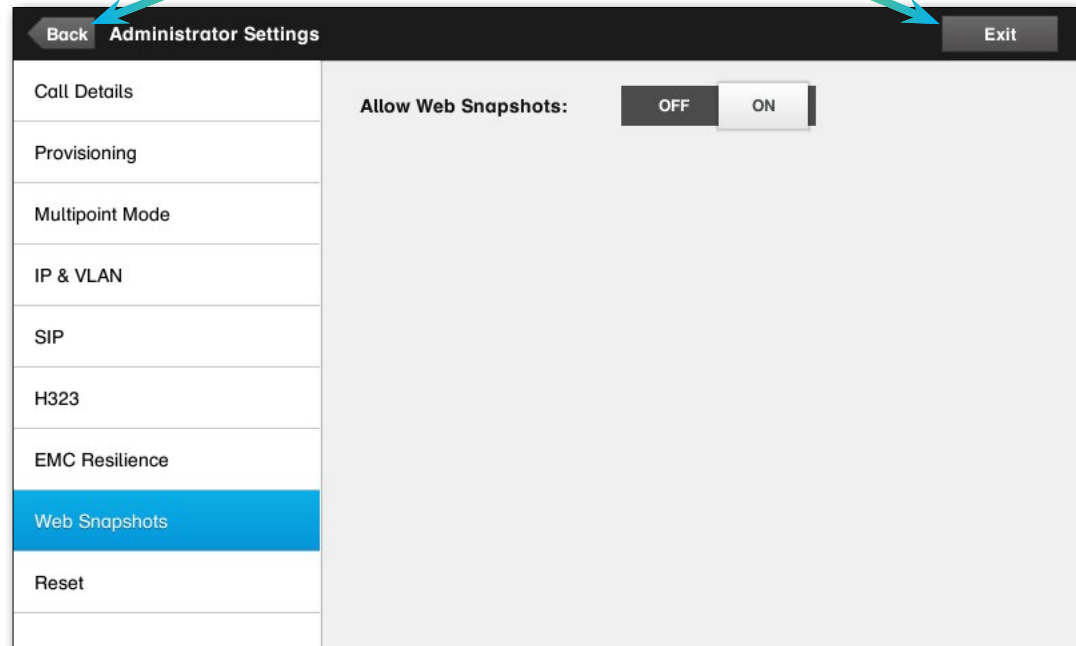
Snapshots cannot be taken if the call is encrypted. Encryption will disable the snapshot feature at both ends, regardless of the local settings of the *Allow Web Snapshots* parameter.

The web snapshot feature applies to Point-to-Point as well as MultiSite calls (but to unencrypted calls only).

Note that a MultiWay call should be regarded as a variant of Point-to-Point call as it is the MCU who is controlling the call and your system is connected to the MCU as in a Point-to-Point call.

Settings > Administrator Settings > Web Snapshots

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.





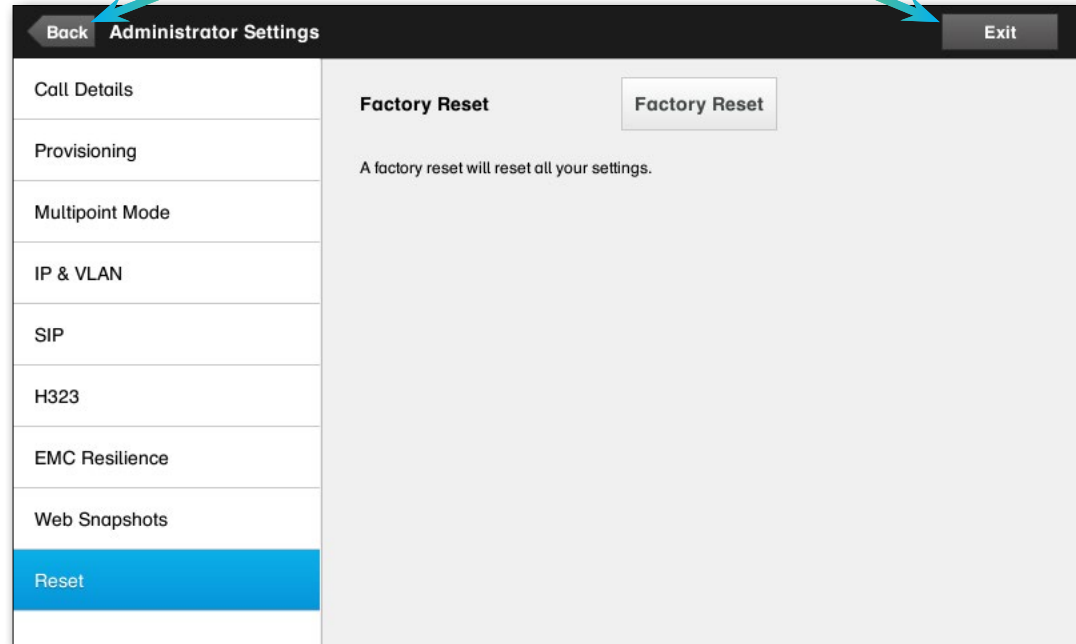
Reset

For privacy reasons, you may want to clear the contents of the History tab of your Contacts list. To do so, just tap **Clear History**.

You may want to perform a *Factory Reset* your video system. Note that you will loose all configurations, the call history and your local list of contacts. Release keys and options installed will be retained.

Settings > Administrator Settings > Reset

This menu is inside the Administrator Settings. Tap **Back** to leave the Administrator Settings and tap **Exit** to leave all settings.





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