



Cisco TelePresence System User Guide

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Cisco TelePresence System User Guide

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GLOSSARY

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Preface

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Contents

This preface describes the This guide contains the following sections:

- [Overview, page ix](#)
- [How to Use the Cisco TelePresence System, page x](#)
- [Cisco TelePresence System Terminology, page xi](#)
- [Related Documentation, page xii](#)
- [Obtaining Documentation and Submitting a Service Request, page xii](#)

Overview

The *Cisco TelePresence System User Guide* describes the functions of the Cisco TelePresence System (CTS) Cisco Unified IP phone and the telephony and high-definition main display screen user interfaces, including main display screen details and system icons.

The CTS Cisco Unified IP phone is the control center for your Cisco TelePresence System endpoint. All of the Cisco TelePresence call functions, such as placing and answering a Cisco TelePresence call, and conferencing in an audio call are performed while the Cisco Unified IP 7900 Series phone is on-hook; the audio is heard from the CTS speakers rather than from the phone. You can also use the CTS phone off-hook to perform standard phone functions. For standard phone functions, refer to the *Cisco Unified IP Phones 7900 Series End-User Guides* and quick reference cards.

CTS Release 1.8 introduces a touch-panel device option that replaces the CTS Cisco Unified IP phone to control the CTS. See the “[Cisco TelePresence Touch 12 for Cisco TelePresence](#)” section on page 2 for more information.

The CTS Cisco Unified IP phone and the Cisco TelePresence Touch 12 are used in conjunction with a high-definition display screen, which supports life-like images for meeting participants.

How to Use the Cisco TelePresence System

This guide contains the following chapters:

- [Getting to Know the Cisco TelePresence System](#)
- [Cisco TelePresence System Phone Softkeys \(Systems that Use an IP Phone for Call Control Only\)](#)
- [Cisco TelePresence System Calling Features \(Systems That Use an IP Phone for Call Control Only\)](#)
- [Cisco TelePresence System Meeting Controls \(Systems That Use an IP Phone for Call Control Only\)](#)
- [Booking Meeting Rooms and Scheduling Cisco TelePresence Meetings](#)
- [Using Cisco TelePresence Manager](#)
- [Using Cisco WebEx Conferencing](#)
- [Tips for Troubleshooting Your Cisco TelePresence Meeting \(Systems That Use an IP Phone for Call Control Only\)](#)
- [Managing Cisco TelePresence Call Security \(Systems that Use an IP Phone for Call Control Only\)](#)
- [Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages](#)
- [Creating and Viewing Recordings with the Cisco TelePresence Recording Server](#)
- [Glossary](#)

Cisco TelePresence System Terminology

Table 1 describes the terms that are used in this guide. Additional terms and definitions are listed in the Glossary.

Table 1 Cisco TelePresence System Terminology

Term	Description
CTS Cisco Unified IP Phone	The CTS meeting room Cisco Unified IP 7900 Series phone. Cisco TelePresence meetings are initiated and completed using this phone while the handset is on-hook; meeting audio is heard through the speakers of the CTS device.
Cisco TelePresence Touch 12	Touch-panel LCD device that enables you to conduct telepresence meetings without the Cisco Unified IP phone. Most of the CTS functions described in this guide can be carried out using the Cisco TelePresence Touch 12. For complete operating instructions, see the Cisco TelePresence Touch 12 User Guide on Cisco.com.
Endpoint CTS Endpoint	<p>The combination of hardware and software that comprise a Cisco TelePresence System. The hardware for an endpoint includes a Cisco Unified IP 7900 Series telephone, one or more large-screen meeting displays with one or more cameras, plus presentation devices, microphones, speakers, and in some models, lighting systems.</p> <p>The following are Cisco TelePresence endpoints:</p> <ul style="list-style-type: none">• CTS 500 Series• CTS 1000• CTS 1100• CTS 1300 Series• CTS 3000 Series• CTS 3200 Series <p>Note Cisco announces the end-of-sale and end-of life dates for the Cisco TelePresence System 3000 and Cisco TelePresence System 3200.</p>
Cisco TelePresence Call	A Cisco TelePresence call is placed between two or more CTS endpoints while the CTS phone handset is on-hook.
Cisco TelePresence Meeting	Two or more endpoints connected by a Cisco TelePresence call while the CTS phone handset is on-hook.
Audio Call	A call placed to or from an audio-only telephone for the purpose of conferencing the audio call into a Cisco TelePresence meeting.
Conference	A Cisco TelePresence meeting that includes an audio call. Audio calls are placed or answered with the CTS phone handset on-hook.
Cisco WebEx-enabled call	A call that has been configured to support Cisco WebEx online meeting capability including integrated phone conferencing, mobile access, voice conferencing, desktop sharing, and online recording. See Chapter 7, “Using Cisco WebEx Conferencing.”

Related Documentation

Related Topic	Document Title
How to navigate to Cisco TelePresence System (CTS) hardware and software documentation, including information about CTS devices.	<ul style="list-style-type: none">• Cisco.com Products > TelePresence > Cisco TelePresence System > TelePresence System
Cisco TelePresence Immersive Endpoint documentation.	<ul style="list-style-type: none">• Cisco TelePresence Administration Software home page on Cisco.com
Complete guide to the CTS software and hardware documentation.	<ul style="list-style-type: none">• Cisco TelePresence System Documentation Roadmap
Cisco Unified CM documentation types and locations.	<ul style="list-style-type: none">• Cisco Unified Communications Manager (CallManager) Documentation Roadmaps
How to install the Cisco Unified MeetingPlace for Microsoft Outlook plug-in on your computer.	<ul style="list-style-type: none">• User Guide for Cisco Unified MeetingPlace for Outlook
Cisco Unified IP Phones 7900 Series documentation.	<ul style="list-style-type: none">• Cisco Unified IP Phones 7900 Series Maintain and Operate Guides
Cisco Unified IP Phone firmware download instructions.	<ul style="list-style-type: none">• Installation Notes section of the Cisco Unified IP Phone Release Notes for Firmware Release 8.5(3) (SCCP and SIP)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.



Getting to Know the Cisco TelePresence System

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Contents

Use the information in the following sections to help you become familiar with the Cisco TelePresence System (CTS):

- [Cisco Unified IP 7900 Series Phone for Cisco TelePresence, page 1-1](#)
- [Cisco TelePresence Touch 12 for Cisco TelePresence, page 1-2](#)
- [Cisco TelePresence Meeting Room Experience, page 1-3](#)
- [Ceiling and Desktop Cameras for Cisco TelePresence, page 1-3](#)
- [Cisco TelePresence Expected System Behavior, page 1-5](#)
- [Feature Availability, page 1-5](#)
- [Where to Go Next, page 1-6](#)

Cisco Unified IP 7900 Series Phone for Cisco TelePresence

The CTS Cisco Unified IP phone is integrated with the Cisco TelePresence system and is used to operate the CTS. All Cisco TelePresence calls are placed with the handset on-hook and meeting audio is heard through the CTS speakers.

The CTS telephone displays touchscreen buttons and softkeys that are used to manage your Cisco TelePresence calls, as shown in [Figure 1-1](#).

- For details about phone softkeys and buttons, go to [Cisco TelePresence System Phone Softkeys \(Systems that Use an IP Phone for Call Control Only\)](#).
- For information about placing and receiving Cisco TelePresence calls, go to [Cisco TelePresence System Calling Features \(Systems That Use an IP Phone for Call Control Only\)](#).

Figure 1-1 The Cisco Unified IP 7900 Series Telephone Controls



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For more information about using the Cisco Unified IP Phone in non-telepresence environments, see the [Cisco Unified Communications Manager \(CallManager\) End-User Guides](#) home page on Cisco.com.

Cisco TelePresence Touch 12 for Cisco TelePresence

The Cisco TelePresence Touch 12 is a touch-panel LCD device that enables you to conduct telepresence meetings without the Cisco Unified IP phone. The Cisco TelePresence Touch 12 provides a consistent, natural interaction experience with all Cisco TelePresence models and acts as a foundation for meeting control that supports applications, services, and extensive collaboration possibilities. [Figure 1-2](#) shows the Cisco TelePresence Touch 12 with the day's scheduled meetings.

See the [Cisco TelePresence Touch 12 User Guide](#) on Cisco.com for complete operating instructions.

Figure 1-2 Cisco TelePresence Touch Scheduled Meetings



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Cisco TelePresence Meeting Room Experience

Once you arrive in your Cisco TelePresence room, you will see your scheduled meeting listed on the CTS Cisco Unified IP phone or on the Cisco TelePresence Touch 12. Touch the name of your meeting on the IP phone screen or on the Cisco TelePresence Touch 12 panel to start your meeting.

Your remote meeting participants will also touch the same meeting name on the IP phone screen or on the Cisco TelePresence Touch 12 in their Cisco TelePresence rooms to join the meeting. If you have non-Cisco TelePresence participants, refer to the instructions in [Conferencing in an Audio Call](#).

If another meeting is scheduled immediately after your meeting, you will hear an audio alert ten minutes before your meeting end time.

Ceiling and Desktop Cameras for Cisco TelePresence

Cisco TelePresence Ceiling and Desktop cameras are designed for projecting the image of any object on the working surface with perfect illumination and depth of focus. See [Figure 1-3](#)

Figure 1-3 Document Camera

The camera can quickly and easily project images from all types of objects: photos, books, brochures, transparencies, slides, and three-dimensional objects. It supports projection of documents up to 22" x 34" and large objects placed on the Cisco TelePresence projector table. The camera is operated by wireless remote and is integrated with the Cisco TelePresence projector [Auto Collaborate](#) capability.

Cisco TelePresence supports presentation sharing for point-to-point and multi-point meetings. [Auto Collaborate](#) is a unique feature that allows users in all rooms to instantly see data or video and hear audio output from the following sources:

- A laptop (for example, a presentation or movie). See [Connecting a Laptop](#).
- A Cisco TelePresence room in-ceiling high definition document camera.

[Table 1-1](#) describes the display differences of shared data or video content between rooms.

Table 1-1 Display Differences Between CTS Rooms

CTS Model	Displays Shared Data
<ul style="list-style-type: none"> • CTS 500 Series • CTS 1000 • CTS 1100 • CTS 1300 Series 	Outputs data or graphic content to the Presentation-in-Picture (PiP) window on the display or to an auxiliary display monitor. See Positioning Presentation-in-Picture .
<ul style="list-style-type: none"> • CTS 3000 • CTS 3010 • CTS 3200 • CTS 3210 	Projects to the white façade below the Cisco TelePresence main display screen: 5 fps presentation for most rooms, 30 fps presentation support for rooms with an additional codec.

See the [WolfVision](#) home page for document camera support documentation.

Cisco TelePresence Expected System Behavior

- [Automatic Device Shutdown, page 1-5](#)
- [Automatic CTS Shroud Light Shutoff, page 1-5](#)

Automatic Device Shutdown

After a laptop is unplugged or a document camera is turned off, the projector will begin a 5-minute countdown. You should be able to see the countdown from what the projector displays. This is considered the projector standby mode and then it will go into cool down mode for 1 minute before turning off.

Automatic CTS Shroud Light Shutoff

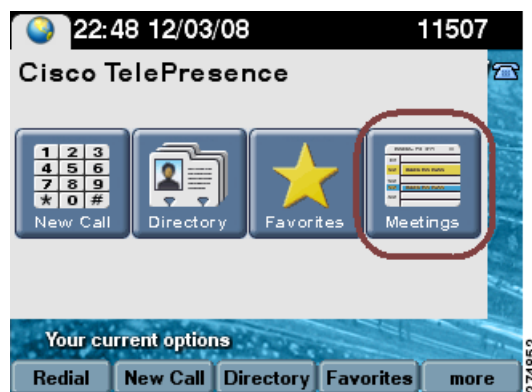
The CTS shroud light automatically shuts off when there is no longer a video signal to the CTS. The trigger to turn off the lights varies depending on the system type and how it was set up by the administrator. Generally, [personal system](#) lights turn off in 15 seconds, and larger meeting room systems turn off in 5 minutes.

If there is a presentation plugged in or if a [DMP](#) is connected, all CTS model lights turn off in 15 seconds.

Feature Availability

Some Cisco TelePresence features require Cisco TelePresence Manager. You can tell if you have [CTS-Manager](#) installed when the initial home screen appears on your Cisco Unified IP phone: The **Meetings** touchscreen icon (as shown in [Figure 1-4](#)) indicates that you have Cisco TelePresence Manager installed.

Figure 1-4 Meetings Icon on the Cisco Unified IP Phone Home Screen



Cisco TelePresence Manager works with Cisco Unified Communications Manager (Cisco Unified CM) to configure Cisco TelePresence meeting rooms and manage meeting calls. If Cisco Unified CM is not installed, calls may only be placed to the phone numbers included in the [Favorites: Speed Dialing](#) list.

The additional features described in this guide, such as conferencing audio-only calls and auto-collaboration, are not available if Cisco Unified CM is not installed. Contact your Cisco TelePresence System Administrator for more information.

Where to Go Next

See the following chapters for more information about using the CTS Cisco Unified IP Phone and Cisco TelePresence meeting features:

- [Chapter 2, “Cisco TelePresence System Phone Softkeys \(Systems that Use an IP Phone for Call Control Only\)”](#)
- [Chapter 3, “Cisco TelePresence System Calling Features \(Systems That Use an IP Phone for Call Control Only\)”](#)
- [Chapter 4, “Cisco TelePresence System Meeting Controls \(Systems That Use an IP Phone for Call Control Only\)”](#)



Cisco TelePresence System Phone Softkeys (Systems that Use an IP Phone for Call Control Only)

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Table 2-1 contains a summary of Cisco Unified IP phone softkey functions that are used to manage Cisco TelePresence System calls and meetings.

Table 2-1 Cisco TelePresence Phone Softkeys

Softkey	Function
<<	Backspace to delete entered characters.
Answer	Manually answers an incoming phone call. Tip Remember that all Cisco TelePresence calls are placed with the handset on-hook. Meeting audio is heard through the CTS speakers, not through the phone. See Answering a Call .
Cancel	Cancels a requested action, usually returning you to the previous screen.
ConfRn	Conferences in a secure audio call. See Adding an Audio-Only Call .
ConfList Remove	Displays the list of phone numbers included in the conference call. Remove—Removes the selected member of a conference call. See Conference Call Member List .
Dial	Dials the phone number entered.
Directory Search Submit	Displays the complete list of phone numbers. This can be all the phone numbers, including Cisco TelePresence endpoints contained in your Active Directory. The list of Directory phone numbers is determined by your Cisco TelePresence System Administrator. Search—Displays the input screen to search the Directory. Submit—Begins the search. See Using the Directory .

Table 2-1 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Dismiss/Share	Hides or displays anything appearing on your data display prior to joining a Cisco TelePresence meeting. See Using Presentation Privacy .
DocCam	Displays the document camera controls:
Off/On	Off/On—Turns the document camera on and off.
Auto-Focus	Auto-Focus—Activates one-push auto-focus.
Light Switch	Light Switch—Turns the document camera light on or off.
Zoom In	Zoom In—Zooms in until you release your finger or until maximum zoom level is reached.
Zoom Out	Zoom Out—Zooms in until you release your finger or until minimum zoom level is reached. See Controlling the Document Camera .
EndCall	Ends the highlighted call.
Exit	Exits the current selection. Usually takes you to the previous screen.
Extend	Request to extend a Cisco TelePresence meeting past the scheduled end time. See Extending Your Meeting .
Favorites	Displays a list of speed dial numbers. This list is configurable for each endpoint and is created by your Cisco TelePresence System Administrator. See Favorites: Speed Dialing .
Headset	CTS 500 or CTS 1000 only. Sends a call's audio to your headset, rather than to the speakers. See Using the Headset .
Hold	Hold—Places a call on hold. The Cisco TelePresence screen goes dark and the Hold icon appears. Cisco Hold music plays.
Resume	Resume—Takes a call off hold. The Cisco TelePresence screen returns to the meeting view. See Placing a Call on Hold .
iDivert	Sends an incoming call to voice mail. See Answering a Call .
Info	Displays system-related information. See Checking Call Status .
Join	Joins specified calls. See Joining Calls Together .
Live Desk	Dials the Live Desk phone number. See Contacting the Live Desk .
Manual	Manually dials a phone number.

Table 2-1 Cisco TelePresence Phone Softkeys (continued)



Softkey	Function
Media Ctrl	Displays the audio and video on/off controls. This softkey appears only if you have a Cisco Digital Media Player (DMP) installed. See Using the Digital Media Player .
Meeting Access Allow Block	Sets which rooms are allowed to join multipoint meetings using the Cisco TelePresence Multipoint Switch (CTMS). Allow—Green check-mark:  Block—Red X:  See Meeting Access - Mtng Ctrl Softkey .
Meetings NextDay PrevDay StartMtg	Displays the meeting list if Cisco TelePresence Manager is installed. NextDay/PrevDay—Scrolls through scheduled meetings. StartMtg—Starts the meeting highlighted on the phone screen. See Placing a Call Using the Meetings Button or Softkey .
more	Displays additional softkeys.
Mtng Ctrl View Control Participant List Meeting Access	Displays a list of multipoint meeting options using the Cisco TelePresence Multipoint Switch. View Control—Select the way you see speaking participants: <ul style="list-style-type: none"> • Speaker—When a participant is speaking, that participant is displayed. Only the screen on which that speaker is displayed changes. • Room—When a participant is speaking, all participants from the active speaker's site is displayed. Participant List—Read-only. Provides users with a list of participants in a meeting. For scheduled meetings, the list also includes invited but yet to attend participants. Meeting Access—Choose to allow more rooms to join the meeting. See Using Meeting Controls (CTS-Manager Only) .
Mute/ Unmute	Mutes or restores user audio. See Muting a Call .
New Call	Starts a new Cisco TelePresence call or meeting by dialing a phone number. See Initiating a Call .
No One / Just Me / Everyone	Presentation privacy alert options during Video Input. See Presentation Privacy Options and Video Input Options .

Table 2-1 *Cisco TelePresence Phone Softkeys (continued)*

Softkey	Function
Periph Update	Displays peripheral status information. Update—Updates the peripheral status information. See Peripheral Status .
PiP Ctrl / Swap	Sets the screen location of your Presentation-in-Picture (PiP) window. Swap—Choose to display the Presentation-in-Picture (PiP) larger than the video image of meeting attendees and easily toggle back to a larger video image with a smaller presentation. See Positioning Presentation-in-Picture .
Problem/ Report	Generates a problem report before, during, or at the end of the call. See Reporting a Problem During a CTS Meeting .
Redial	Dials the number that was last dialed. See Last Number Redial .

Table 2-1 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Record	Allows you to sign in on the Cisco TelePresence Recording Server (CTRS) to view, record, or delete videos.
Sign In	Sign In—Enter your username and PIN number.
Settings	Settings—Takes you to the Recording Settings screen.
Select	Select—Checks or un-checks the highlighted row of options.
Save	Save—Saves the specified recording settings.
Share	Share—Takes you to the Share Video screen.
Set Title	Set Title—Sets the video title.
Stop	Stop—Stops the in-progress recording. Stops the video in progress.
Sign Out	Sign Out—Signs you out of the Recording Screen.
<<	<<—Backspace command.
Exit	Exit—Exits the screen.
Cancel	Cancel—Cancels the current sign-in request. Exits the Recording Settings Screen.
Share	Share—Enter the e-mail address of a user with whom you want to share the recording that you just created.
Set Title	Set Title—Enter a title for the recording that you just created.
Save To	Save To—Saves to the Show and Share feature.
Review	Review—Play a recording immediately after you create it.
Skip	Skip—Skips to the next entry.
	Buttons
	Record Button—Touch to begin recording.
	Review—Plays back the recently recorded video.
	Delete—Deletes the recently recorded video.
	Skip (Rewind)—Skips (rewinds) the video in progress.
	Pause—Pauses the video in progress.
	Stop—Stops the video in progress.
	Skip (Fast Forward)—Skips (fast forwards) the video in progress.
	See Creating and Viewing Recordings with the Cisco TelePresence Recording Server .
Self View	Allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins; a mirror image of you and the room that you are in. See Using Self View Before Starting a Meeting .

Table 2-1 Cisco TelePresence Phone Softkeys (continued)

Softkey	Function
Share Unshare	Touch Share to resume sharing during an active call. The system automatically shares when the VGA cable is plugged in during an active call. Touch Unshare in the Video Input screen to stop sharing. See Controlling Presentations .
StartMtg	Start a scheduled meeting. See Placing a Call Using the Meetings Button or Softkey .
Status Problem	Displays the status of the meeting connection. Problem—Generates a Status report. See Reporting a Problem During a CTS Meeting .
Submit	Performs a search of the directory entries returning the possible matches. See Using the Directory .
Videos Select Privacy Play Share Cancel	Shares videos with specified individuals or groups. Select—Selects your options. Privacy—Select your privacy settings. Play—Plays back a video on the CTS main display. Share—Enter the e-mail address of a user with whom you want to share the recording that you just created. Cancel—Cancels the current video. See Creating and Viewing Recordings with the Cisco TelePresence Recording Server .
Video Input	Selects presentation video source input options. VGA—Last participant to plug in shares. DVI—Plugs into desktop, PC, or laptop docking station. HDMI—Document camera input. See Video Input Options .
View / Hide / Edit	Hide—Hides your presentation. You are returned to the main idle screen. Exit—Exits the Video Input screen without making any changes. View—View your presentation locally. See Video Input Options .
View Ctrl	Changes the conference view in a multipoint meeting from room to speaker. See View Control .



Cisco TelePresence System Calling Features (Systems That Use an IP Phone for Call Control Only)

Revised: March 2012, OL-13674-07

Contents

- [Using Self View Before Starting a Meeting, page 3-1](#)
- [Initiating a Call, page 3-3](#)
- [Answering a Call, page 3-9](#)
- [Joining Calls Together, page 3-10](#)
- [Conferencing in an Audio Call, page 3-10](#)
- [Checking Call Status, page 3-12](#)
- [Placing a Call on Hold, page 3-13](#)
- [Muting a Call, page 3-14](#)
- [Using the Headset, page 3-15](#)
- [Extending Your Meeting, page 3-16](#)
- [Where to Go Next, page 3-19](#)

Using Self View Before Starting a Meeting

The Self View feature allows you to view how you will be seen by others in a Cisco TelePresence meeting before the meeting begins. By touching the Self View softkey on your CTS Cisco Unified IP phone while the CTS is idle (not in a call), you can see a mirror image of yourself and your room for a specified amount of time (5 to 180 seconds), as configured in the Maximum Self View Time (in seconds) field in the Product Specific Configuration Layout fields in the Cisco Unified CM Administration interface.

Using the Self View Softkey

- CTS main display lights turn on (or remain on) when accessing Self View. When you exit Self View, the lights exhibit the same behavior as if a call has just ended. When answering an incoming call while still in Self View mode, the lights remain on throughout the call.
- Dismissing a call while in Self View mode does not disrupt the Self View video. The active presentation stops the incoming call ring if the “Voicemail” has been setup in Cisco Unified CM. Call dismissal returns you to the Self View Control screen.
- Answering a call while in Self View mode smoothly transitions to the incoming video. If there is an active presentation, options on the phone will allow you to share (or not share) the presentation as the new call begins.

Figure 3-1 shows the Self View softkey among other softkey options.

Figure 3-1 Self View Softkey



Touching the **Self View** softkey takes you to the Self View Control screen. Any active presentation is visible during self view (as PiP or on the LCD) and is also present when exiting self view.

Figure 3-2 shows the Self View Control screen for the CTS 500, CTS 1000, CTS 1100, and CTS 3000 and CTS 3200 Series, which are single-camera systems.

Figure 3-2 Self View Camera Control

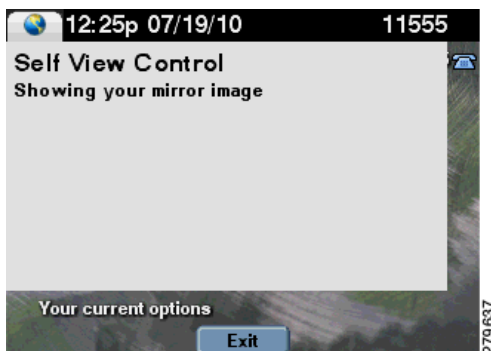


Figure 3-3 shows the Self View Control screen for the CTS 1300, which has three cameras. You can choose how your meeting room looks from the left, center, or right camera by touching the camera icons on the screen.

**Tip**

Simultaneous self view display is visible only if the loopback request is from the center camera. If you select the left or right camera view, the self-view presentation is not visible.

Figure 3-3 Self View Camera Control



Initiating a Call

There are several ways to place a Cisco TelePresence call from the CTS phone:

- [Placing a Call Using the New Call and Dial Softkeys, page 3-3](#)
- [Favorites: Speed Dialing, page 3-4](#)
- [Using the Directory, page 3-5](#)
- [Placing a Call Using the Meetings Button or Softkey, page 3-7](#)
- [Using the Directory, page 3-5](#)

Placing a Call Using the New Call and Dial Softkeys

To dial a new call:

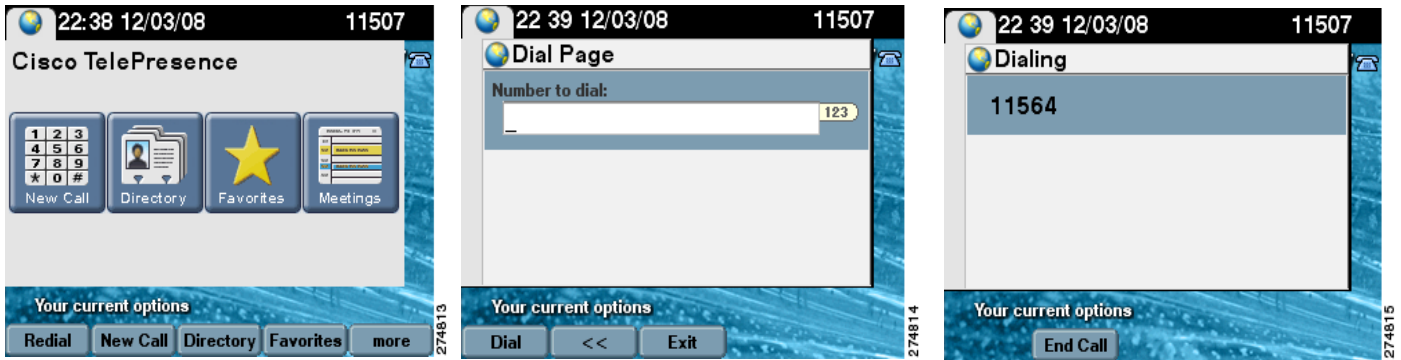
- Step 1** Touch the **New Call** softkey or use the dial keypad to start a new call. The New Call screen is displayed as shown in [Figure 3-4](#).
- Step 2** Enter a dialstring. Dialstring input can be up to 32 digits; this is the maximum length dialstring that the phone user interface will accept.

**Tip**

Touch the << softkey to backspace over any digits you entered.

- Step 3** Touch the **Dial** softkey to dial the phone number. The phone number being dialed is displayed while the call is being connected.
- Step 4** Touch the **End Call** softkey to end the Cisco TelePresence call.

Figure 3-4 Dialing a New Call



Favorites: Speed Dialing

Access the speed dial feature by touching the **Favorites** softkey or by touching the **Favorites** icon from the CTS phone Idle screen to dial from a directory of preset phone numbers. The Favorites Screen allows you to fast-dial Cisco TelePresence System (CTS) endpoints that have been registered as a Favorite by the system administrator in Cisco Unified Communications Manager (Cisco Unified CM).



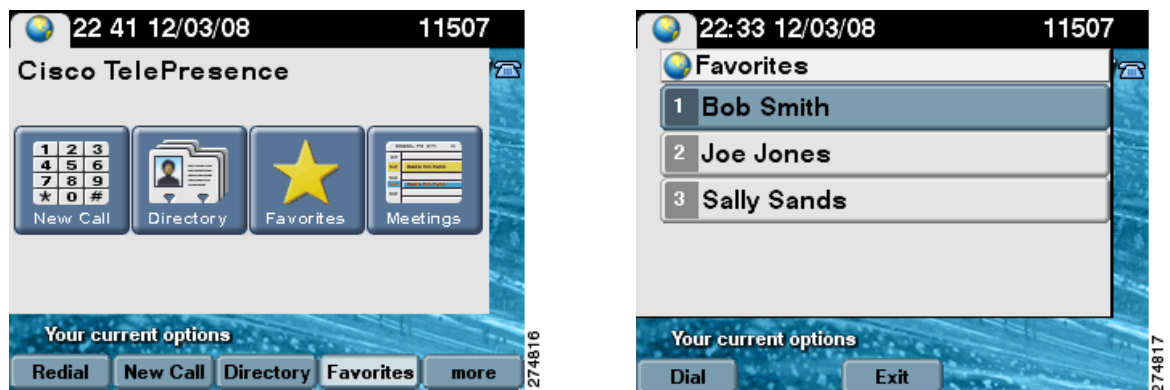
Tip

To set up Favorites on your phone, see [Chapter 8, “Tips for Troubleshooting Your Cisco TelePresence Meeting \(Systems That Use an IP Phone for Call Control Only\).”](#)

To initiate a meeting from Favorites:

- Step 1** Touch the **Favorites** softkey or touch the **Favorites** icon from the CTS phone Idle screen, as shown in [Figure 3-5](#).
- Step 2** Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the Cisco TelePresence room or person you wish to call is highlighted.
- Step 3** Touch the **Dial** softkey.

Figure 3-5 Favorites: Speed Dialing



Using the Directory

- [Placing a Call Using the Directory, page 3-5](#)
- [Using the Directory Search Feature, page 3-6](#)

Placing a Call Using the Directory



Tip

For information about configuring Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, contact your Cisco Administrator. See also [How to Configure Favorites and Directory](#).

To initiate a meeting by placing a call using the Directory:

-
- Step 1** Touch the **Directory** softkey or touch the **Directory** icon from the Idle screen to display a searchable directory of all available CTS phone numbers.
- Step 2** Use the **Up** and **Down** arrow keys on the phone to scroll through the directory until the **endpoint** or person you wish to dial is highlighted, as shown in [Figure 3-6](#).
- Each screen displays 31 phone numbers.
 - To see the next set of phone numbers, touch the **Next** softkey.
- Step 3** After you highlight the desired number, touch the **Dial** softkey to initiate the call.
-

Figure 3-6 Directory Button

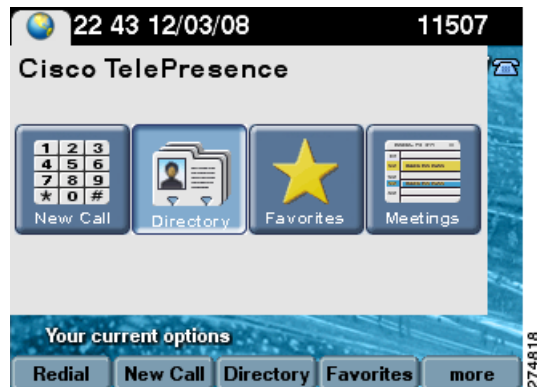


Figure 3-7 Directory List



Using the Directory Search Feature

To search for a particular telephone number from the displayed Directory list:

-
- Step 1** Touch **Search** from the Directory screen. The system displays Name and Number fields.
 - Step 2** Use the telephone keypad to type in letters or numbers. For example, when you press the number “4,” the letters associated with the number 4 on the phone keypad are displayed, as shown in [Figure 3-8](#).
 - Step 3** Touch the number key until the character you want is highlighted.
 - Step 4** Pause to select that character.



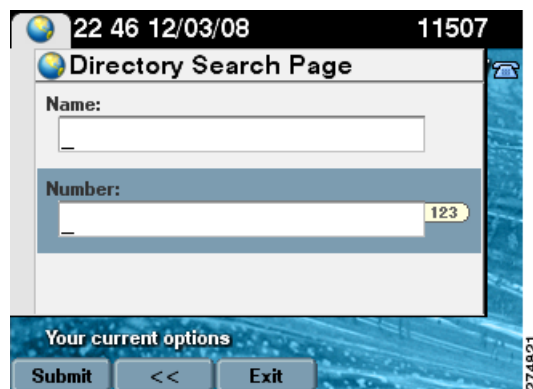
Tip

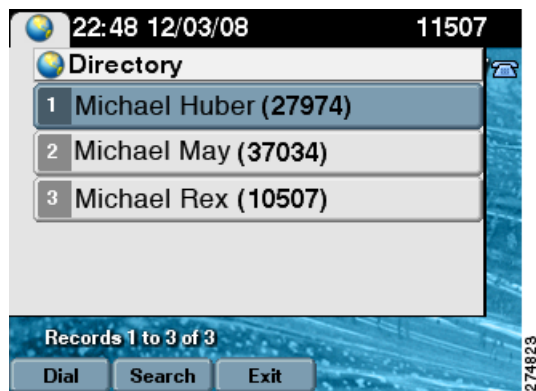
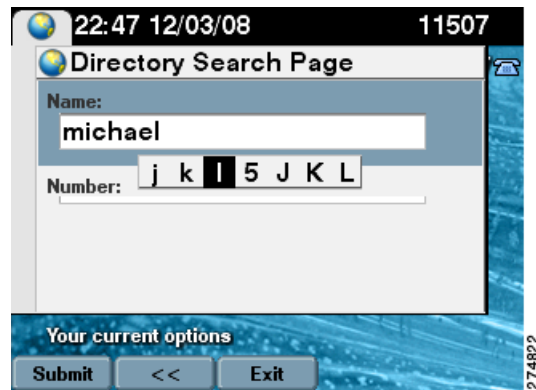
If you need to erase a character you have selected, use the << softkey. Use the **Up** and **Down** keys to move between Name and Number fields.

You can also search on the first letters of the first name, last name, or directory name.

- Step 5** Touch the **Submit** softkey to run a search using the information you have entered.

Figure 3-8 Directory Search Feature





Placing a Call Using the Meetings Button or Softkey

If Cisco TelePresence Manager is installed on your corporate network, you can schedule meetings using Microsoft Outlook or Lotus Notes. You can then start scheduled meetings using Cisco's [One-Button-to-Push](#) technology. Cisco TelePresence Manager launches the meeting components and determines the best settings for the call.

To place a call:

-
- Step 1** Touch the **Meetings** button to go to a list of scheduled meetings, as shown in [Figure 3-9](#).
Or
 - Step 2** Touch **more** to navigate to the **Meetings** softkey and touch to open the list of meetings.
 - Step 3** When you have located your meeting from the meetings list, touch the entry to initiate the meeting, as shown in [Figure 3-10](#).



Tip You can also touch the **StartMtg** softkey to initiate your meeting.

Figure 3-9 Navigate to the Meetings List

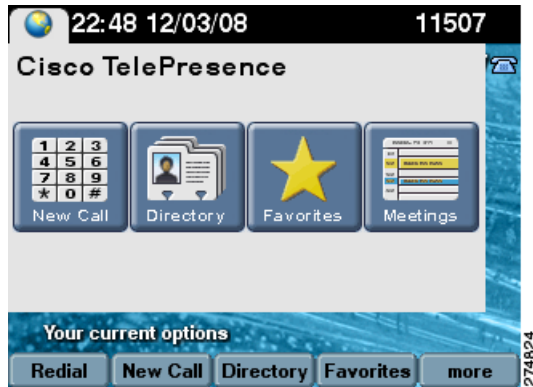
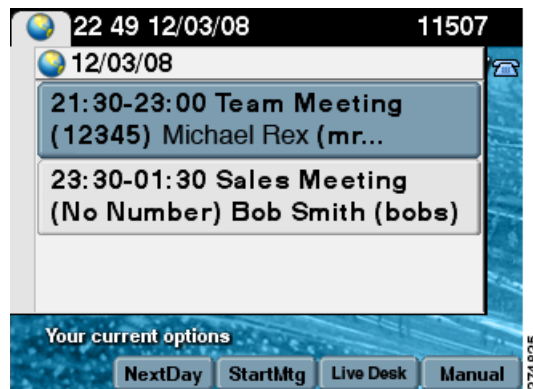


Figure 3-10 Using One-Button-to-Push



The Cisco TelePresence Manager Administrator sets the number of days that meetings are stored and displayed on the phone. The phone is refreshed with new meetings at the following times:

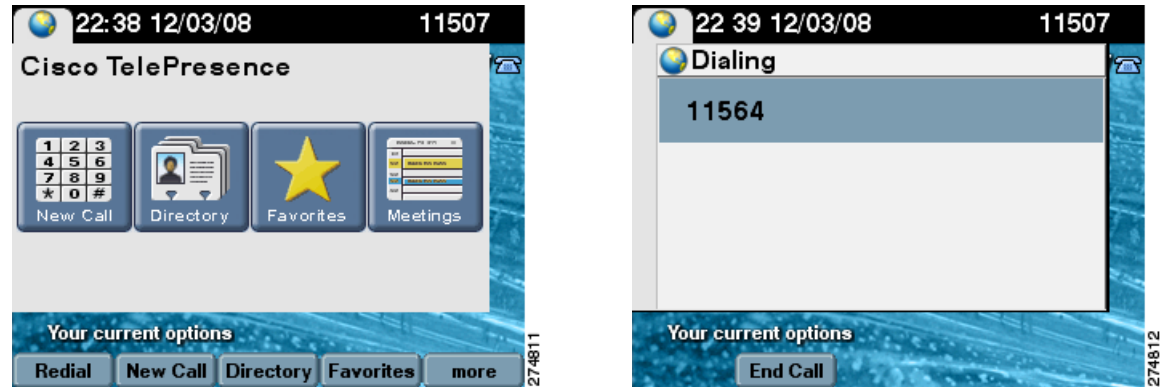
- Each time the Cisco TelePresence System receives a meeting notice from Cisco TelePresence Manager.
- At the end of the each meeting.
- Each night at midnight.

To prevent interruption, Cisco TelePresence Manager waits until there are no active calls or meetings before updating the schedule.

Last Number Redial

Redial the last number called by touching the **Redial** softkey, as shown in [Figure 3-11](#).

Figure 3-11 Redialing the Last Number Called



Answering a Call



Tip

Your Cisco TelePresence [endpoint](#) may be configured to auto-answer the call. The auto-answer feature is configured by your Cisco TelePresence System Administrator.

If auto-answer has not been set, the Cisco TelePresence phone on the receiving end displays the phone number of the incoming call, as shown in [Figure 3-12](#).

To answer a call:

Step 1 Touch the highlighted meeting or touch the **Answer** softkey.

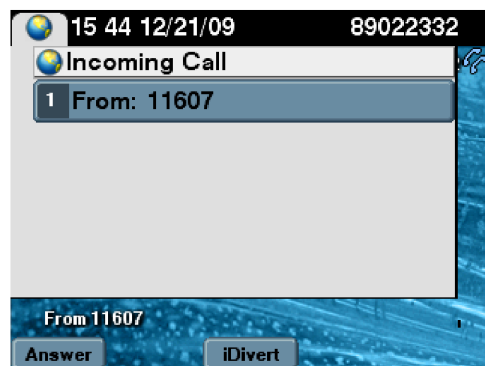


Tip

Remember that all Cisco TelePresence calls are placed and answered with the handset on-hook. Meeting audio is heard through the CTS speakers, not through the phone.

Step 2 To decline the call and send it to voice mail, touch the **iDivert** softkey. If **iDivert** has been configured by your Cisco TelePresence System Administrator the call will be diverted to a second phone number.

Figure 3-12 Answering a Call



Joining Calls Together

The Join softkey allows you to joins specified calls (11607 and 11597 in [Figure 3-13](#), for example).

Figure 3-13 Joining Cisco TelePresence Calls



Table 3-1 Joining a Call Softkeys

Navigation Type	Description
Button	Touch a meeting participant row to select the corresponding call.
Softkey	
Resume	Resumes the active call. The phone screen returns to the meeting view.
New Call	Opens the New Call screen to dial a new number to add to the active call.
Join	Joins specified calls.

Conferencing in an Audio Call

During a meeting, you can add (conference in) one audio-only call. Each Cisco TelePresence [endpoint](#) taking part in a meeting may conference in one audio-only call.



Tip

Adding (conferencing in) an audio-only phone number is different than placing an audio-only call. When you conference in an audio phone number to an ongoing Cisco TelePresence meeting, the security level of the Cisco TelePresence meeting will change to match the highest security level available for the audio phone number being added. The maximum security setting available for a conferenced audio call is “authentication.” If your Cisco TelePresence meeting was configured for full encryption, the security level for the meeting changes to authentication level. See [Chapter 9, “Managing Cisco TelePresence Call Security \(Systems that Use an IP Phone for Call Control Only\)”](#) for more information.

- [Adding an Audio-Only Call, page 3-11](#)

- [Conference Call Member List](#), page 3-12

Adding an Audio-Only Call

To add an audio-only call:

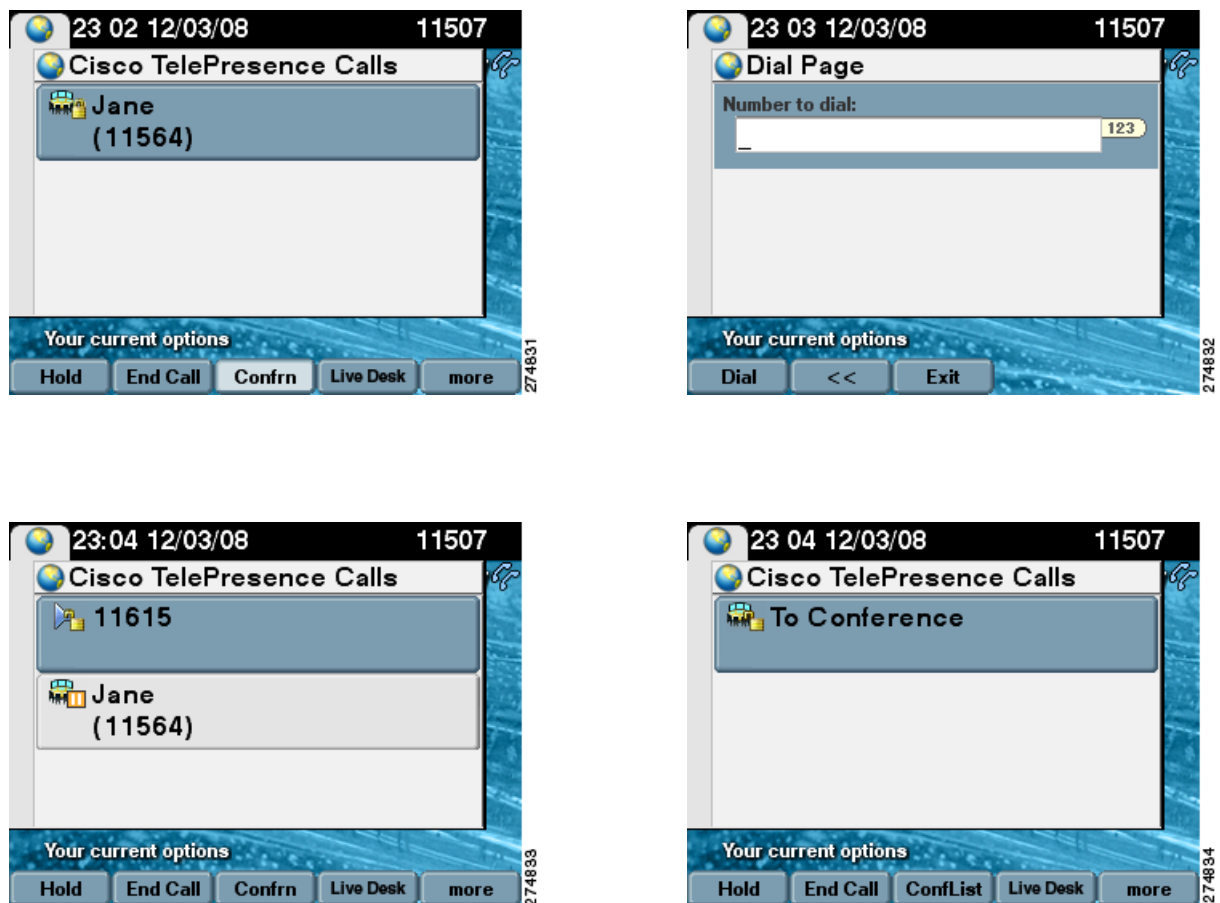
- Step 1** Touch the **Confrn** softkey to add an audio phone number to your Cisco TelePresence meeting as shown in [Figure 3-14](#).
- Step 2** Using the phone keypad, enter the phone number in the field provided, then touch the **Dial** softkey to dial the phone number.



Tip Your existing Cisco TelePresence call is placed on hold.

- Step 3** Touch the **Confrn** softkey to add the audio call to your conference.

Figure 3-14 Conferencing an Audio Call

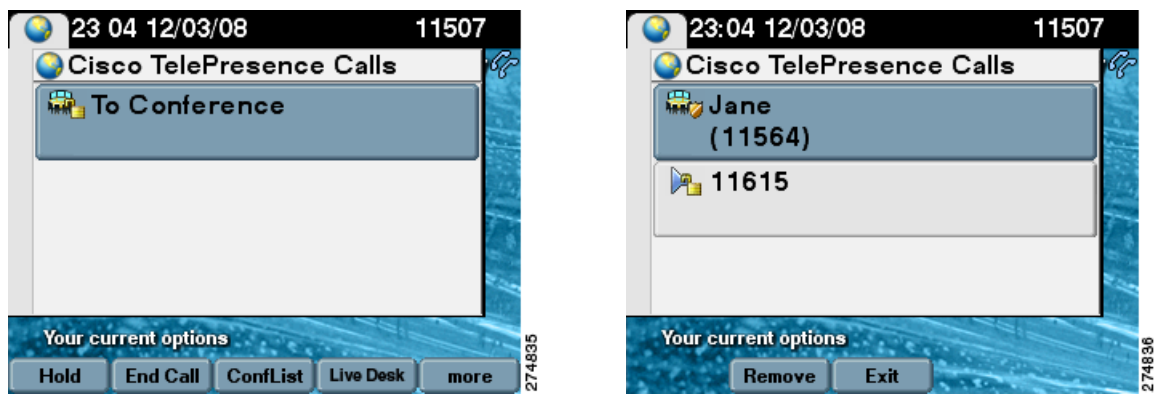


Conference Call Member List

To display and manage individual phone numbers that have been added to the conference:

-
- Step 1** Touch the **ConfList** softkey to display the individual phone numbers added to the conference. See [Figure 3-15](#).
 - Step 2** If desired, highlight a phone number and touch the **Remove** softkey to end the call to that phone number.
 - Step 3** Touch the **Exit** softkey to exit the conference list screen.
-

Figure 3-15 Conference Call Member List



Checking Call Status

Check on call status during an active call by touching the **more** softkey to navigate to the **Info** softkey ([Figure 3-16](#)).

Figure 3-16 Calls Status Screen



Placing a Call on Hold

You can place any of the following types of calls on hold:

- Cisco TelePresence call
- An audio call
- A conference call

-
- Step 1** Highlight the call and touch the **Hold** softkey as shown in [Figure 3-17](#).
- If the call is a Cisco TelePresence conference call, this action suspends operation of the phone, cameras, and microphones on your end of the connection. Icons on the room's main display screen remind you that the call is active but on hold.
 - If the call is an audio-only call, the Cisco TelePresence room microphones are muted.
- Step 2** Touch the **Resume** softkey to resume the call. If more than one call is on hold, use the **Up** and **Down** arrow keys on the phone to select which call to resume.
- Step 3** Touch the **Status** softkey to display network information about the call as shown in [Figure 3-16](#).
- See [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages”](#) for information about hold function display screen icons.

Figure 3-17 Placing a Cisco TelePresence Call on Hold



When a call is on hold, the following icon is displayed on the main display screen:

Figure 3-18 Call on Hold Main Display Icon

For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Muting a Call

- [Muting the Entire Cisco TelePresence Room, page 3-14](#)
- [Muting Individual Microphones, page 3-14](#)
- [Muting a Call From the Phone on the CTS 500 Only, page 3-15](#)

Muting the Entire Cisco TelePresence Room

To mute the microphones during a conference call:

-
- Step 1** Press the **Mute** button on the table microphone nearest to you.
- Step 2** Press the **Mute** button again to restore audio input.

See [CTS Main Display Screen Icons and Animations](#) for information about mute function display screen icons.

Muting Individual Microphones

If your room is configured for single microphone muting:

-
- Step 1** Press and hold the **Mute** button any table microphone for three seconds until the green LED light turns off. That microphone is now muted, but no muted Microphone icon displays on the main screen.
- Step 2** To unmute the locally muted microphone, press the **Mute** button once. The green LED light turns on and the microphone is active again (or muted if the room is already muted).



Tip

Global room muting is still available by pressing the **Mute** button on any table microphone once without holding. See [Muting the Entire Cisco TelePresence Room](#).

Muting a Call From the Phone on the CTS 500 Only

The CTS 500 does not have a standard table microphone. To mute a call on a CTS 500 system:

- Step 1** Touch the **Mute** softkey on the phone, as shown in [Figure 3-19](#).
- Step 2** Touch the **Unmute** softkey on the phone to restore audio input.

Figure 3-19 Muting Calls on the CTS 500



When a call is muted, the following icon is displayed on the main display screen:

Figure 3-20 Muted Call Main Display Icon



For more on-screen icons, see [Chapter 10](#), “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”

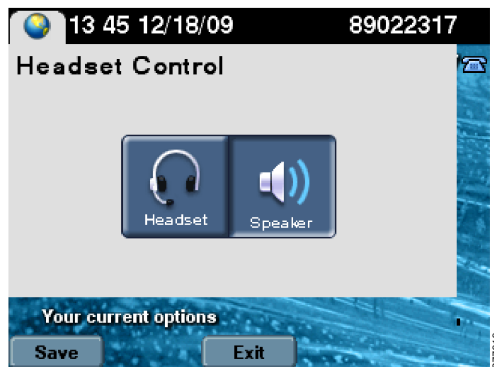
Using the Headset

The Headset Control screen allows you to switch between a headset device and the integrated Cisco TelePresence System (CTS) Cisco Unified IP Phone speaker. Touch the **more** softkey to navigate to the **Headset** softkey to access the Headset Control screen, as shown in [Figure 3-21](#) and [Figure 3-22](#).

Figure 3-21 Headset Softkey



Figure 3-22 Headset Control Screen



When the headset is in use, the following icon is displayed on the main display screen:

Figure 3-23 Headset in Use Main Display Icon



For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Using the CTS 500-32 Headset

The CTS 500-32 supports any compatible third party headset. Touch the **Headset** softkey to begin. System speakers and the microphone are disabled while the headset is plugged in.

Extending Your Meeting

This feature provides an option to extend Cisco TelePresence meetings past their scheduled end time:

- [Meeting Extension Softkey Functions, page 3-17](#)

- [Alternate Meeting Extension Tips, page 3-19](#)

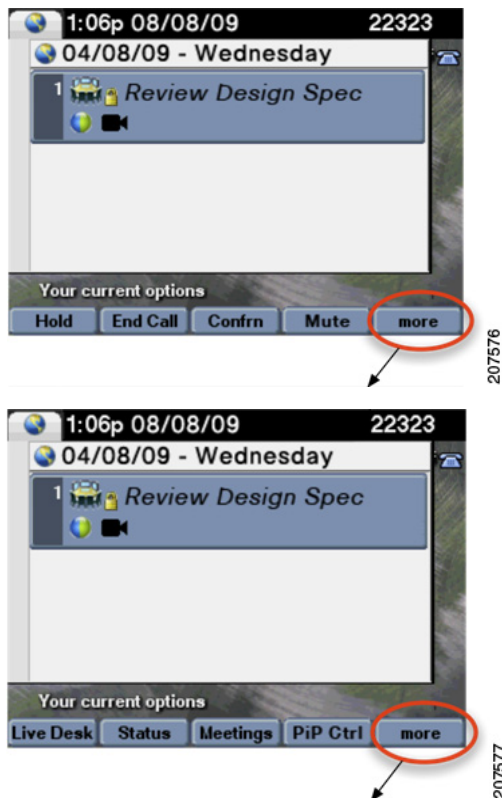
Meeting Extension Softkey Functions

Table 3-2 shows softkey functions on the CTS Cisco Unified IP phone.

Table 3-2 Meeting Extension Softkeys

Navigation Type	Description
Softkey	
Extend	Request to extend a meeting on a b for navigation tips. See also Altern
Confirm	Touch to confirm that the system h requested. When your meeting is e appears on the meeting label for al removed from the menu choices. S
Cancel	Cancels the meeting extension req
more	Displays the next set of softkeys.

Figure 3-24 Meeting Extension Navigation



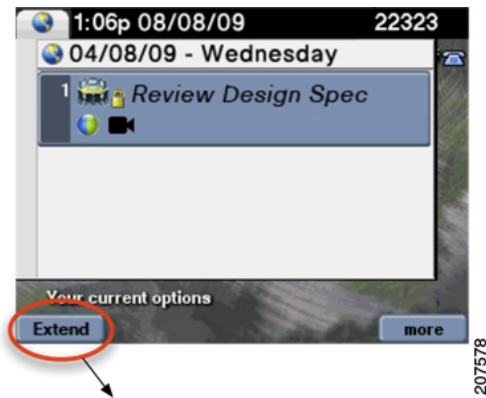
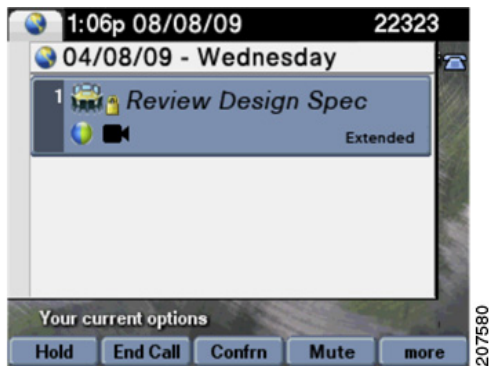
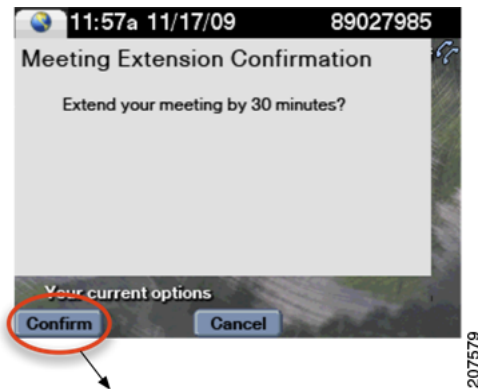


Figure 3-25 *Confirming Your Meeting Extension*



When your meeting has been successfully extended, one of the following icons will appear on the main display screen:

Figure 3-26 *Meeting Extended Main Display Icons*



For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Alternate Meeting Extension Tips

An alternate method you can use to extend your meeting from the phone is to touch **more > MtgCtrl** then scroll down to the **Extend Meeting** option and touch **Select**.

Where to Go Next

For more information about using the Cisco Unified IP Phone, see the following documentation on Cisco.com:

- [Cisco Unified Communications Manager \(CallManager\) End-User Guides](#)



Cisco TelePresence System Meeting Controls (Systems That Use an IP Phone for Call Control Only)

Revised: March 21, 2014, OL-13674-07

Contents

- [Using Meeting Controls \(CTS-Manager Only\)](#), page 4-1
- [Controlling Presentations](#), page 4-5
- [CTS 500-32 Presentation Features](#), page 4-7
- [Positioning Presentation-in-Picture](#), page 4-10
- [Controlling the Document Camera](#), page 4-13
- [Checking Peripheral Status](#), page 4-14
- [Using the Digital Media Player](#), page 4-14

Using Meeting Controls (CTS-Manager Only)



Note

You see these controls only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system.

The Meetings screen shows upcoming meetings that have been scheduled on your Cisco TelePresence System (CTS) [endpoint](#).

Figure 4-1 Meetings Screen



Manage Cisco TelePresence meetings by using the Meeting Controls function. The Meetings screen displays several options:

- [View Control](#), page 4-2
- [Meeting Access - Mtng Ctrl Softkey](#), page 4-3
- [Participant List](#), page 4-3

View Control

During Cisco TelePresence meetings, you can select the way you see speaking participants by choosing one of the following options:

- **Speaker**—When a participant is speaking, that participant is displayed. Only the screen on which that speaker is displayed changes.
- **Room**—When a participant is speaking, all participants from the active speaker's site is displayed.



To change the way you view participants during a Cisco TelePresence conference:

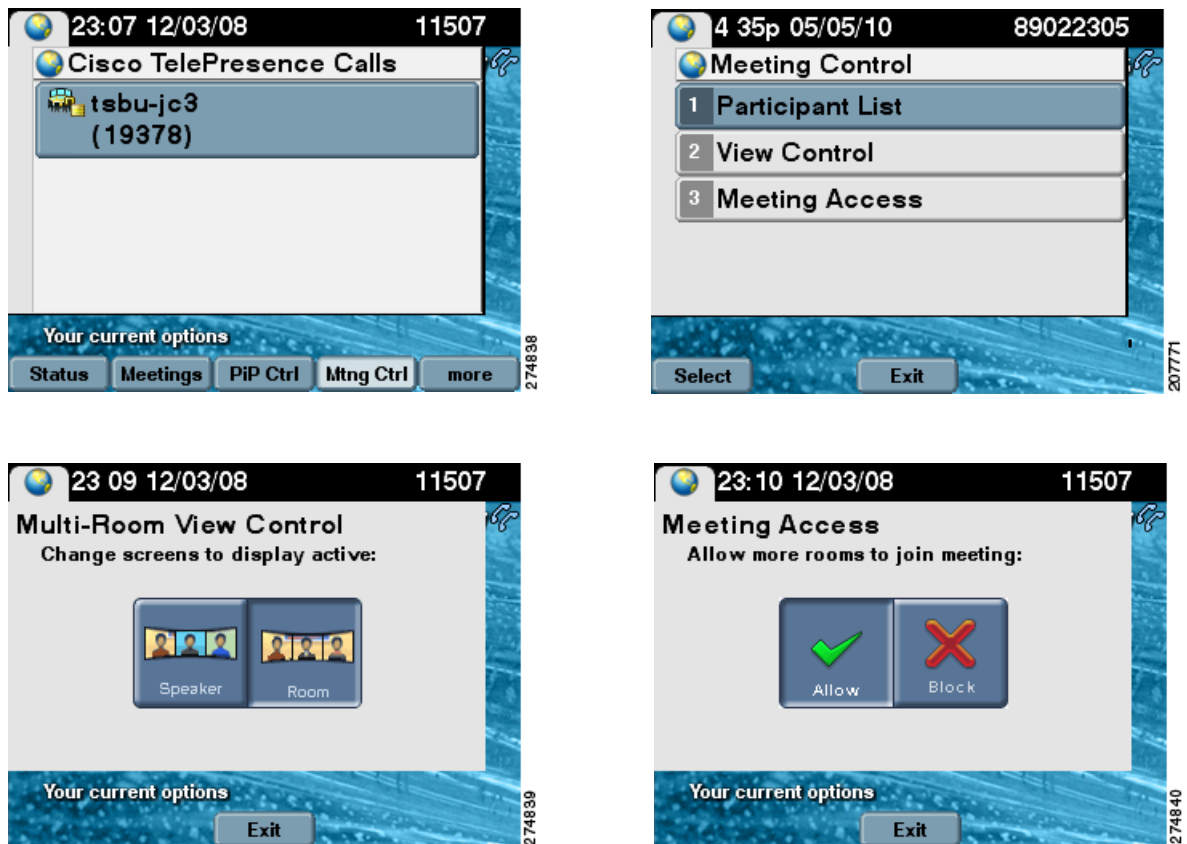
-
- Step 1** Touch the **ViewCtrl** softkey, as shown in [Figure 4-2](#).
 - Step 2** Touch the **Speaker** or the **Room** softkeys to change the view.

Step 3 Touch the **Exit** softkey to exit the Multi-Room View Control screen.

Meeting Access - Mtng Ctrl Softkey

Use the Meeting Access control to control additional Cisco TelePresence [endpoints](#) that join a Cisco TelePresence meeting, as shown in [Figure 4-2](#).

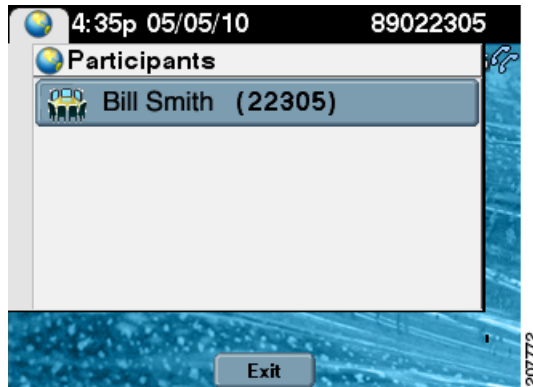
Figure 4-2 View Controls and Meeting Access Controls



Participant List

Participant List (conference roster list and roster list with audio add-in), as shown in [Figure 4-3](#)—Provides users with a list of participants in a meeting. For scheduled meetings, the list also includes invited but yet to attend participants. The participant list is read-only and can be found on the control device of the CTS endpoint only in multipoint calls.

Figure 4-3 Participant List



Participant List Features and Functions

Type of Call	Features and Functions
Scheduled Multi-Point Meeting	<p>The Participant List is read only:</p> <ul style="list-style-type: none"> • Lists all endpoints that have been invited to the multi-point meeting, including rooms that have joined the call and rooms that have not yet joined the call. • View rooms that have been invited to join the multi-point meeting but have not yet joined. • When a CTS endpoint dials an audio add-in call and adds that call in to a multi-point call, the CTS endpoint automatically passes the CLID and name (if known) up to the CTMS so that it can be passed to and displayed on all CTS endpoint in the multi-point call. • When a CTS endpoint drops an audio add-in call while in to a multi-point call, the CTS endpoint automatically alerts the system that the audio call has been dropped so that the CTMS can update the call roster on every CTS endpoint that is included in the call. • The conference list/room roster on the CTS Cisco Unified IP phone is updated automatically when a new endpoint has been added to the multi-point call; you do not have to take any action.
Unscheduled (Static) Multi-Point Meetings	Lists all endpoints that have joined the call.

Meeting Call Volume

To change the meeting call volume:

- Step 1** Press the telephone **Volume** toggle (Softer or Louder) when a call is in progress.

Step 2 Touch the **Save** soft key to save the settings for the current and subsequent calls.

Controlling Presentations

- [Connecting a Laptop, page 4-5](#)
- [Using Presentation Privacy, page 4-5](#)
- [Positioning Presentation-in-Picture, page 4-10](#)
- [Using Swap PiP, page 4-12](#)

Connecting a Laptop



Tip

Make sure that you have set your laptop resolution to 1024 x 768.

To share data or video content onto the white façade below Cisco TelePresence room displays or as [PiP](#):

Step 1

Connect the supplied cable to the VGA port of your laptop (PC) and enable external display by pressing **Fn+F7** ([Mac](#) users do not need to press **Fn+F7**.)



Tip

To eliminate audio static, connect the audio cable to your laptop's headset port.

Step 2

Wait up to 30 seconds for the projector to turn on. The content of the last participant to connect the VGA cable will display on all local and remote rooms.

Step 3

To end your presentation, simply unplug your laptop.



Tip

The projector automatically shuts off when the CTS shroud light turns off at the end of your meeting, even if your laptop is still plugged in. If you need to turn on the projector again, simply unplug the laptop and plug it back in again.

See [Chapter 7, “Using Cisco WebEx Conferencing”](#) for more information about using your laptop to present.

Using Presentation Privacy

Because you can use your CTS as a data display when not in a Cisco TelePresence call, it is possible to have data displayed before the start of a call that you do not want to share.

To prevent your presentation device input from being shared automatically if that input is active prior to the beginning of a Cisco TelePresence call, a Presentation Privacy alert is displayed at the beginning of a call, and you can select whether to share or dismiss the presentation.

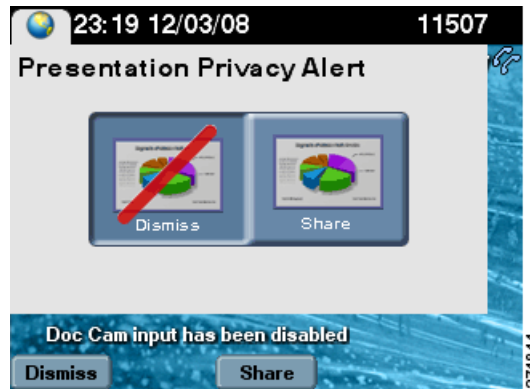
**Tip**

Presentation device input is automatically shared if you plug in a presentation device during an active call.

Step 1 To share the presentation, touch the **Share** softkey, as shown in [Figure 4-4](#).

Step 2 To block the presentation from being shared, touch the **Dismiss** softkey.

Figure 4-4 *Sharing or Blocking Presentations*

**Tip**

If you have multiple Cisco TelePresence calls and you choose to **Share** your presentation with at least one of them, you will be prompted to **Share** or **Block** the presentation each time you switch between calls.

If you choose to **Block** your presentation from all the calls, you must unplug and then plug your **VGA** cable back in to display the Presentation Privacy screen.

When presentation sharing has been turned off, the following icon is displayed on the main display screen:

Figure 4-5 *Presentation Not Shared Main Display Icon*



For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

CTS 500-32 Presentation Features

The CTS 500-32 is the next generation of personal Cisco TelePresence endpoints, which are intended to be used in enterprise personal offices, commercial businesses, and for telecommuters. The CTS 500-32 is controlled by the CTS Cisco Unified IP Phone 7900 Series while the receiver is on-hook and is interoperable with all other CTS endpoint. Supported features include:

- [Presentation Options, page 4-7](#)
- [Video Input Options, page 4-7](#)
- [Using the CTS 500-32 as a Secondary Display, page 4-10](#)
- [Understanding Presentation Screen Resolution, page 4-10](#)

Presentation Options

Laptop collaboration is supported with Presentation-in-Picture (PiP) and you can easily toggle between sharing and not sharing. When the CTS 500-32 is in a Cisco TelePresence call, you can use the system as a full screen PC monitor with capability to toggle back to video. When the CTS 500-32 is not being used for a Cisco TelePresence call, you can display PC graphics such as a PowerPoint presentation at full resolution. For privacy, LED indicator lights indicate that video is being transmitted, and muting and headphone options are available. Additional features include:

- A new VGA input option is introduced and presentation source changes can be made through the phone user interface. See [Video Input Options](#).
- Support for private and public share settings and Swap PiP. See [Using Swap PiP](#).
- Presentation privacy alert options have been upgraded from **Share/Dismiss** to **No One/Just Me/Everyone** so that you can quickly choose what to do with the presentation. The Video Input screen allows you to go back and change your presentation privacy choice. See [Video Input Options](#) for more information.



Tip

If you are in a Cisco TelePresence meeting and you connect your PC to the VGA cable, you have to press the “share with everyone” button before the data shares.

Video Input Options

To share presentations on the CTS 500-32, a new DVI input option is available and presentation video source changes can be made using the phone. Touch the **Video Input** softkey to begin (see [Figure 4-6](#)).

- Before you start a call, you can view or hide presentation sources. See [Presentation Privacy Options](#).
- Presentations are automatically shared when you plug in your laptop via the VGA port. Select the **Unshare** softkey in the Video Input screen to stop presentation sharing. See [Figure 4-7](#)
- Once in a call, you can choose to hide the presentation, view it locally only, or share the presentation with the remote side using the DVI input option. See [Presentation Privacy Options](#).

Figure 4-6 Video Input Softkey

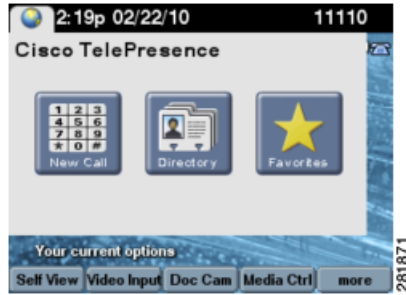


Figure 4-7 Select Video Input

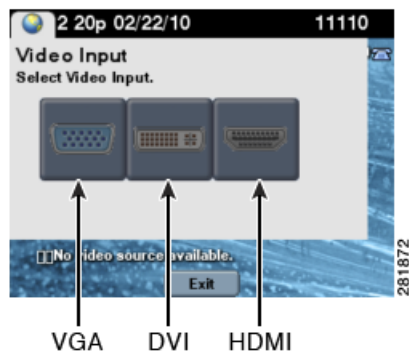


Table 4-1 shows available Video Input screen buttons and softkeys

Table 4-1 Video Input Screen Buttons and Softkeys

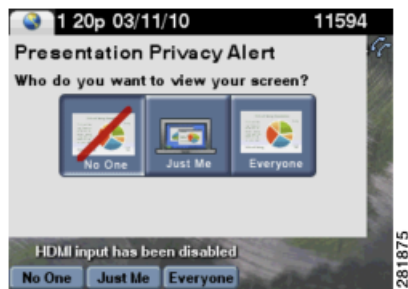
Navigation Type	Description
Button	
VGA	Last participant to plug in shares. See Table 4-2 for presentation privacy options.
DVI	Plugs into desktop, PC, or laptop docking station. See Table 4-2 for presentation privacy options.
HDMI	Document camera input. See Controlling the Document Camera .
Softkey	
Not in a Call - Local View (VGA not plugged in)	
Hide	Touch the Hide softkey to hide your presentation. You are returned to the main idle screen.
Exit	Exits the Video Input screen without making any changes.
View	Touch the View softkey to view your presentation locally. You are returned to the main idle screen.
During a Call - Automatic Sharing (VGA plugged in)	

Table 4-1 Video Input Screen Buttons and Softkeys

Navigation Type	Description
Button	
VGA	Last participant to plug in shares. See Table 4-2 for presentation privacy options.
DVI	Plugs into desktop, PC, or laptop docking station. See Table 4-2 for presentation privacy options.
HDMI	Document camera input. See Controlling the Document Camera .
Softkey	
Unshare	The system automatically shares when the VGA cable is plugged in during an active call. Touch Unshare in the Video Input screen to stop sharing.
Share	Touch Share to resume sharing during an active call.

Presentation Privacy Options

[Figure 4-8](#) shows presentation privacy options.

Figure 4-8 Presentation Privacy Alert Options

[Table 4-2](#) shows presentation sharing options that are available depending on whether you selected VGA or DVI for your video input source. See [Video Input Options](#).

Table 4-2 Presentation Sharing Options

Input Type	Private	Public
VGA	Just Me	Everyone. The Just Me option is not available.
	Display can be used for Cisco TelePresence calls and as a main computer monitor. See Using the CTS 500-32 as a Secondary Display .	Display is for Cisco TelePresence calls only.
DVI	Remote sharing always overrides current presentation.	Remote sharing always overrides current presentation.
Note	Any presentation that plugs in mid-call via DVI, VGA, or HDMI is automatically shared.	

Using the CTS 500-32 as a Secondary Display

The CTS 500-32 screen is available for use as a secondary monitor for your laptop when not in a call. The following are tips for using the CTS 500-32 as a secondary display for your laptop:

- If you have a document camera and a Cisco Digital Media Player (DMP) connected to the CTS 500-32 and the document camera video does not display during a conference, use the **View** softkey on the Cisco Unified IP Phone to view the document camera video.
- For sharing presentations when not in a conference, set your resolution to 1024 x 768 @ 60 Hz.
- For using the CTS 500-32 as a computer monitor (local viewing) when not in a conference, you can choose from the following resolutions:
 - 800 x 600 @ 60 Hz
 - 1024 x 640 @ 60 Hz
 - 1024 x 768 @ 60 Hz
 - 1280 x 800 @ 60 Hz
 - 1280 x 720 @ 60 Hz
 - 1920 x 1080 @ 30 Hz

If you view presentations that are in an aspect ratio of 4:3 or 16:10, the presentation fits inside of the presentation display in a widescreen format, with black bars framing the presentation on the top and bottom of the screen.

Understanding Presentation Screen Resolution

You must set your laptop screen resolution to 1024x768 to request presentation privileges, and it is recommended that all users who plan to present set their laptop screen resolutions similarly. If the system determines that your resolution is not set to 1024x768, the presentation will not be seen locally or remotely and one of the following messages will appear on the presenter's screen:

- If you have plugged in the HDMI cable to share using a document camera: “Cannot display Document Camera. Confirm that the document camera is powered on.”
- If you have plugged in either the DVI or VGA cable to present: “Cannot display DVI. Enable presentation on your laptop and set resolution to 1024x768.”

In both cases, once you have set your resolution to the recommended value, the presentation will show on the screen. If the presentation does not show automatically, navigate to the Video Input screen to manually select your presentation option to resume or begin sharing. See [Video Input Options](#).

Positioning Presentation-in-Picture

Presentation-in-Picture (PiP) is displayed with the presentation output if no external data display (such as an LCD or projector) is connected. To control the position of the PiP:

Step 1 Touch the **PiPCtrl** softkey. A screen showing the current PiP position appears, as shown in [Figure 4-9](#).



Tip

If your system has three main display screens, the PiP appears only on the center screen.

Figure 4-9 Presentation-in-Picture Softkey



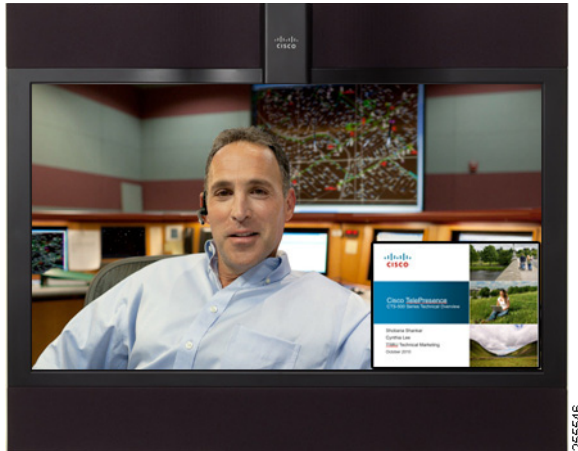
- Step 2** To select a new PiP position for the current call, tap a new position using the information in [Table 4-3](#).
- Step 3** If you want to save this PiP position for future calls, touch the **Save** softkey.
- Step 4** If you do not want to see PiP for the current call, tap the **None** position. The PiP is not displayed for the active call, but will be displayed in the previously saved position when you place a new call. The **Save** softkey is disabled if you select **None**.

Table 4-3 PiP Control Screen Buttons and Softkeys

Button	Description
Left	Touch to display the PiP on the bottom left side of the main display screen.
Center	Touch to display the PiP in the bottom center of the main display screen.
Right	Touch to display the PiP on the bottom right side of the main display screen.
None	Removes the PiP from the main display screen. This setting cannot be saved.

[Figure 4-10](#) shows an example of Presentation-in-Picture on the right side of the CTS main screen.

Figure 4-10 PiP Right



Using Swap PiP

You can choose to have your Presentation-in-Picture (PiP) display appear larger on-screen than the video image of the meeting attendees by touching the **Swap** softkey in the Presentation-in-Picture Control screen of the CTS phone (Figure 4-11). You can easily toggle back to a larger video image with a smaller display.

Figure 4-11 Swap PiP Softkey



Figure 4-12 shows the CTS screen in swap PiP mode.

Figure 4-12 CTS in Swap PiP Mode

Controlling the Document Camera

The Document Camera screen allows you to manage document camera functionality and fine tuning. Touch the **Doc Cam** softkey to begin.



Tip

There is no document camera on the CTS 1300.

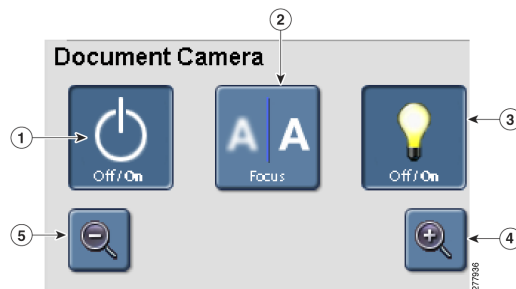
Figure 4-13 Document Camera Screen

Table 4-4 shows available Document Camera buttons if your system uses MIDlets.

Table 4-4 Document Camera Continuous Zoom Buttons

Navigation Type	Description
Buttons	
1. Off/On	Turns the document camera on and off.
2. Auto-Focus	Activates one-push auto-focus.
3. Light Switch	Turns the document camera light on or off.
4. Zoom In	Zooms in until you release your finger or until maximum zoom level is reached.

Table 4-4 Document Camera Continuous Zoom Buttons

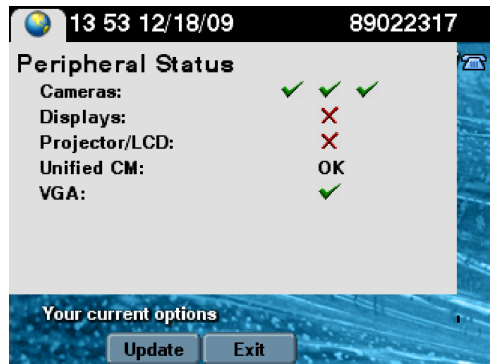
Navigation Type	Description
5. Zoom Out	Zooms in until you release your finger or until minimum zoom level is reached.
Tip	Zoom Bar—Some CTS systems have a Zoom Bar instead of individual Zoom In and Zoom Out functions. Touching or tapping on any of the markings on the Zoom Bar will zoom the document camera to the corresponding marking on the zoom bar.

**Tip**

The document camera shuts off automatically when the CTS system shroud lights turn off at the end of your meeting.

Checking Peripheral Status

The Peripheral Status screen shows the status of peripheral devices that are set up on the Cisco Telepresence System (CTS). Touch the **Status** softkey to begin.

Figure 4-14 Peripheral Status Screen

Using the Digital Media Player

To enable or disable the audio from your DMP, touch the **Media Ctrl** softkey. The Media Control screen is displayed, as shown in [Figure 4-15](#). The **Media Ctrl** softkey is displayed whenever the CTS detects that a secondary audio device is connected.

**Note**

Placing a call will cause DMP video to be stopped momentarily; the CTS main display screen goes blank for a few seconds when you toggle the DMP audio on and off with the **Media Ctrl** softkey.

Figure 4-15 Using Media Controls



For more information about the DMP, see the [Cisco Digital Media Players](#) home page on Cisco.com.



Booking Meeting Rooms and Scheduling Cisco TelePresence Meetings

Revised: March 2012, OL-13674-07

Contents

- [Booking a Cisco TelePresence Conference Room, page 5-1](#)
- [Scheduling a Cisco TelePresence Meeting, page 5-12](#)
- [Canceling a Cisco TelePresence Meeting, page 5-18](#)
- [Where to Go Next, page 5-18](#)

Booking a Cisco TelePresence Conference Room

By default, Microsoft Outlook Conference Room Calendars display free/busy information for two months (see [Determining Attendee Availability \(Free/Busy Time\)](#)). However, you may book a conference room more than two months in advance. To view the availability of a conference room for a period that exceeds this two month window, follow the instructions on [Opening a Conference Room Calendar](#).

Additionally, do not book an All Day Event in a conference room. All Day Events will book the room for the entire 24 hours on the day of the meeting. Instead, create the meeting with start and end times for the hours you will actually be in the room.



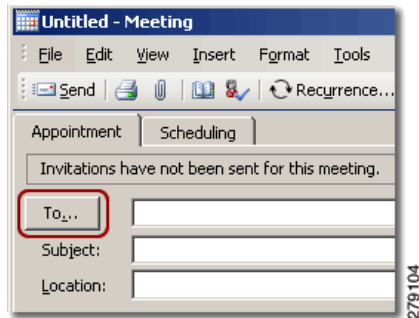
Tip

Remember that a Cisco TelePresence meeting requires a minimum of two room locations.

When creating an appointment or new meeting request, you can book a conference room at the same time. To book a conference room in Microsoft Outlook:

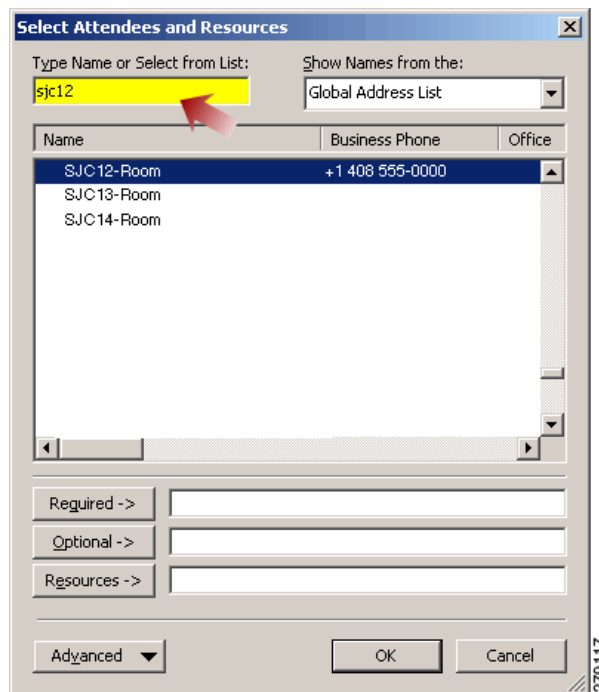
- Step 1** Select **File > New > Meeting Request**.
- Step 2** To add a conference room to your request click the **To** button (Figure 5-1), which opens the **Select Attendees and Resources** pop-up dialog box (Figure 5-2).

Figure 5-1 *Untitled Meeting - To*



- Step 3** Enter the campus building ID in the **Type Name or Select From List** field, as shown in Figure 5-2. If you enter a conference room name only, the room will not appear in the list.

Figure 5-2 *Type Name or Select From List*

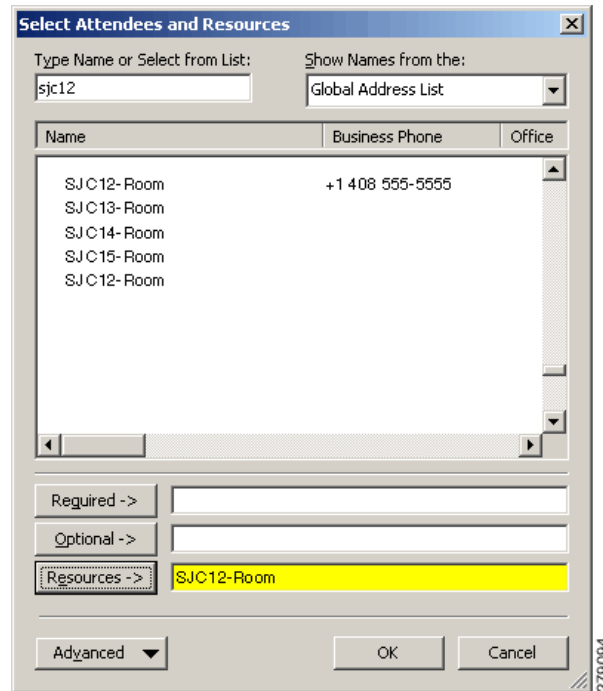


- Step 4** Highlight your preferred conference room from the list and click the **Resources** button, as shown in Figure 5-3. The room name is displayed in the **Resources** field and in the **To...** field from Step 2.

**Tip**

You must add the conference room as a resource; otherwise, the booking will not be accepted by the room.

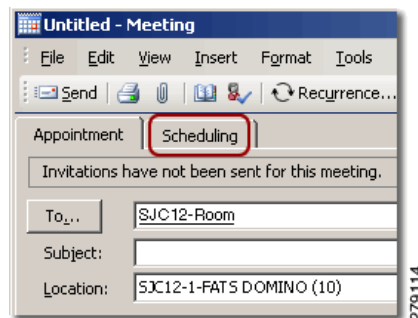
Figure 5-3 Select Attendees and Resources

**Tip**

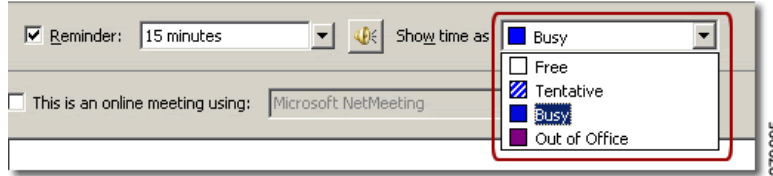
Conference rooms that are marked as (Offline) are owned by a proxy. These rooms cannot be automatically booked, and the request will be accepted or rejected by the proxy owner for each room.

- Step 5** Click **Untitled - Meeting > Scheduling** to verify that the conference room is available for the preferred meeting time, as shown in [Figure 5-4](#).

Figure 5-4 Untitled - Meeting Scheduling Tab



- Step 6** Set the **Show time as:** option to **Busy**, as shown in [Figure 5-5](#). In addition to setting the attendees' schedules to **Busy**, this setting also sets the conference room's schedule to **Busy**; thus ensuring other users do not "double book" the room for the same day and time.

Figure 5-5 Show Time As - Busy

Step 7 Set additional meeting scheduling options per these best practices:

- **Requesting Responses**—Choose not to receive email notifications that inform you of the attendees' approval/decline/tentative status and control whether attendees can propose new meeting times.
- **Setting Recurrence**—Schedule recurring appointments, meetings, all-day events, conference room or video bridge bookings.

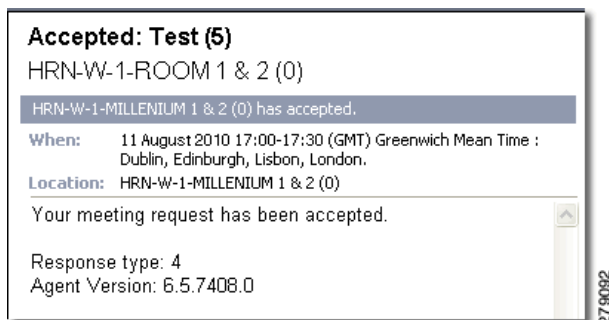
Step 8 After sending the meeting request, you will receive an Accept or Decline Booking Confirmation via email. See the following sections:

- [Conference Room Booking Confirmation \(Auto Accept / Decline\)](#), page 5-4
- [Determining Attendee Availability \(Free/Busy Time\)](#), page 5-5

Conference Room Booking Confirmation (Auto Accept / Decline)

Exchange will automatically process your request to book online conference rooms. You will receive an Accept or Decline email confirmation from the conference room you attempt to book. The confirmation email is the same email you receive when a meeting attendee accepts or declines your meeting proposal.

In the example in [Figure 5-6](#), Exchange accepted the HRN-W-1-MILLENNIUM 1 & 2 (0) booking for the requested time and date requested.

Figure 5-6 Accepted Conference Room Booking

If you receive a meeting declined email, you must select a different time, date or conference room for your meeting. If you receive a meeting declined email for an entire meeting series, because one or more of the dates requested were unavailable, all invitations in the series are declined. Your options are:

- Select a different conference room for the entire series.
- Set the recurring series' end date before the room's first unavailable date displayed in the email.
- Split the series into multiple recurring meetings and use a different conference room per series.

**Tip****Follow These Guidelines**

—Always view the scheduling tab of your meeting request to see if the conference room is free prior to sending the meeting request.

—Create a group schedule if you have a list of conference rooms that you frequently use and want to have an easy way to see when they are available.

—Open conference room calendars in the side-by-side calendar view in Outlook 2003.

—Search for a conference room by clicking the **Advanced** button and selecting **Find** from the pop-up menu.

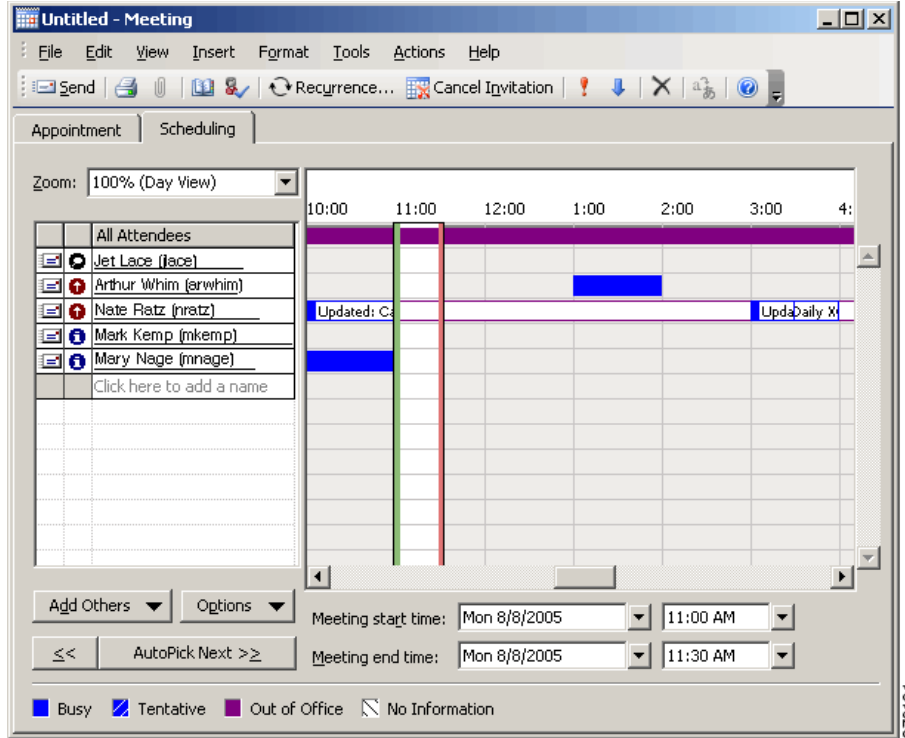
—If you add a conference room that is marked as (Offline) you will be unable to view any bookings for this room.

Determining Attendee Availability (Free/Busy Time)

To determine attendee availability:

-
- Step 1** Select the **Scheduling** tab of the meeting to check if an attendee is available for the proposed time of the meeting. (This is also referred to as Free/Busy time.)
- Step 2** Attendees already invited to attend the meeting are listed below **All Attendees**. You may add attendees by entering their name in the blank field below the invited attendees that contains the text **Click here to add a name**.
- Step 3** Refer to the legend below the Free/Busy time chart to determine whether an attendee:
- Is **Tentative**
 - Is **Busy**
 - Is **Out of Office**
 - Has **No Information**

Figure 5-7 Attendee Availability (Free/Busy)



Step 4 Set additional meeting scheduling options using these best practices:

- **Requesting Responses**—Choose to NOT receive email notifications that inform you of the attendees' approval/decline/tentative status and control whether attendees can propose new meeting times.
- **Setting Recurrence**—Schedule recurring appointments, meetings, all-day events, conference room or video bridge bookings.

Keeping an Appointment or Meeting Private

An appointment or meeting can also be marked private. This applies if you have delegates who contribute to your calendar.

If you want to keep the details of an appointment or meeting confidential, select the **Private** box in the bottom right-hand corner of your appointment or meeting request, as shown in Figure 5-8.

Figure 5-8 Private Meeting



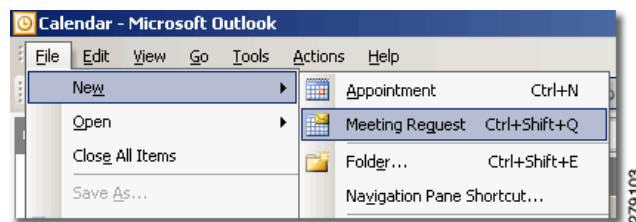
Once checked, your delegates will see that you have an appointment or meeting at that time, but detailed information is not displayed. A key icon at the top of the scheduled meeting or appointment indicates that you have marked this meeting as private.

Creating Roomless Meetings

To create a new roomless meeting request in Microsoft Outlook:

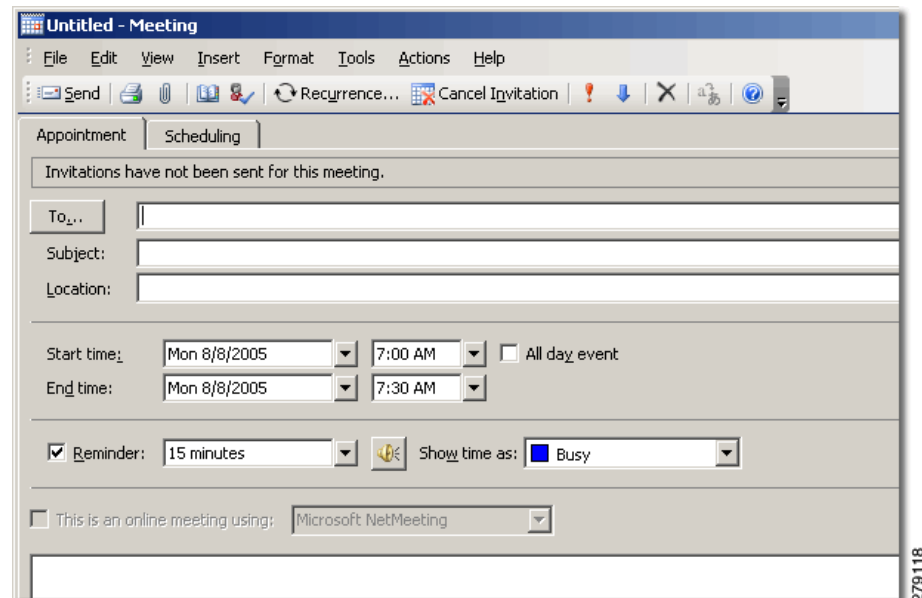
- Step 1** From the Outlook Calendar view select **File > New > Meeting Request** from the menu bar, as shown in [Figure 5-9](#).

Figure 5-9 Meeting Request



- Step 2** An **Untitled Meeting** window appears, as shown in [Figure 5-10](#).

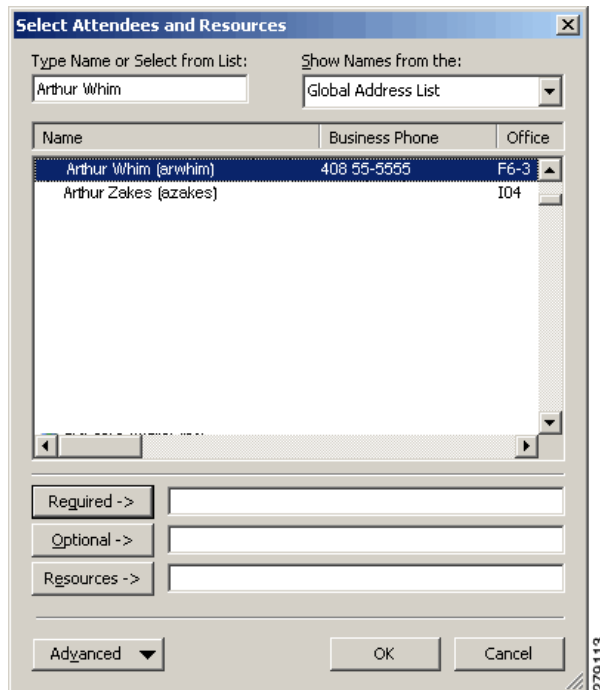
Figure 5-10 Untitled Meeting



- Step 3** To invite attendees to the meeting, click the **To** button, and browse the Global Address List to find their names, as shown in [Figure 5-11](#). Then click one of the following buttons to invite them to the meeting:
- **Required**—Advises an attendee that their presence is required at the meeting.
 - **Optional**—Advises an attendee that they are not required to attend, but are invited to participate, for example, to gather information.

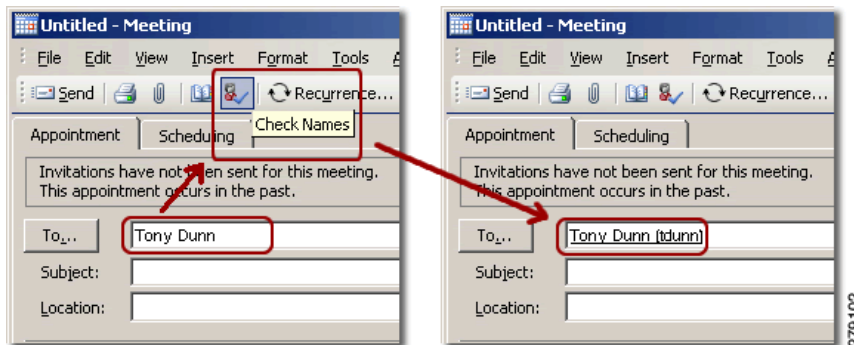
- **Resources**—(Not used for Attendees)

Figure 5-11 Meeting Resources



- Step 4** Alternately, if you enter the attendee's name in the **To** field of the **Untitled Meeting** window, click the **Check Names** button at the top of the window to validate their name against the Global Address List (GAL), as shown in [Figure 5-12](#).

Figure 5-12 Global Address List



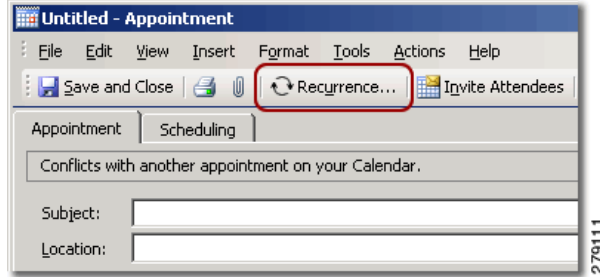
- Step 5** Optionally, for instructions on scheduling recurring appointments, meetings, all-day events, conference room or video bridge bookings, refer to the [Setting Recurrence](#) best practice.

Setting Recurrence

To set recurrence (frequency) of an appointment, meeting, all-day event, or to book a conference room or video bridge:

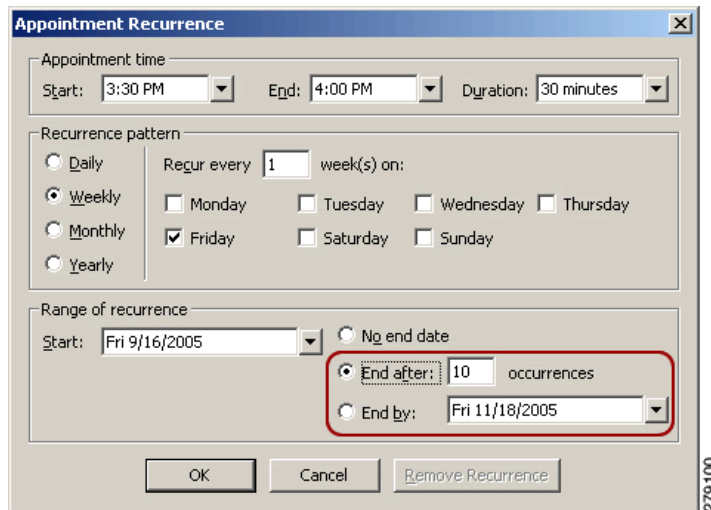
- Step 1** From an appointment or meeting request window, click the **Recurrence** button, as shown in [Figure 5-13](#).

Figure 5-13 Appointment Recurrence



- Step 2** Use the **Appointment Recurrence** pop-up window to set the recurring details, as shown in [Figure 5-14](#):
- a. Set the Start and End Time as well as the meeting duration.
 - b. Set the recurrence pattern:
 - Select daily, weekly, monthly or yearly.
 - Change the number of occurrences.
 - Set the days on which the meeting is to occur.
 - Set the range of occurrences including start and end date.
 - Set the range of the recurrence; choose a fixed end date or set a specific number of recurrences.

Figure 5-14 Appointment Recurrence Window



Step 3 Click the **OK** button to save the recurrence details.

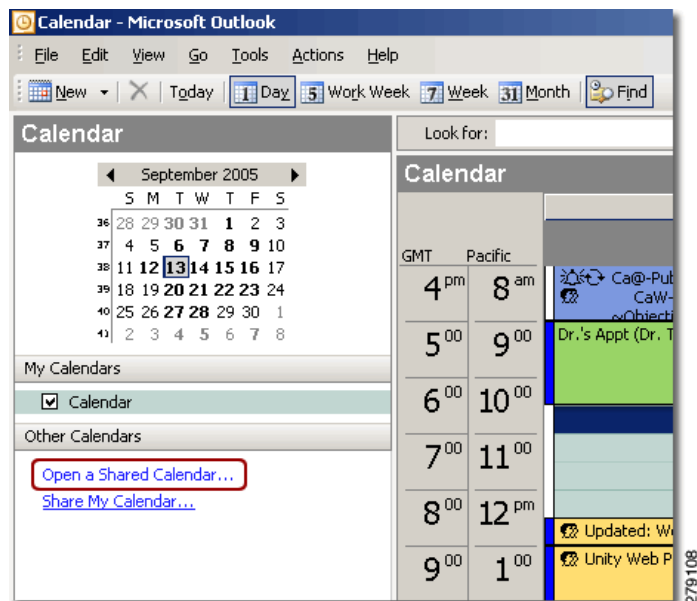
Opening a Conference Room Calendar

While opening a shared calendar requires that a user to first give you permission to view their calendar, this is not necessary for conference rooms. Before booking a conference, verify its availability by checking the Conference Room Status (Online vs. Offline). Only proxy owners can open conference rooms classified as “private.”

To add conference room calendars to Outlook's Other Calendars:

Step 1 Click **Other Calendars > Open a Shared Calendar**, as shown in [Figure 5-15](#).

Figure 5-15 Open Shared Calendar



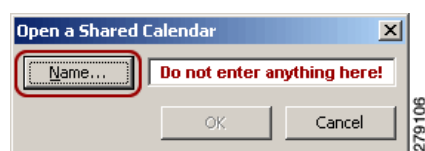
Step 2 In the **Open a Shared Calendar** dialog box, click the **Name** button to view the Global Address List (GAL), as shown in [Figure 5-16](#).



Tip

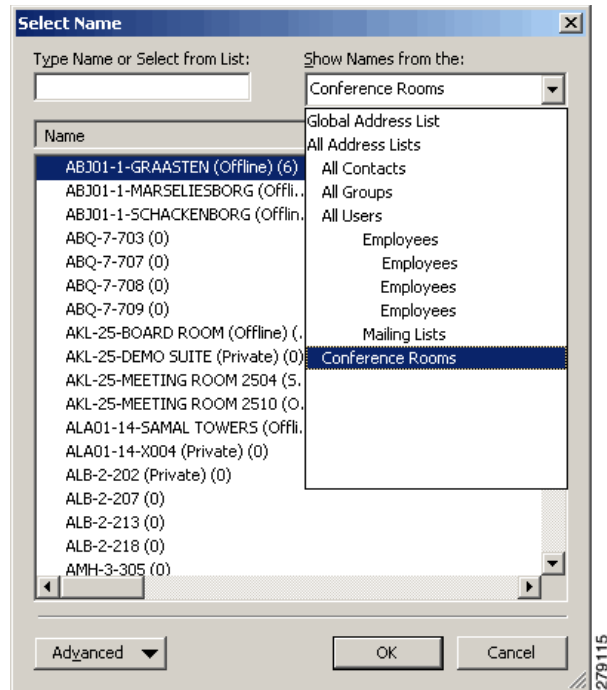
You must select the user's name from the GAL. Entering the user's full name or user ID and clicking the **OK** button will not open the user's calendar.

Figure 5-16 Global Access List Name



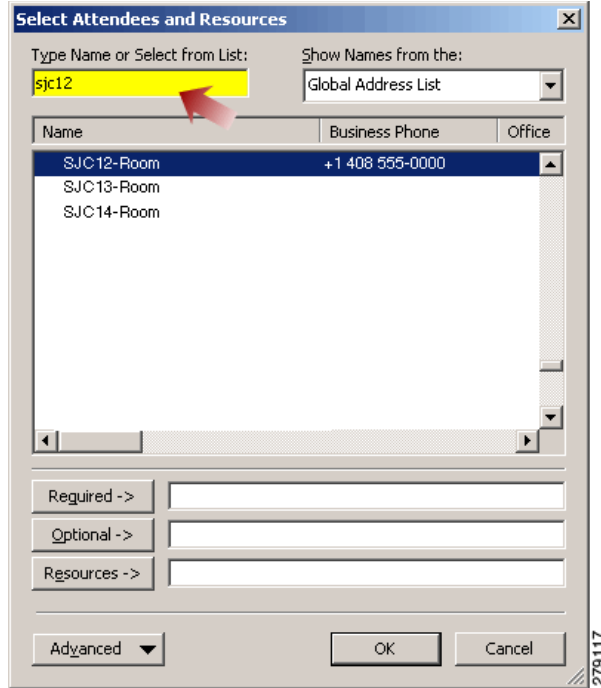
- Step 3** In the **Select Name** window, enter the user's full name in the **Show Names from the:** field, as shown in [Figure 5-17](#).
- Step 4** Select **Conference Rooms** from the pull-down menu.

Figure 5-17 Select Name Window



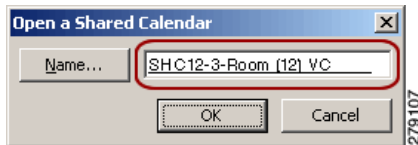
- Step 5** Locate a specific conference room by typing either the full name or part of the name using the conference room naming conventions in the **Type Name or Select from List:** field, as shown in [Figure 5-18](#).

Figure 5-18 Type Name or Select From List



- Step 6** Select your preferred room, and click the **OK** button to populate the conference room name in the **Open a Shared Calendar** dialog box, as shown in Figure 5-19.

Figure 5-19 Open Shared Calendar



Scheduling a Cisco TelePresence Meeting

This section contains the following meeting scheduling details:

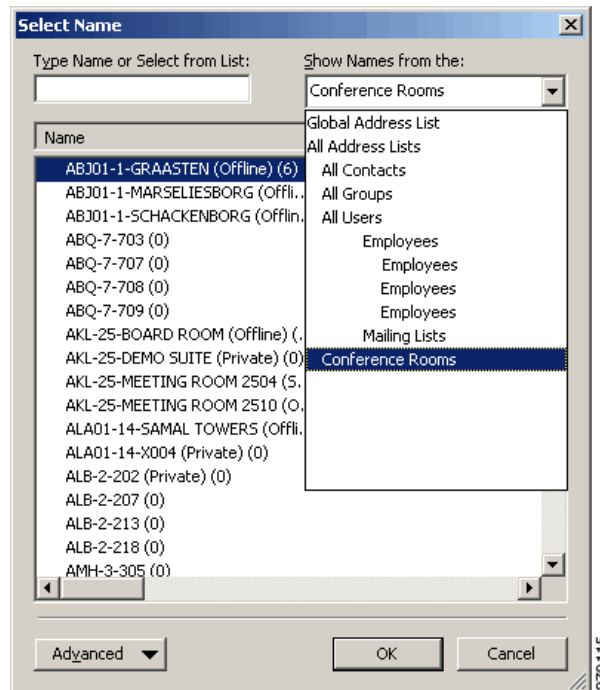
- [Scheduling a Meeting, page 5-13](#)
- [Modifying Meeting Details, page 5-15](#)
- [Inviting Attendees, page 5-16](#)
- [Options for Limited Room Availability, page 5-16](#)
- [Confirming Your Cisco TelePresence Room Reservations, page 5-17](#)
- [Completing the Entitlement Web Form, page 5-17](#)
- [Adding a Caller, page 5-18](#)

Scheduling a Meeting

To schedule Cisco TelePresence conference rooms on a first-come, first-served basis through Microsoft Outlook:

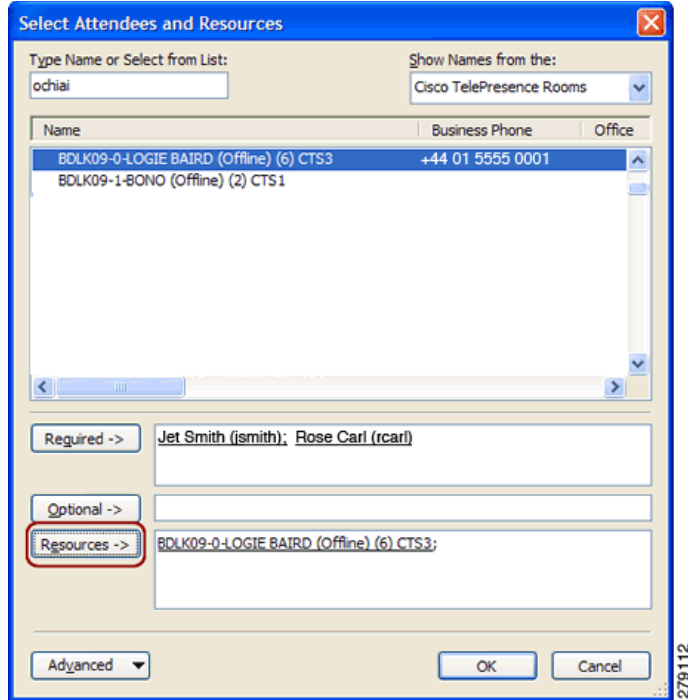
- Step 1** Go to **Cisco TelePresence Rooms > Global Address List**.
- Step 2** Locate at least two available rooms, as shown in [Figure 5-20](#).

Figure 5-20 Cisco TelePresence Rooms



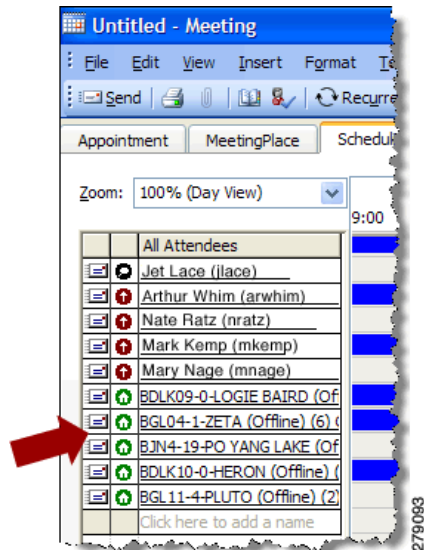
- Step 3** Go to **New > Meeting Request**.
- Step 4** Click the **Scheduling** tab.
- Step 5** Click **Add Others > Add From Address Book**. The Select Attendees and Resources window appears.
- Step 6** Use the search tools to locate conference rooms. Add two or more rooms as resources by clicking the **Resources** button (or by double-clicking on the highlighted room name). The conference rooms are added to the Resources field, as shown in [Figure 5-21](#).
- Step 7** Click **OK**.

Figure 5-21 Resources Window



Step 8 If the resource is available, Outlook will automatically accept the rooms you selected, as shown in Figure 5-22.

Figure 5-22 Room Automatically Accepted



Step 9 Set the meeting start and end times or use the Autopick button to choose compatible times for all resources.

Step 10 Click **Send**. You will receive an Outlook acceptance message for each room that you selected. When scheduling a Multipoint meeting, you will receive an Outlook acceptance message for each additional room.

You will also receive a confirmation from the automated Cisco TelePresence Manager. (This message will contain **CONFIRMATION** in the subject line). See [Chapter 6, “Using Cisco TelePresence Manager”](#) for more information about CTS-Manager.

Save the Confirmation Email

Save the confirmation email. Do not delete it until after your meeting has occurred. The second link listed in the e-mail confirmation message is very important because it allows you to verify that your meeting is confirmed.

If you do not receive this confirmation, or if you receive a message with ACTION REQUIRED in the subject, try the following:

1. Add an additional Cisco TelePresence Room, if one room was selected in Outlook.
2. Add a phone number of a room in the Number to Dial field, as shown in [Figure 5-23](#).
3. Contact the [Live Desk](#) if you experience any difficulty.

Figure 5-23 Number to Dial

Room Name	Number to Dial
SJCL-2-MARY LOU	
RETTON (Offline) (6) IC	<input type="text"/> *
CTS3	

Modifying Meeting Details

Modify the following details of your Cisco TelePresence session up to five minutes before the start of your meeting:

- [Privacy Preference, page 5-15](#)
- [Switching Mode, page 5-16](#)

Privacy Preference

This option allows you to hide the meeting subject on the phone display in the TelePresence Room, as shown in [Figure 5-24](#).

Figure 5-24 Privacy Preference

Privacy Preference: Public (display meeting information on room phone) Private (room phone)

Switching Mode

This option allows you to change the switching policy for a scheduled multipoint meeting. **Auto-Assign** is the default mode and utilizes segment switching, as shown in [Figure 5-25](#). You also have the ability to change the switching mode while the meeting is in session using the **View Control** softkey on the CTS Cisco Unified IP phone.

Figure 5-25 Switching Mode



Tip

Use your Active Directory password, typically the password used when booting up your Windows-based computer.

Do not invite attendees yet. Your Cisco TelePresence session is confirmed only upon receipt of the confirmation from the automated Cisco TelePresence Manager. CTS Manager confirms the Cisco TelePresence meeting, and Outlook confirms the room reservations only. Rooms are considered temporarily reserved (so that others cannot use them) until you receive the email confirmation from CTS-Manager.

Inviting Attendees

Once you receive confirmation from CTS-Manager, you can invite attendees. Then you need only to show up at the appropriate time for your session and follow the instructions on the Cisco TelePresence display screen and CTS Cisco Unified IP phone to start your meeting.

Options for Limited Room Availability

When one or more Cisco TelePresence rooms are not available for the full duration of a meeting, users can reserve rooms by creating two separate Outlook meeting invitations.

For example, a person in San Jose wants to book a one hour meeting with Cisco TelePresence sites in New York (NYC), San Jose (SJ) and Research Triangle Park (RTP) in the following rooms:

Unfortunately, the RTP room is only available for the second half of the meeting time. Using Outlook, the user schedules two meeting proposals:

1. Between the NYC and SJ Cisco TelePresence rooms only for the first 30 minutes of the meeting.
2. Between all three locations for the last 30 minutes of the meeting.
3. If Cisco WebEx conferencing is being used, create a separate bridge for each meeting proposal.

All participants in the first Cisco TelePresence session are required to end the first call and use [One-Button-to-Push](#) to start the second meeting.

**Tip**

If Cisco WebEx conferencing is being used, users should log out of the first bridge and log in to the second. At the beginning of each Cisco TelePresence session, one of the Cisco TelePresence rooms will have to dial into the Cisco WebEx bridge.

See [Chapter 7, “Using Cisco WebEx Conferencing.”](#)

Confirming Your Cisco TelePresence Room Reservations

To confirm your meeting you need two types of email confirmation:

1. Room acceptance emails from each room in your invitation. Look for emails that are sent from the actual Cisco TelePresence scheduling room name in Outlook.
2. An email from the CTS Manager containing all booked rooms in one email. In the body of the confirmation message from the automated Cisco TelePresence Manager, locate the second link. See [Chapter 6, “Using Cisco TelePresence Manager”](#) for examples of the expected emails.

Procedure

To confirm your room reservations in your email server:

-
- Step 1** Use your Active Directory / Exchange email credentials to log in.
- Step 2** Scroll to the bottom of the screen and check the **Status** field.
- Step 3** If the Status field is **Scheduled**, your meeting is confirmed.

**Note**

Due to room entitlement priorities, your meeting can still be declined even after you have received confirmation.

Completing the Entitlement Web Form

To facilitate the collection of your entitlement information, your CONFIRMATION email message will contain the URL for the Web form questionnaire, which asks for the following:

- Meeting logistics
- Meeting purpose
- Meeting benefits

**Tip**

Always complete and submit the Web form. This ensures that rooms are reserved according to the rules of entitlement priority. For assistance in completing this form, please follow the instructions for opening a case via the Web on the Cisco TelePresence Support page on Cisco.com.

This completes your reservation of the Cisco TelePresence Room.

Adding a Caller

To add a caller to your meeting manually using the phone:

- Step 1** Dial the desired room extension. (Example: 8 424-9XXX);
- Step 2** Touch the **Dial** softkey.



Note Unscheduled Cisco TelePresence meetings are not supported.

Canceling a Cisco TelePresence Meeting

Always use the Cancel Meeting function in Outlook to cancel Cisco TelePresence meetings. The **Delete** and **Decline** buttons will not fully cancel the meeting resources.

To cancel a Cisco TelePresence meeting that you scheduled:

- Step 1** Open the Cisco TelePresence meeting in your meeting scheduler and select **Actions > Cancel Meeting** from the menu bar.
- Or
- Step 2** Click the Cancel Meeting “X” icon located in the menu bar, as shown in [Figure 5-26](#). You may need to customize your menu bar by adding this icon.

Figure 5-26 Cancel Meeting



Where to Go Next

For more information, see the [User Guide for Cisco Unified MeetingPlace for Outlook](#) on Cisco.com.



Using Cisco TelePresence Manager

Revised: March 2012, OL-13674-07

Contents

- [Cisco TelePresence Manager Overview, page 6-1](#)
- [Scheduling Meetings Using CTS-Manager, page 6-2](#)
- [CTS-Manager Meeting Details, page 6-9](#)
- [Action Required Email, page 6-18](#)
- [Meeting Manager, page 6-21](#)
- [System Alert Notification, page 6-30](#)
- [Where to Go Next, page 6-30](#)

Cisco TelePresence Manager Overview

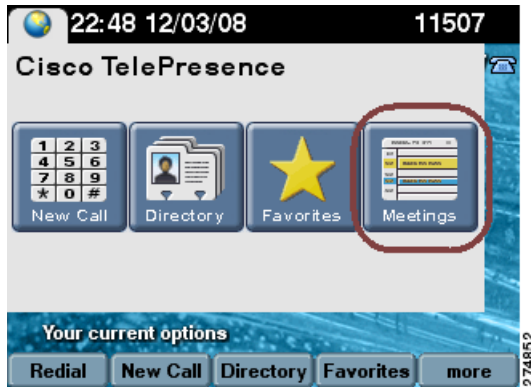
This chapter describes how to use the features associated with Cisco TelePresence Manager. CTS-Manager is an optional software application that can be configured with your Cisco TelePresence system so that meetings scheduled through applications such as Microsoft Outlook and Lotus Notes can be easily managed. CTS-Manager allows you to schedule both point-to-point and multipoint Cisco TelePresence meetings from your Microsoft Outlook or IBM Notes calendar. The meeting schedule is automatically sent to the Cisco TelePresence systems that are involved in the call.



Tip

You can tell if you have CTS-Manager installed when the initial home screen appears on your Cisco Unified IP phone: The **Meetings** touchscreen icon (as shown in [Figure 6-1](#)) indicates that you have Cisco TelePresence Manager installed. Some Cisco TelePresence features require CTS-Manager.

Figure 6-1 Meetings Icon on the Cisco Unified IP Phone Home Screen



Scheduling Meetings Using CTS-Manager

Cisco TelePresence meetings are scheduled between two or more conference rooms. The Calendar service (either Microsoft Exchange or IBM Domino) sends an acceptance email to the meeting organizer, with the notice that the rooms have been reserved and placed on the calendar. CTS-Manager also sends either a Confirmation email (meeting accepted) or an Action Required (scheduling error) email to the meeting organizer when a meeting is scheduled. The Confirmation email contains detailed meeting information, and the Action Required email lets you know what the scheduling error was so that you can correct the problem and try again.

See the following sections for scheduling options:

- [Scheduling a Point-to-Point Meeting with Microsoft Outlook, page 6-2](#)
- [Scheduling a Multipoint Meeting with Microsoft Outlook, page 6-6](#)

Scheduling a Point-to-Point Meeting with Microsoft Outlook

A point-to-point meeting has only two Cisco TelePresence participants attending. To schedule a Cisco TelePresence point-to-point meeting:

-
- Step 1** Launch the Calendar application by clicking the **Calendar** button from the menu bar in Microsoft Outlook.
 - Step 2** Select **Schedule Meeting** from the toolbar.
 - Step 3** Invite attendees by clicking the **To** button to display a list of available participants and Cisco TelePresence rooms.
 - Step 4** After inviting attendees, select a minimum of two Cisco TelePresence rooms as Resources. Then click **OK**.
 - Step 5** Click the **Scheduling** tab to confirm that the Cisco TelePresence rooms you selected are available.



-
- Tip** Make sure that the green “house” icon appears beside the Cisco TelePresence rooms listed as meeting attendees.
-

- Step 6** Click the **Appointment** tab and make sure that the Cisco TelePresence rooms appear in both the **Location** and the **To** fields.
- Step 7** Click **Send** to schedule the meeting. You will receive three email notifications: one from each of the two Cisco TelePresence rooms that you scheduled, confirming that the meeting time is reserved, and one from CTS-Manager confirming that the meeting has been successfully scheduled, as shown in [Figure 6-2](#). A link to Cisco TelePresence Manager is also provided.

Figure 6-2 Point-to-Point Meeting Confirmation Email

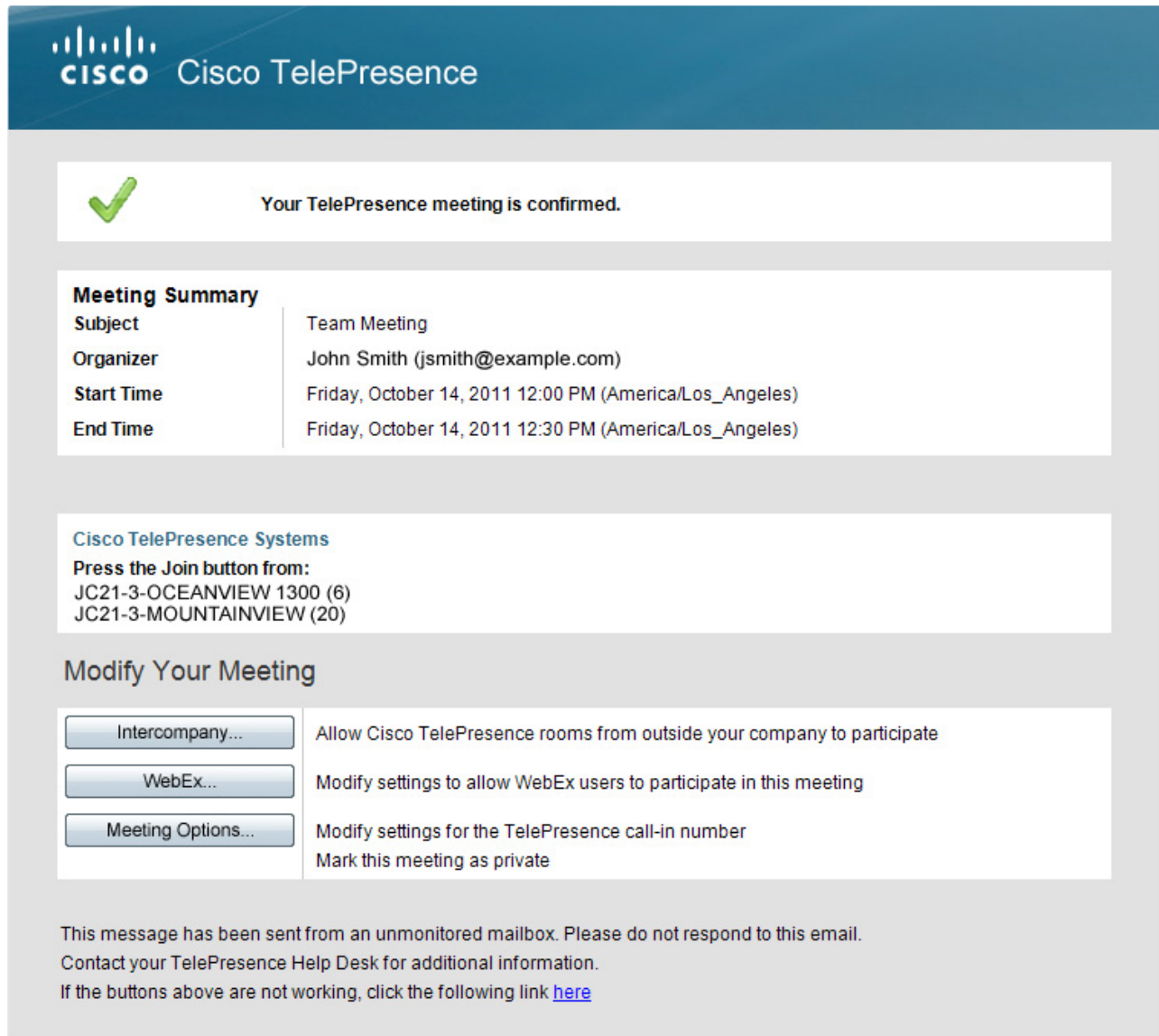


Table 6-1 describes Point-to-Point meeting confirmation email details.

Table 6-1 Point-to-Point Meeting Confirmation Email

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled and contains the link to the Meeting Details window.
Meeting Details	This section displays information about the scheduled meeting.
Modify Your Meeting	<p>This section displays buttons that allow the meeting organizer to set various options that are available depending on what how CTS-Manager is configured. These options include:</p> <ul style="list-style-type: none"> • Cisco WebEx—Enables Cisco WebEx for the meeting. See the “Enabling or Disabling Cisco WebEx for a Cisco TelePresence Meeting” section on page 6-16. • Intercompany—Allows Cisco TelePresence rooms from outside your company to participate in the Cisco TelePresence meeting. See the “Scheduling an Intercompany Meeting” section on page 6-10. • Video Conferencing—Allows video conferencing rooms to participate. See the “Scheduling Meetings with Videoconference Rooms” section on page 6-17. • Meeting Options—Allows you to set the following: <ul style="list-style-type: none"> – Whether the defined meeting subject will be displayed on the CTS Cisco Unified IP phone. – Switching mode of the call—How the CTS displays the active speakers in a meeting. For more information about switching modes, see switching mode. – Configure tentative room reservations. – Start meetings early. – Configure meeting extension settings.
Email footer	The URL displayed at the bottom of the email is the same link to the Meeting Details window as the link in the Confirmation Statement above. For this link to work, the CTS-Manager hostname must have a DNS entry.

- Step 8** From the link provided, log in to Cisco TelePresence Manager using your email username and password to view meeting details on the CTS-Manager Meeting Details Summary page, as shown in [Figure 6-3](#).

Figure 6-3 Meeting Details > Summary Window

Meeting Details

✓ The meeting is properly scheduled.

Summary Intercompany WebEx Usage Survey Meeting Options

Subject:	meeting
Organizer:	John Smith (jsmith@example.com)
Time:	Tuesday, June 1, 2010 11:15 AM - 11:45 AM(America/Los_Angeles)
Rooms (2Total):	JC-21-3-OCEANVIEW 1300 (6) JC-21-2-MOUNTAINVIEW (20)
Notification Email:	Not Available <input type="button" value="Send Email"/>
WebEx:	Not used
Intercompany :	Not used
Video Conferencing Interop:	Not used
Hide Meeting Subject:	Not used
Not a TelePresence Meeting:	Not used

If you have made an error in scheduling, CTS-Manager will send you an Action Required email, which will tell you what needs to be corrected. The Action Required email also includes a link to Cisco TelePresence Manager Meeting Details page. See the [“Action Required Email”](#) section on page 6-18.

Recurring Meetings

If you schedule a recurring meeting, the Meeting Details window displays two panes, as shown in [Figure 6-4](#):

- All Occurrences: A list of each meeting by date. Clicking the date displays the details for the meeting for that date.
- Occurrence Details: The details for a specific occurrence of a recurring meeting.

Figure 6-4 Meeting Details > Summary Window for Recurring Meeting

The screenshot displays the Cisco TelePresence Manager web interface. At the top, the Cisco logo and 'Cisco TelePresence Manager' are visible, along with user information 'jsmith' and navigation links for 'Preferences', 'Help', 'Log Out', and 'About'. Below the header, a brief description of the Meeting Manager's function is provided. The main content area is divided into two sections: 'All Occurrences' on the left and 'Occurrence Details' on the right. The 'All Occurrences' section shows a calendar view for the year 2010, with dates from 06/01/2010 to 06/04/2010. The 'Occurrence Details' section is currently displaying the 'Summary' tab, which includes the following information:

Occurrence Details	
Summary	
Subject:	meeting
Organizer:	John Smith (jsmith@example.com)
Time:	Tuesday, June 1, 2010 11:15 AM - 11:45 AM(America/Los_Angeles)
Rooms (2Total):	JC-21-3-OCEANVIEW 1300 (6) JC-21-2-MOUNTAINVIEW (20)
Notification Email:	Not Available <input type="button" value="Send Email"/>
WebEx:	Not used
Intercompany:	Not used
Video Conferencing Interop:	Not used
Hide Meeting Subject:	Not used
Not a TelePresence Meeting:	Not used

At the bottom of the 'Occurrence Details' window, there are three buttons: 'Apply', 'Cancel', and 'Close'.

Scheduling a Multipoint Meeting with Microsoft Outlook

A multipoint meeting has more than two Cisco TelePresence participants attending. To schedule a Cisco TelePresence multipoint meeting:

- Step 1** Launch the Calendar application by clicking the **Calendar** button from the menubar in Microsoft Outlook.
- Step 2** Select **Schedule Meeting** from the toolbar.
- Step 3** Invite attendees by clicking the **To** button to display a list of available participants and Cisco TelePresence rooms.
- Step 4** After inviting attendees, select a minimum of two to a maximum of eight (2 to 8) Cisco TelePresence rooms as Resources. Then click **OK**.
- Step 5** Click the **Scheduling** tab to confirm that the Cisco TelePresence rooms you selected are available.

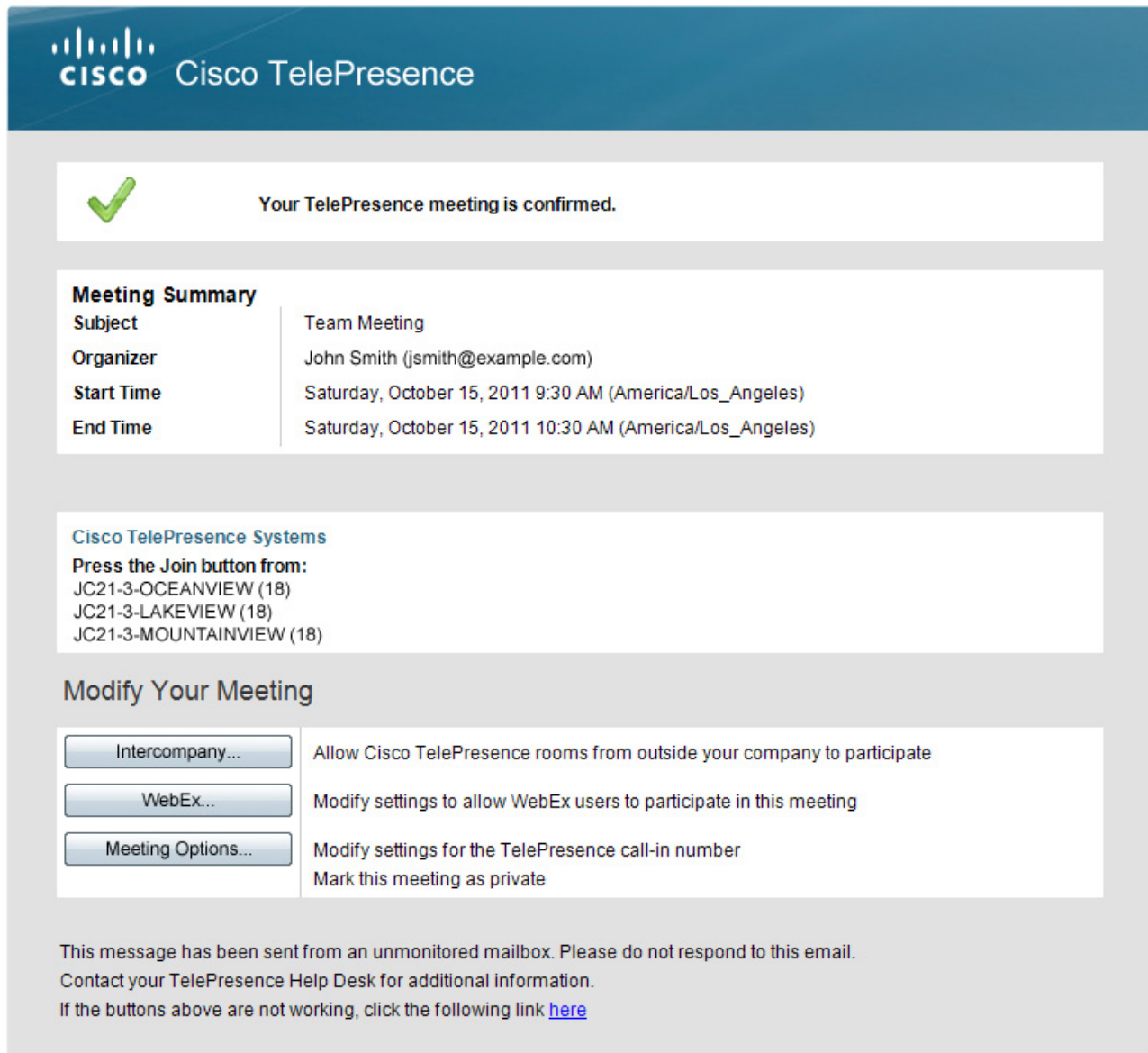


Tip Make sure that the green “house” icon appears beside the Cisco TelePresence rooms listed as meeting attendees.

- Step 6** Click the **Appointment** tab and make sure that the Cisco TelePresence rooms appear in both the **Location** and the **To** fields. Then click **Send** to schedule the meeting.

- Step 7** You will receive three email notifications:
- One from each of the two Cisco TelePresence rooms that you scheduled, confirming that the meeting time is reserved.
 - One from CTS-Manager confirming that the meeting has been successfully scheduled, as shown in [Figure 6-5](#). A link to Cisco TelePresence Manager is also provided.

Figure 6-5 Multipoint Meeting Confirmation Email



[Table 6-2](#) describes Multipoint meeting confirmation email details.

Table 6-2 Multipoint Meeting Confirmation Email

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled and contains the link to the Meeting Details window.
Meeting Summary	This section displays information about the scheduled meeting, including some options that are set in the Meeting Details window. In addition to the standard meeting information, this section contains the Multipoint Bridge Call-In Number and the meeting's Meeting Number.
Modify Your Meeting	This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include: <ul style="list-style-type: none"> • Cisco WebEx—Enables Cisco WebEx for the meeting. See the “Enabling or Disabling Cisco WebEx for a Cisco TelePresence Meeting” section on page 6-16. • Intercompany—Allows Cisco TelePresence rooms from outside your company to participate in the Cisco TelePresence meeting. See the “Scheduling an Intercompany Meeting” section on page 6-10. • Video Conferencing—Allows video conferencing rooms to participate. See the “Scheduling Meetings with Videoconference Rooms” section on page 6-17. • Meeting Options—Allows you to set the following: <ul style="list-style-type: none"> – Whether the defined meeting subject will be displayed on the CTS Cisco Unified IP phone. – Switching mode of the call—How the CTS displays the active speakers in a meeting. For more information about switching modes, see switching mode. – Configure tentative room reservations. – Start meetings early. – Configure meeting extension settings.
Copy the meeting information to your other participants	Copy the information in this section, paste it into an email and send it to your other meeting participants.
Email footer	The URL displayed at the bottom of the email is the same link to the Meeting Details window as the link in the Confirmation Statement above. For this link to work, the CTS-Manager hostname must have a DNS entry.

- Step 8** From the link provided, log in to Cisco TelePresence Manager using your email username and password to view meeting details on the CTS-Manager Meeting Details Summary page, as shown in [Figure 6-6](#).

Figure 6-6 CTS-Manager Multipoint Meeting Details

Meeting Details

✓ The meeting is properly scheduled.

Summary | Intercompany | WebEx | Usage Survey | Meeting Options

Subject: meeting

Organizer: John Smith (jsmith@example.com)

Time: Tuesday, June 1, 2010 11:15 AM - 11:45 AM(America/Los_Angeles)

Rooms (3Total): JC-21-3-OCEANVIEW 1300 (6)
JC-21-3-LAKEVIEW (6)
JC-21-2-MOUNTAINVIEW (20)

Notification Email: Not Available

WebEx: Not used

Intercompany: Not used

Video Conferencing Interop: Not used

Hide Meeting Subject: Not used

Not a TelePresence Meeting: Not used

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If you have made an error in scheduling, CTS-Manager will send you an Action Required email, which will tell you what needs to be corrected. The Action Required email also includes a link to Cisco TelePresence Manager Meeting Details page. See the [“Action Required Email”](#) section on page 6-18.

CTS-Manager Meeting Details

When you receive your meeting confirmation email from CTS-Manager, you can access CTS-Manager to view or change your meeting details in the Meeting Details window. See the following sections for information about viewing, configuring, and managing Cisco TelePresence meetings in the CTS-Manager Meeting Details window:

- [Scheduling an Intercompany Meeting, page 6-10](#)
- [Scheduling an Interoperability \(Interop\) Meeting, page 6-13](#)
- [Enabling or Disabling Cisco WebEx for a Cisco TelePresence Meeting, page 6-16](#)
- [Usage Survey Window, page 6-16](#)
- [Configuring Meeting Options, page 6-17](#)
- [Scheduling Meetings with Videoconference Rooms, page 6-17](#)
- [Cisco Multimedia Experience Engine \(MXE\), page 6-17](#)

Scheduling an Intercompany Meeting

A Cisco TelePresence intercompany meeting involves at least one attendee who belongs to a network outside of your company network. The Intercompany window provides the ability to schedule Cisco TelePresence meetings with other companies.

To schedule an intercompany meeting:

-
- Step 1** Schedule a Cisco TelePresence point-to-point meeting by following the steps in the “[Scheduling a Point-to-Point Meeting with Microsoft Outlook](#)” section on page 6-2.
- Or
- Step 2** Schedule a Cisco TelePresence multipoint meeting by following the steps in the “[Scheduling a Multipoint Meeting with Microsoft Outlook](#)” section on page 6-6.
- Step 3** You will receive three email notifications:
- One from each of the two Cisco TelePresence rooms that you scheduled, confirming that the meeting time is reserved.
 - One from CTS-Manager confirming that the meeting has been successfully scheduled. A link to Cisco TelePresence Manager is also provided in these emails.
- Step 4** At the link provided, log in to Cisco TelePresence Manager using your email username and password. The Meeting Details page appears, as shown in [Figure 6-7](#) and [Figure 6-8](#).

Figure 6-7 Intercompany Host Meeting Options

The screenshot shows a 'Meeting Details' dialog box with a success message: 'The meeting is properly scheduled.' Below this is a tabbed interface with tabs for 'Summary', 'Intercompany', 'WebEx', 'Usage Survey', and 'Meeting Options'. The 'Intercompany' tab is active and contains the following options:

- Does this meeting include TelePresence rooms from another company? Yes No
- Which company will **host** the TelePresence multipoint bridge? Another Company Our Company
- Enter the sum of TelePresence Resources required by all other companies participating in this meeting:

At the bottom of the dialog are three buttons: 'Apply', 'Cancel', and 'Close'.

Figure 6-8 *Intercompany Participant Meeting Options*

Meeting Manager helps automate Cisco TelePresence calls by reviewing your meeting request and presetting the appropriate equipment to launch your Cisco TelePresence experience with "One-Button-To-Push". This webpage allows you to specify options not available via your calendar application and allows you to correct some errors.

The screenshot shows a web interface titled "Meeting Details" with a sub-tab "Intercompany". At the top, a green checkmark indicates "The meeting is properly scheduled." Below this are five tabs: "Summary", "Intercompany" (selected), "WebEx", "Usage Survey", and "Meeting Options". The main content area contains the following options:

- Does this meeting include TelePresence rooms from another company? Yes No
- Which company will **host** the TelePresence multipoint bridge? Another Company Our Company
- Enter information provided by the meeting host**
- Multipoint Dial-in Number *
- Intercompany Meeting Number *
- The host needs to know that your rooms require Telepresence Resources 0

At the bottom of the form are three buttons: "Apply", "Cancel", and "Close".

Table 6-3 describes intercompany meeting details.

Table 6-3 Meeting Details Intercompany Window

Field or Section Name	Description
Does this meeting include Cisco TelePresence rooms from another company?	Select Yes to enable Intercompany Cisco TelePresence for the meeting. Tip Additional fields appear when Intercompany is enabled.
Which company will host the Cisco TelePresence multipoint bridge?	Select one of the following: <ul style="list-style-type: none"> • Our Company if your company will be hosting. • Another Company if another company will be hosting. Tip Selecting this option will reveal additional fields.
Enter the sum of Cisco TelePresence Resources required by all other companies participating in this meeting. (This field appears only if Our Company is selected.)	If your company is hosting, you must get the total number of resources required from all other companies participating and enter the number in this field. The sum of the resources needed can be determined by adding the values below for each CTS endpoint participating in the meeting: <ul style="list-style-type: none"> • CTS 500 = 1 resource • CTS 1000 = 1 resource • CTS 1100 = 1 resource • CTS 1300 = 1 resource • CTS 3000 Series = 3 resources • CTS 3200 Series = 3 resources
Enter the following information provided by the meeting host when Another Company is hosting	
Multipoint Dial-In Number	This is the phone number your Cisco TelePresence room phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS.
Intercompany Meeting Number	This number is generated by the host's CTMS or your service Provider's CTMS.
The host needs to know that your rooms require Cisco Telepresence Resources.	If your company is hosting an Intercompany Cisco TelePresence meeting, the number of CTS Resources required to include all the participating companies is listed. The sum of the resources needed is determined by adding the values below for each CTS endpoint participating in the meeting, as mentioned above.
Click Apply to save your settings.	

Scheduling an Interoperability (Interop) Meeting

A Cisco TelePresence interop meeting has at least one attendee who is using supported legacy video conferencing equipment, such as Cisco Unified Videoconferencing (CUVC).

Procedure

To schedule an interop meeting:

-
- Step 1** Schedule a Cisco TelePresence point-to-point meeting by following the steps in the [“Scheduling a Point-to-Point Meeting with Microsoft Outlook”](#) section on page 6-2.
- Or
- Step 2** Schedule a Cisco TelePresence multipoint meeting by following the steps in the [“Scheduling a Multipoint Meeting with Microsoft Outlook”](#) section on page 6-6.
- Step 3** You will receive three email notifications:
- One from each of the two Cisco TelePresence rooms that you scheduled, confirming that the meeting time is reserved.
 - One from CTS-Manager confirming that the meeting has been successfully scheduled, as shown in [Figure 6-9](#). A link to Cisco TelePresence Manager is also provided.

Figure 6-9 Video Conferencing Meeting Confirmation Email

CISCO Cisco TelePresence

Your TelePresence meeting is confirmed.

Meeting Summary

Subject	meeting
Organizer	John Smith (jsmith@example.com)
Start Time	Tuesday, June 7, 2011 9:30 PM (America/Los_Angeles)
End Time	Tuesday, June 7, 2011 9:40 PM (America/Los_Angeles)
Rooms	JC21-3-OCEANVIEW 1300 (6) JC21-3-DESERTVIEW T1 (2) JC21-2-MOUNTAINVIEW (20)

Provide the following information to your other participants

Video Conferencing Devices

Call-In Number	87786
JC21-3-DESERTVIEW T1 (2)	

Modify Your Meeting

<input type="button" value="Usage Survey..."/>	Complete the survey for this meeting
<input type="button" value="WebEx..."/>	Modify settings to allow WebEx users to participate
<input type="button" value="Meeting Options..."/>	Meeting options include: <ul style="list-style-type: none"> • Call-in Number -- Add a TelePresence call-in number • Non-TelePresence -- Indicate TelePresence isn't needed for this meeting • Recording Studio -- Record videos for later distribution • Mark this meeting as private -- For private meetings / hide the subject on the phone's calendar

This message has been sent from an unmonitored mailbox. Please do not respond to this email.
 Contact your TelePresence Help Desk for additional information.
 If the buttons above are not working, click the following link [here](#)

284180

Table 6-4 describes videoconferencing meeting confirmation email details.

Table 6-4 Videoconferencing Meeting Confirmation Email

Email Section	Description
Confirmation Statement (below the email banner)	This section confirms the meeting is properly scheduled.
Meeting Details	This section displays information about the scheduled meeting, including Subject, Organizer, Start Time, End Time and Rooms that have been scheduled.
Modify Your Meeting	<p>WebEx—Clicking this button allows the organizer to go to the Meeting Options window to enable Cisco WebEx for this meeting.</p> <p>Usage Survey—Clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.</p> <p>Meeting Options—Clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting.</p>
Copy the meeting information to your other participants	This section contains the Call-In Phone Number for the meeting organizer to forward to the meeting participants so they can call into the meeting.
Email footer	The URL displayed at the bottom of the email is a link that provides the email in plain text format. For this link to work, the CTS-Manager hostname must have a DNS entry.

- Step 4** At the link provided, log in to Cisco TelePresence Manager using your email username and password. The Meeting Details page appears, as shown in [Figure 6-3](#).
- Step 5** In the Intercompany section, enter information in the following fields:
- a. **“Which company will host the TelePresence multipoint bridge?”**—Select which company is hosting the meeting.
 - b. **“How many Video Conferencing end points will join this meeting?”**—Enter the sum total of CUVC participants. Options are from 2 to 47 participants.
- Step 6** Click **Apply** to save your settings.

Scheduling Studio Mode Recording

Studio mode recording via the Cisco TelePresence Recording Server (CTRS) is mutually exclusive from Intercompany and Interop operation. The default setting for Studio Mode Recording is “No.” If recording is desired, select the “Yes” setting. This option allows the administrator to enable the studio mode recording support. Once this option is enabled, the user can enable this recording for a meeting from the meeting details view.

To reserve a Cisco TelePresence room with studio-mode recording capability:

- Step 1** Schedule your room with Microsoft Outlook as a single-room meeting.
- Step 2** After scheduling your room you will receive an email with a link to the entitlement form. Complete the entitlement form by selecting the purpose of your recording.



Tip

Single-room meetings scheduled for multipurpose and recording must follow the standard process for resolving Cisco TelePresence scheduling conflicts based on the purpose of the meeting.

See [Chapter 11, “Creating and Viewing Recordings with the Cisco TelePresence Recording Server”](#) for information about using CTRS.

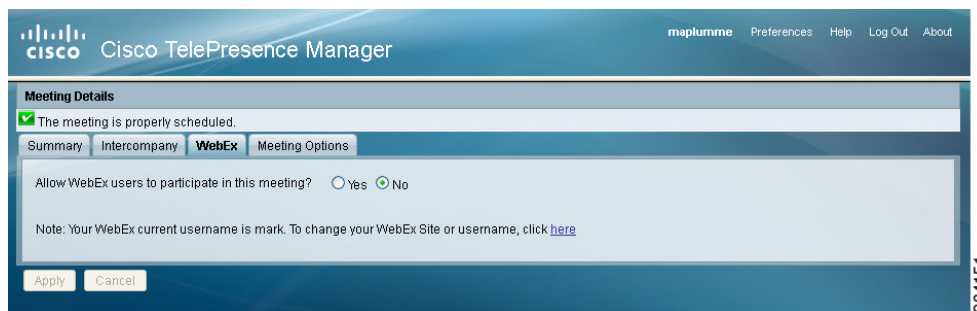
Enabling or Disabling Cisco WebEx for a Cisco TelePresence Meeting

The CTS-Manager administration Meeting Details WebEx tab allows the meeting organizer to enable or disable Cisco WebEx for a scheduled meeting.

To enable or disable Cisco WebEx for a Cisco TelePresence meeting:

- Step 1** Schedule a Cisco TelePresence meeting. A meeting confirmation email is sent.
- Step 2** In the Modify Your Meeting section of the email confirmation, click the WebEx button to allow Cisco WebEx users to participate in this meeting. The Cisco TelePresence Manager meeting control portal appears.
- Step 3** Enter your username and password.
- Step 4** Click the **WebEx** tab.
- Step 5** Click to select either **Yes** or **No** to allow Cisco WebEx users to participate in the scheduled meeting, as shown in [Figure 6-10](#).

Figure 6-10 Meeting Details Cisco WebEx Tab



- Step 6** Click **Apply** to save your changes.

See [Chapter 7, “Using Cisco WebEx Conferencing”](#) for information about using Cisco WebEx in your Cisco TelePresence meeting.

Usage Survey Window

The Usage Survey window allows the meeting organizer to fill out the usage survey that was set up by the administrator.

Configuring Meeting Options

The meeting options window allows the meeting organizer to adjust the following options for their meeting:



Tip

Meeting options are different for Intercompany meetings. See the “[Scheduling an Intercompany Meeting](#)” section on page 6-10 sections, for more information.

- **Should TelePresence Be Disabled For This Meeting**—Allows you to disable Cisco TelePresence for the meeting.
- **Is this meeting intended for recording a video to be distributed later?**—Allows you to record the meeting for distribution later.
- **Meeting Subject on Phone**—Allows you to show or hide the Cisco TelePresence meeting subject on the CTS Cisco Unified IP phone in the Cisco TelePresence room.

When you are finished making changes in the Meeting Options window, click **Apply** to save your changes.

Scheduling Meetings with Videoconference Rooms

To schedule a meeting with one or more video conference rooms:

-
- Step 1** Invite Cisco TelePresence rooms and VC rooms through Outlook or Lotus Notes, and wait for the confirmation email. CTS-Manager automatically identifies the meeting as an Interop meeting, calculates and reserves required resources and emails the organizer with the video conference call-in information.
- Step 2** Forward the video conference call-in information to the video conference participants.
-

Cisco Multimedia Experience Engine (MXE)

The Cisco Media Experience Engine is a modular media processing system that provides interoperability between Cisco TelePresence and video conferencing devices, extending the reach of collaboration and communication within organizations. MXE provides 720p interoperability with video conferencing.

To add an MXE device to Cisco TelePresence Manager:

-
- Step 1** Go to the **Configure > Bridges and Servers** window.
- Step 2** Click **New** to display the New...Bridge or Server dialog box.
- Step 3** Choose **MXE** from the Type drop-down menu.
- Step 4** Enter information into the fields and click **Save**.

**Tip**

After you add the MXE, you can edit it later by selecting it and clicking the **Edit** button.

If MXE does not appear in the Type drop-down menu, go to the **Configure > Application Settings > Bridges and Servers** window and make sure Interoperability with Videoconferencing is enabled and MXE-HD is selected

Action Required Email

Action Required emails may be sent to the Meeting Organizer to alert them of the following error conditions. The Action Required email is described in [Table 6-5](#).

- **501205 - Missing Required Endpoints:** A second Cisco TelePresence endpoint, or other participant has not been defined for the meeting.
This is the only type of error a Meeting Organizer can correct without administrative assistance. You can see an example of this email in [Figure 6-11](#). You or the Meeting Organizer can correct this error using the Meeting Details window, but the recommended way to resolve the error is to use the calendar client used to create the meeting.


**Note**

This type of Action Required error can also be caused by an endpoint not being deleted properly from a calendar server, for example Microsoft Exchange. This can occur if the Meeting Organizer schedules a meeting that includes an endpoint in delegate mode. If the Meeting Organizer schedules the meeting and then deletes it before the endpoint delegate accepts the invitation, this Action Required email is sent to the Meeting Organizer.

- **501211 - Room (Endpoint) Not Compatible:** One or more Cisco TelePresence rooms (endpoints) are running software that is incompatible with the Cisco TelePresence Multipoint Switch.
- **501212 - Resource Not Available:** Not enough Multipoint Switch resources are available to support the multipoint meeting.
- **501213 - MCU Not Configured:** A Multipoint Switch has not been configured for the network.
- **501217 - CUVC Resource Not Available:** Insufficient Video Conferencing resources to setup multipoint meeting.
- **29105 - Inactive WebEx Account:** Inactive WebEx user account. Whether the account is reactivated or a new one is created, the meeting organizer must reauthenticate with WebEx.

Figure 6-11 Action Required Email

Cisco TelePresence

 **The following error was discovered:**
A second TelePresence device, or other participant, has not been defined for this meeting. (Error: 501205)

If you intended this meeting for another purpose, please click one of the buttons under **Modify Your Meeting**.

Meeting Details

Subject	Team Meeting
Organizer	John Smith (jsmith@example.com)
Start Time	Friday, October 14, 2011 1:00 PM (America/Los_Angeles)
End Time	Friday, October 14, 2011 2:00 PM (America/Los_Angeles)

Cisco TelePresence Systems
Press the Join button from:
JC21-3-VALLEYVIEW (18)

Modify Your Meeting

<input type="button" value="WebEx..."/>	Modify settings to allow WebEx users to participate
<input type="button" value="Intercompany..."/>	Allow Cisco TelePresence rooms from outside your company to participate
<input type="button" value="Meeting Options..."/>	Meeting options include: <ul style="list-style-type: none"> • Call-in Number -- Add a TelePresence call-in number • Non-TelePresence -- Indicate TelePresence isn't needed for this meeting • Recording Studio -- Record videos for later distribution • Mark this meeting as private -- For private meetings / hide the subject on the phone's calendar

This message has been sent from an unmonitored mailbox. Please do not respond to this email.
Contact your TelePresence Help Desk for additional information.
If the buttons above are not working, click the following link [here](#)

284176

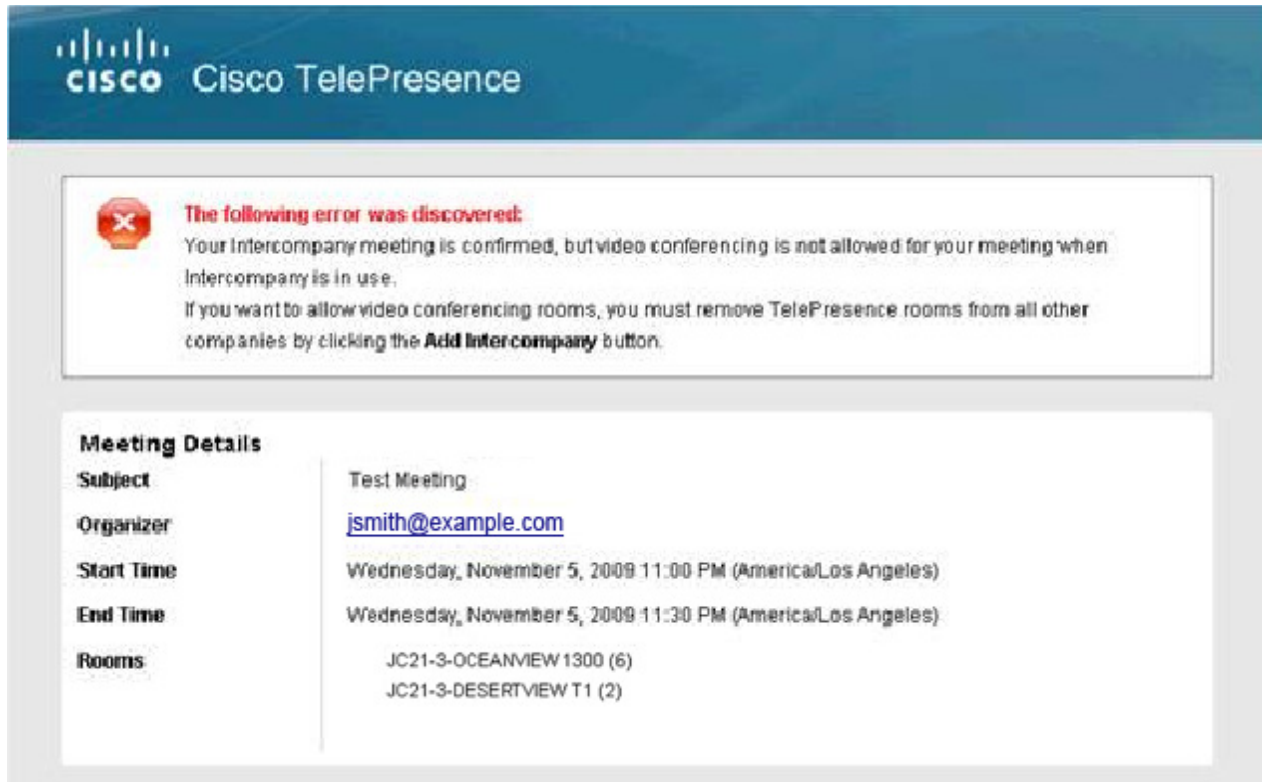
Table 6-5 Action Required Email

Email Section	Description
Confirmation Statement (below the email banner)	This section describes the error to be corrected before the meeting can be confirmed, and contains the link to the Meeting Details window. The error can usually be corrected using the Meeting Details window.
Meeting Details	This section displays information about the scheduled meeting, including subject, organizer, start time, end time and endpoints.
Modify Your Meeting	<p>This section displays buttons that allow the meeting organizer to set various options that are available depending on how CTS-Manager is configured. These options include:</p> <p>Intercompany: clicking this button allows the organizer to go to the Intercompany window to enable Intercompany to allow TelePresence endpoints from outside your company to participate in the TelePresence meeting.</p> <p>Usage Survey: clicking this button allows the organizer to go to the Usage Survey window to complete the survey for this meeting.</p> <p>WebEx: clicking this button allows the organizer to go to the Meeting Options window to set WebEx so it can be used for this meeting.</p> <p>Note Firefox users may receive an error message when clicking the WebEx button. Click OK in the error message to continue on to the WebEx window.</p> <p>Meeting Options: clicking this button allows the organizer to go to the Meeting Options window to set the various options for this meeting.</p>
Occurrences with Errors	<p>If this is a recurring meeting, all the instances that have an error are displayed in a list. Only some instances of a recurring meeting may be in error if the meeting organizer, using the Calendar client has edited some of the instances. Clicking the date/timestamp link takes you to the Meeting Details window for that meeting instance.</p> <p>Only the first 50 meeting instances with errors are listed in the email, but all instances with errors are listed in the Meeting Details window.</p> <p>Note The upcoming instance of a recurring meeting may not be one of the occurrences causing the error. When you log into Cisco TelePresence Manager from the upcoming meeting link, or any of the occurrences causing the link you will see all the occurrences of the meeting listed in the left-hand column. Click any occurrence with an icon showing a red X to resolve the error.</p>
Email footer	The link displayed at the bottom of the email is the same link to the Meeting Manager window as the link in the Confirmation Statement above.

Video Conferencing Error Email

The error email is sent to the meeting organizer when the endpoint is not reserved for a meeting. Follow the instructions in the email header to schedule endpoints for a meeting.

Figure 6-12 Video Conference Meeting Error Email



System Alert Notification Emails

In addition to the emails sent to the meeting organizer, system alert emails are sent to the SysAdmin each day after the maintenance cycle providing information about:

- No-Show Meetings and Meetings without Survey Responses
- Mailbox Alert
- Certificate expiry

For more information about these emails, see [System Alert Notification](#).

Meeting Manager

The meeting manager window provides detailed information about a specific meeting and allows the meeting organizer to make changes to the meeting's settings. The meeting organizer accesses the Meeting Manager by clicking on of the e "Modify Your Meeting" buttons in the confirmation email for their meeting and then logs in to the Meeting Manager.

It is divided into the following tabbed sections:

- [Summary](#)
- [Intercompany](#)
- [WebEx](#)
- [Usage Survey](#)

- [Meeting Options](#)

In addition, the meeting organizer can specify other users to manage their meetings. For more information, refer to the [Allowing Other Users to Manage Your Meetings](#) section.

Summary

The Summary tab provides you the following fields:

Table 6-6 Meeting Details Summary Window

Field or Section Name	Description
Subject	The person scheduling the meeting enters the information in the Subject field.
Organizer	This field displays the name and email address of the person scheduling the meeting.
Time	Displays the date, time and duration of the meeting.
Endpoints	Lists the endpoints that are participating in the meeting.
WebEx	Displays the WebEx information (if used) for the meeting.
Intercompany	Displays a green checkmark if WebEx is used in the meeting.
Video Conferencing Interop	Displays the video conferencing interoperability information for the meeting.
Record Meeting	Displays the video recording information for the meeting.
Hide Meeting Subject	Displays whether the meeting subject will be displayed on the TelePresence phone or not.
Not a TelePresence Meeting	Indicates if the meeting is not a TelePresence meeting.



Note

If you have included only one Cisco TelePresence endpoint in a scheduled meeting, you enter a phone number to dial, by clicking the Meeting Options tab and entering the number in the Number to Dial field. If you mistakenly included only one Cisco TelePresence endpoint, use your calendar software (Microsoft Outlook or Lotus Notes) to add additional endpoints.

When you are finished making changes in the Summary window, click **Apply** to save your changes.

Intercompany

The Intercompany window allows you to enable the ability to schedule TelePresence meetings with other companies.

To enable this feature, click **Yes** and then click **Apply**.

Table 6-7 Meeting Details Intercompany Window

Field or Section Name	Description
Does this meeting include TelePresence endpoints from another company?	Select Yes to enable Intercompany TelePresence for the meeting. Note Additional fields appear when Intercompany is enabled.
Which company will host the TelePresence multipoint bridge?	Select Our Company if your company will be hosting. Select Another Company if another company will be hosting. Note Selecting this option will reveal additional fields.
Enter information provided by the meeting host (when Another Company is hosting)	

Table 6-7 Meeting Details Intercompany Window

Field or Section Name	Description
Multipoint Call-In Number	This is the phone number your Cisco TelePresence endpoint phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS.
Meeting Number	This number is generated by the Host's CTMS or your Service Provider's CTMS
The host needs to know that your endpoints require Telepresence Resources	<p>If your company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required to include all the participating companies is listed. The sum of the resources needed can be determined by adding the values below for each CTS endpoint participating in the meeting:</p> <p>CTS-500 = 1 resource CTS-1000 = 1 resource CTS-1100 = 1 resource CTS-1300 = 1 resource CTS-3000 = 3 resources CTS-3200 = 3 resources</p>

If you want to remove what has been configured before you save it and set new values, click **Cancel**.

When you are finished making changes in the Intercompany window, click **Apply** to save your changes.

Intercompany Host Meeting Options

If your company is considered the Intercompany Cisco TelePresence meeting host you need to configure your side of the meeting as the host. You'll need to obtain the Call-in Number and the Meeting Number from your CTS Manager Administrator.

Enter the information and click **Apply** to set the values.

Table 6-8 Intercompany Host Meeting Options

Field Name	Description
Does this meeting include TelePresence rooms from another company?	<p>Select Yes to allow TelePresence endpoints from another company to participate in this meeting.</p> <p>If you select Yes, three additional configuration options appear.</p>
Enter information provided by the meeting host	
Which company will host the multipoint bridge?	Select the company that will host the TelePresence multipoint bridge.
Multipoint Call-in Number	The multipoint call-in number for the meeting.
Intercompany Meeting Number	The intercompany meeting number for the meeting.
Apply	Saves all settings.
Cancel	This removes what has been configured and reverts back to the last saved settings.

Intercompany Participant Meeting Options

If another company is considered the Intercompany Cisco TelePresence meeting host you need to configure your side of the meeting as a participant. You'll need to obtain the Call-In Number and the Meeting Number from your CTS Manager Administrator or from the Host meeting organizer

Enter the information and click **Apply** to set the values.

Table 6-9 Intercompany Participant Meeting Options

Field Name	Description
Multipoint Call-In Number	This is the phone number your Cisco TelePresence endpoint phone will call to join the meeting. This number is provided by the meeting Host's CTMS or your Service Provider's CTMS.
Intercompany Meeting	The Meeting Number is generated by the Host's CTMS or your Service Provider's CTMS.
The sum of Cisco TelePresence resources required by all other companies.	<p>If your company is hosting an Intercompany Cisco TelePresence meeting, the number of resources required to include all the participating companies is listed. The sum of the resources needed can be determined by adding the values below for each TelePresence endpoints participating in the meeting:</p> <p>CTS-500 = 1 resource CTS-1000 = 1 resource CTS-1100 = 1 resource CTS-1300 = 1 resource CTS-3000 = 3 resources CTS-3200 = 3 resources</p>

WebEx

The WebEx window allows the meeting organizer to enable WebEx for their meeting and provides them with the WebEx information for both the host and participants to join the meeting. The first time they schedule a TelePresence meeting with WebEx, they must register their WebEx ID user account with CTS-Manager. For more information, see [First-time WebEx Setup](#).



Note

This window is not available if the meeting organizer is not permitted to use WebEx.

Allow WebEx users to participate in this meeting

Selecting **Yes** enables WebEx for the meeting. Selecting **No** disables Webex for the meeting.

WebEx Call-In Information

This section displays the WebEx information necessary for both the host and participants to join the meeting.

Table 6-10 Meeting Manager > WebEx Window

Field or Section Name	Description
Call-in Toll Free Number	Toll-free number for WebEx participants.
Call-In Toll Number	Toll number for WebEx participants.
WebEx Meeting Host Key	Code for host to regain control of the meeting from an attendee.
WebEx Meeting ID	The unique ID number generated by WebEx to identify the scheduled meeting.
Meeting Password	Password for WebEx participants.
URL	URL for WebEx meeting.

First-time WebEx Setup

If this is your first time setting up WebEx for a TelePresence meeting, you must register your WebEx ID user account with CTS-Manager. This makes using WebEx with future TelePresence meetings as easy as possible.



Note

If you use the WebEx Productivity Tool plug-in for Microsoft Outlook to schedule your meeting, you do not need to go through this first-time setup.

To set up WebEx:

Step 1 If there is more than one WebEx site available, select the WebEx site to which you have been assigned.



Note

If you are not sure which site to select, contact your help desk for assistance.

Step 2 Click **Register**.
The WebEx login window appears.



Note

If a Security warning message appears: In Internet Explorer 6, click **Yes**. In Internet Explorer 8, click **No**.

Step 3 Enter your WebEx Username and Password and click **Log In**.
Once you log in, you are redirected back to the Meeting Manager window for your meeting.



Note

If a security warning message appears, click **No**.

Step 4 Click the WebEx tab, select the **YES** radio button, then click **Apply**.
WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number

- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the “Provide the following information to your other participants” section.

Step 5 Copy the WebEx information from the confirmation email.

Step 6 In your email program, create a new email addressed to your WebEx participants.

Step 7 Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

When you are finished making changes in the WebEx window, click **Apply** to save your changes.



Note

The process of authenticating with WebEx maps your enterprise user account to your WebEx account. If your WebEx account changes after you log into WebEx the first time, you will use the Re-authenticate button to log into WebEx the next time with your new username and password and, after successful login, the mapping will be updated to your new WebEx account. Any WebEx account created for your company can be used to authenticate with WebEx, as long as the you know the correct username and password. If your WebEx account is reactivated, or a new one is created, you must reauthenticate with WebEx to be able to schedule WebEx-enabled TelePresence meetings.

Changing Your WebEx Site or Username

If you want to change your WebEx site or username, do the following:

Step 1 Contact your WebEx administrator to get your new WebEx site and username/password information.

Step 2 Open the confirmation email for an upcoming Cisco TelePresence meeting you scheduled. If you have no upcoming meetings, schedule one now.

Step 3 Click the **WebEx** button in the email.

Step 4 Log in to Cisco TelePresence Manager using your enterprise user ID and password.

The Meeting Manager window appears with the WebEx tab selected.

Step 5 Next to “To change your WebEx Site or username” click the **here** link.



Note

If there is only one site available, you can only change your WebEx username

Step 6 If changing your WebEx site, select the new WebEx site.

Step 7 Click **Update WebEx Credential**.

The WebEx login window appears.



Note If a Security warning message appears: In Internet Explorer 6, click **Yes**. In Internet Explorer 8, click **No**

Step 8 Enter your WebEx username and password for the new WebEx site, provided by your WebEx administrator.

Step 9 Click **Log In**.

Once you log in, you are redirected back to the Meeting Manager window for your meeting.



Note One or more WebEx sites may be available, but you can only use one for scheduling WebEx-enabled TelePresence meetings. If you are not sure which one to use, contact your help desk.

Reactivating Your WebEx Account

If your WebEx account is inactive, you will not be able to schedule WebEx-enabled TelePresence meetings.

To reactivate your account:

Step 1 Contact your WebEx administrator to have your account reactivated.

Step 2 Open the confirmation email for an upcoming Cisco TelePresence meeting you scheduled. If you have no upcoming meetings, schedule one now.

Step 3 Click the WebEx button in the email.

Step 4 Log in to Cisco TelePresence Manager using your enterprise user ID and password.

Step 5 Select the WebEx site on which you have your account.

Step 6 Click the **Register** button and log in to WebEx using your reactivated account username and password.

After successful login, you are redirected to Cisco TelePresence Manager where you can enable WebEx for your TelePresence meeting.

WebEx Roles

The CTS-Manager administrator is responsible for assigning WebEx roles to users. Until the administrator assigns a role to a meeting organizer, their role is determined by the WebEx default user type configured in the Configure > Application Settings > Bridges and Servers window.

There are three types of WebEx users:

- [WebEx Permitted User](#)
- [WebEx Premium User](#)
- [WebEx Non-Permitted User](#)

WebEx Permitted User

If you are a WebEx Permitted user, you can request WebEx on a meeting-by-meeting basis.

Using Microsoft Outlook, you can use the WebEx Productivity Tools plug-in to add WebEx to your meeting.

Alternatively, you can enable WebEx for your meeting by doing the following:

Step 1 Click the WebEx tab, select the **YES** radio button, then click **Apply**.

WebEx is enabled and the following WebEx details appear:

- Call-in Toll-Free Number
- Call-in Toll Number
- WebEx Meeting Host Key
- WebEx Meeting ID
- Meeting Password
- URL

After a few minutes, you will receive an updated confirmation email with the WebEx information listed in the “Provide the following information to your other participants” section.

Step 2 Copy the WebEx information from the confirmation email.

Step 3 In your email program, create a new email addressed to your WebEx participants.

Step 4 Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.

When you are finished making changes in the WebEx window, click **Apply** to save your changes.

WebEx Premium User

If the meeting organizer is a WebEx Premium user, every meeting they schedule includes WebEx.

All they have to do is provide the WebEx information to their meeting participants:

Step 1 Copy the WebEx information from the confirmation email.

Step 2 In your email program, create a new email addressed to your WebEx participants.

Step 3 Paste the WebEx information into the email and send it.

WebEx participants join the meeting by clicking the URL you sent in the email or copying and pasting it into their browser.

TelePresence participants join the meeting by pressing the button on their TelePresence phone.



Note

All existing meetings scheduled by the user before they become a WebEx Premium User will remain unchanged. All meetings scheduled thereafter will have WebEx enabled. WebEx can be enabled for an existing meeting only by adding or deleting endpoints or changing the time of the meeting.

WebEx Non-Permitted User

If the meeting organizer is a WebEx Non-Permitted user, they are not permitted to use WebEx with any of their meetings.

In this case, the WebEx button in the confirmation email and the WebEx tab in the Meeting Manager window are not available.

Usage Survey

The Usage Survey window allows you to view and fill out the survey.

To fill out the survey:

-
- Step 1** Select or enter an answer for each of the questions.
 - Step 2** Click **Apply**.
-

Meeting Options

The meeting options window allows you to adjust other options for your meeting.



Note

Meeting options are different for an intercompany meeting. See the [Intercompany Host Meeting Options](#) and [Intercompany Participant Meeting Options](#) sections, for more information.

Mark this meeting as private: Allows you to show or hide the TelePresence meeting subject on the phone in the TelePresence endpoint.

Provide a call-in number for other participants?: Allows you to provide a call-in number for TelePresence endpoints that were not originally invited to the meeting to be able dial in to the meeting.

The following options are available only for a meeting scheduled with one endpoint:

Number to Dial: Enter a call-in number. You must enter only numbers. Other characters including dashes are not permitted.

Is this meeting intended for recording a video to be distributed later?: Allows you to record the meeting for distribution later.

Is TelePresence required for this meeting?: Allows you to disable TelePresence for the meeting. When TelePresence is disabled, Action Required emails will not be sent if any additional settings are changed.

When you are finished making changes in the Meeting Options window, click **Apply** to save your changes.

Allowing Other Users to Manage Your Meetings

The meeting organizer can select up to five other users who can also manage their meetings. The user(s) will receive the email notifications and have the ability to access meeting manager to view meeting details, change meeting options, as well as change preferences.

In the emails and in the meeting details, delegates will see the meeting information based on the organizer's time zone and locale preferences, not the delegates' own.

All feature options that are available to the meeting organizer are also available to the delegates.

To allow other users to manage your meetings:

-
- Step 1** In the Meeting Manager window, click **Preferences**.

The Preferences window opens.

- Step 2** In the Allow Others to Manage My Meetings field, enter the user ID of each user to whom you want to delegate management of your meetings. User IDs must be separated by a comma.

example: jsmith, kjohnson, bjones

- Step 3** (Optional) If you want only the delegate users to receive email notifications for meetings that you schedule, uncheck **Send me email notifications**.



Note If a delegate user forwards the meeting organizer an email notification, they will receive it even if they unchecked **Send me email notifications**.

- Step 4** (Optional) If you want to save the user IDs that you are entering and keep this window open while you find other user IDs to enter, click **Apply**.

- Step 5** When you are finished, click **OK**.

System Alert Notification

Each day after the CTS-Manager maintenance cycle, the SysAdmin receives a system alert notification email if there are any meetings that were scheduled but never took place (no-show meetings), and meetings for which the survey was not completed by the meeting organizer.

This email displays the following information:

Table 6-11 Organizers of No-Show Meetings

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting.
Meeting Count	The number of scheduled meetings that never took place
Total Hours	The total number of hours associated with the meetings that never took place

Meetings without Usage Survey Responses

Field Name	Description
Organizer Name	The meeting organizer who scheduled the meeting
Meeting Count	The number of scheduled meetings for which the Usage Survey has not been completed.



Note The Meetings without Usage Survey Responses information will not be available if the Metrics Dashboard and Reporting API license is not uploaded. To upload the Metrics Dashboard and Reporting API license, go to the **Configure > Licenses** window, click the **License Files** tab and click **Upload**.

Where to Go Next

Go to [Chapter 7, “Using Cisco WebEx Conferencing”](#) for more information about Cisco WebEx.

See the [Cisco TelePresence Manager](#) home page on Cisco.com for support documentation.



Using Cisco WebEx Conferencing

Revised: March 2012, OL-13674-07

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Before You Begin

- Schedule rooms at least 15 minutes in advance.
- All Cisco TelePresence rooms that you schedule must be running Cisco TelePresence software release 1.7.0 or a later release to use Cisco WebEx. To check your software release using the phone, touch the **more** softkey until you reach the **Info** softkey. See [System Information - Using the Info Softkey](#).
- To ensure proper functionality, reserve meeting rooms as “Resources.”

Setting up Cisco WebEx for the First Time



Note

This task requires that your system be running CTS-Manager. To determine if you have CTS-Manager, check your phone screen to make sure that the Meetings button is present on the home screen, as shown in [Figure 6-1](#). If you are unsure or need assistance, contact the [Live Desk](#).

The first time a meeting organizer schedules a Cisco TelePresence meeting with Cisco WebEx, they register with the Cisco WebEx server.

You can do first-time scheduling either of the following ways:

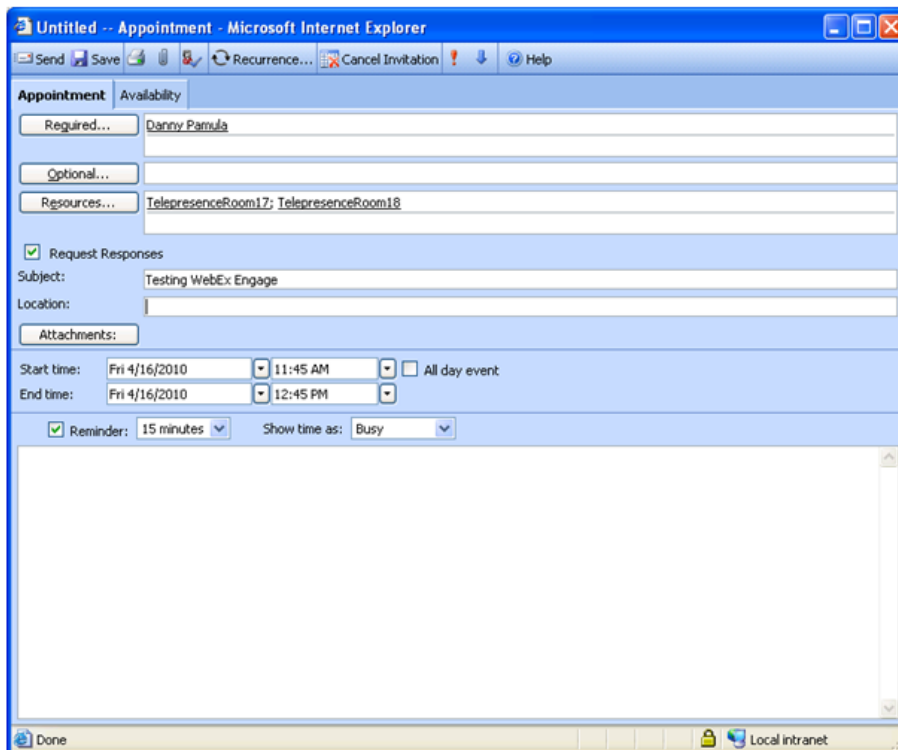
- [Using a Calendar Client](#)—Schedule the meeting in your calendar client, then log in to CTS-Manager to add Cisco WebEx to your meeting.
- [Using Microsoft Outlook](#)—Schedule and add Cisco WebEx to your meeting in Microsoft Outlook.

Using a Calendar Client

To use your calendar client to schedule the meeting and Meeting Manager to add Cisco WebEx:

- Step 1** Schedule the meeting as usual with Microsoft Outlook Web Access (OWA), Microsoft Outlook, Lotus Notes or another supported client and include one or more Cisco TelePresence System (CTS) endpoints.

Figure 7-1 Schedule Meeting



- Step 2** Wait for email confirmation from CTS-Manager.

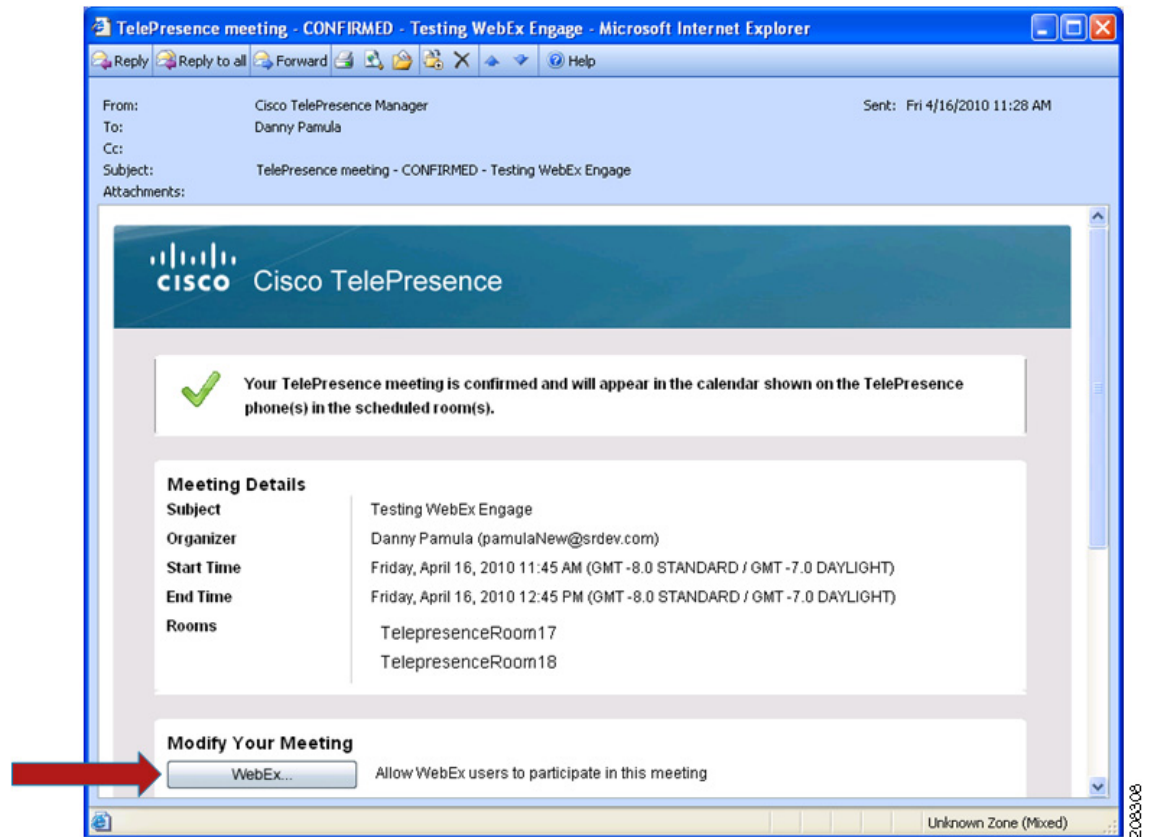
- Step 3** To enable Cisco WebEx for the meeting, click the **WebEx** button in the email, as shown in [Figure 7-2](#).

2009-907

**Note**

The WebEx button does not appear if the meeting organizer is a Cisco WebEx Non-Permitted user.

Figure 7-2 Click the WebEx Button in Meeting Email Confirmation

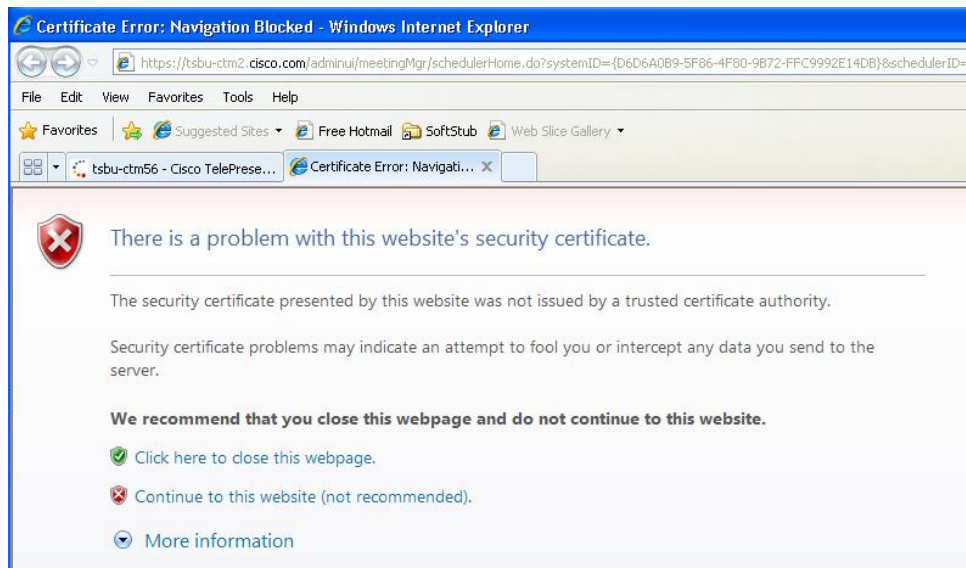


Step 4 Depending on which browser you use, you may be presented with a security warning message:

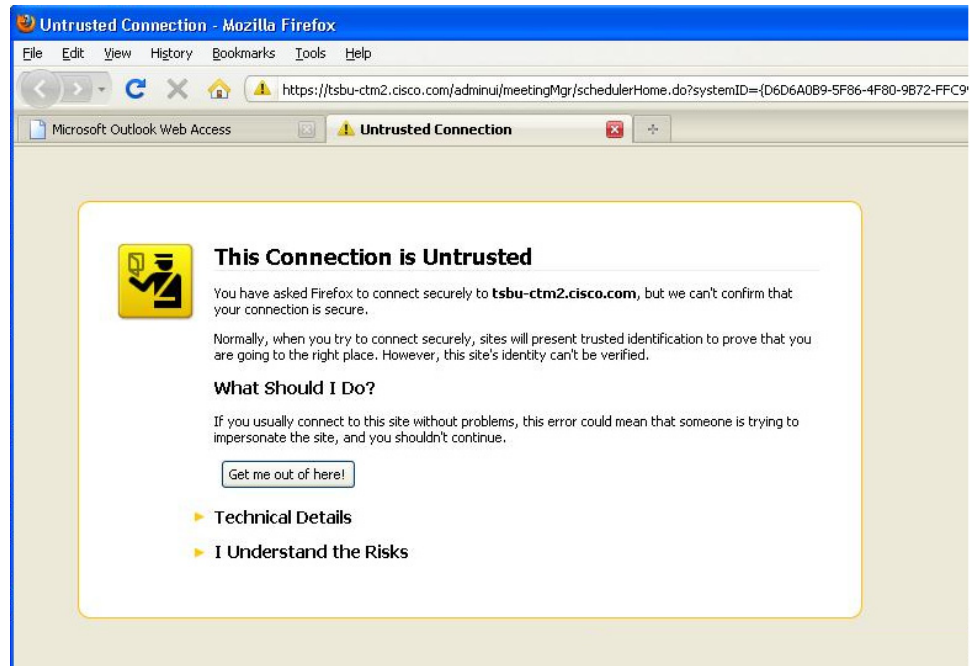
- If you are using Internet Explorer Version 6 and a security warning appears, click **Yes** to proceed, as shown in [Figure 7-3](#).

Figure 7-3 Security Warning in Internet Explorer Version 6

- If you are using Internet Explorer Version 8 and a security warning appears, click Continue to proceed, as shown in [Figure 7-4](#).

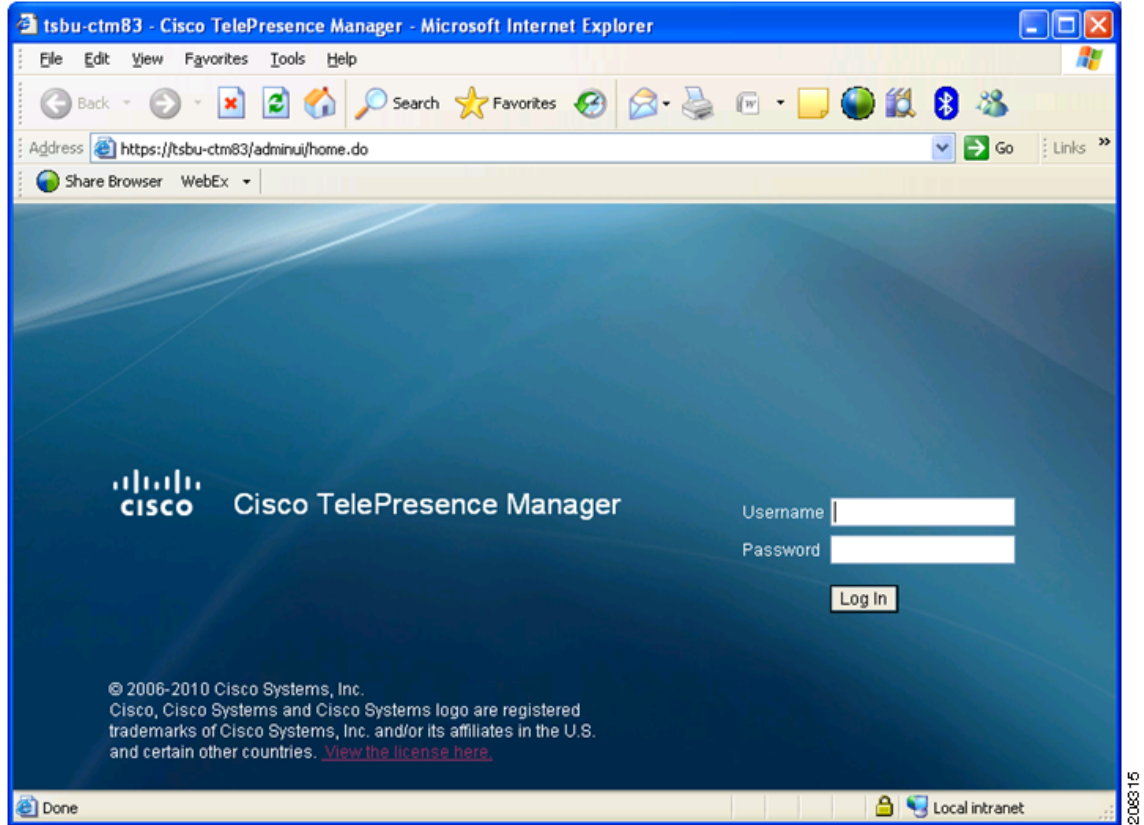
Figure 7-4 Security Warning in Internet Explorer Version 8

- If you are using Firefox and a security warning appears, click “**I understand the risks**” to proceed, as shown in [Figure 7-5](#).

Figure 7-5 Security Warning in Firefox

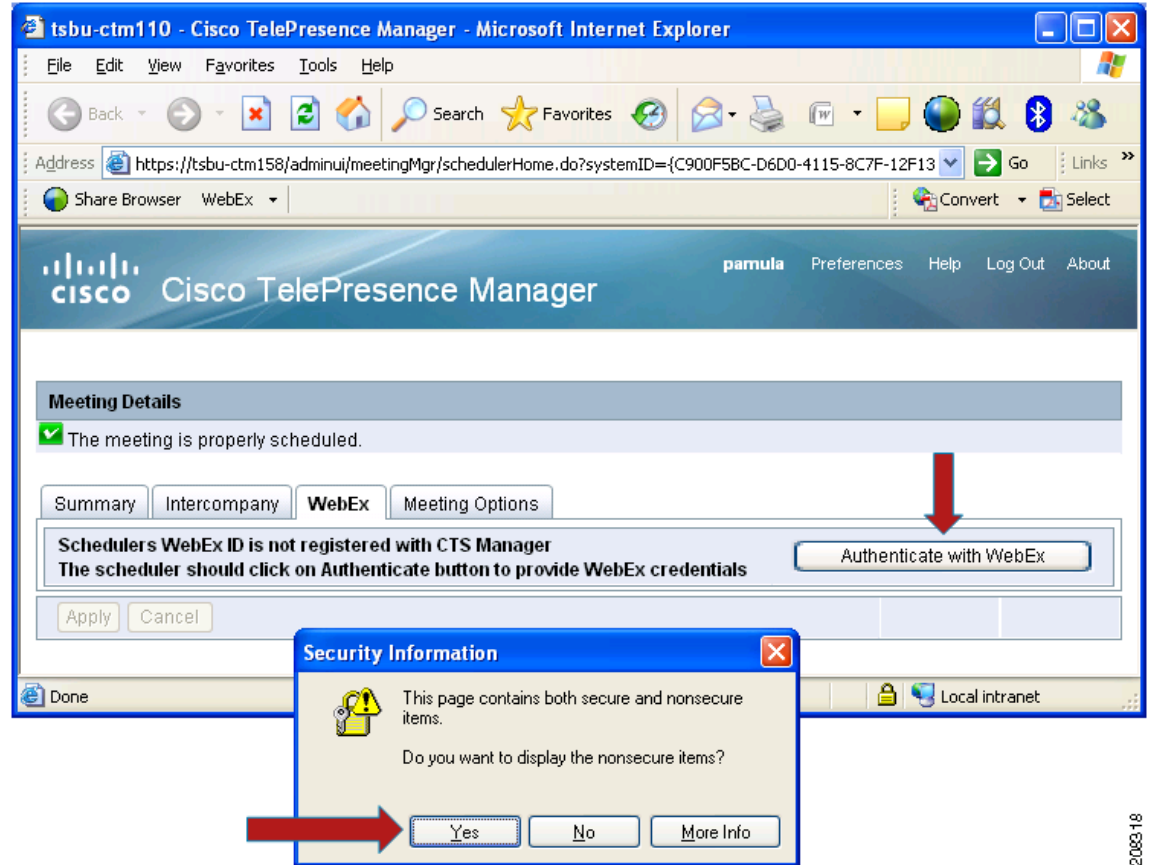
- Step 5** Once you have dismissed any security warnings, the CTS-Manager log in window appears, as shown in [Figure 7-6](#).

Figure 7-6 CTS Manager Log In



- Step 6** Log in to CTS-Manager using your enterprise email ID and password.
The meeting details window for your meeting appears, with the WebEx tab selected.
- Step 7** The first time you schedule a meeting with Cisco WebEx, you must register with the Cisco WebEx server by doing the following:
- a. If there are multiple Cisco WebEx sites available, select the Cisco WebEx site on which you have an account.
 - b. Click **Register**.
 - If you are using Internet Explorer Version 6, click Register and click **Yes** in the security warning pop-up, as shown in [Figure 7-7](#).

Figure 7-7 Authenticate with Cisco WebEx Internet Explorer Version 6

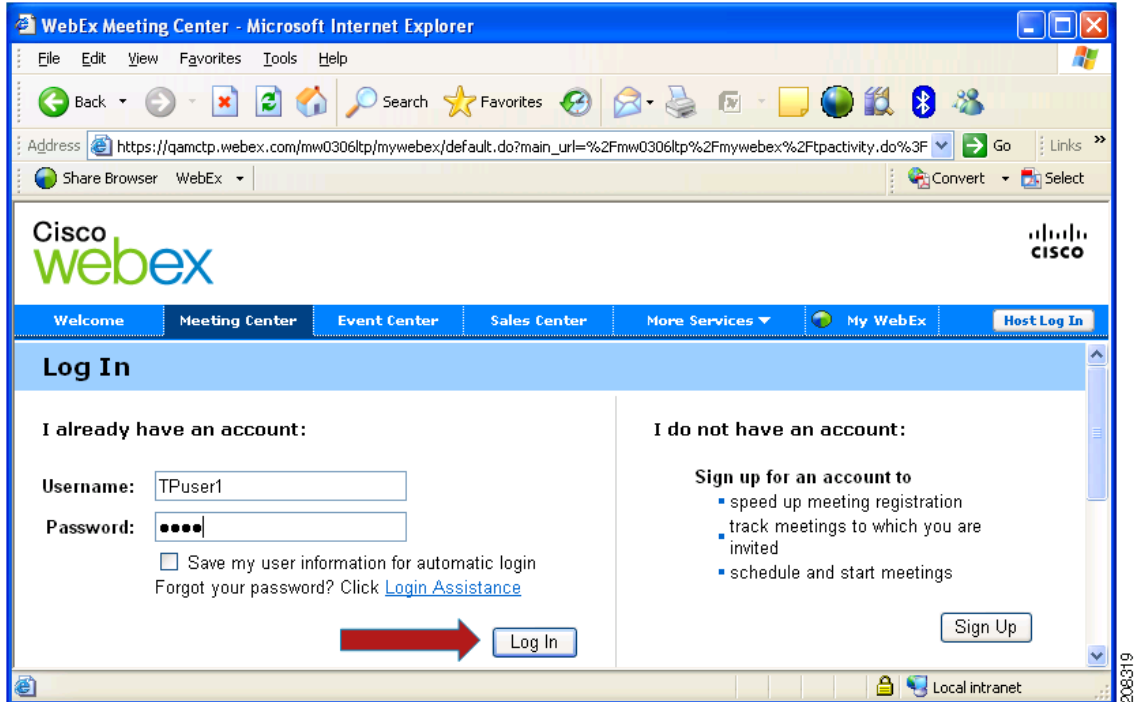


- If you are using Internet Explorer Version 8, click **Register** and click **No** at the security warning pop-up.
- If you are using Firefox, there is no security warning at this step; simply click **Register**.

This redirects you to the Cisco WebEx server. The Cisco WebEx login page appears, as shown in [Figure 7-8](#).

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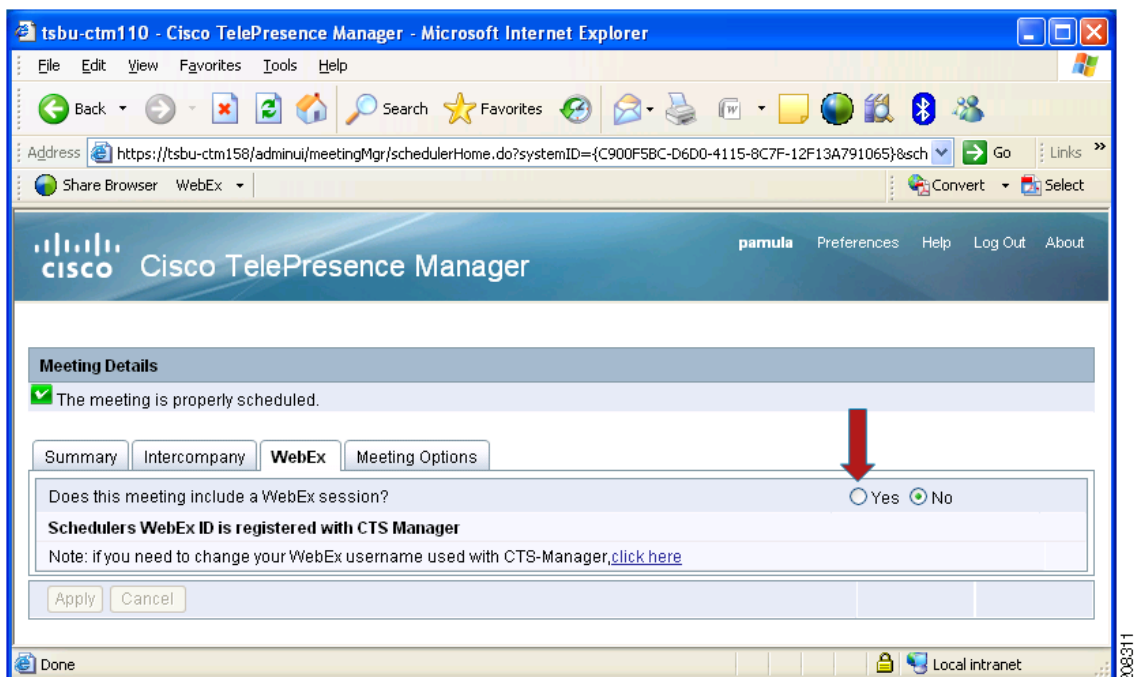
Figure 7-8 Log in to Cisco WebEx



- c. Enter your Cisco WebEx username and password and click **Log In**.

Upon successful authentication, you are directed back to the CTS-Manager meeting details window with the WebEx tab selected, as shown in Figure 7-9.

Figure 7-9 Cisco WebEx Tab in CTS Manager Meeting Details



- Step 8** Select the **Yes** radio button to allow Cisco WebEx users to participate in this meeting and click **Apply**. Cisco TelePresence WebEx OneTouch is now set up for the meeting organizer and enabled for the selected meeting. To schedule future meetings with Cisco WebEx, you will not need to log in to the Cisco WebEx server.

Using Microsoft Outlook

To use Microsoft Outlook and the WebEx Productivity Tools plug-in to schedule the meeting:

- Step 1** Download and install the WebEx Productivity Tools plug-in.
- Open a browser and go to the Cisco WebEx site account.
 - On the left-hand side of the window, click **Support** and then **Downloads**.



Note

If you do not see Support, make sure the Meeting Center tab is selected at the top of the window.

- Next to the Productivity Tools description click **Download now (Login Required)**.
- Log in to your account using the username and password of your Cisco WebEx account.
- Next to the Productivity Tools description click **Download now**.
- Install the plug-in:
 - For IE—The File Download window appears. Click **Run** and follow the on-screen instructions to install the plug-in.
 - For Firefox—The Opening ptools.msi window appears. Click **Save File**. After the file is downloaded, open it and follow the on-screen instructions to install the plug-in.

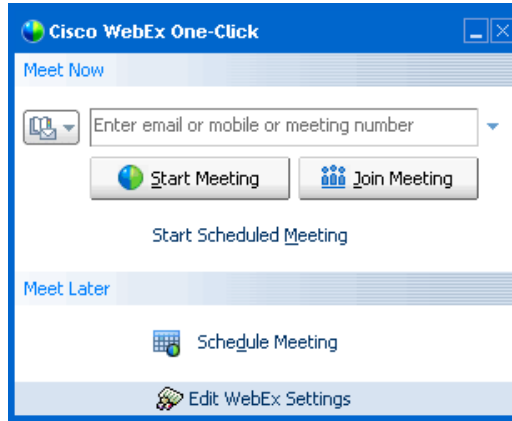
When installation is complete, the WebEx Productivity Tools window appears.

- Enter your Cisco WebEx username and password and click **Login**, as shown in [Figure 7-10](#).

Figure 7-10 WebEx Productivity Tools Window

In a few moments, you will be logged into the Cisco WebEx server. When the installation is complete, the Cisco WebEx One-Click window appears, as shown in [Figure 7-11](#).

Figure 7-11 Cisco WebEx One-Click window

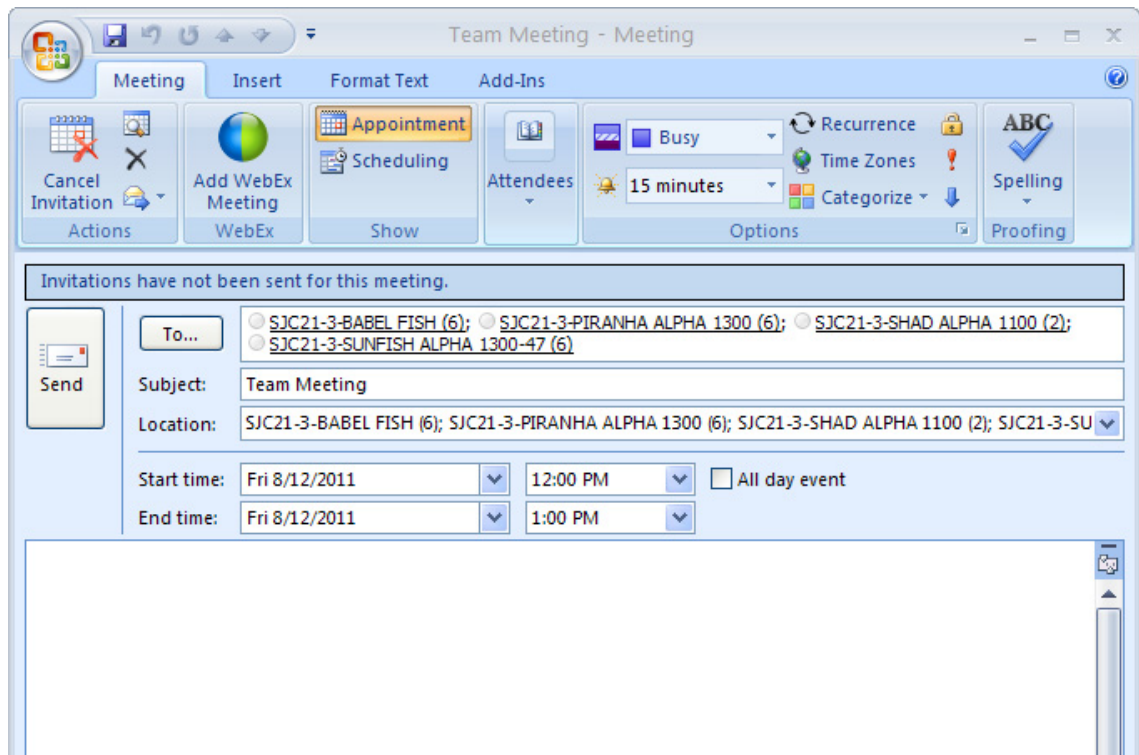


h. Close the Cisco WebEx One-Click window.

Step 2 Open Microsoft Outlook.

Step 3 Schedule the meeting as usual and include one or more Cisco TelePresence System (CTS) endpoints, as shown in [Figure 7-12](#).

Figure 7-12 Schedule Meeting



Step 4 Click the **Add WebEx Meeting** button in the top part of the Meeting window.

Step 5 The WebEx Settings window appears, as shown in [Figure 7-13](#).

Figure 7-13 WebEx Settings window

- Step 6** (Optional) If you want to create a password for the meeting, enter it in the Meeting Password field.
- Step 7** Make sure Service type is set to **Meeting Center Free meeting** and Conference type is set to **WebEx Audio** and click **OK**.
- Step 8** Click **Send** to send the meeting invitation.

The Cisco WebEx information is added to the meeting and the updated invitation and is sent to the meeting participants. [Table 7-1](#) describes Cisco WebEx meeting details. This information is necessary for both the host and participants to join the meeting.

**Note**

After first-time scheduling, Cisco WebEx users configured as Premium Users have Cisco WebEx added to their Cisco TelePresence meetings automatically. Cisco WebEx Permitted Users must enable Cisco WebEx in the Meeting Details window for each meeting. To prevent overscheduling Cisco WebEx when the feature is used for most TelePresence Meetings, Cisco recommends to not add all users to the Premium user group. For more information about Cisco WebEx users, see [Permitted User](#), [Premium User](#), and [Non-permitted User](#).

Table 7-1 Meeting Details WebEx Window

Field or Section Name	Description
Call-in Toll Free Number	Toll free number for Cisco WebEx participants.
Call-In Toll Number	Toll number for Cisco WebEx participants.
WebEx Meeting Host Key	Code for host to regain control of the meeting from an attendee.
WebEx Meeting ID	The unique ID number generated by Cisco WebEx to identify the scheduled meeting.
Meeting Password	Password for Cisco WebEx participants.
URL	URL for the Cisco WebEx meeting.

Step 9 When you are finished making changes in the CTS-Manager Cisco WebEx window, click **Apply** to save your changes.

Remote Cisco WebEx participants join the meeting by clicking the URL you sent in the email or by copying and pasting it into their browser. Participants in the Cisco TelePresence room join the meeting by touching the designated [One-Button-to-Push](#) on their CTS Cisco Unified IP phone. See [Initiating a Cisco TelePresence WebEx OneTouch Meeting from the Cisco WebEx Client](#).

After this first-time Cisco WebEx setup, the CTS-Manager administrator is responsible for assigning Cisco WebEx roles to users. Until the administrator assigns a role to a meeting organizer, their role is determined by the Cisco WebEx default user type that is configured in CTS-Manager.

Scheduling a Cisco TelePresence Meeting with Cisco WebEx Capability

To schedule a Cisco TelePresence meeting that includes Cisco WebEx capability you must follow the guidelines for entitlement and availability to schedule the Cisco TelePresence rooms. See the [Cisco WebEx](#) home page for more information.

Conference Room Configuration Tips

- Schedule rooms at least 30 minutes in advance.
- All Cisco TelePresence rooms that you schedule must be running CTS software version 1.7.0 or a later release to use Cisco WebEx.
- Reserve the rooms as “Resources” for scheduling to function properly.
- If you are booking a Cisco TelePresence meeting with Cisco WebEx, do not use the Cisco WebEx Productivity Tools Plugin. Instead, wait for the CTS-Manager email and click the Cisco WebEx button.
- If you are booking a Cisco WebEx meeting only with no Cisco TelePresence rooms, use the Cisco WebEx Productivity Tools Plugin.

Proceed to the following sections to schedule Cisco TelePresence meetings with Cisco WebEx capability:

- [Scheduling Cisco WebEx-Enabled Meetings with Microsoft Outlook and Plugin, page 7-13](#)
- [Scheduling Cisco WebEx-Enabled Meetings with Other Groupware Clients, page 7-14](#)

Scheduling Cisco WebEx-Enabled Meetings with Microsoft Outlook and Plugin

To schedule a Cisco TelePresence meeting with Cisco WebEx capability using Microsoft Outlook and the required Cisco WebEx Productivity Plugin:

-
- Step 1** From your Microsoft Outlook Calendar, choose the **Time slot** on the **Date** you wish to schedule your meeting and click the **Schedule Meeting** button on the Productivity Toolbar.
 - Step 2** In the Subject field, enter a description of the meeting. For example “CBC: New Product Demonstration.”
 - Step 3** Go to the Scheduling tab and click the **Add Others** button at the bottom of the page.
 - Step 4** Choose **Add From Address Book**.
 - Step 5** Go to the Select Attendees and Resources screen and select the desired Cisco TelePresence room and location from the Show Names drop-down menu.
 - Step 6** Click the **Resources** button to include this resource for your meeting.
 - Step 7** Repeat steps 5 and 6 as needed to add at least one more Cisco TelePresence room.



Tip Remember to click the **Resources** button to reserve each room.

- Step 8** After you have finished adding resources, click **OK** to close the Select Attendees and Resources screen.
- Step 9** Check the Scheduling tab for conflicts.
- Step 10** To start your meeting do one of the following:
 - **Premium Users**—If you are a premium user using the Cisco TelePresence WebEx OneTouch feature, simply press your designated [One-Button-to-Push \(OBTP\)](#) on the in-room CTS Cisco Unified IP phone. Audio and video is automatically connected between the CTS endpoints and Cisco WebEx. See [Initiating a Cisco TelePresence WebEx OneTouch Meeting from the Cisco WebEx Client](#) for more information.
 - **Permitted Users**—If you are a permitted user and wish to enable the Cisco TelePresence WebEx OneTouch feature, go to the email sent from CTS-Manager, click the link, and follow the instructions to set up the Cisco TelePresence WebEx OneTouch feature and start your meeting using OBTP.
 - **Non- Cisco TelePresence WebEx OneTouch Users**—If you used the Outlook plug-in to schedule a Cisco WebEx meeting but did not select any Cisco TelePresence rooms, you are not using the Cisco TelePresence WebEx OneTouch feature and you must manually conference in Cisco WebEx to your Cisco TelePresence meeting, see [Conferencing in Cisco WebEx to a Cisco TelePresence Meeting](#) for more information.

See also [Productivity Toolbars and Menus](#).

Scheduling Cisco WebEx-Enabled Meetings with Other Groupware Clients

To schedule a Cisco TelePresence meeting with Cisco WebEx capability using Microsoft Outlook without plug-in, Outlook Web Access (OWA), Lotus Notes, and other groupware clients:

-
- Step 1** From your Microsoft Outlook Calendar, choose the **Time slot** on the **Date** you wish to schedule your meeting and click the **Schedule Meeting** button on the Productivity Toolbar.
 - Step 2** In the Subject field, enter a description of the meeting. For example “CBC: New Product Demonstration.”
 - Step 3** Go to the Scheduling tab and click the **Add Others** button at the bottom of the page.
 - Step 4** Choose **Add From Address Book**.
 - Step 5** Go to the Select Attendees and Resources screen and select the desired Cisco TelePresence room and location from the Show Names drop-down menu.
 - Step 6** Click the **Resources** button to include this resource for your meeting.
 - Step 7** Repeat steps 5 and 6 as needed to add at least one more Cisco TelePresence room.



Tip Remember to click the **Resources** button to reserve each room.

- Step 8** After you have finished adding resources, click **OK** to close the Select Attendees and Resources screen.
 - Step 9** Check the Scheduling tab for conflicts.
 - Step 10** Wait for the email from CTS-Manager.
 - Step 11** Click the WebEx button in the email. The CTS Manager Administration screen appears.
 - Step 12** Select the **Add WebEx** radio button and click **Apply**.
 - Step 13** Wait for a second email from CTS-Manager that will include the Cisco WebEx URL and dialin information.
 - Step 14** Cut and paste the Cisco WebEx URL and dialin information into the original meeting invitation and forward by email to the remote meeting participants who will not be in the Cisco TelePresence room.
 - Step 15** Use OBTP to join the meeting at the scheduled start time. See [Initiating a Cisco TelePresence WebEx OneTouch Meeting from the Cisco WebEx Client](#) for more information.
-

Initiating a Cisco WebEx-Enabled Meeting from the Cisco TelePresence Room

To initiate a Cisco WebEx-enabled Cisco TelePresence meeting from the Cisco TelePresence room:

-
- Step 1** Open your email program and schedule the desired Cisco TelePresence rooms using the instructions in [Chapter 5, “Booking Meeting Rooms and Scheduling Cisco TelePresence Meetings.”](#)
You will receive an email from CTS-Manager confirming your reservation.
 - Step 2** To enable Cisco WebEx for the scheduled Cisco TelePresence meeting, click the Cisco WebEx button in the confirmation email.

**Tip**

If the Cisco TelePresence rooms that you scheduled do not have Auto Accept enabled, make sure to accept the meeting when you receive the meeting confirmation email. Otherwise, the rooms will not be listed in your email.

- Step 3** From the Cisco TelePresence room, join your Cisco TelePresence call by selecting your meeting on the CTS Cisco Unified IP phone and pressing the designated [One-Button-to-Push](#).
- Step 4** Touch the **Confrn** softkey.
- Step 5** Enter the dial-in number from the Cisco WebEx meeting invitation (for example, 8 500 5555) and touch **Dial**.

**Tip**

Only one room should dial into a Cisco WebEx bridge. Echo and poor sound quality will result if more than one room is dialed into a Cisco WebEx bridge.

- Step 6** Follow the audio prompt instructions.
- Step 7** Enter the attendee ID followed by #. If you do not have your attendee ID, press #.
- Step 8** (Optional) Add individual audio participants by entering the number and touching the **Dial** softkey.
- Step 9** Touch **Exit** and then **Confrn** to re-join your Cisco TelePresence meeting.
- Step 10** Touch **End Call** to end both the audio bridge and the Cisco TelePresence call.
- Step 11** If needed, remove the audio bridge from your Cisco TelePresence meeting by following these steps:
- From the phone console, click the **ConfList** soft key.
 - Select the Cisco TelePresence meeting or audio bridge entry and click **Remove**.

**Tip**

You can join Cisco WebEx-enabled Cisco TelePresence conferences up to 10 minutes before they begin. Be sure to join the Cisco TelePresence meeting before adding audio-only participants.

Use the **Mute** button on the Cisco TelePresence microphones to mute the room audio only. When the mute button is enabled in the room, audio-only participants, typically, remote participants, will not be muted.

Initiating a Cisco TelePresence WebEx OneTouch Meeting from the Cisco WebEx Client

To start a Cisco TelePresence WebEx OneTouch-enabled meeting from the Cisco WebEx Client:

- Step 1** Click the URL in the meeting invitation or copy and paste the URL into your browser. The Cisco WebEx Meeting window appears.
- Step 2** If you are the host, click **start your meeting**. The Log In page appears.
- Step 3** Enter your **Username** and **Password** in the fields provided and click **Log In**.
- Step 4** Follow the prompts in the Cisco WebEx Meeting window to join your meeting.

The meeting participants in the Cisco TelePresence room will hear the audio announcement: “[yourname] ...has joined the conference.”

**Note**

For meetings initiated from the Cisco WebEx Client, Cisco TelePresence room participants may hear only “...has joined the conference” rather than the person’s name in the audio announcement.

Verifying Cisco WebEx on the CTS Phone

When Cisco WebEx is enabled, the CTS Cisco Unified IP phone displays the Cisco WebEx Blue/Green ball icon with the meeting instance, as shown in [Figure 7-14](#).

Figure 7-14 Cisco WebEx Enabled on the CTS Phone



Once you start your meeting, the **Mtng Ctrl** softkey is available to help you manage your meeting, as shown in [Figure 7-15](#).

Figure 7-15 Meeting Control Button

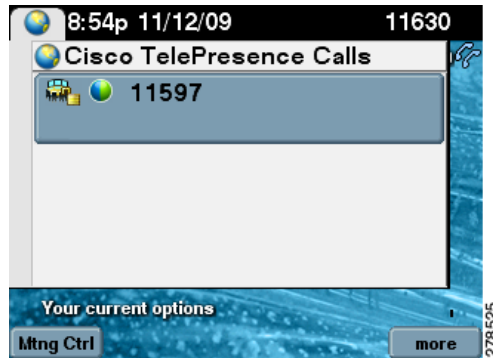


Table 7-2 describes the options that are available to control your call on the CTS Cisco Unified IP Phone when you press the **Mtng Ctrl** softkey.

Table 7-2 CTS Cisco Unified IP Phone Buttons

Button	Description
<p>Mtng Ctrl—Meeting Control. The following options are available:</p> <ul style="list-style-type: none"> • Participant List 	<p>Touch the softkey to see meeting details during an active call. When in a call, the Cisco WebEx ball is displayed, as shown in Figure 7-15 above. In the example, 11597 is the CTMS number.</p> <p>Figure 7-16 shows Meeting Control functions.</p> <p>Figure 7-17 shows a list of participants displayed on the phone when you touch Participant List.</p>
<ul style="list-style-type: none"> • Cisco Webex Details 	<p>Contains the dial-in number, meeting URL, Meeting ID, and other meeting details (but not the host key) for meeting invitees to join the meeting.</p> <p>Figure 7-18 shows active Cisco WebEx meeting details on the phone when you touch Cisco WebEx Details.</p>
<ul style="list-style-type: none"> • View Control 	<p>During Cisco TelePresence meetings, select the way you see speaking participants on the main display screen by choosing one of the following options:</p> <ul style="list-style-type: none"> • Speaker—When a participant is speaking, that participant is displayed. Only the screen on which that speaker is displayed changes. • Room—CTS 3000 only. When a participant is speaking, all participants from the active speaker's room are displayed on the three conference room screens. This is not a Cisco WebEx-specific feature.

Figure 7-16 Meeting Control Functions on the Phone

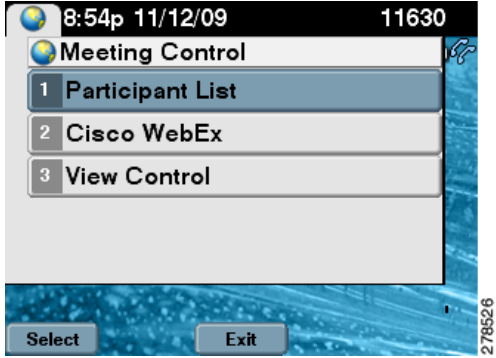
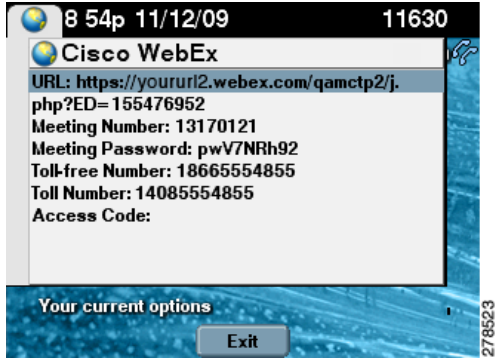


Figure 7-17 Cisco WebEx Participant List on the Phone



Figure 7-18 Cisco WebEx Meeting Details on the Phone



Joining a Cisco WebEx-Enabled Meeting as a Remote Participant

To join a Cisco WebEx-enabled Cisco TelePresence meeting as a remote participant:

-
- Step 1** Click the URL in the meeting invitation or copy and paste the URL into your browser. The Cisco WebEx Meeting window appears.
 - Step 2** Follow the prompts in the Cisco WebEx Meeting window to join your meeting.
-

Conferencing in Cisco WebEx to a Cisco TelePresence Meeting

Use the information in this section to manually conference in Cisco WebEx once a Cisco TelePresence meeting has begun.

When a Cisco TelePresence meeting includes Cisco WebEx capability, it is important to decide in advance which one of the Cisco TelePresence rooms will conference in the Cisco TelePresence call and combine it with the Cisco WebEx web room and teleconference connection. If the scheduler has not designated this in the invitation, be sure to agree on this responsibility as soon as the meeting starts so that only one location does the conferencing.

Important Notes

- All Cisco TelePresence rooms join the meeting as usual.
- All Cisco WebEx-only participants join the Cisco WebEx meeting as follows:
 - Using the meeting password sent in the Calendar event.
 - Accepting the call-back from Cisco WebEx to join the teleconference.
- Only one Cisco TelePresence room conferences the Cisco WebEx and Cisco TelePresence sessions together.

To start a scheduled Cisco TelePresence meeting with Cisco WebEx capability from the designated Cisco TelePresence room:

-
- Step 1** Locate your meeting on the Cisco Unified Communications Manager display on the CTS Cisco Unified IP phone, and start the call by selecting it from the touch screen. See [Initiating a Cisco TelePresence WebEx OneTouch Meeting from the Cisco WebEx Client](#).
 - Step 2** Connect your PC to the display screen using the cable provided if you want to share a presentation.
 - Step 3** Go to your Outlook Calendar event and start the Cisco WebEx meeting by logging in with your username and Cisco WebEx meeting applications password. When the Join Teleconference window opens, click **Cancel** to close it.
 - Step 4** Touch the **ConfRn** button on the CTS Cisco Unified IP phone.
 - Step 5** Use the numbered keypad to enter the dial-in number, including the digit to access an outside line. (For example: 918665551212).
 - Step 6** Touch the **Dial** softkey. The Cisco TelePresence main display screen will go blank momentarily.
 - Step 7** At the prompt, press the **Tones** button then **3** (for Cisco WebEx meetings). Then press **Send**.

- Step 8** At the prompt, press the **Tones** button, enter the [*Cisco WebEx Meeting number*] and press **#**. Then press **Send**.
- Step 9** At the prompt, press the **Tones** button and **#**. Then press **Send**.
- Step 10** Touch the **Exit** softkey.
- Step 11** Touch the **Cnfrn/Join** softkey to conference the Cisco WebEx teleconference with the Cisco TelePresence audio call. The Cisco TelePresence main display screen should engage live video again.
- All portions of the meeting are now active.

**Tip**

Video between Cisco TelePresence and Cisco WebEx is not integrated, so the participants joining via Cisco TelePresence will see only other Cisco TelePresence rooms, while Cisco WebEx-only Participants will see other Cisco WebEx-only users who choose to send video.

- Step 12** When the meeting ends, touch the **End Call** softkey to disconnect all audio. The Cisco TelePresence main display screen will display the Cisco logo on a black background.
-

Starting an Ad Hoc Meeting

To start an ad hoc meeting:

-
- Step 1** Open the Cisco WebEx meeting client window.
- Step 2** Click **Adhoc Meeting** (left side of screen).
- Step 3** In the Rooms box, type in your CTS dial numbers (you can add one or more CTS dial numbers).
- Step 4** Click **Apply**. The Cisco WebEx Welcome screen appears on the room main display.
-

Using In-Room Tools

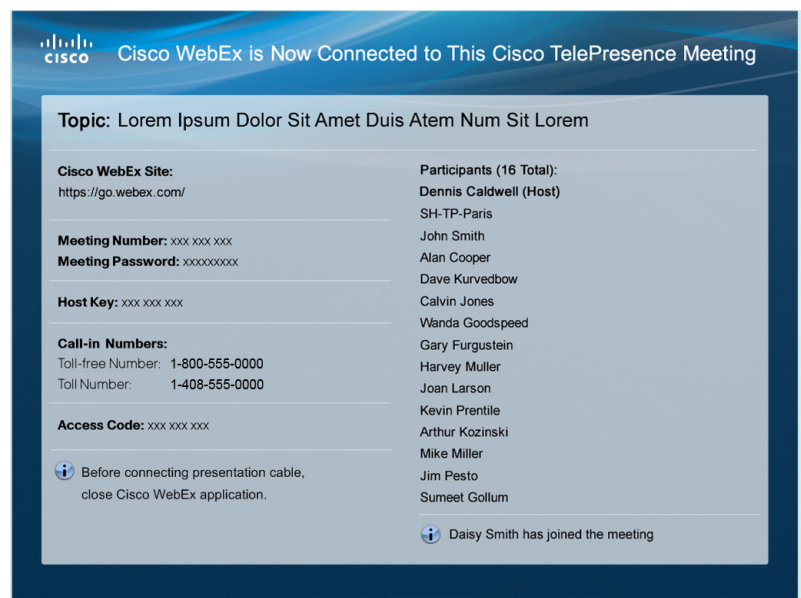
The following tools are available in the Cisco WebEx-enabled Cisco TelePresence room:

- [Cisco WebEx Welcome Screen, page 7-21](#)
- [Integrated List of Participants, page 7-21](#)

Cisco WebEx Welcome Screen

The Cisco WebEx Welcome screen is displayed, which shows meeting details, as shown in [Figure 7-19](#).

Figure 7-19 CTS Cisco WebEx Welcome Page



Integrated List of Participants

Cisco WebEx attendees see an integrated list of Cisco WebEx meeting participants and the Cisco TelePresence room names on their laptops. An active speaker indicator shows which Cisco TelePresence room or Cisco WebEx attendee is speaking, as shown in [Figure 7-20](#). [Figure 7-21](#) shows active video from your laptop during a Cisco WebEx meeting.

Figure 7-20 Integrated List of Participants

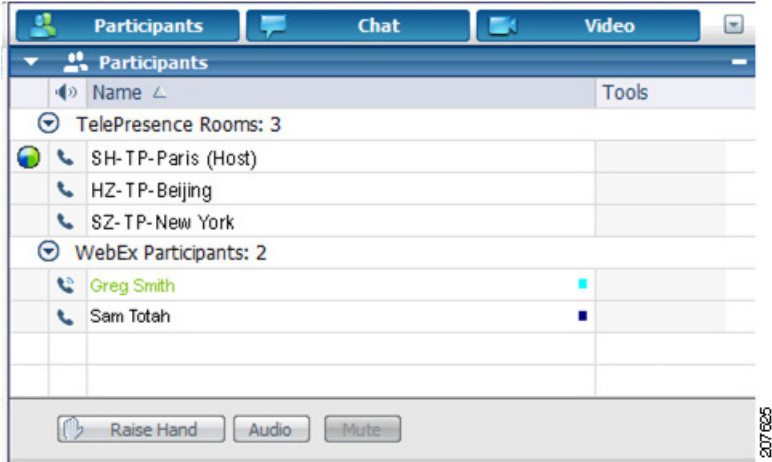
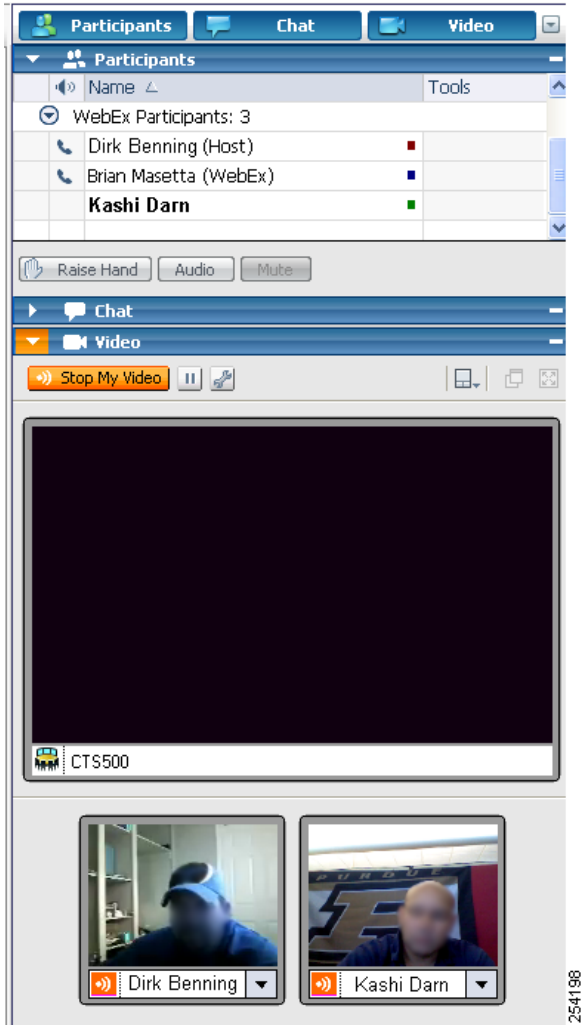


Figure 7-21 Cisco WebEx Meeting Video



Presentation Sharing

The following sections contain information for initiating and managing presentations:

- [Initiating a Presentation From the Cisco WebEx Client, page 7-23](#)
- [Initiating a Presentation from the CTS Endpoint, page 7-23](#)
- [Managing the Cisco WebEx Video View Window, page 7-23](#)

Initiating a Presentation From the Cisco WebEx Client

To present from the Cisco WebEx meeting client window:

-
- Step 1** Select **Participant** from the drop-down menu at the top of the Cisco WebEx meeting client window.
- Step 2** Select **Reclaim Host Role**.
- Step 3** Enter the hostkey located on the Cisco WebEx Welcome screen. You are now the host of the meeting and can right-click your name and change the role to Presenter.
- Step 4** Click one of the three buttons in the top left corner:
- Share an application
 - Share your desktop

The presentation is sent to the CTS and appears on the presentation screen.

Initiating a Presentation from the CTS Endpoint

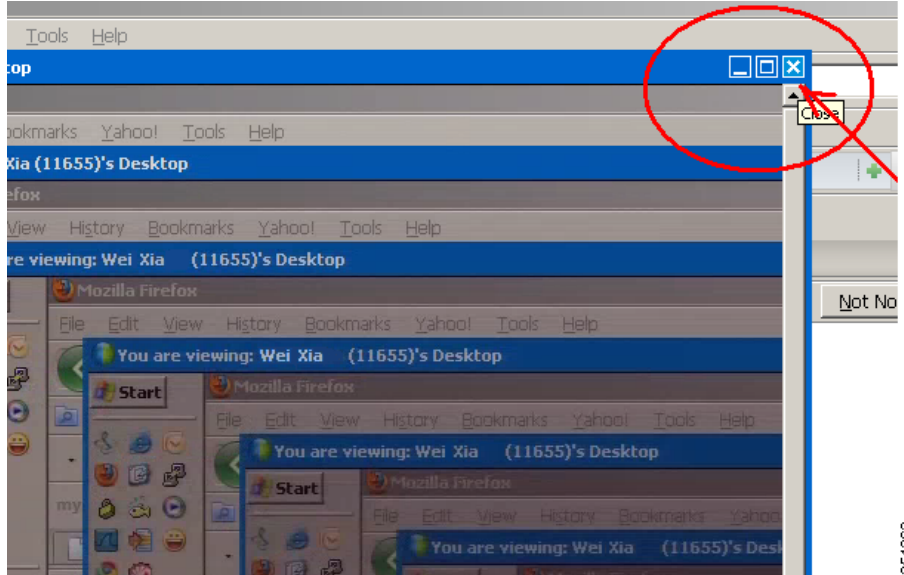
To share data or video content from your laptop in the Cisco TelePresence room:

-
- Step 1** Connect the room VGA cable to the VGA port of your laptop. You are now sharing your presentation.
- Step 2** To end your presentation, simply unplug the VGA cable.

See [Managing the Cisco WebEx Video View Window](#) for important information about managing presentations.

Managing the Cisco WebEx Video View Window

A window cascading effect can occur if you plug in the presentation cable while you have your Cisco WebEx video view panel open. To prevent this issue, close the Cisco WebEx video view application before connecting your presentation cable to your laptop to present. If you receive a cascading screen, simply close the video view window, as shown in [Figure 7-22](#), and leave it closed while you present.

Figure 7-22 Cascading Cisco WebEx Video View Window

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Productivity Toolbars and Menus

The Cisco WebEx Productivity Plug-in installs toolbars or menus in the applications checked on the Tools Tab in Cisco WebEx Settings:

- [Microsoft Outlook Tools](#), page 7-24
- [Microsoft Office Applications](#), page 7-25
- [Using Cisco WebEx Connect](#), page 7-25

Microsoft Outlook Tools

Open Outlook Calendar. Locate the Cisco WebEx toolbar, as shown in [Figure 7-23](#).

Figure 7-23 Microsoft Outlook Cisco WebEx Toolbar

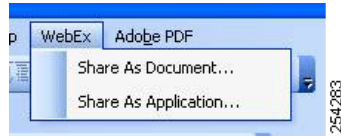
Cisco WebEx toolbar options:

- Click **One-Click Meeting** to start an instant meeting:
 - Select a time in your calendar and click **Schedule Meeting**.
 - Complete the Meeting information and then click **Add WebEx Meeting**. See [“Scheduling a Cisco TelePresence Meeting with Cisco WebEx Capability”](#) section on page 7-12 for help with scheduling.
- Click the drop down arrow next to the Cisco WebEx tab to go to My WebEx, Account Settings, and more.

Microsoft Office Applications

In Microsoft Office Documents you should see the Cisco WebEx menu, as shown in [Figure 7-24](#).

Figure 7-24 Microsoft Office Cisco WebEx Menu



Cisco WebEx Menu options:

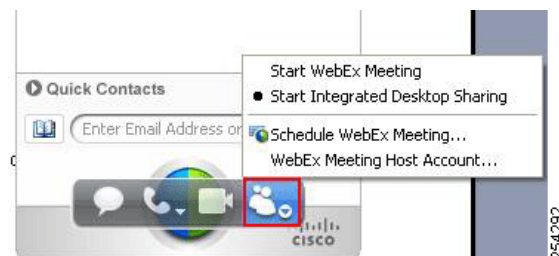
- Select either **Share As Document** or **Share As Application** to start an Instant Meeting.
- If you already have the presenter ball in a Cisco WebEx meeting, using **WebEx > Share as Document** will share the document in the Meeting Center.

Using Cisco WebEx Connect

To use Cisco WebEx Connect to initiate a meeting:

- Step 1** Hover your pointer over the Cisco WebEx ball at the bottom of your screen in Contacts or Spaces.
- Step 2** Choose the right-most icon for Meetings and select **Start WebEx Meeting**. A web conference automatically opens.
- Step 3** In the Join Teleconference dialog box, select or enter a phone number and click **OK** to receive a call back from the Cisco WebEx meeting room.
- Step 4** Go to the Quick Start screen and click **Invite by Email**.
- Step 5** Enter the email addresses of the invitees separated by commas and click **Invite**. Your One-Click Instant Meeting credentials will be sent as part of the email invitation to participants.
- Step 6** As the Host you will receive an email to forward to additional Invitees.
- Step 7** If you only need to share your Desktop during a chat session, select a contact and choose **Integrated Desktop Sharing** to meet one-on-one without teleconferencing, as shown in [Figure 7-25](#)

Figure 7-25 Integrated Desktop Sharing



Cisco WebEx Account Expiration Notification

If your Cisco WebEx account expires, you will receive an email containing the following information:

“Your WebEx account with the username <YourWebExAccountName> has expired. You will not be able to schedule Cisco WebEx-enabled Cisco TelePresence meetings until you have a valid Cisco WebEx user account.”

To reactivate your account, do the following:

-
- Step 1** Contact your Cisco WebEx administrator who will re-activate your account.
 - Step 2** Open any confirmation email for an upcoming Cisco TelePresence meeting that you scheduled. If you have no upcoming meetings, schedule a new one now.
 - Step 3** Click the **WebEx** button in the confirmation email.
 - Step 4** Log in to Cisco TelePresence Manager using your enterprise user ID and password.
 - Step 5** Click the **Authenticate with WebEx** button and log in to Cisco WebEx using your reactivated account username and password.
 - Step 6** After successful login, you will be redirected to Cisco TelePresence Manager where you can enable Cisco WebEx for your Cisco TelePresence meeting.

See [Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages](#) for additional Cisco WebEx account updates.

Where to Go Next

See the following Cisco WebEx support documentation on Cisco.com:

- [Cisco WebEx Solution](#) home page
- [Cisco WebEx Meeting Applications](#) home page



Tips for Troubleshooting Your Cisco TelePresence Meeting (Systems That Use an IP Phone for Call Control Only)

Revised: March 2012, OL-13674-07

Contents

This chapter contains tips to help you manage and troubleshoot your Cisco TelePresence System (CTS):

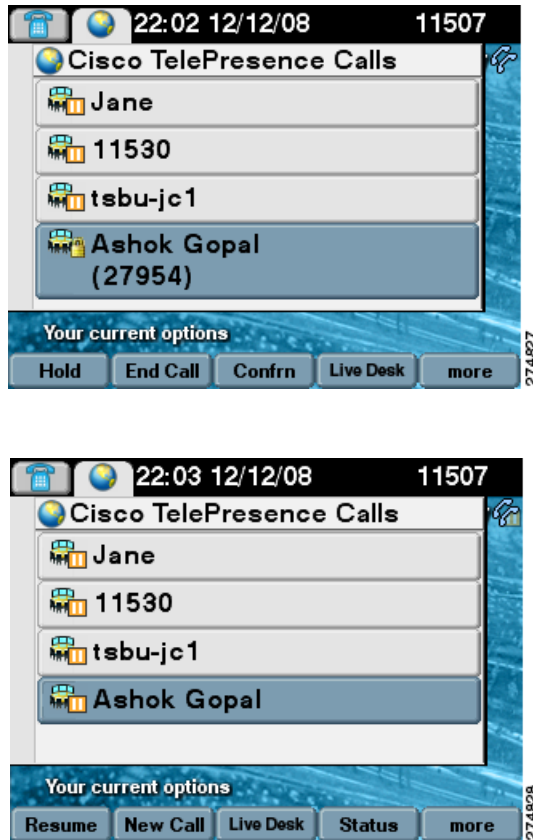
- [Improving Call Quality](#), page 8-1
- [Reconnecting Dropped Calls](#), page 8-2
- [Reporting a Problem During a CTS Meeting](#), page 8-3
- [Contacting the Live Desk](#), page 8-4
- [How to Configure Favorites and Directory](#), page 8-5

Improving Call Quality

If you notice that the audio or video quality of your CTS call is not what you expected:

-
- Step 1** Touch the **Hold** button, wait a few moments, and then touch **Resume** as shown in [Figure 8-1](#).

Figure 8-1 Placing a Cisco TelePresence Call on Hold



- Step 2** If this does not improve the audio or video, or if you have any other problem during the meeting, contact [Live Desk](#) for more help. See [Reporting a Problem During a CTS Meeting](#).

Reconnecting Dropped Calls

If your call is dropped, initiate the meeting again by locating and touching the name of your meeting on the CTS Cisco Unified IP phone.

If your meeting is no longer listed on the CTS Cisco Unified IP phone, reconnect using one of the following methods:

1. Dial the Cisco TelePresence room phone number with which you wish to connect.
2. Touch **SpdDial** or touch the directory icon to dial from a directory.
3. Touch **Redial** to dial the last dialed number.

The Cisco TelePresence phone screen changes to indicate that a call is being placed. Touch **End Call** to hang up.

Reporting a Problem During a CTS Meeting

The **Problem** softkey allows you to report a problem on the system. [Figure 8-2](#) shows example problem reports.



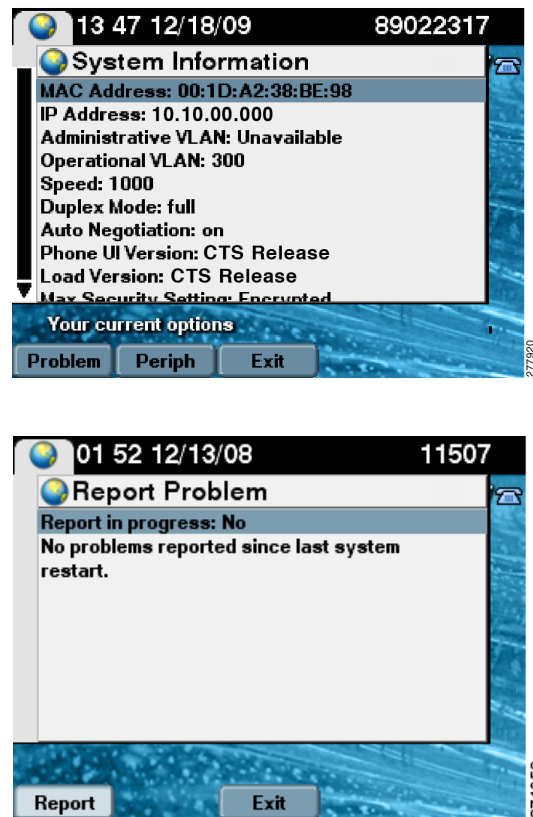
Tip

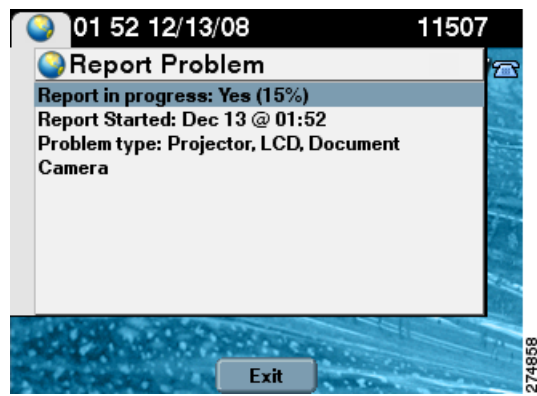
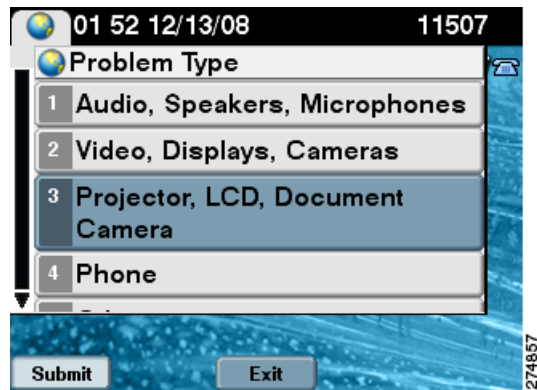
Cisco supports single and multiple problem requests without negatively affecting system performance but we recommend that you end all calls before touching the **Problem** softkey.

To report a problem, follow these steps from the Cisco TelePresence System home screen on the Cisco Unified IP Phone:

- Step 1** Touch the **more** softkey.
- Step 2** Touch the **Info** softkey.
- Step 3** Touch the **Problem** softkey.
- Step 4** Touch the **Report** softkey to display the Report types.
- Step 5** Choose a Report type from the list and touch **Submit**.
- Step 6** Touch the **Exit** softkey while the report is being submitted.

Figure 8-2 Reporting a Problem





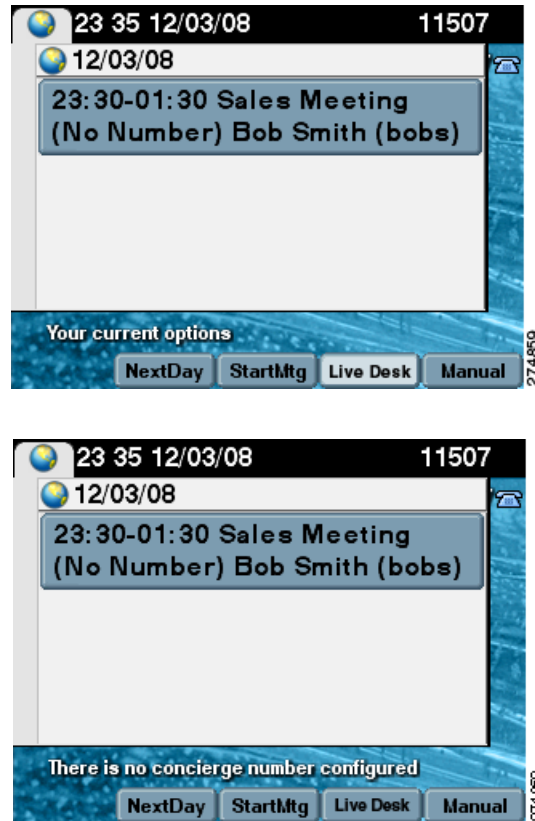
Contacting the Live Desk

The Live Desk is a person who is assigned to a Cisco TelePresence [endpoint](#) to assist you with problems that may occur during a meeting.

To connect to the Live Desk:

-
- Step 1** Touch the **Live Desk** softkey. Your call is immediately connected.
- If Live Desk has not been assigned to your Cisco TelePresence [endpoint](#), the following message is displayed on your phone screen:
- “There is no Live Desk number configured.” [Figure 8-3](#) shows Live Desk options and messages.
- Step 2** If you receive this message, contact your Cisco TelePresence System Administrator to have Live Desk assigned to your system.

Figure 8-3 Calling the Live Desk



How to Configure Favorites and Directory

This section contains the following information:

- [Configuring Favorites, page 8-5](#)
- [Configuring the Directory, page 8-9](#)

Configuring Favorites

End-users can easily log in to the Cisco Personal Communications Assistant (if installed) and then choose User Options from the menu bar to navigate to User Options. When logged in and viewing User Options, you can access a User Guide, change the locale for the windows, and access additional configuration options from the Related Links drop-down list, including speed dials, phone services, and line-specific options (call forwarding, message-waiting indicators, and ring patterns).

To access phone-specific features, users must select a device after logging in (User Options > Device). When a device is selected, the user can:

To manage your Speed-Dials (Favorites):

-
- Step 1** Log in to the Cisco Unified CM User Options page, as shown in [Figure 8-4](#).

Figure 8-4 Cisco Unified CM User Options Log In

Copyright © 1999 - 2009 Cisco Systems, Inc.
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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at our [Export Compliance Product Report](#) web site.

For information about Cisco Unified Communications Manager please visit our [Unified Communications System Documentation](#) web site.

For Cisco Technical Support please visit our [Technical Support](#) web site.

209121

- Step 2** Click **User Options** and select **Device**, as shown in Figure 8-5. The Device Configuration page appears, as shown in Figure 8-6.

Figure 8-5 User Options > Device

Number	Label	ASCII Label
1		
2		
3		
4		
5		
6		

Abbreviated Dial Settings		
Number	Label	ASCII Label
7		
8		

209122

- Step 3** In the **Device** box, click the **Name** drop down menu and select the phone for which you would like to create, modify, or delete speed dials, as shown in Figure 8-6. The model name will appear in the Description field, as shown in Figure 8-7.

Figure 8-6 Device Configuration

Cisco Unified CM User Options
For Cisco Unified Communications Solutions

User Options ▾

Device Configuration

Save Reset Apply Config Line Settings Speed Dials

Status
Status: Ready

Device

Name SEP001DA238D22A

Model SEP001DA238D22A

Description SEP00235EB62275

User Locale < None >

Save Reset Apply Config Line Settings Speed Dials

*- indicates required item.

200918

Figure 8-7 Device Description

Cisco Unified CM User Options
For Cisco Unified Communications Solutions

User Options ▾

Device Configuration

Save Reset Apply Config Line Settings Speed Dials

Status
Status: Ready

Device

Name SEP001DA238D22A

Model Cisco TelePresence 1000

Description TP 1000 SJC12-4-ELTON JOHN

User Locale English, United States

Save Reset Apply Config Line Settings Speed Dials

*- indicates required item.

200919

Step 4 Click **Save**.

Step 5 Click **Speed Dials**. The Speed Dial and Abbreviated Dial Configuration page appears, as shown in Figure 8-8.

Figure 8-8 Speed Dial and Abbreviated Dial Configuration

Cisco Unified CM User Options
For Cisco Unified Communications Solutions

User Options ▾

Speed Dial and Abbreviated Dial Configuration

Save Reset Apply Config Device Line Settings

Status
Status: Ready

Speed Dial Settings

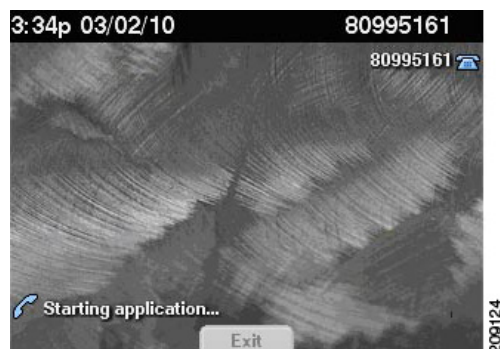
Number	Label	ASCII Label
1 84249144	Ops CmdCtr	Ops CmdCtr
2 84249128	John	John
3 84249313	Tim	Tim
4 84242656	Maverick	Maverick
5 85259194	Michelle	Michelle
6		
7		
8		

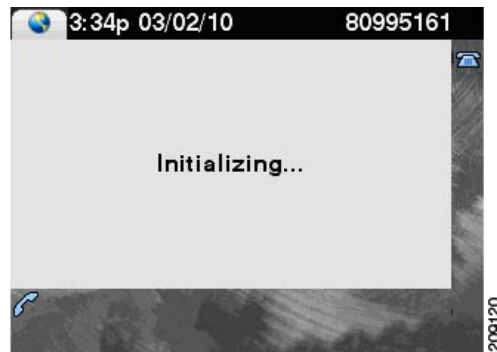
- Step 6** In the Speed Dial Settings **Number** field, enter the Cisco TelePresence phone numbers (for example, 84243737). See [Figure 8-8](#).
- Step 7** In the Speed Dial Settings **Label** and **ASCII Label** fields, enter a name or friendly name. These can be a combination of letters or numbers. Hyphens and spaces are ok, but do not use any special characters (for example, % @ ! \$). See [Figure 8-8](#).
- Step 8** Click **Save** when you are done. Once you save, the phone will reboot for the changes to take effect. This will take a few minutes.

**Note**

Do not click **Reset**. Doing so will cause the phone to reset and the phone could take 10 to 30 minutes to come back up.

Your phone screens will appear like this while the phone is rebooting:

Figure 8-9 Phone Screens Rebooting



Your Favorites will now appear on the Favorites list, as shown in [Figure 8-10](#). Simply scroll to the entry you want to call and touch **Dial**.

Figure 8-10 Favorites List on the Phone



Go to [Favorites: Speed Dialing](#) for information about making a call using Favorites.

Configuring the Directory

For information about configuring the Corporate and Personal Directories (Directory) from Cisco Unified Communications Manager, contact your Cisco Administrator. Administrators use information in the [Managing Cisco Unified IP Phone Features](#) chapter of the *Cisco Unified Communications Manager Configuration Guide for the Cisco TelePresence System* to configure the Directory.



Managing Cisco TelePresence Call Security (Systems that Use an IP Phone for Call Control Only)

Revised: March 2012, OL-13674-07

Contents

The following sections describe your call security options:

- [Call Security Overview, page 9-1](#)
- [System Information - Using the Info Softkey, page 9-2](#)
- [Unsecured Calls, page 9-2](#)
- [Secured Calls, page 9-3](#)
- [Audio-Only Call Security, page 9-4](#)

Call Security Overview

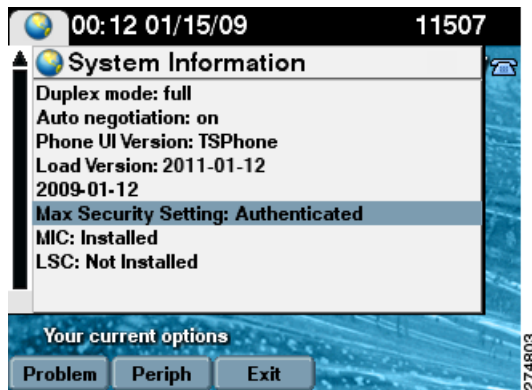
When a Cisco TelePresence call is in progress, the phone displays the phone number of the called [endpoint](#), or the common phone number if it is a multi-room call. Each Cisco TelePresence [endpoint](#) is configured in Cisco Unified Communications Manager, including the maximum security level available for the room. The security level for a specific Cisco TelePresence call is determined by the least secure device joining the call. For example, audio-only calls added to a conference call only support authentication level security.

See [Cisco TelePresence System On-Screen Icons and Messages](#) for information about main display screen icons that indicate the level of call security on your system.

System Information - Using the Info Softkey

When you touch the **Info** softkey while the phone is idle, you can see the highest level of security that is available for your Cisco TelePresence room in the Maximum Security Setting field, as shown in [Figure 9-1](#).

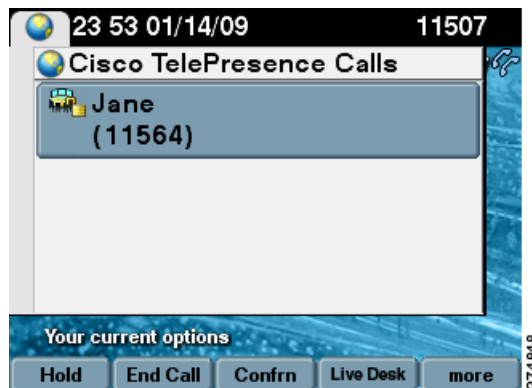
Figure 9-1 System Information Screen



Unsecured Calls

The open lock, as shown in [Figure 9-2](#), shows on the phone that the call is unsecured.

Figure 9-2 Unsecured Call



When a call is not secure, the following icon is displayed on the main display screen:

Figure 9-3 Open Lock Main Display Icon

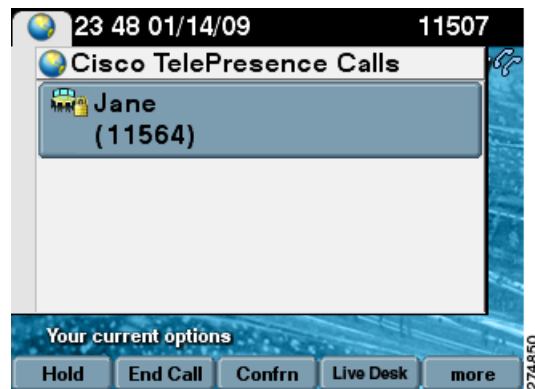


For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Secured Calls

A closed lock, as shown in [Figure 9-4](#), indicates that the call is authenticated and fully encrypted for the duration of the connection.

Figure 9-4 Secure Call



When a call is secure, the following icon is displayed on the main display screen:

Figure 9-5 Closed Lock Main Display Icon



For more on-screen icons, see [Chapter 10, “Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages.”](#)

Audio-Only Call Security

When an audio-only call is in progress, the phone displays the phone number of the called party. During Cisco TelePresence conference calls, audio-only calls are unsecured. The open lock, as shown in [Figure 9-6](#), indicates that the audio call is not authenticated. See also [Figure 9-5](#).

Figure 9-6 Unsecured Audio Call





Cisco TelePresence System Phone Alerts and CTS Main Display Screen Messages

Revised: March 21, 2014, OL-13674-07

Contents

This chapter contains the following system information that may be displayed on the CTS Cisco Unified IP Phone screen.

- [Phone Screen Alerts and Messages, page 10-1](#)
- [Cisco TelePresence System On-Screen Icons and Messages, page 10-13](#)

Phone Screen Alerts and Messages

- [Meeting Alerts \(CTS-Manager Only\), page 10-1](#)
- [Error Messages, page 10-6](#)
- [System Status Indicators, page 10-8](#)
- [System Information Messages, page 10-9](#)
- [Maintenance Messages, page 10-10](#)
- [Additional Phone Screen Messages, page 10-12](#)

Meeting Alerts (CTS-Manager Only)



Note

You see the meeting alerts only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

A meeting alert is displayed on the phone screen to help participants end meetings on time. The following are examples of meeting alerts that you might see on your CTS Cisco Unified IP Phone:

- [Upcoming Meeting Alert, page 10-2](#)

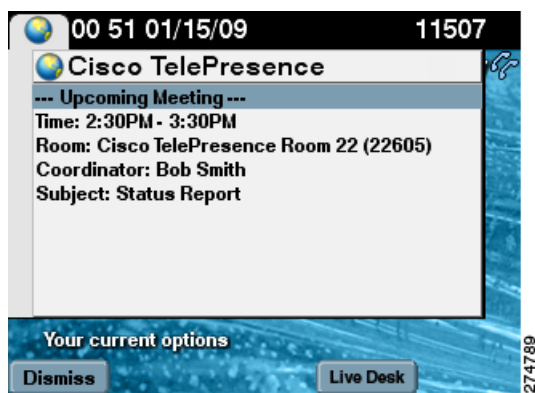
- [Meeting Scheduled to End in 10 Minutes Alert](#), page 10-2
- [Meeting Scheduled to End in 10 Minutes and Upcoming Meeting Warning](#), page 10-3
- [Meeting Scheduled to End in 2 Minutes Alert](#), page 10-3
- [No Participants Present Alert](#), page 10-4
- [Unknown Number Alert](#), page 10-4
- [Peripheral Resolution Alert](#), page 10-5
- [Troubleshooting in Progress Alert](#), page 10-5

Upcoming Meeting Alert

If you have Cisco TelePresence Manager, you may receive the Upcoming Meeting alert, as shown in [Figure 10-1](#). In this example the number “11507” represents the meeting room in this example. The number “22605” represents the Cisco TelePresence room that you are dialing to.

Touch **Dismiss** to close the alert screen.

Figure 10-1 Upcoming Meeting Alert

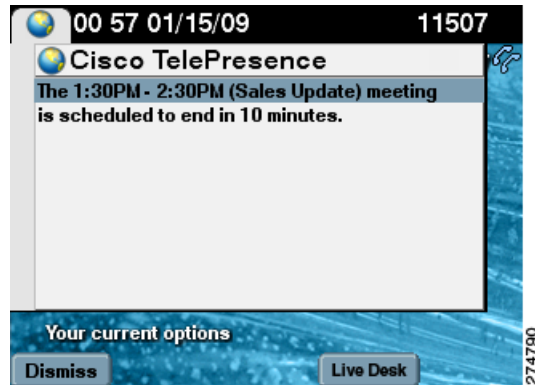


Meeting Scheduled to End in 10 Minutes Alert

[Figure 10-2](#) shows the Meeting Scheduled to End in 10 Minutes alert. Touch **Dismiss** to close the alert screen.

See [Cisco TelePresence System On-Screen Icons and Messages](#) for information about meeting schedule main display screen icons.

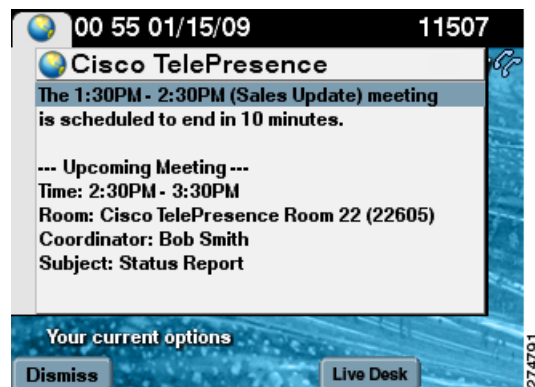
Figure 10-2 Meeting Scheduled to End in 10 Minutes Alert



Meeting Scheduled to End in 10 Minutes and Upcoming Meeting Warning

Figure 10-3 shows the Meeting Scheduled to End in 10 Minutes and Upcoming Meeting Warning alert. Touch **Dismiss** to close the alert screen.

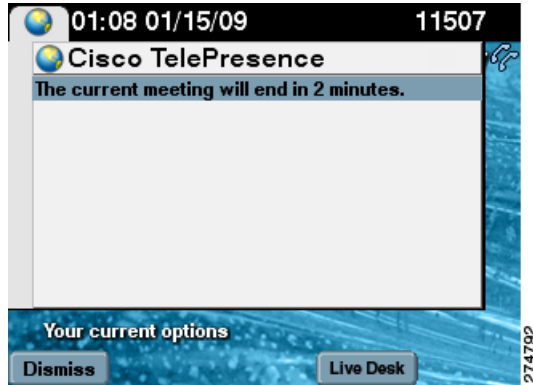
Figure 10-3 Meeting Scheduled to End in 10 Minutes and Upcoming Meeting Warning



Meeting Scheduled to End in 2 Minutes Alert

Figure 10-4 shows the Meeting Scheduled to End in 2 Minutes alert. Touch **Dismiss** to close the alert screen.

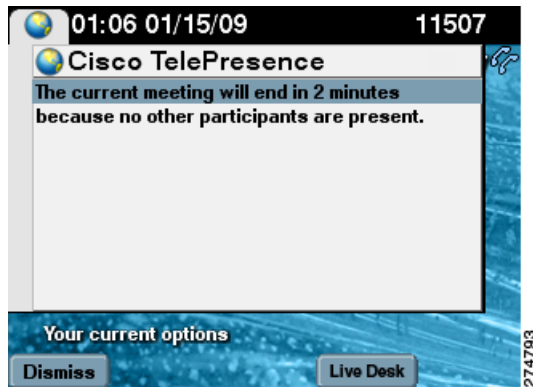
Figure 10-4 Meeting Scheduled to End in 2 Minutes Alert



No Participants Present Alert

Figure 10-5 shows the No Participants Present alert. Touch **Dismiss** to close the alert screen.

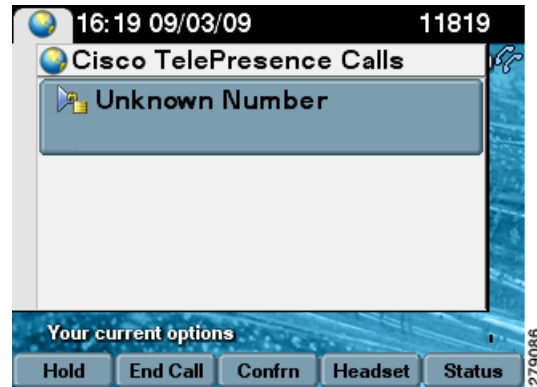
Figure 10-5 No Participants Present Alert



Unknown Number Alert

The Unknown Number message displays when a CTS endpoint with a hidden remote number joins the call.

Figure 10-6 Unknown Number



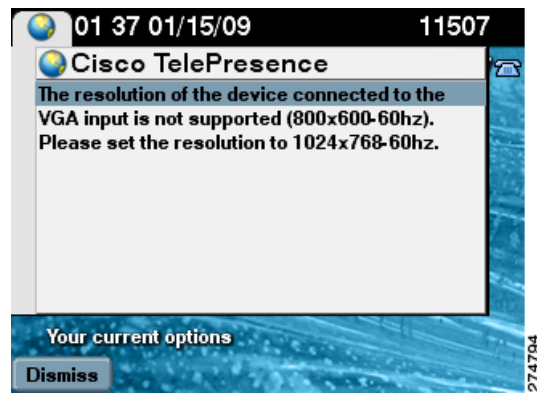
Peripheral Resolution Alert

Any peripheral, such as a laptop, must be set to display in 1024 x 768 resolution. The Peripheral Resolution alert screen appears if you connect a peripheral device to the Video Graphics Array (VGA) cable with a resolution other than 1024 x 768, as shown in [Figure 10-7](#).

If you see this alert appear on your phone screen:

-
- Step 1** Unplug the peripheral from the VGA cable.
 - Step 2** Touch **Dismiss** to close the alert screen.
 - Step 3** Reset the resolution on your peripheral device.
 - Step 4** Reconnect the peripheral device.

Figure 10-7 Peripheral Resolution Alert



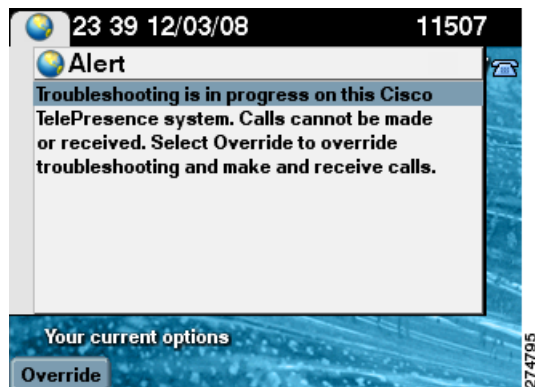
Troubleshooting in Progress Alert

The Troubleshooting in Progress alert screen appears on your Cisco Unified IP Phone display when the Cisco TelePresence Administrator is troubleshooting your CTS, as shown in [Figure 10-8](#).

**Tip**

You can touch the **Override** softkey to stop any troubleshooting operation. Once you touch the **Override** softkey your Cisco Unified IP Phone operates in normal mode: You can start a conference call and remote participants can initiate a call.

Figure 10-8 Troubleshooting Alert



Error Messages

This section contains the following error and status message information:

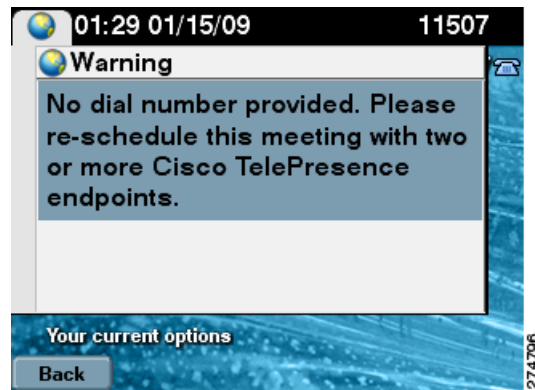
- [Meeting Cannot Be Started](#), page 10-6
- [Meeting Is Outside the Start Window](#), page 10-7
- [System Error](#), page 10-7
- [Call Connection Status](#), page 10-8
- [Peripheral Status](#), page 10-9
- [Network Congestion Screen](#), page 10-9

Meeting Cannot Be Started

If you have Cisco TelePresence Manager, the No Dial Number Provided message is displayed when a meeting is scheduled without the phone number of the meeting room, as shown in [Figure 10-9](#). To start the meeting again:

-
- Step 1** Touch the **Back** softkey to return to the previous screen.
- Step 2** Contact the Live Desk or your system administrator to reschedule the meeting with the required meeting room phone number.

Figure 10-9 Meeting Error: No Calling Phone Number



Meeting Is Outside the Start Window

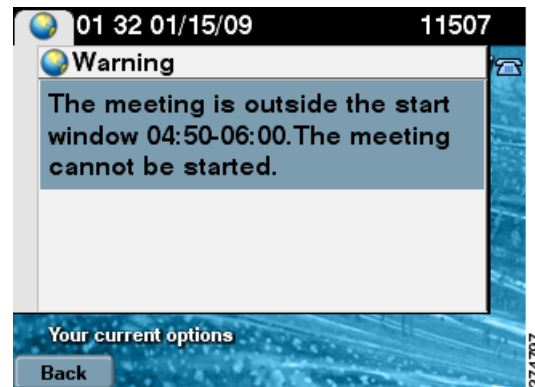
If you have Cisco TelePresence Manager, the Meeting Error: Meeting Outside Start Window message is displayed when you try to initiate a meeting before the scheduled start time, as shown in [Figure 10-10](#).



Tip

Ask your Cisco TelePresence Manager administrator how far in advance you can initiate a meeting connection.

Figure 10-10 Meeting Error: Meeting Outside Start Window

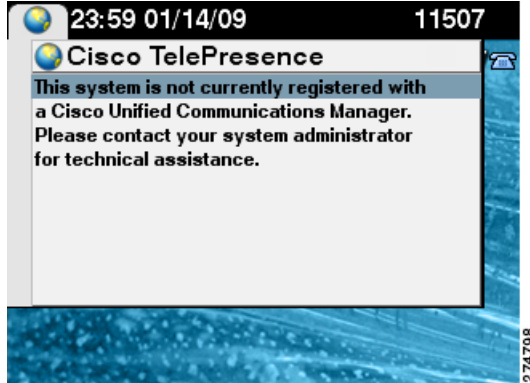


System Error

The System Error message is displayed when the Cisco Unified CM connection is lost, as shown in [Figure 10-11](#). To reestablish connection with Cisco Unified CM:

- Step 1** Touch the **Update** softkey.
- Step 2** You can also call the Live Desk or Cisco TelePresence System administrator for assistance.

Figure 10-11 Not Registered With Cisco Unified Communications Manager



System Status Indicators

This section describes the following system status tools:

- [Call Connection Status](#), page 10-8
- [Peripheral Status](#), page 10-9

Call Connection Status

The **Status** softkey is available while you are in a call. Touch the **Status** softkey to see a report summarizing the quality of the call connection, as shown in [Figure 10-12](#) and [Figure 10-13](#).

CTS software monitors the connection quality. Connection quality is rated either good, marginal, or poor. When the CTS software detects reduced connection quality, an icon is displayed on the main display screen. When connection quality reaches the poor state, the call is terminated.

See [Call Connection Status](#) for information about corresponding icons that appear on the main display screen.

Figure 10-12 Cisco TelePresence Call Status



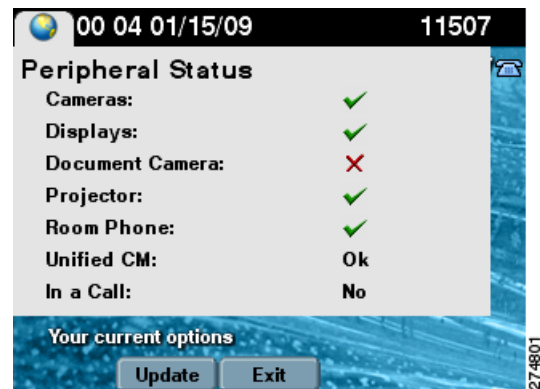
Figure 10-13 Conference Call Status for the Audio-Only Phone Number



Peripheral Status

The **Periph** softkey is available on the Call Connection Status screen and the System Information screen. The Peripheral Status includes information about cameras, main screen displays, the projector, and the document camera, as shown in [Figure 10-14](#).

Figure 10-14 Peripheral Status



Tip

If you are using the CTS 1300, three camera check-marks will appear and no Document Camera will be present.

System Information Messages

This section describes the following system information messages:

- [Network Congestion Screen, page 10-9](#)

Network Congestion Screen

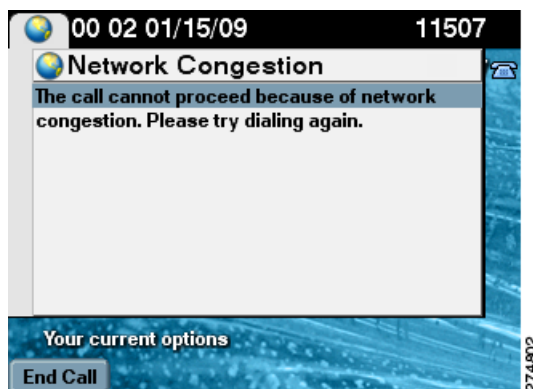
The CTS software monitors the network connection and when network congestion is detected, a message appears on the main display screen and the phone, as shown in [Figure 10-15](#).

To resolve network congestion issues:

-
- Step 1** Touch the **EndCall** softkey to end the call,
- Step 2** Initiate the call again.
- Step 3** If the network congestion message reappears, contact your or system administrator.

See [Call Connection Status](#) for information about network congestion display screen icons. See also [CTS Main Display On-Screen Messages](#).

Figure 10-15 Network Congestion



Maintenance Messages

To manage maintenance messages, simply follow the on-screen instructions. The phone screen will return to its normal idle state shortly after displaying these messages. If any problems occur during the maintenance time frame, contact your system administrator.

This section contains the following maintenance message information:

- [Upgrade Messages, page 10-10](#)
- [Reset Messages, page 10-11](#)
- [Starting Call Services Message, page 10-12](#)

Upgrade Messages



Caution

Do not reboot the system while the upgrade is in progress.

A peripheral upgrade is performed when new software is applied to the Cisco TelePresence System. While the Cisco TelePresence peripherals (meeting equipment such as a camera or display) are being upgraded, you will see status messages on the phone screen. The following status types can be reported for each peripheral:

- Up to date
- Required
- In progress

- Upgraded
- Failed

Figure 10-16 and Figure 10-17 show example upgrade in-progress and upgrade completed messages.

Figure 10-16 Maintenance Message: Peripheral Upgrade in Progress

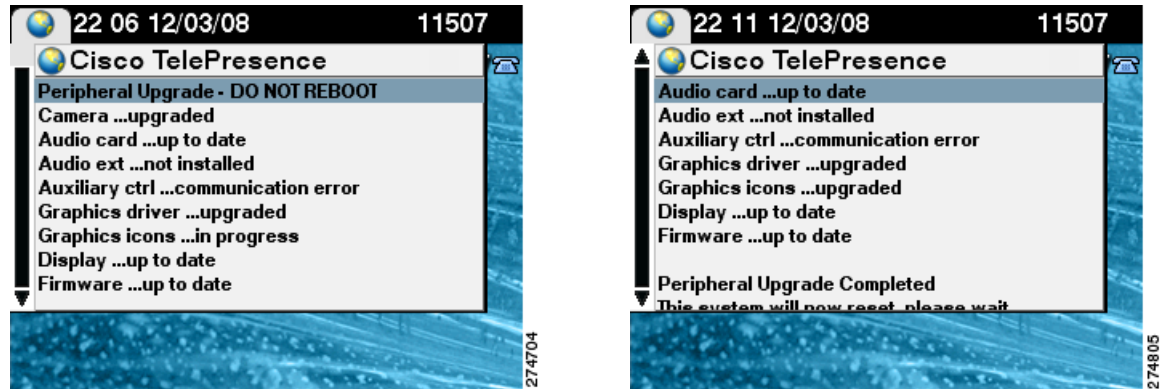
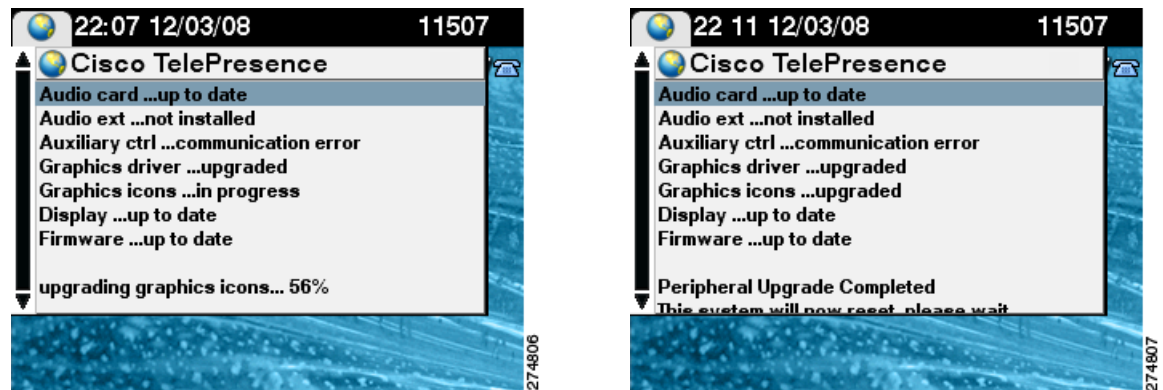


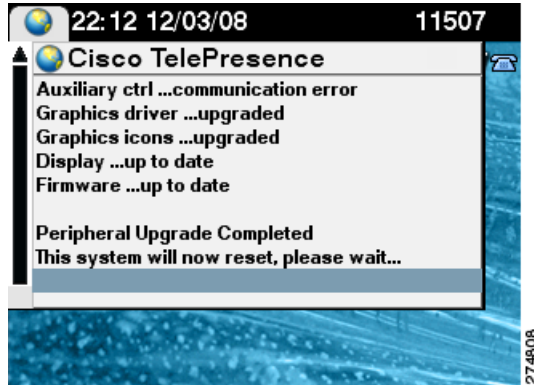
Figure 10-17 Maintenance Message: Peripheral Upgrade Completed



Reset Messages

The system resets automatically following an upgrade. Figure 10-18 contains an example system reset phone screen message.

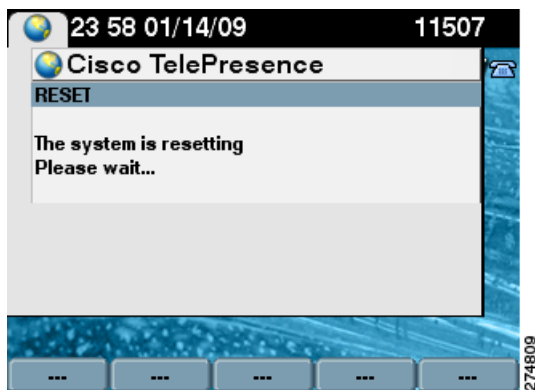
Figure 10-18 Maintenance Message: Cisco TelePresence System Resetting



Starting Call Services Message

When the system has passed all upgrade checks, a message similar to the example shown in [Figure 10-19](#) appears.

Figure 10-19 Maintenance Message: Starting Call Services



Additional Phone Screen Messages

[Table 10-1](#) describes meeting status information messages that appear on the main display screen. These messages appear while the screen is dark (not showing video meeting images).

Table 10-1 Phone Screen Text Messages

Phone Text Message	Description
Cisco WebEx	

Table 10-1 Phone Screen Text Messages

Phone Text Message	Description
WebEx account issue, please check your WebEx account Unable to connect to WebEx	Cisco WebEx informational messages appear on the CTS Cisco Unified IP Phone for the following situations: <ul style="list-style-type: none"> • Cisco WebEx has lost connection. • Cisco WebEx connection is re-established. • Cisco WebEx account updates like account expiration. See also Cisco WebEx Account Expiration Notification .
Call Drops	
Call has been dropped because resources are not available, contact Live Desk for assistance	Occurs during a static meeting when there are not enough resources available. See Contacting the Live Desk .

Cisco TelePresence System On-Screen Icons and Messages

This chapter contains descriptions of system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen, the CTS Cisco Unified IP phone, and other user interfaces:

- [CTS Main Display Screen Icons and Animations, page 10-13](#)
- [CTS Main Display On-Screen Messages, page 10-19](#)

CTS Main Display Screen Icons and Animations

This chapter contains the following system information icons that may be displayed on the Cisco TelePresence System (CTS) main display screen

- [Meeting Timer Icons \(CTS-Manager Only\), page 10-13](#)
- [Call Connection Status Bars, page 10-14](#)
- [System Information Icons, page 10-16](#)
- [Main Display Screen Animations, page 10-18](#)
- [Maintenance Icons, page 10-19](#)

Meeting Timer Icons (CTS-Manager Only)







Note

You see the meeting timers only when you are using Cisco TelePresence Manager (CTS-Manager) as the meeting control system. These alerts and timers are not used when using the Cisco TelePresence Management Suite (TMS).

A meeting alert is displayed on the main display screen to help participants end meetings on time. [Table 10-2](#) describes display screen meeting alert icons.

Table 10-2 Meeting Timer Icons

Icon	Description
<p>2-Minute Alert</p> 	<p>Amount of time left in the scheduled meeting. Appears two minutes before the end of a meeting. A red slash appears across the stopwatch icon to indicate that the meeting is ending.</p>
<p>10-Minute Alert</p> 	<p>Amount of time left in the scheduled meeting. Appears ten minutes before the end of a meeting.</p>
<p>30-Minute Meeting Extension</p> 	<p>Appears when the Meeting Extension feature is used. Indicates that the meeting has been extended for an extra 30 minutes. See Extending Your Meeting for more information.</p>
<p>60-Minute Meeting Extension</p> 	<p>Appears when the Meeting Extension feature is used. Indicates that the meeting has been extended for an extra 60 minutes. See Extending Your Meeting for more information.</p>

Call Connection Status Bars

The CTS software monitors the connection quality. Connection quality is rated either good, marginal, or poor. When the CTS software detects reduced connection quality, an icon is displayed on the main display screen. When connection quality reaches the poor state, the call is terminated.

[Table 10-3](#) describes main display screen call connection status icons.

Table 10-3 Call Connection Network Status Bars

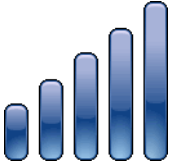
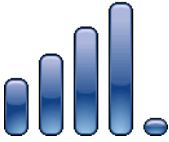
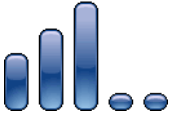


Status Bars	Description
<p>Five Bars—Lowest Resolution of Received HD Streams is 1080p and the received presentation has no loss above 2%.</p> 	<p>Describes the lowest resolution of all received high-definition (HD) streams and the highest percentage of packet loss of all received HD streams, affecting how the received presentation is rendered. Also indicates the quality of the presentation display. Range is 1 to 5 bars.</p> <p>Connection Quality</p> <p>The receiving video quality is either:</p> <ul style="list-style-type: none"> • Poor—Call will be dropped • Good—Call is connected <p>The call connection status bars appear in the top right corner of the center main display screen.</p>
<p>Four Bars—Lowest Resolution of Received HD Streams is 720p and the received presentation has no loss above 2%.</p> 	<p>When a call is terminated due to network issues such as packet loss, a text message is displayed on the phone instead on the main display, indicating what the problem is, what the system is doing to correct the problem, and what you can do.</p>
<p>Three Bars—Lowest Resolution of Received HD Streams is Common Intermediate Format (CIF) and the received presentation has no loss above 2%.</p> 	

Table 10-3 Call Connection Network Status Bars (continued)

Status Bars	Description
<p>Two Bars—Highest Percentage Packet Loss is above the 1% Warning Threshold.</p> <p>Or</p> <p>The received presentation has loss between 2% and 10%.</p> 	
<p>One Bar—Highest Percentage Packet Loss is above the 10% Error Threshold</p> <p>Or</p> <p>The received presentation has loss above 10%.</p> 	

System Information Icons

Table 10-4 describes system information icons.

Table 10-4 System Information Icons







Icon	Description
Satellite 	Displays when the network that is used for Cisco TelePresence includes a satellite hop so the latency will be much higher. Few installations use satellite; this is primarily for military and mobile situations.
Non-Secure Call 	Displays at the start of a call if the call is not secured and the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM. Also displayed after a Hold/Resume regardless whether the “Show Insecure Icon On call Start” box is checked in Cisco Unified CM.
Secured Call 	Displays at the start of a call or after a Hold/Resume if the security level is secured.
Call on Hold 	Displays when no video is shown.

Table 10-4 System Information Icons (continued)

Icon	Description
	Displays when you press the Mute button on the microphone or touch the Mute soft-key on the phone.
	Indicates that the headset is in use.

Main Display Screen Animations

Table 10-5 describes animations that may appear on the main display screen. When an action is selected on the phone or on the Cisco TelePresence System (CTS), an animated icon appears on the main display screen and changes to show the selected action status.

Table 10-5 Main Display Screen Animations






Animation	Description
Microphone Unmuted 	Microphone Muted 
Presentation Not Shared 	Shows the sharing status of your meeting presentation with VGA detected. To initiate sharing, do the following on the room phone: <ol style="list-style-type: none"> 1. Touch Share to share VGA or document camera input (Sharing On). 2. Touch Dismiss to turn off sharing (Sharing Off).


Table 10-5 Main Display Screen Animations (continued)

Animation	Description
Projector warming up 	Projector for your CTS 3x00 Series transitions from off to on to indicate when the projector is warming up (off or on state).
Call on Hold 	Hold icon transitions from solid color as the user goes on hold.

Maintenance Icons

[Table 10-6](#) describes main display screen icons that may appear if your system requires maintenance.

Table 10-6 Maintenance Icons

Icon	Description
Bulb Icon 	Indicates that the projector lamp on your CTS 3x00 Series needs to be replaced.

CTS Main Display On-Screen Messages

[Table 10-7](#) describes meeting status information messages that appear on the main display screen. These messages appear while the screen is dark (not showing video meeting images).

Table 10-7 Main Display Screen Messages

On-Screen Message	Description
Call has been dropped because resources are not available. Contact Live Desk for assistance	Occurs during static meetings and there are not enough resources available.
Please press End Call if your meeting has ended	You are the last endpoint in the meeting.
Please wait for meeting host to join	The meeting host has not yet joined the meeting. This only applies to static meeting instances. An administrator can configure a room as host. If the host does not join, then all other rooms dialed in will be put on hold. When host joins, they will all be resumed. When the host leaves, the meeting will be stopped by the Cisco TelePresence Multipoint Switch (CTMS).
Please wait for meeting to start	You have dialed into the meeting before the scheduled start time and are on hold.
Please wait, remote user on hold	All participants are on hold except this endpoint. Only this endpoint sees the “hold” message. When multiple endpoints both secure and non-secure join a meeting at the same moment, in a best-effort ad hoc meeting for instance, some of the endpoints will see “Remote user on hold” momentarily displayed on the main display.
Please wait, temporarily at maximum number of callers Unable to join, now at maximum number of callers	There are not enough CTMS slots available for your endpoint to join the meeting. Depending on your configuration, you will remain on hold until resources are available.
Please wait, the participant list will be available momentarily	Occurs in large meetings as the system adds in audio participants.
Please wait, you are the first meeting participant	You are the first endpoint in the meeting.
Remote participant cannot receive presentation	Some telepresence endpoints do not support the ability to share or receive presentations. In most cases an existing call will continue as audio-only.
Unable to join secure call. Please wait, converting to non-secure	Occurs when the screen goes dark because of a security difference between meeting endpoints. Screen remains dark for approximately three or four seconds while security is downgraded. A lock icon that is unlocked may appear to indicate non-secure status.
Unable to join, required feature not available	When an incompatible endpoint joins a multipoint meeting, the incompatible endpoint cannot join the call.
Unable to show the presentation due to capability mismatch	The presenter is sending a higher resolution presentation stream than the receiver can handle.



Creating and Viewing Recordings with the Cisco TelePresence Recording Server

Revised: March 2012, OL-13674-07

Contents

- [Overview of the Cisco TelePresence Recording Server, page 11-1](#)
- [Before You Create and View Recordings, page 11-2](#)
- [Creating Studio Mode Recordings, page 11-7](#)
- [Managing Recordings from the Cisco Unified IP Phone, page 11-9](#)
- [Playing and Managing Recordings from the Cisco TelePresence Video Portal, page 11-15](#)

Overview of the Cisco TelePresence Recording Server

The Cisco TelePresence Recording Server (CTRS) allows you to create recordings in [Cisco TelePresence Studio Mode](#). The CTRS also stores recordings and lets you to manage recordings in the following ways:

- Share recordings with others for viewing.
- Make recordings public so that anyone with access to the CTRS can view them.
- Play back recordings on a TelePresence endpoint.
- Play back recordings with a standard browser-based player.
- Download your recordings or public recordings.
- Upload your recordings to a Cisco Show and Share video portal for editing and distribution.

Cisco TelePresence Studio Mode

CTRS enables you to record in Cisco TelePresence Studio Mode. In Studio Mode, you can create team announcements, corporate messages, training modules, video blogs, and other similar recordings.

In Studio Mode, all video displayed on the endpoint, and the associated audio, is recorded on the CTRS. All content, including materials that you choose to display on a device that is connected to the VGA input or through a document camera, is recorded from the viewer's perspective. CTRS acts as a viewer endpoint in a Cisco TelePresence session and records what it sees.

Event Recording

Event Recording is an administrative feature of a Cisco TelePresence Multipoint Switch (CTMS), that enables event controllers to record scripted special events. Recordings are stored, and can be managed, on a CTRS.

**Note**

Most countries legally require notification before a call starts to alert you that you are being recorded. Neither the CTMS nor the recording server issues a recording notification to meeting participants. Therefore, we recommend that you or the event speaker tell the participants that the meeting will be recorded before the recording begins.

Before You Create and View Recordings

Before you create, play, and share recordings, your Cisco TelePresence administrator must configure a CTRS for the Cisco TelePresence endpoint.

To create Studio Mode recordings, you need a PIN to access the CTRS through a CTS Cisco Unified IP phone. Before you create Studio Mode recordings, you can also set recording preferences.

To do any of these tasks, see the following sections:

- [Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone, page 11-3](#)
- [Creating a PIN to Access the CTRS Through Cisco Unified IP Phone, page 11-3](#)
- [Setting CTRS Recording and Playback Preferences, page 11-5](#)

**Note**

For information about using the Cisco TelePresence Touch 12 to create and view recordings, see the *Cisco TelePresence Touch 12 User Guide* on Cisco.com.

Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone

The Record and Videos softkeys on the CTS Cisco Unified IP phone indicate that your Cisco TelePresence administrator added CTRS functionality to the Cisco TelePresence endpoint.

To locate the Record and Videos softkeys:

-
- Step 1** Locate the Cisco Unified IP phone that accesses the Cisco TelePresence endpoint.
- Step 2** On the CTS Cisco Unified IP phone, touch the **more** softkey, which is in the bottom right corner of the screen, as shown in [Figure 11-1](#).

Figure 11-1 Cisco Unified IP Phone: more Softkey



- Step 3** Locate the Record and Videos softkeys, as shown in [Figure 11-2](#). The presence of both indicates the CTRS is available on the Cisco TelePresence endpoint.

Figure 11-2 Cisco Unified IP Phone: Record and Videos Softkeys



Creating a PIN to Access the CTRS Through Cisco Unified IP Phone

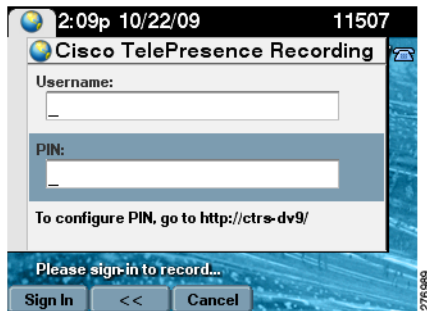
Before you can create, store, share, view, or download recordings, you or your Cisco TelePresence administrator must create a CTRS user account for you.

Ask your Cisco TelePresence administrator to create an account for you. After creating the account, the administrator provides you with a personal identification number (PIN) for Cisco Unified IP phone access.

If you have permission to create the account yourself, do the following:

- Step 1** Locate the Cisco Unified IP phone that accesses the Cisco TelePresence endpoint with CTRS functionality.
- Step 2** On the Cisco Unified IP phone, touch the **more** softkey until you see the Record and the Videos softkeys. Touch the **Record** or the **Video** softkey.
- Step 3** In the screen that appears, locate the URL (either a hostname or IP address) of the browser-based Cisco TelePresence Video Portal. The URL is located in the sentence that states, “To configure PIN, go to <URL>,” as shown in [Figure 11-3](#).

Figure 11-3 Cisco Unified IP Phone: CTRS Hostname or IP Address

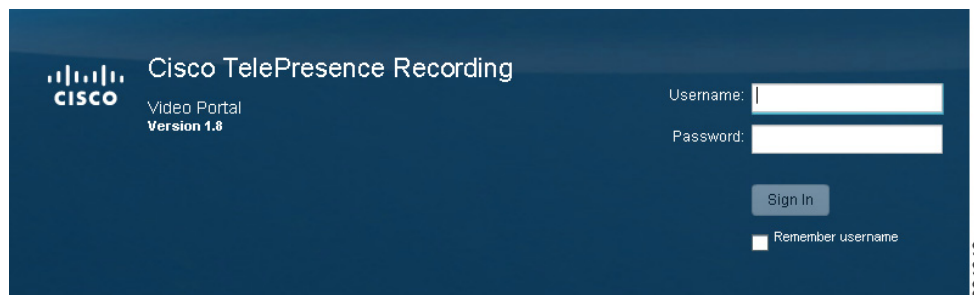


- Step 4** Open a browser on your computer. In the address bar, include the URL from [Step 3](#). Touch the **Enter** softkey.
- Step 5** Sign in with your corporate username and password (see [Figure 11-4](#)). If you check the **Remember username** box, when you close your browser window without signing out, you do not have to sign in again when you return to the portal.



Tip The **Remember username** check box is not available in the Cisco Commercial Express version of CTRS.

Figure 11-4 Cisco TelePresence Video Portal: Sign-In Screen



- Step 6** The Welcome to Cisco TelePresence screen appears. Enter your first name and last name (see [Figure 11-5](#)).

Figure 11-5 Cisco TelePresence Video Portal: Personal Information—Entering Name and Creating PIN

The screenshot shows the 'Create an Account' page on the Cisco TelePresence Video Portal. The page is titled 'Welcome to Cisco TelePresence' and has a sub-header 'Create an Account'. Under the 'Personal Information' section, there are input fields for 'First Name' (containing 'KEN'), 'Last Name' (containing 'V'), and a 'Time Zone' dropdown menu (set to '(UTC+00:00) Etc/UTC'). Below these is a checkbox for 'Observes DST' which is set to 'No'. The 'Recording PIN' section includes a note: 'Choose a 6 digit PIN. You will enter this PIN for authentication when recording from a Cisco TelePresence System.' There are two input fields: 'PIN:' and 'Confirm PIN:'. A small text note below the PIN field says 'PIN must be 6 non-sequential digits'. The Cisco logo is in the top left corner, and the text '284040' is in the bottom right corner.

Step 7 Enter and confirm your PIN (see [Figure 11-5](#)).



Tip Your PIN must be six nonsequential digits. Digits must be nonrepeating.

Step 8 Go back to the Cisco Unified IP phone. Use your corporate username and your newly created PIN to sign in to the Record or Videos screen on the Cisco Unified IP phone (see [Step 2](#) to find Record and Videos in the interface). You are ready to create a recording and to view public recordings or ones that others share with you.

Setting CTRS Recording and Playback Preferences

You can set recording and playback preferences from the browser-based Cisco TelePresence Video Portal. The first time you log into the portal, you see the default settings for recording preferences.

To modify these default settings:

- Step 1** Log into the Cisco TelePresence Video Portal with your corporate username and password.
- Step 2** Click **User Preferences**.
- Step 3** In the Personal Information section of the User Preferences page, modify any of the following as needed:
 - Your first name or your last name. What you enter here appears on the top right side of the screen and just to the left of your e-mail address.
 - Recording PIN. Click **Change PIN** to change your PIN.

- Step 4** In the Recording Preferences section of the User Preferences page, modify any of the following as needed (see [Figure 11-6](#)).

Figure 11-6 Cisco TelePresence Video Portal: Recording Preferences

Recording Preferences
Set your preferences for recording from a Cisco TelePresence System

Recording Defaults: Show my presentation on the main display (when connected)
Sharing a presentation replaces self-view.

Enable self-view when recording is in progress

Session Timeout: Sign out after 15 minutes of inactivity

Countdown Timer: Show 5-second countdown before recording begins

- Display Settings:
 - **Show my presentation on the main display (when connected)**—Check this box to show content on the main Cisco TelePresence endpoint from a device that is connected to the VGA input or from the document camera. If you uncheck this box, the content does not appear on the Cisco TelePresence endpoint.
 - **Enable self-view when recording is in progress**—Check this box to show yourself on the Cisco TelePresence endpoint as you record. Uncheck this box if you do not want to see yourself as you record.



Tip If you check both boxes, you see the presentation, not self-view, on the display when recording.

- Session Timeout:

From the drop-down menu, choose when you want the Cisco Unified IP phone to sign you out of Record and Videos. You can choose to be signed out after 5, 15, or 30 minutes of inactivity; after 1 or 8 hours of inactivity; or after **exiting Record or Videos**.



Tip If you choose the **exiting Record or Videos** option, you are signed out whenever you touch the **Exit** softkey on the Cisco Unified IP phone. If you do not choose this option, when you touch **Exit**, you return to the main Cisco Unified IP phone screen, but you are not signed out.

- Countdown Timer:

Enable recording count-down—Check this box to see a 5-second countdown on the Cisco TelePresence endpoint before recording begins. If you uncheck this box, recording begins immediately after you touch the **Record** icon in the center of the Cisco Unified IP phone.



Tip You can set some recording preferences from the Cisco Unified IP phone. The user preferences that you must set from the browser-based Cisco TelePresence Video Portal are the recording PIN and session timeout. See [Step 5](#) of the “[Creating Studio Mode Recordings](#)” section on [page 11-7](#) for recording preferences that you can set from the IP phone.

Creating Studio Mode Recordings

To create a Cisco TelePresence Studio Mode recording:

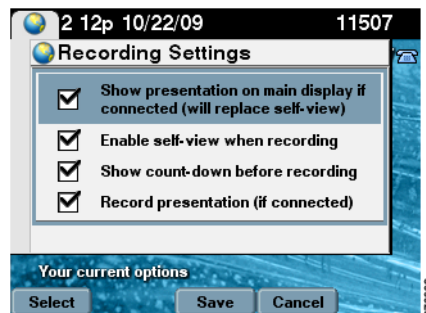
-
- Step 1** Locate the Cisco Unified IP phone that accesses the Cisco TelePresence endpoint.
- Step 2** Find the **Record** softkey on the Cisco Unified IP phone (see the “[Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone](#)” section on page 11-3 for information about finding the **Record** softkey).
- Step 3** Sign in with your corporate username and PIN (see the “[Creating a PIN to Access the CTRS Through Cisco Unified IP Phone](#)” section on page 11-3 for more information about your username and PIN).
- Step 4** After you enter your username, use the down arrow key on the Cisco Unified IP phone or touch the PIN field on the IP phone to move to the PIN field.



Tip If the Cisco Unified IP phone does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

- Step 5** If necessary, touch the **Settings** softkey to modify any of the following recording preferences (see [Figure 11-7](#)).

Figure 11-7 Cisco Unified IP Phone: Recording Settings



- **Show presentation on main display if connected**—Check this box to show content on the main Cisco TelePresence endpoint from a device that is connected to the VGA input or from the document camera. If you uncheck this box, the content does not appear on the Cisco TelePresence endpoint.
- **Enable self-view when recording**—Check this box to show yourself on the Cisco TelePresence endpoint as you record. Uncheck this box if you do not want to see yourself as you record. If you check both this box and the “Show presentation on main display if connected” box, you see the presentation, not self-view, on the display when recording.
- **Show count-down before recording**—Check this box to see a 5-second countdown on the Cisco TelePresence endpoint before recording begins. If you uncheck this box, recording begins immediately after you touch the **Record** icon in the center of the Cisco Unified IP phone.



Tip

You can also set the three recording preferences above in the browser-based Cisco TelePresence Video Portal. See the “[Setting CTRS Recording and Playback Preferences](#)” section on page 11-5 for more information.

- **Record presentation (if connected)**—Check this box to record content from a device that is connected to the VGA input or from the document camera. If you uncheck this box, the content is not recorded.

Step 6 Position yourself correctly in front of the Cisco TelePresence endpoint and camera.

Step 7 Touch the **Record** icon in the center of the Cisco Unified IP phone, as shown in [Figure 11-8](#).

Figure 11-8 Cisco Unified IP Phone: Record Icon



Step 8 Touch the **Stop** icon on the Cisco Unified IP phone to end recording. The CTRS automatically saves the recording.

Step 9 After you finish a Studio Mode recording, you have several options available from the Cisco Unified IP phone.

Figure 11-9 Cisco Unified IP Phone: Options after Recording



In the center of the interface, touch these icons to do the following:

- **Review**—Play back the recording you just created.
- **Delete**—Erase the recording you just created.
- **Record New**—Create a new recording.

Managing Recordings from the Cisco Unified IP Phone

This section discusses managing recordings through the Cisco Unified IP Phone interface.

To manage recordings:

-
- Step 1** Find the **Videos** softkey in the Cisco Unified IP phone (see the [“Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone”](#) section on page 11-3 for information about finding the **Videos** softkey).
- Step 2** Sign in with your corporate username and PIN (see the [“Creating a PIN to Access the CTRS Through Cisco Unified IP Phone”](#) section on page 11-3 for more information about your username and PIN).
- Step 3** After you enter your username, use the down arrow key on the Cisco Unified IP phone or touch the PIN field on the Cisco Unified IP phone to move to the PIN field.



Tip If the Cisco Unified IP phone does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

- Step 4** Locate the desired recording in the My Video, Shared with Me, or Public Videos tab.

At the bottom of the interface, touch these softkeys to do the following:

- **Play**—Play the recording back on an endpoint. For more information, see the [“Playing Recordings on a Cisco TelePresence Endpoint”](#) section on page 11-10.
- **Share**—Enter the e-mail address of a user with whom you want to share the recording. For more information on sharing your recording, see the [“Sharing Recordings Through the Cisco Unified IP Phone”](#) section on page 11-12.
- **Delete**—Delete the recording from the CTRS.
- **Set Title**—Enter or modify a title for a recording:
 - For alphanumeric characters, press the appropriate phone button. Continue to press the button until you arrive at the character you want.
 - Press the **1** button for these characters: **1 | ! ' ; ^ " ()**. Continue to press the button until you arrive at the character you want.
 - Press the ***** button for these characters: **. @ ~ * & % ? ‘ < >**. Continue to press the button until you arrive at the character you want.

After you enter a title for the recording, touch the **Save** softkey.

- **Save To**—Save the recording to Cisco Show and Share. For more information, see the [“Managing Recordings with Cisco Show and Share”](#) section on page 11-13.



Note An event recording could be comprised of multiple files. Before saving the files to Cisco Show and Share, the CTRS transcodes the files into one file, which can be a lengthy process.

- **Exit**—Return to the Cisco Unified IP phone main menu.



Tip Touching **Exit** does not sign you out of the CTRS. To sign out, use the **Sign Out** softkey. If you want to configure the Cisco Unified IP phone to sign you out when you touch the **Exit** softkey, see [Step 4](#) in the [“Setting CTRS Recording and Playback Preferences”](#) section on page 11-5.

Playing Recordings on a Cisco TelePresence Endpoint

To play a recording on a Cisco TelePresence endpoint that is connected to the CTRS:

- Step 1** Find the **Videos** softkey on the Cisco Unified IP phone (see the “[Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone](#)” section on page 11-3 for information about finding the **Videos** softkey).
- Step 2** Sign in with your corporate username and PIN (see the “[Creating a PIN to Access the CTRS Through Cisco Unified IP Phone](#)” section on page 11-3 for more information about your username and PIN).
- Step 3** After you enter your username, use the down arrow key on the Cisco Unified IP phone or touch the PIN field on the Cisco Unified IP phone to move to the PIN field.



Tip If the Cisco Unified IP phone does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

- Step 4** Locate the recording that you want to play. On the Cisco Unified IP phone, select one of the three video tabs, as shown in [Figure 11-10](#).

Figure 11-10 Cisco Unified IP Phone: Video Tabs



- **My Videos**—These are videos that you created. Tap the up and down arrow keys to scroll through the videos.
- **Shared With Me**—These are videos that someone shared with you. Tap the up and down arrow keys to scroll through the videos.
- **Public Videos**—These are videos that someone made public. Anyone with access to the CTRS can view these recordings. Tap the up and down arrow keys to scroll through the videos.



Tip Touch the **Next** softkey to display more videos in the tab.

- Step 5** After you locate the video that you want to play, touch the **Play** softkey. The recording appears on the Cisco TelePresence endpoint. Touch the **Skip**, **Pause**, or **Stop** icons in the center of the Cisco Unified IP phone as needed.

Playing Public Recordings Without Signing In

Public videos are recordings that anyone who has access to the CTRS can play. You can play these videos on a Cisco TelePresence endpoint without signing in to the CTRS.

To play public recordings:

- Step 1** Locate the Cisco Unified IP phone that accesses the Cisco TelePresence endpoint.
- Step 2** Find the **Videos** softkey on the Cisco Unified IP phone (see the “[Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone](#)” section on page 11-3 for information about finding the **Videos** softkey).
- Step 3** Touch the **Skip** softkey on the Cisco Unified IP phone (see [Figure 11-11](#)).

Figure 11-11 Cisco Unified IP Phone: Skip Softkey



- Step 4** Choose the public video that you want to play. Tap the up and down arrow keys to scroll through the videos. Touch the **Next** softkey to display more videos in the tab (see [Figure 11-12](#)).

Figure 11-12 Cisco Unified IP Phone: Skip > Public Videos



- Step 5** After you locate the video that you want to play, touch the **Play** softkey. The recording appears on the Cisco TelePresence endpoint. Touch the **Skip**, **Pause**, or **Stop** icons in the center of the Cisco Unified IP phone as needed.

Sharing Recordings Through the Cisco Unified IP Phone

To share a recording:

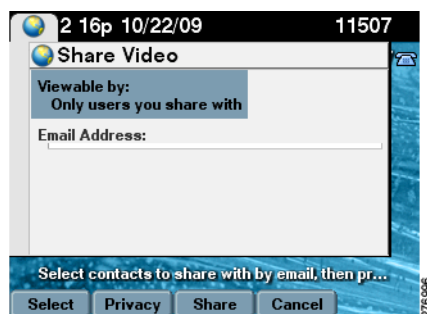
- Step 1** Find the **Videos** softkey in the Cisco Unified IP phone (see the “[Locating CTRS Functions on the Cisco TelePresence Endpoint IP Phone](#)” section on page 11-3 for information about finding the **Videos** softkey).
- Step 2** Sign in with your corporate username and PIN (see the “[Creating a PIN to Access the CTRS Through Cisco Unified IP Phone](#)” section on page 11-3 for more information about your username and PIN).
- Step 3** After you enter your username, use the down arrow key on the Cisco Unified IP phone or touch the PIN field on the Cisco Unified IP phone to move to the PIN field.



Tip If the Cisco Unified IP phone does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

- Step 4** Locate the recording that you want to share in the My Video, Shared with Me, or Public Videos tab.
- Step 5** Touch the **Share** softkey on the Cisco Unified IP phone.
- Step 6** In the Share Video screen, touch the **Email Address** field. You can also touch the down arrow button on the Cisco Unified IP phone to get to the Email Address field (see [Figure 11-13](#))

Figure 11-13 Cisco Unified IP Phone: Share Video



- Step 7** Enter the e-mail address of the person with whom you want to share your recording.
 - For alphanumeric characters, touch the appropriate phone button. Continue to touch the button until you arrive at the character you want.
 - Touch the **1** button for these characters: **1 | ! ' ; ^ " ()**. Continue to touch the button until you arrive at the character you want.
 - Touch the ***** button for these characters: **. @ ~ * & % ? ' < >**. Continue to touch the button until you arrive at the character you want.
- Step 8** Touch the **Share** softkey to send the recording to the e-mail address that you specified.
- Step 9** If you enter the e-mail address for a corporate alias, you must make the recording publicly accessible. Touch the **Privacy** softkey (see [Figure 11-13](#)). In the screen that appears, click the **Everyone (Public)** radio button.

**Tip**

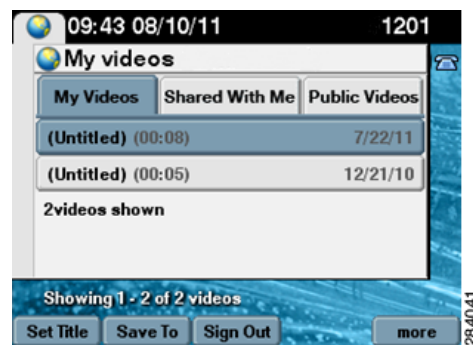
You can also share recordings from the browser-based Cisco TelePresence Video Portal. See the “[Managing Recordings in the Cisco TelePresence Video Portal](#)” section on page 11-17 for more information.

The person with whom you shared receives an e-mail with a link to the recording. The person clicks on the recording in the e-mail text and is then taken to the CTRS where the recording is stored. To view the recording, the person must enter a corporate username and password that the CTRS recognizes.

Managing Recordings with Cisco Show and Share

If your TelePresence network administrator has configured Cisco Show and Share as your enterprise video portal, the Cisco Unified IP phone also includes the Save To softkey, as shown in [Figure 11-14](#).

Figure 11-14 Cisco Unified IP Phone: Options after Recording (with Cisco Show and Share Available)



The Save To softkey enables you to do the following:

- Publish your recording to Cisco Show and Share.
- Save a draft of your recording to Cisco Show and Share.

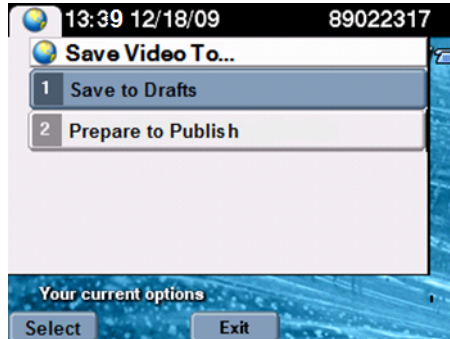
**Note**

An event recording could be comprised of multiple files. Before publishing or saving the files to Cisco Show and Share, the CTRS transcodes the files into one file, which can be a lengthy process.

To save a recording to Show and Share:

- Step 1** Touch the **Save To** softkey. The Save Video To screen appears, as shown in [Figure 11-15](#).

Figure 11-15 Cisco Unified IP Phone: Save Video To

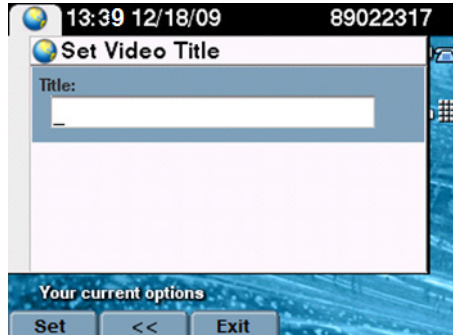


Step 2 Touch **Save to Drafts** or **Prepare to Publish**. Then touch the **Select** softkey.

- **Save to Draft**—Saves the recording to Show and Share in a draft state. Others cannot view your recording until you go to Show and Share and publish it. When the recording is in draft state, you can edit it in Show and Share. If you select this option, go to [Step 4](#).
- **Prepare to Publish**—Saves the recording to Show and Share, where it is available for others to view. If you select this option, you must set a title for the recording before you save it to Show and Share. Go to [Step 3](#).

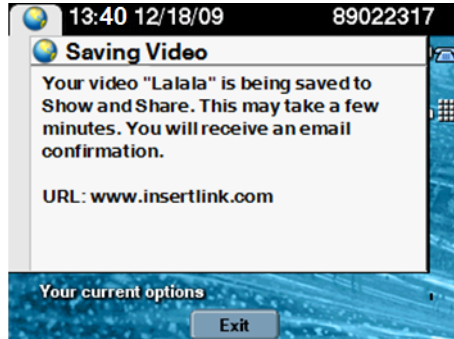
Step 3 Enter a title for your recording in the Set Video Title screen (see [Figure 11-16](#)) and touch **Set**.

Figure 11-16 Cisco Unified IP Phone: Set Video Title



Step 4 Verify that your recording is being saved in the Saving Video screen (see [Figure 11-17](#)). It might take some time to save your recording to Show and Share.

To access your recording on the Show and Share video portal, enter the URL on the Saving Video screen into a browser on your computer.

Figure 11-17 Cisco Unified IP Phone: Saving Video

Exiting From or Signing Out of the CTRS from the Cisco Unified IP Phone

From both the Record and Videos screens of the Cisco Unified IP phone, you see the **Exit** softkey and the **Sign Out** softkey. When you touch these softkeys, the CTRS does the following:

- **Exit**—Return to the main menu of Cisco Unified IP phone without signing out of the CTRS. When you touch this softkey, you can return to the Record and Videos screens without signing back in.
- **Sign Out**—Sign out of the CTRS and return to main menu of the Cisco Unified IP phone. We recommend that you sign out if others have access to Cisco Unified IP phone and Cisco TelePresence endpoint.



Tip

In the browser-based Cisco TelePresence Video Portal, you can configure the Cisco Unified IP phone to sign you out of Record and Videos whenever you touch the **Exit** softkey. See [Step 4 of “Setting CTRS Recording and Playback Preferences” section on page 11-5](#).

Playing and Managing Recordings from the Cisco TelePresence Video Portal

The browser-based Cisco Telepresence Video portal allows you to play and manage recordings. For information about playing recordings, see [“Playing Recordings in the Cisco TelePresence Video Portal” section on page 11-16](#). For information about editing recording titles or descriptions, sharing recordings, making recordings public, downloading recordings, or deleting recordings, see [“Managing Recordings in the Cisco TelePresence Video Portal” section on page 11-17](#).

Playing Recordings in the Cisco TelePresence Video Portal

In addition to playing a recording on a Cisco TelePresence endpoint using a Cisco Unified IP Phone (see the “[Playing Recordings on a Cisco TelePresence Endpoint](#)” section on page 11-10), you can play a recording in the browser-based Cisco TelePresence Video Portal.

To play a recording in the Cisco TelePresence Video Portal:

- Step 1** Log into the Cisco TelePresence Video Portal with your corporate username and password. The password that you enter here is not the PIN that you enter to sign in to the Cisco Unified IP phone.



Tip If the Cisco TelePresence Video Portal does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

- Step 2** Click the **Videos** button to display the My Videos, Shared With Me, and Public Videos tabs (see [Figure 11-18](#)).

Figure 11-18 Cisco TelePresence Video Portal: Videos



- Step 3** Click the tab that contains the recording that you want to play. Locate the recording in the tab.
- Step 4** Click the recording’s thumbnail image.
- Step 5** The Now Playing screen for that recording appears. Click the play icon to play the recording.

Refreshing the Videos Lists

When you are in any of the Videos tabs, you can refresh the list of videos by clicking the refresh icon. The refresh icon (two arrows that form a circle) is under Sign Out at the top right of the screen (see [Figure 11-19](#)).

Figure 11-19 Cisco TelePresence Video Portal: Refresh Icon**Note**

Video list refresh is not on an automatic timer. You must click the Cisco TelePresence Video Portal icon to see the current list of videos.

To refresh the video listing, do not click the browser refresh icon. Clicking the browser refresh icon signs you out of the portal.

Managing Recordings in the Cisco TelePresence Video Portal

From the browser-based Cisco TelePresence Video Portal, you can manage recordings in the following ways:

- Add a title or modify an existing title.
- Add a description or modify an existing description.
- Share the recording with people you choose.
- Make the recording public.
- Download the HD (high definition) or SD (standard definition) version of the recording or the presentation to your computer.
- Delete the recording.

To manage a recording:

Step 1 Log into the Cisco TelePresence Video Portal with your corporate username and password. The password that you enter here is not the PIN that you enter to log into the Cisco Unified IP phone.

**Tip**

If the Cisco Unified IP phone does not accept your username only, try to sign in with your username and domain name—*username@example.com*.

Step 2 Click the **Videos** button to display the My Videos, Shared With Me, and Public Videos tabs.

Step 3 Find a recording in one of the tabs.

Step 4 Do one of the following for the recording:

- **Edit**—Click the **Edit** button. A dialog box appears that contains two tabs.
 - Click the **Information** tab to add a title or a description to the recording (see [Figure 11-20](#)).

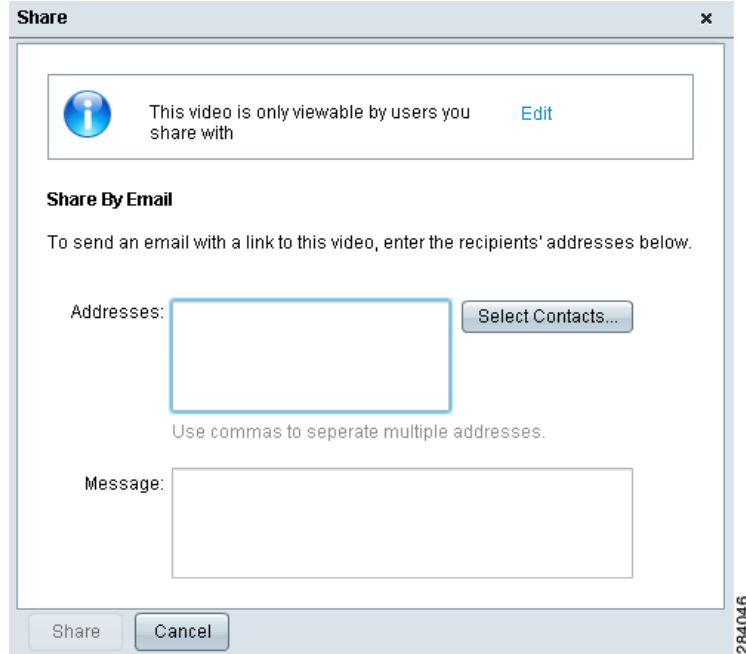
Figure 11-20 Cisco TelePresence Video Portal: Edit Dialog Box—Information Tab

- Click the **Privacy and Access** tab to specify who can see your recording (see Figure 11-21).

Figure 11-21 Cisco TelePresence Video Portal: Edit Dialog Box—Privacy and Access Tab

- Click the **Everyone (Public)** radio button to make the recording accessible to anyone who can log in through the Cisco Unified IP phone (corporate username and PIN required) or Cisco TelePresence Video Portal (corporate username and password required).
- Click the **Only users you share with** radio button to keep the recording private. If you choose this setting, only you and those with whom you explicitly share the recording can view it. To share the recording with others, click the **Share** button. To view the recording, those with whom you share must sign in through the Cisco Unified IP phone (corporate username and PIN required) or the Cisco TelePresence Video Portal (corporate username and password required).
- **Share**—Click the **Share** drop-down and then click **Send Email**. A dialog box appears (see Figure 11-22).

Figure 11-22 Cisco TelePresence Video Portal: Share Dialog Box



- **Addresses**—Add the e-mail addresses of those viewers with whom you want to share the recording. CTRS will send an e-mail to the viewers that includes a link to the recording.

**Tip**

A person with whom you share a recording receives an e-mail with a link to the recording. The person clicks on the recording in the e-mail text and is then taken to the CTRS where the recording is stored. To view the recording from a browser, the person must enter a corporate username and password that the CTRS recognizes.

If you share the recording with an corporate e-mail alias, you must make the recording publicly accessible by clicking the **Everyone (Public)** radio button from Edit dialog box.

- **Select Contacts** button—Click this button to choose viewers from a contact list that you prepopulated. See the “[Creating a Contact List](#)” section on page 11-20 for more information about populating and maintaining a contact list.
- **Message**—Add a message to the body of the e-mail.

**Tip**

If Cisco Show and Share video portal is available, **Publish to Show and Share** is also available in the **Share** drop-down menu.

An event recording could be comprised of multiple files. Before publishing the files to Cisco Show and Share, the CTRS transcodes the files into one file, which can be a lengthy process.

- **Download**—Click the **Download** button. Click the version of video (Standard Video or HD Video) that you want to download. If a presentation is available for the recording, you can also download the presentation.

If the Process File for Download button appears, the event recording was written to multiple files, which must be transcoded into one file then downloaded. The transcoding process can be lengthy; therefore, a percentage complete counter provides an update of the progress.

**Tip**

Depending on how your Cisco TelePresence administrator configures global settings for the CTRS, you might periodically receive an automated e-mail notifying you that a recording is scheduled for deletion. If you want to keep a recording, download a version of the recording to your computer.

- **Delete**—Click the **Delete** button to erase this recording permanently from the CTRS. A dialog box appears after you click **Delete** to confirm your decision.

**Tip**

The Edit, Share, Download, and Delete options are available for recordings in both the My Videos and Shared With Me tabs. Only the Share and Download options are available from the Public Videos tab.

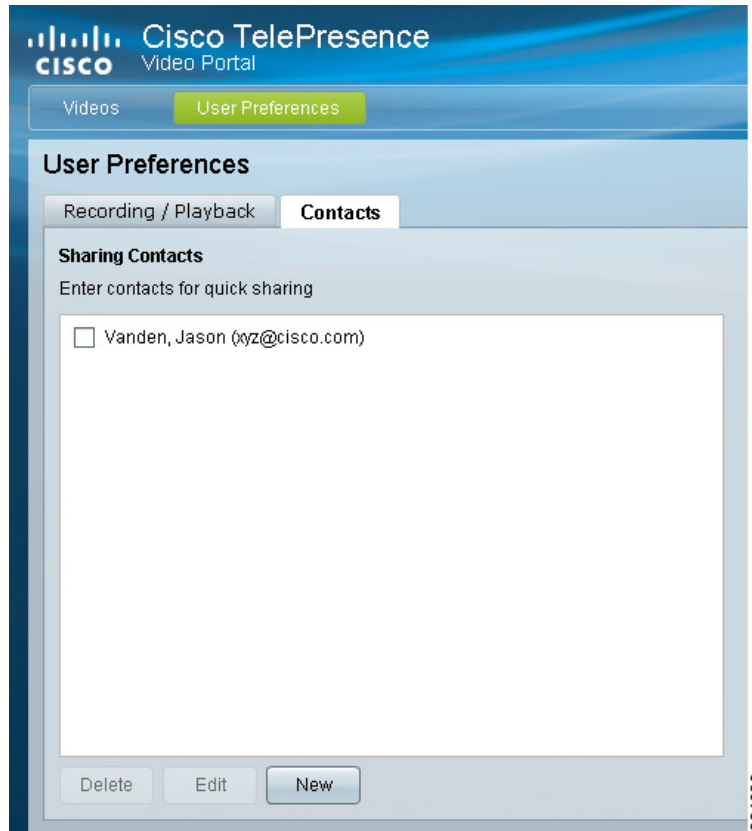
Creating a Contact List

[Step 4](#) of the “[Managing Recordings in the Cisco TelePresence Video Portal](#)” section on page 11-17 includes information about sharing a recording from the browser-based Cisco TelePresence Video Portal. To share, you can manually enter the e-mail address of a viewer. You can also click the **Select Contacts** button and choose a viewer from a contact list that you prepopulate.

Before you can choose a viewer from the list, you must add the viewer to the list. To populate the list:

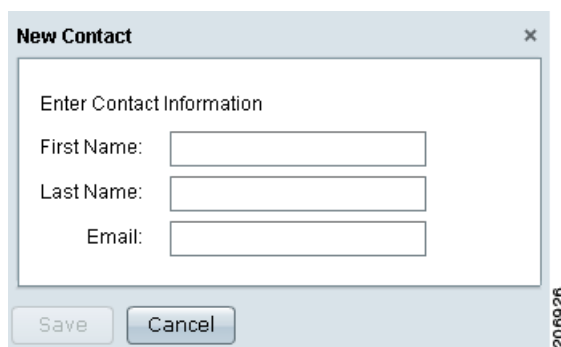
- Step 1** Log into the Cisco TelePresence Video Portal with your corporate username and password.
- Step 2** Click **User Preferences**.
- Step 3** Click the **Contacts** tab. The Sharing Contacts form appears. If you have never added contacts, this list is empty (see [Figure 11-23](#)).

Figure 11-23 Cisco TelePresence Video Portal: User Preferences > Contacts Tab



- Step 4** Click the **New** button to add a new contact with whom to share a recording. A dialog box appears (Figure 11-24).

Figure 11-24 Cisco TelePresence Video Portal: User Preferences > Contacts Tab—New Dialog Box



- Step 5** In the dialog box, enter a first name, last name, and corporate e-mail address for the contact. The name and e-mail address are validated against user entries in the corporate directory. If the name and e-mail do not match a valid entry, CTRS cannot add the new contact to the contact list.
- Step 6** Click **Save**. The contact now appears in the contact list.

- Step 7** To choose a viewer from the contact list, from the Share dialog box for a recording (see [Figure 11-22](#)), click **Select Contacts**. In the dialog box that appears, check the box next to the name of the viewer with whom you want to share. Then click **Add**. The viewer's e-mail address is added to the Addresses field in the Share dialog box.
-

Editing a Contact in the Contact List

To edit a contact from the contact list:

-
- Step 1** In the Cisco TelePresence Video Portal, click **User Preferences**.
- Step 2** Click the **Contacts** tab. The Sharing Contacts form appears.
- Step 3** Check the box next to contact whose information you want to edit.
- Step 4** Click **Edit**.
- Step 5** In the dialog box that appears, edit the contact information.
- Step 6** Click **Update** to keep the edited information. Click **Cancel** to cancel the edits.
-

Deleting a Contact from the Contact List

To delete a contact from the contact list:

-
- Step 1** In the Cisco TelePresence Video Portal, click **User Preferences**.
- Step 2** Click the **Contacts** tab. The Sharing Contacts form appears.
- Step 3** Check the box next to contact whom you want to delete from the list.
- Step 4** Click **Delete**.
- Step 5** Click **Yes** to delete. Click **No** to cancel deletion.
-



OL-13674-05

A

ad hoc meeting Non-scheduled, administrator-initiated, dial-out meeting. A meeting scheduler or administrator initiates the meeting through the Cisco TelePresence Multipoint Switch (CTMS) administration interface by listing the telephone number of the rooms which will participate in the multipoint meeting. See [static meeting](#).

Auto Answer A phone set to automatically answer an inbound call. Use the Auto Answer feature in Cisco Unified Communications Manager. Activating this option or button causes the speaker phone to go off hook automatically when an incoming call is received.

Auto Collaborate Cisco TelePresence supports simple information sharing that allows any object, document, or PC application to be displayed in a plug-and-play fashion. Auto Collaborate enables you to share images instantly in multiple locations by plugging in a laptop computer or high-definition ceiling document camera. The Cisco TelePresence 3000 Series built-in projector automatically displays images from the most recently activated device.

Ceiling cameras are perfect for capturing images of objects that are too valuable to ship, or cannot easily be copied or sent electronically. Cisco recommends and supports document cameras made by WolfVision, specifically the WolfVision Visualizer. This is a special live-camera system designed for picking up any object on a working surface with perfect illumination and depth of focus. All types of objects (e.g., photos, books, brochures, transparencies, slides, or three-dimensional objects) can be picked up quickly and easily, and meeting participants can use a wireless remote to control light, zoom, or focus.

Cisco TelePresence 3000 and 1000 systems support the Auto Collaborate capability, and meeting organizers can project content in multiple locations, including above or below displays, or on the side of a room.

B

black screen codes System status information messages that appear on the main display screen before your meeting starts and while the screen is still black. For example, “Please wait, you are the first meeting participant.”

For more information, see [CTS Main Display On-Screen Messages](#).

C

Cisco TelePresence T Series	The Cisco TelePresence T Series high-definition presentation capabilities and simple controls on a touch display help make your meeting as immersive and natural as possible. See Immersive Telepresence Endpoints .
Cisco Unified CM	Cisco Unified Communications Manager . Application that extends telephony features and capabilities to network devices such as IP phones and multimedia applications. Open telephony application interfaces make possible services such as multimedia conferencing and interactive multimedia response systems. Cisco Unified CM controls which features are available on your system.
codec	The “brain” of the CTS. The primary codec connects with the network and Cisco Unified Communications Manager (Cisco Unified CM) to perform call management functions for the system. The secondary codec performs processing for the system elements that are attached to them. The optional presentation codec supports the document camera (if present), auxiliary displays, and works with an auxiliary control unit and audio extension unit for additional audio/video applications. The number and type of codecs your system uses depends on which CTS device you are using.
CTMS	Cisco TelePresence Multipoint Switch . Support for voice-activated switching in up to 48 locations in a single meeting across many endpoints .
CTRS	Cisco TelePresence Recording Server . Providing HD studio recording capabilities in existing Cisco TelePresence rooms. Recordings can be archived automatically on a schedule or transferred to a digital content management system. The CTRS can deliver Cisco TelePresence recordings to any video-enabled device including PCs, smartphones, and digital signs. CTRS runs on the same reliable Media Convergence Server platform as Cisco TelePresence Multipoint Switch and Cisco TelePresence Manager.
CTS device	Cisco TelePresence System (CTS) device: CTS 500, CTS 1000, CTS 1100, CTS 1300, CTS 3000, and CTS 3200, CTS 3010, and CTS 3210.
CTS-Manager	Cisco TelePresence Manager . Software application that schedules and manages Cisco TelePresence calls using common enterprise groupware such as Microsoft Exchange and Lotus Notes.
CTS Manager PreQualification Assistant	The CTS-Man PreQualification Assistant ensures that your pre-configuration set-up is performed correctly. The data that is entered into the Tool Test Configuration forms that are used to verify connections to the servers and to get data from them to be used to configure CTS-Man.
CUCM	Cisco Unified Communications Manager . This acronym is obsolete and is replaced with Cisco Unified CM .

D

Directory	The Directory softkey and screen on the CTS Cisco Unified IP Phone. For information about configuring Speed-Dials (Favorites) and Corporate and Personal Directories (Directory), see How to Configure Favorites and Directory .
display screen animation	System information icons that may be displayed on the Cisco TelePresence System (CTS) display screen. System information includes call connection status alerts, meeting alerts, and maintenance alerts. These alerts fade from one state to another to show the status of the system.

- display screen icon** System information icons that may be displayed on the Cisco TelePresence System (CTS) display screen. System information includes call connection status alerts, meeting alerts, and maintenance alerts. Also known as a plasma screen icon.
- DMP** Digital Media Player. Cisco Digital Media Players are highly-reliable, IP-based endpoints that can play high-definition live and on-demand video, motion graphics, web pages, and dynamic content on digital displays, usually an LCD Professional Series display or any other directly attached television screen, monitor, or projector (analog or digital, standard-definition or high-definition) that shows media to an audience. There is an extra input connector for the Digital Media Player (DMP) on your Cisco TelePresence device. See the [Cisco Digital Media Players](#) home page on Cisco.com.
- See also [LCD](#).
- document camera** The Cisco TelePresence ceiling document camera is a high-resolution, high-magnification imaging solution that enables users to view objects and documents in precise detail and share those images while collaborating with colleagues and customers across town or across the globe. See [Controlling the Document Camera](#).
- DVI** DVI cables are used for direct digital connections between source video (namely, video cards) and [LCD](#) monitors. Plugs into desktop, PC, or laptop docking station. See also [VGA](#).

E

- endpoint** Cisco TelePresence System (CTS) endpoint. The combination of hardware and software that comprise a Cisco TelePresence System. The hardware for an endpoint includes a Cisco Unified IP 7900 Series telephone, one or more large-screen meeting displays, plus presentation devices, cameras, microphones, speakers, and in some models, lighting systems.

F

- Favorites** The Favorites softkey and screen on the CTS Cisco Unified IP Phone. For information about configuring Speed-Dials (Favorites) and Corporate and Personal Directories (Directory), see [How to Configure Favorites and Directory](#).

H

- HD** High-definition display. Part of the Cisco TelePresence HD Interoperability solution, which allows high-definition interoperability with third-party endpoints to negotiate higher bandwidths for enhanced video quality while supporting standard (SD) quality devices in the same meeting and support for multiple (identical) interop devices. High-definition video or HD video refers to any video system of higher resolution than SD video, and most commonly involves display resolutions of 1280×720 pixels (720p) or 1920×1080 pixels (1080i/1080p).
- HDMI** Input port and cable for the [document camera](#). See [Controlling the Document Camera](#).

I**Immersive Telepresence Endpoints**

CTS 3210, CTS 1300, Cisco TelePresence T3. Provides an immersive, interactive in-person experience. See also [personal system](#).

IP address

A device identifier on a TCP/IP network.

L**LCD**

Liquid crystal display. The LCD display is an accessory for the Cisco Digital Media Player (DMP) for use in your digital signage network or your enterprise TV network. It is used for displaying video, images, or computer data during a Cisco TelePresence meeting. See the [Cisco LCD Professional Series Displays](#) home page on Cisco.com for more information.

See also [DMP](#).

LED

Light-emitting diode. Indicators on the CTS that determine whether the user is sitting within camera range.

Live Desk

The Live Desk is a person who has been assigned to a Cisco TelePresence [endpoint](#) to assist you with problems that may occur during a meeting. To connect to Live Desk, press the **Live Desk** softkey. If a Live Desk has not been assigned to your Cisco TelePresence [endpoint](#), the following message is displayed on your phone screen: “There is no Live Desk number configured”

Live Desk is configured in the CTS-Manager Administration interface.

M**Mac**

Apple Macintosh laptop. Apple is the sole owner of the “Mac” trademark.

When using a MacBook Pro to present during a CTS meeting, set your screen resolution to 1024x768 before plugging in the [VGA](#) cable to avoid a “resolution not supported message” on the CTS Cisco Unified IP Phone.

MAC address

Media Access Control. A hardware address that uniquely identifies each node of a network.

Meeting Extension

Meeting Extension feature that can be used from the CTS Cisco Unified IP phone when MIDlets are configured. This feature provides an option on the CTS Cisco Unified IP phone to extend Cisco TelePresence meetings past their scheduled end time. Meeting participants may request to extend the scheduled meeting using the phone softkey options. CTS Manager Administrators can configure Meeting Extension settings using the Meeting Options tab on the **CTS Manager System Configuration > Application Settings** page.

- multipoint meeting** Multipoint is where you are able to connect more than two sites in one video conference. This normally requires a bridge, although some video conference units are also able to connect multiple sites.
- MXE** Media eXperience Engine. The Cisco Media Experience Engine is a modular media processing system that provides interoperability between Cisco TelePresence and video conferencing devices, extending the reach of collaboration and communication within organizations. MXE provides 720p interoperability with video conferencing.
- Administrators configure MXE in [CTS-Manager](#). See also [Cisco TelePresence Firewall and Access List Considerations](#) for support information for Cisco TelePresence.

N

- Non-permitted User** Cisco WebEx user role configured in the CTS Manager Administration interface. These users are not permitted to request Cisco WebEx; no Cisco WebEx meeting options are available to these users. See [Permitted User](#).

O

- One-Button-to-Push** Launches a call with Cisco TelePresence Manager. Cisco TelePresence Manager works with enterprise groupware software such as Microsoft Exchange and Lotus Notes to allow you to schedule Cisco TelePresence meetings just as you would a regular meeting. Enterprise groupware sends Cisco TelePresence Manager the meeting schedule, and the software pushes that information to the in-room phone for call launch. The “One-Button-to-Push” feature allows you to simply touch the meeting that is listed on the in-room IP phone to start a Cisco TelePresence meeting.

P

- Participant List** A list of Cisco WebEx meeting participants displayed on the phone that are visible when you touch the **Participant List** softkey or the phone screen touch button on the fully configured CTS Cisco Unified Phone. This list is configured in Cisco Unified CM Display (Internal Caller ID) fields.
- Permitted User** Cisco WebEx user role configured in the CTS Manager Administration interface. These users are permitted to request Cisco WebEx for specific meetings using CTS Manager. See [Non-permitted User](#).
- PiP** Presentation-in-Picture. Allows data or graphics content sharing in a window that appears within the main display screen while a meeting is in progress. You can control where the PiP window will appear within the main display screen by using the **PiPCtrl** softkey on your Cisco Unified IP phone. PiP is available on all CTS models. See [Positioning Presentation-in-Picture](#).
- personal system** Personal Cisco TelePresence System. The virtual, in-person experience of Cisco TelePresence directly into the private office. The CTS 500 and CTS 1000 are considered to be personal systems. See also [Immersive Telepresence Endpoints](#).
- point-to-point meeting** The direct connection of two sites in a video conference. This only works if both sites use the same type of connection (either IP or ISDN).

Premium User	Cisco WebEx user role configured in the CTS Manager Administration interface: Cisco WebEx is always on. Controlled on the CTS Manager LDAP configuration page.
presentation codec	<p>The presentation codec provides 30 frames per second to support full-motion video presentations between Cisco TelePresence endpoints.</p> <p>See primary codec and secondary codec.</p>
Presenter	Cisco WebEx user role configured in the CTS Manager Administration interface: A Presenter shares presentations, specific applications, or the entire desktop. The Presenter controls the annotation tools and can grant and revoke remote control over the shared applications and desktop to individual Attendees.
primary codec	<p>The primary codec is the primary unit; it communicates with secondary units, sends and receives packets on the uplink network. It contains an onboard Gigabit Ethernet switch. For example, in a CTS 3000 or CTS 3200 system, the primary codec controls two secondary codecs as well as many system components and the graphical user interfaces. In a Cisco TelePresence 1000, it controls all system functions.</p> <p>See presentation codec and secondary codec.</p>
<hr/>	
S	
scheduled meeting	Multipoint TelePresence meetings are scheduled by end users using Microsoft Exchange or IBM Domino clients in the same manner that a point-to-point meeting is scheduled. Scheduled meetings require no CTMS administrator interaction. CTS Manager is a required component for scheduled meetings. It provides the interface between Microsoft Exchange or Lotus Domino and the CTMS, allowing the appropriate resources on the CTMS to be reserved for the multipoint meeting .
screen resolution	The fineness of detail that can be presented in the image on the main display screen. Recommended screen resolution for Cisco TelePresence is 1024 x 768.
SD	Standard definition display. See HD .
secondary codec	<p>Codecs that assist the primary codec in the large Cisco TelePresence 3000/3200 systems. Secondary codecs process audio and video signals and send them to the primary codec, which multiplexes the signals into separate, single RTP streams.</p> <p>See presentation codec and primary codec.</p>
Show and Share	If your Cisco TelePresence network administrator has configured Cisco Show and Share as your enterprise video portal, you can immediately publish your recording or save a draft to Cisco Show and Share from the CTS Cisco Unified IP phone. See Creating and Viewing Recordings with the Cisco TelePresence Recording Server .
single system	A Cisco TelePresence system featuring a single main screen display.

static meeting Non-scheduled meetings configured on the Cisco TelePresence Multipoint Switch (CTMS) through the administration interface. A meeting scheduler or administrator, who sets up the static meeting, manually assigns a meeting access number that is used to access the meeting. See [ad hoc meeting](#).

switching mode CTS Manager configuration. CTS 3000 and CTS 3200 endpoints only.

Auto-Assign—Switching mode is determined by the default CTMS policy, which is configured in System **Configuration > Policy Management** page of your CTMS setup.

Room—All the participant displays of the endpoint are switched each time the meeting participant who is speaking changes to a meeting participant at a different endpoint.

Speaker—Only the corresponding participant display (left, center, or right) is switched; the remaining participant displays are not switched. Using the speaker switching mode provides the ability to view up to three different remote endpoints at the same time.

T

triple system A Cisco TelePresence (CTS) 3000 or CTS 3200 system featuring three main screen displays.

V

VGA Video Graphics Array port and cable for Cisco TelePresence. A CTS [endpoint](#) initiates a presentation at any point by plugging the VGA Auxiliary cable into the CTS endpoint presenter's laptop, which automatically shares from the presenter's laptop. The last participant in the meeting to plug in their laptop with the VGA cable shares their presentation using [PiP](#). See also [DVI](#).

W

WebEx Cisco WebEx collaboration tools combine real-time desktop sharing with phone conferencing. See the [Cisco TelePresence WebEx OneTouch Configuration Guide for the Cisco TelePresence System](#) for first-time setup information. See also [Using Cisco WebEx Conferencing](#).



A

- Action Required Email [6-21](#)
- auto-answer [3-9](#)
- Auto Collaborate [1-4](#)

B

- booking a room
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C

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