Cisco TelePresence
SX10, SX20
User Guide

D1509709 User Guide Cisco TelePresence TRC 6

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CE 8.3

Contents
What's in this guide

All entries in the table of contents are clickable hyperlinks that will take you to the corresponding article.

To go between chapters, you may also click on the icons in the sidebar.

Introduction to Video Conferencing

CISCO

Best Practice

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

- Consider setting the unit to *Automatic Answer*, but mute the microphone for privacy reasons, if possible.

- Do not forget to rehearse to the extent needed.

- Make sure that no obstacles block your view to the microphone(s) at all times.

- Noise sources like computers placed on the table should always be placed away from the microphone of your unit. The noise from such sources is often perceived as surprisingly loud by the remote participants.

- Pay attention to the background your system will provide to the remote participants. If the camera captures the corridor outside your office, people passing by may distract your remote participants. This applies as well to curtains with a distinct texture pattern and, in particular, to curtains moving due to draft in the room.

- If you are going to share content your system will use two video streams (duo video), one showing the presentation and the other showing the presenter—or the group of presenters. Smaller systems may force viewers to choose between showing the presentation or the presenter.

- For duo video some attention is needed. Duo video is, on some video systems, shown side–by–side with half the screen showing the presentation and the other half showing the presenter. To avoid appearing like you are sitting with your back towards the presentation look straight into the camera.

Introduction to Video Conferencing
Tour the Screen

Operating tips

Upper left corner of the screen contains the Settings icon which provides access to *Standby mode, System information* and the *Do Not Disturb* feature.

An icon will appear to the right of the Settings button if *Proximity* is available for this system.

The *Camera Control* menu icon is located in the upper right corner of the display.

11:28

acano

Call   Messages   Share
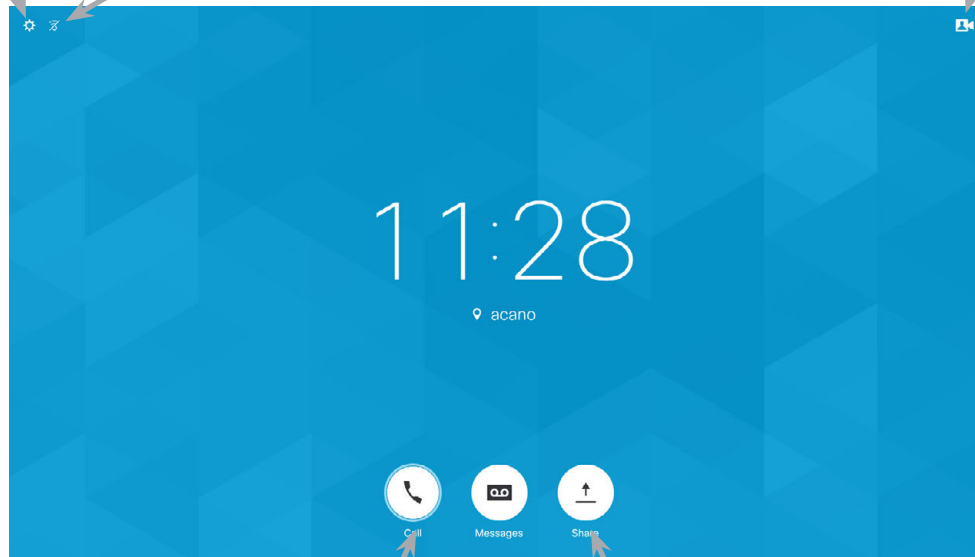
The Call icon located to the left in the lower part of the display.

The Share Content icon is located to the right in the lower part of the display.

Use the **Cursor** controls the remote control to move about the screen and press **OK/Enter** to open the selected menu field.

Use the **Cancel** key to exit a menu (and return to the *Home* screen) undoing any changes. Use the **Back** key to go just one step back.

The remote control buttons are described on the following pages.

When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like.

As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.

Introduction to Video Conferencing
Tour the Remote Control (I)

Operating tips

Use the **Cursor** controls to move about the screen and press **OK/ Enter** to open the selected menu field.

Use the **Cancel** key to exit a menu (and return to the *Home* screen) undoing any changes. Use the **Back** key to go just one step back.

Left part of the uppermost button controls **Lower volume / Decrease**.

Right part of the uppermost button controls **Higher volume / Increase**.
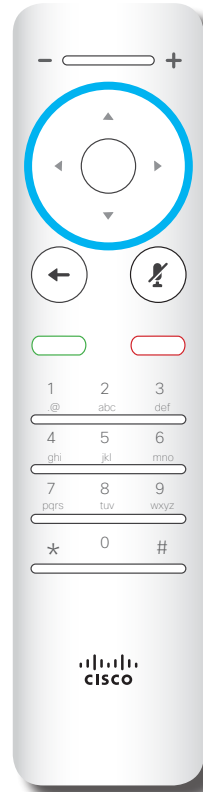
To operate **Field selector /Cursor** keys use the perimeter keys of the circular field (**Left/Right/Up/Down**).

OK /Enter is done by means of the center circular key.
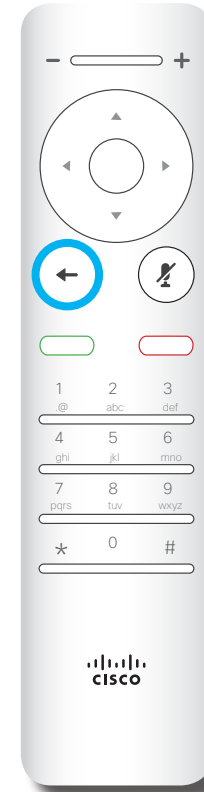
Go back one step is done by means of the left circular key

Introduction to Video Conferencing
Tour the Remote Control (II)

Operating tips

Microphone mute/unmute is the right circular key.

The key below the **Go back** is the green **Call button / Accept incoming call**.

The key below the Mute key is the **Reject incoming call / End call / Cancel / Back to Home screen** (outside calls).

The **Keypad** is used to dial someone or input numerals. There is a raised bump on digit 5 to identify the keys.

Use the **Cursor** controls to move about the screen and press **OK/Enter** to open the selected menu field.

Use the **Cancel** key to exit a menu (and return to the *Home* screen) undoing any changes. Use the **Back** key to go just one step back.
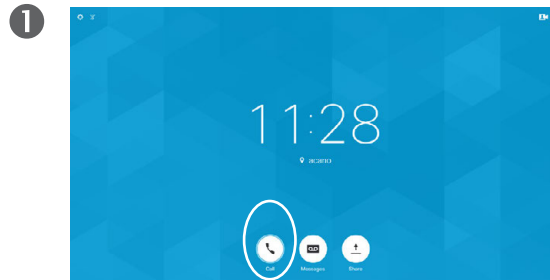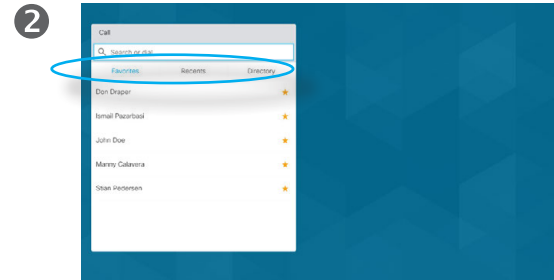
Video Calls

Place Call
Place Call From Contact List
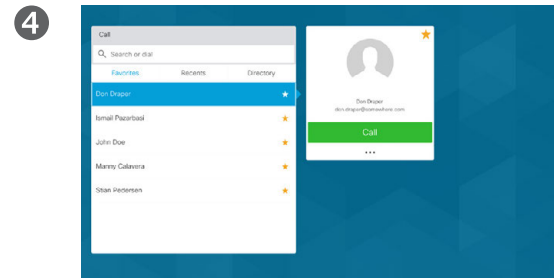
About the Contacts List

1

Make sure **Call** is selected (the leftmost icon along the bottom of the screen) and press **OK** on the remote control or press the green **Call** button on the remote control.
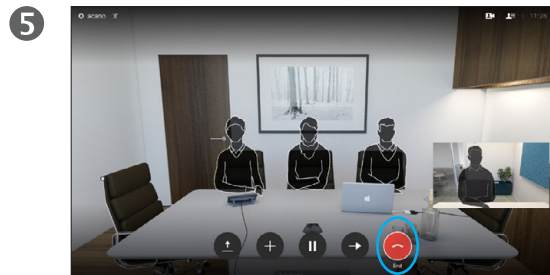
2

The Contact list appears. Use the horizontal **Cursor** keys on the remote control to go between *Favorites, Recents* and *Directory* (horizontally) and then down in one of the lists.

3

Once an entry has been located, press **OK** on the remote control to invoke the *Call* menu.

4

Then press **OK** or the green **Call** button on the remote control to place the call.

5

Press the red **End Call** button on the remote control, or use the **Cursor** keys to select *End* on the screen and then press **OK** to terminate the call.

Your Contacts list consists of three parts:

Favorites. These contacts have put there by you. These entries will typically be someone you call frequently or otherwise need to access in a swift and convenient manner from time to time.

Directory will typically be a corporate directory installed on your system by your video support team.

Recents is a list of calls you have placed, received or missed earlier.

The following options apply:

- You may key in a name, number or an IP address and the system will look in all lists for you.

- You may tap a tab and then scroll through the list or key in a name or number. Your search will then be restricted to that specific list.

- You may add the entry to the list of *Favorites*; edit aspects of the entry before calling and/or change the call rate (the bandwidth applied to the call).

Place Call
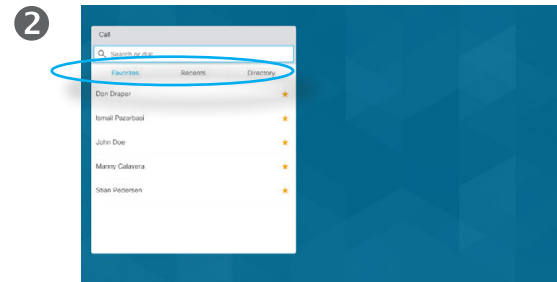# Edit a Contact List Entry Status, then Place the Call

About Entry Edits

You may have to edit an entry in one of the *Contact* lists before you place the call. There may be a need to add a prefix, a suffix or otherwise alter the entry to ensure success.
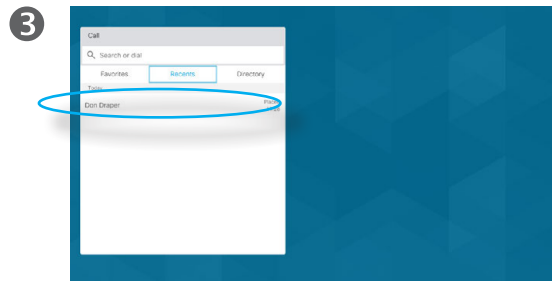
At the same time, this set of options allow you to change the *Call Rate* (the bandwidth allocated to the call referred to as *Custom call*) as well as the ability to promote the current entry to become a *Favorite*.
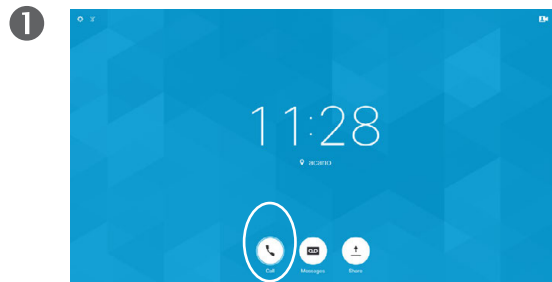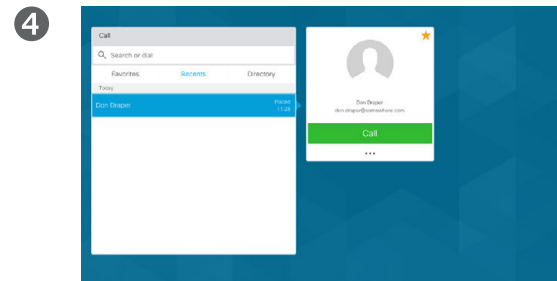
1

Make sure **Call** is selected (the leftmost icon along the bottom of the screen) and press **OK** on the remote control or press the green **Call** button on the remote control.
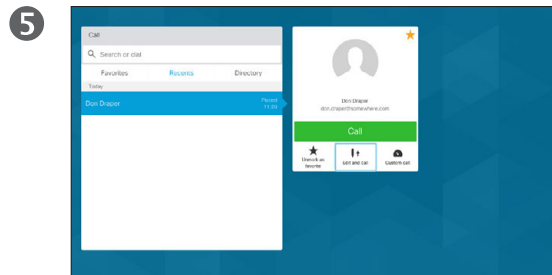
2

Use the horizontal **Cursor** keys on the remote control to go between *Favorites, Recents* and *Directory* and then down in one of the lists.
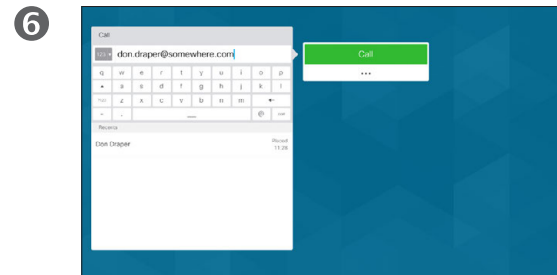
3

Once an entry has been located, press **OK** on the remote control to invoke the *Call* menu.

4

Use the down **Cursor** key on the remote control to move the cursor down in order to select the *More* field (•••) and press **OK**.
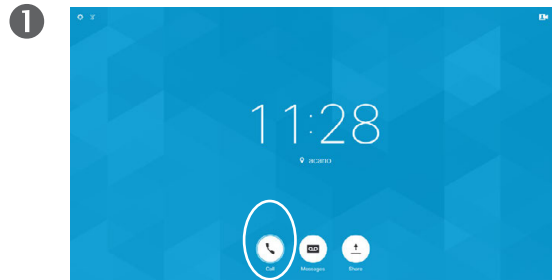
5

Move down to *Edit and Call* (center field in the *More* menu) an press **OK**.

6

Edit the entry as required and press the green **Call** button on the remote control to place the call.

Place Call
Edit the Call Rate, then Place the Call
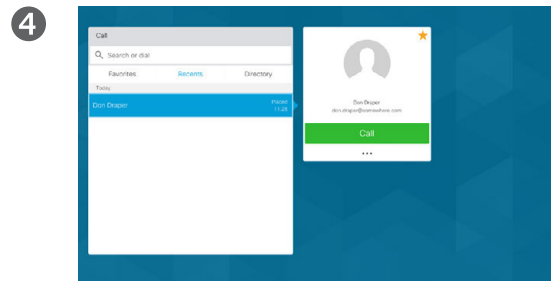
About Call Rate

1

Make sure **Call** is selected (the leftmost icon along the bottom of the screen) and press **OK** on the remote control or press the green **Call** button on the remote control.
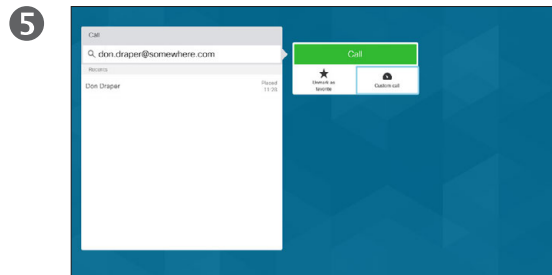
2

Use the horizontal **Cursor** keys on the remote control to go between *Favorites, Recents* and *Directory* and then down in one of the lists.
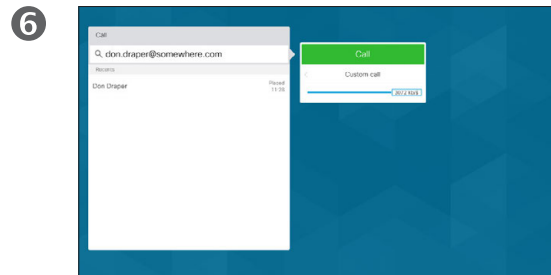
3

Once an entry has been located, press **OK** on the remote control to invoke the *Call* menu.

4

Use the down **Cursor** key on the remote control to move the cursor down in order to select the *More* field (•••) and press **OK**.

5
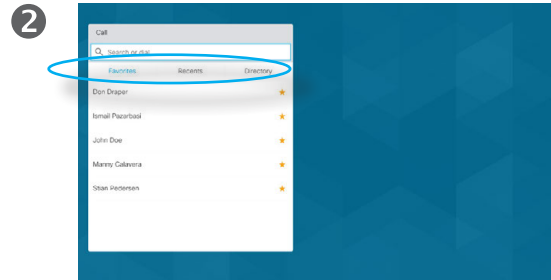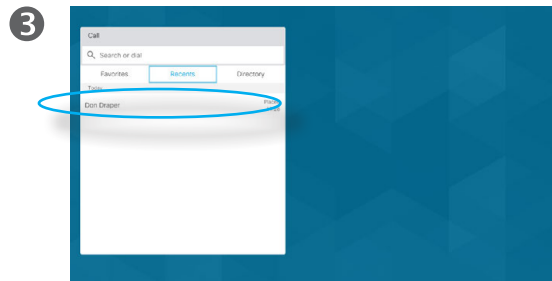
In the *More* submenu move to *Custom call* (rightmost) an press **OK**.

6

Use the horizontal **Arrow** keys to adjust the call rate and press the green **Call** button to place the call.

Call rate is the term used to express the amount of bandwidth allocated to the call and it is measured in kbps (kilobits per second).
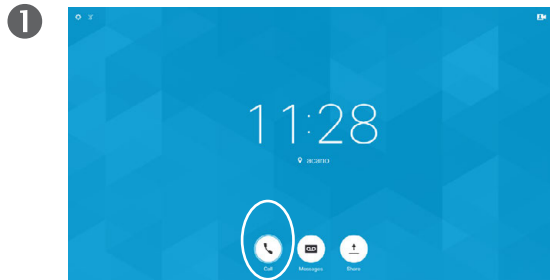
The higher the call rate is, the better the quality will be, but on the expense of higher bandwidth consumption.

The system comes with a default call rate. This is normally set by your video support team.

Why would you like to temporarily change this setting? In most cases you will use it to avoid choking the video call when you try to call someone at a higher rate than their system and connection support.

Call rate cannot be changed during a call, but you may change it just before you place a call, as shown at left.
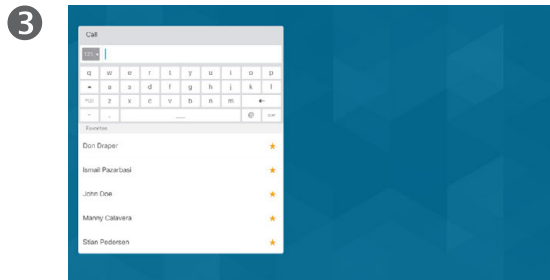
Place Call
Place Call Using Name, Number or Video Address

About Placing Calls

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

Anyone you have previously called will appear in the *Recents* list and you may then add any of them to your list of *Favorites*. This is described in the section *Contacts*.

Call Using Video Address

The procedure when using an IP type video address to call someone is similar. Just key in the address and use ✱ (the asterisk button in the lower left corner on the remote control) as separator. The system will interpret this as a valid IP address separator so that the video address appears as correctly entered.
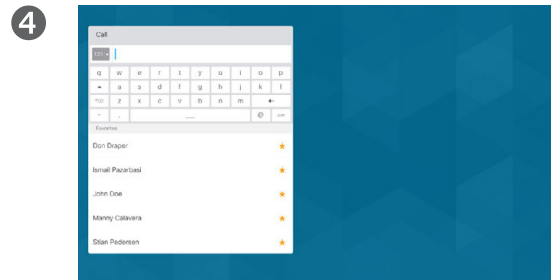
1

Make sure **Call** (the leftmost icon along the bottom of the screen) is selected and press **OK** on the remote control or press the green **Call** button on the remote control.
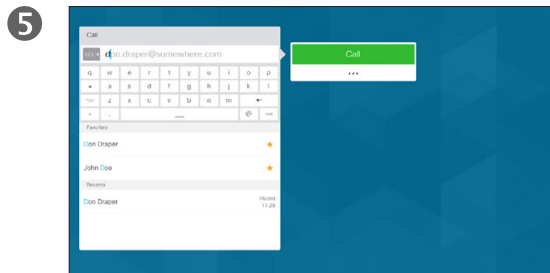
2
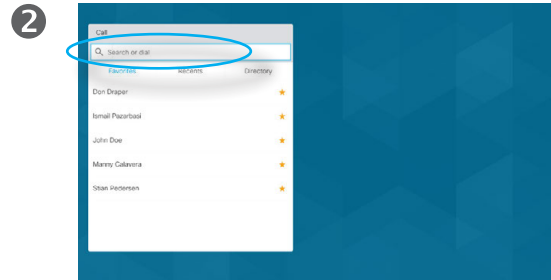
Use the up **Cursor** key to select the *Search or Dial* field at the top of the menu. Press **OK**.
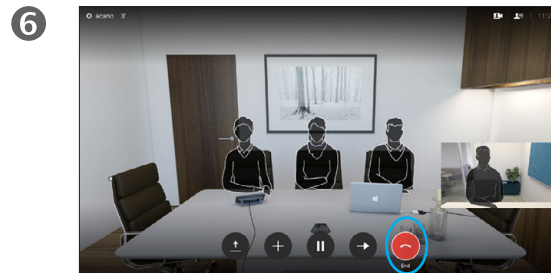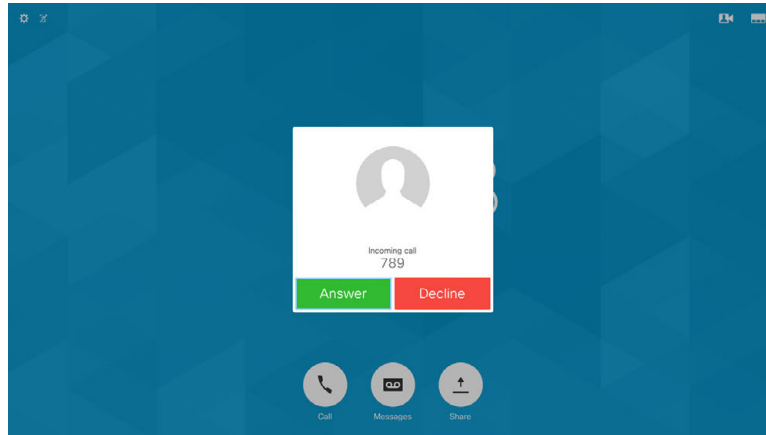
3

To enter numbers just press the corresponding keys on the remote control.

4

To use the virtual keyboard, move down to and about the keyboard and select characters. Press **OK** to select a character.

5

Then press the green **Call** button to place the call.

6

Press the red **End Call** button on the remote control, or use the **Cursor** keys to select *End* and then press **OK** to terminate the call.

Receive Call

If Someone Calls You

You may also use the Call keys below the circular buttons on the remote control directly (the green left key to accept the call and the red right key to decline).
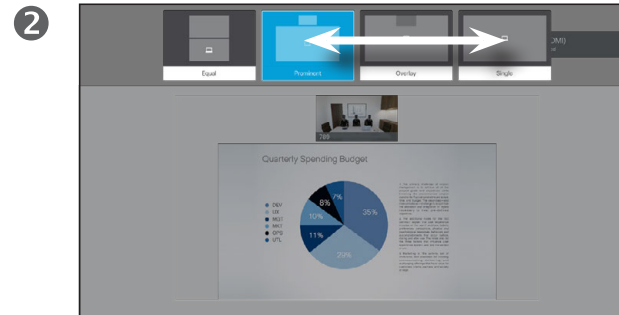
- If someone calls you, you may accept, decline or ignore the call.
- If you decline the call, busy information will be sent to the calling party.

Screen layout
Change the Layout of the Screen

About Layout

❶
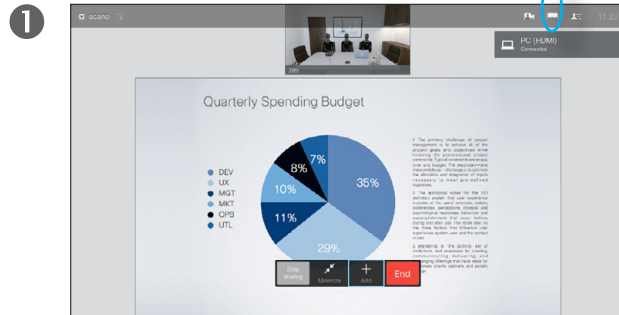
Navigate to **Layout** (▭) in the upper right corner and press **OK** on the remote control. This icon will appear only when relevant.

❷

Use the horizontal **Arrow** keys on the remote control to move horizontally to the new layout you would like to use and press **OK**.

Whenever you share content or you are in video conference, you will be able to change the layout of the video shown on the screen.

Your system cannot initiate video conferences unless certain infrastructure exists in your organization. If in doubt, consult your video support team.

You can, however, be invited to a video conference by others. The ability to change the screen layout will then apply.

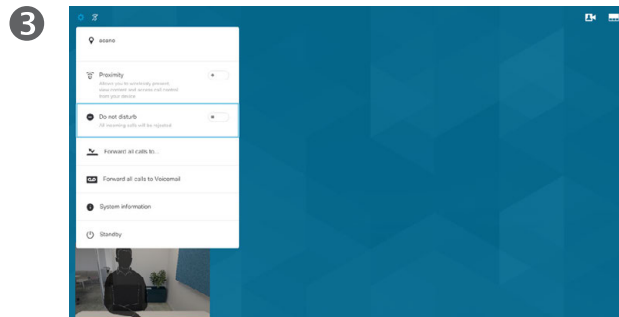Any changes you make here will not affect others than you.

Availability
Enable Do Not Disturb
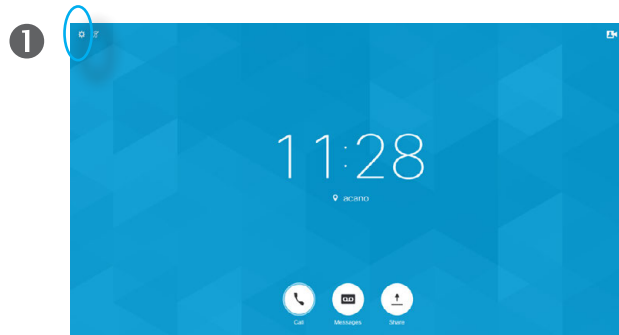
About Do Not Disturb

❶

Starting from *Home* screen, use the **Cursor** keys on the remote control to select the Settings field in the upper left corner of the screen.

❷

Press **OK** on the remote control.

❸

Use the **Down Cursor** button on the remote control to navigate down to *Do Not Disturb* (one step down) and use the **OK** button on the remote control to set it to On or Off (toggling). If your system has Intelligent Proximity enabled you will need to press the **Down Cursor** button twice.

❹

Press the **OK** key on the remote control to exit the menu, putting changes into effect.
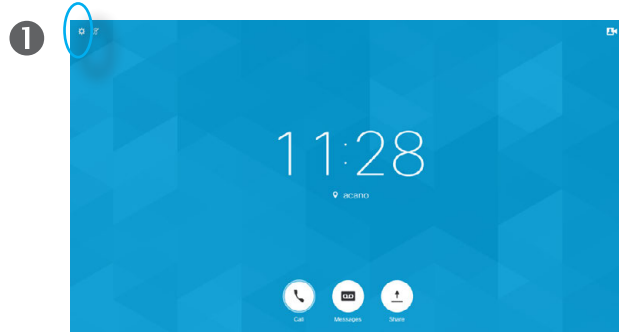
Your system can be set up so that it does not respond to incoming calls.

When set to *Do Not Disturb*, ringtones are muted and call attempts made by others to reach you will appear as missed calls. You may, however, place calls as much as you like.

As default, there is a 60 minutes timeout on the *Do not disturb* (after which the system will return to normal operation), but this may have been changed to a different setting by your Video Support Team.

Availability
Enable Standby

About Standby

1

Starting from *Home* screen, use the **Cursor** keys on the remote control to select the Settings field in the upper left corner of the screen.

2

Press **OK** on the remote control.

3
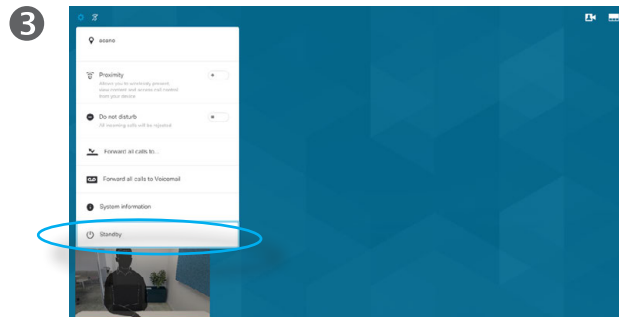
Use the **Down Cursor** button five times on the remote control to select *Standby*. If your system has Intelligent Proximity enabled you will need to press the **Down Cursor** button six times.

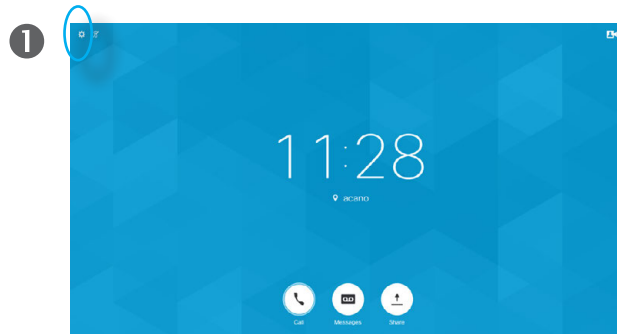**4**

Press the **OK** key on the remote control to exit the menu, putting changes into effect.
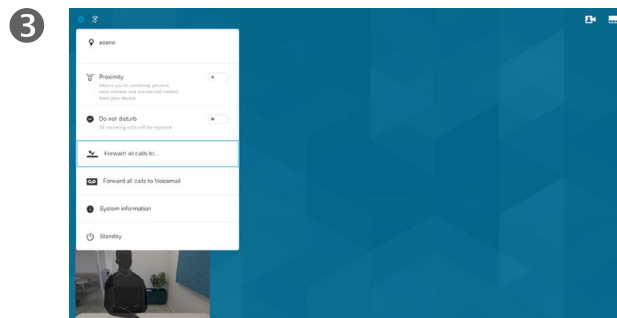
Availability
Forward All Calls

About Forwarding All Calls

❶

Starting from *Home* screen, use the **Cursor** keys on the remote control to select the Settings field in the upper left corner of the screen.

❷

Press **OK** on the remote control.

This feature lets you define a name, number or address to which all calls will be forwarded as long as the feature is active.

❸

Use the **Down Cursor** button twice on the remote control to select *Forward all calls to...*

❹

You will now be presented with the familiar Call menu (but called *Forward all calls* here). Specify whom to act as receiver of all forwarded calls in the same way as if you were about to call someone.

Availability
Forward All Calls to Voicemail

About Forward to Voicemail

①

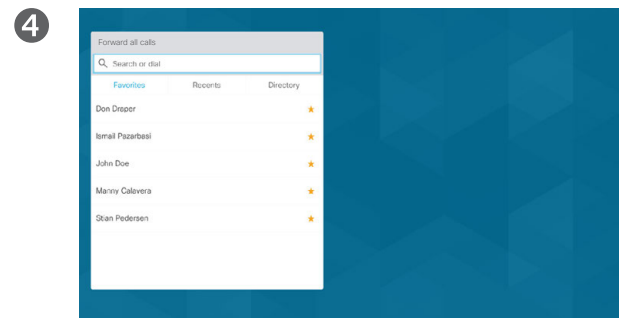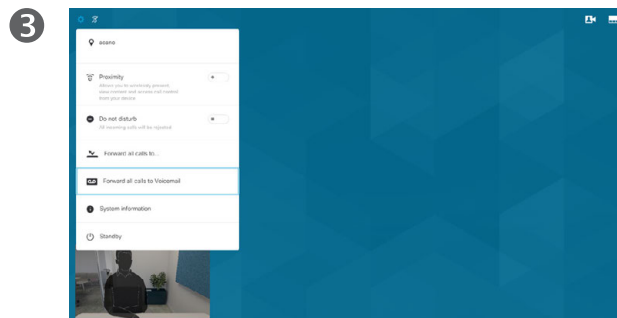Starting from *Home* screen, use the **Cursor** keys on the remote control to select the Settings field in the upper left corner of the screen.

②

Press **OK** on the remote control.

③

Use the **Down Cursor** button twice on the remote control to select *Forward all calls to Voicemail*.

④

Press the **OK** key on the remote control to exit the menu, putting changes into effect.
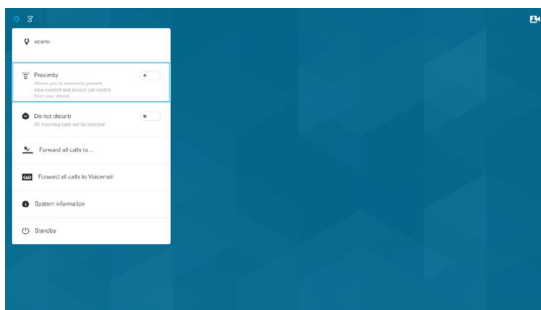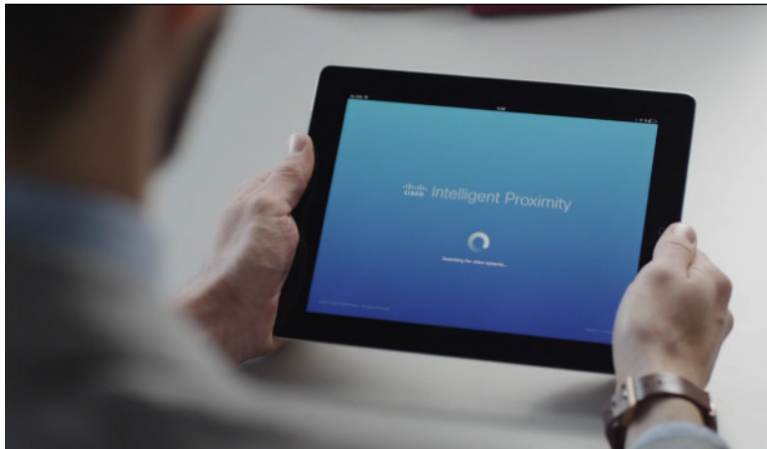
If your video system has been connected to a voicemail service, you may forward all calls to the voicemail whenever needed.

Intelligent Proximity

Control Your System Wirelessly
Intelligent Proximity

About Intelligent Proximity

The Intelligent Proximity feature allows you to share, see and capture content from a video system wirelessly on your own device. You can also use your own device to control calls on the video system.

Observe the following:

- You will need to download (free of charge) the Cisco Intelligent Proximity app from App Store or Google Play. Windows or OS X users, go to http://www.cisco.com/go/proximity.
- Your video support team may have activated all of the features, or just a subset of them.
- Intelligent Proximity makes use of ultrasound when connecting users. Do not block the microphone of your smart phone or tablet.
- Intelligent Proximity has been designed not to work outside the meeting room.
- However, when privacy dictates, always keep the meeting room entrance doors closed to avoid possible eavesdropping from adjacent rooms.

The Intelligent Proximity is switched on from the Settings field in the upper left corner of the screen by navigating to this field, pressing **OK** on the remote and then press the **Down Arrow** key once. Press **OK** to activate. To deactivate repeat the process (toggling).

Intelligent Proximity enabled systems will show the Proximity icon next to the Settings icon on the screen.

Spark Connected Systems

Spark Connected Systems
Getting Started

About Using Spark

Anyone can start using the Cisco Spark app for free.

- Create private 1-to-1 rooms and team rooms.
- Have group conversations that include people from within your organization as well as those who aren't. You can use Cisco Spark to chat with anyone in the app.
- Easily invite others to join up.
- Participate from a mobile device, computer, or web browser for anywhere, anytime collaboration.
- Have 1-to-1 video calls with people or start a 3-party video call from team rooms.
- 5GB of free content storage per user.

- Choose to be notified when new messages or files are posted.
- @mention people so they'll be notified of your message even if they've turned off notifications for a room.
- Review a history of messages and files so that everyone stays up-to-date regardless of time zone or location.
- Share content from other services, such as Box, or grab content from your desktop. Simply drag and drop the files that you want to share in to the room. All file formats are supported.
- Preview images and PDF, Microsoft Word, and PowerPoint documents instantly inside the room.
- Search for people, messages, and content.

- Add easy-to-use integrations to your rooms and webhooks to your favorite software tools.
- Integrate your mobile calendar and contacts.
- Join WebEx powered CMRs from the app.
- Dial SIP conference bridges and standards-based SIP video endpoints.
- Work confidently with end-to-end content encryption so that only the intended recipients can read shared messages and files.
- To get started check out:

  https://help.webex.com/community/spark

  https://help.webex.com/community/spark/content

The Cisco Spark app is the place where teams work together, where their work lives, and how they stay connected to it all. Post messages, share content, and meet face-to-face using your favorite desktop and mobile devices.

Everything is safely stored in the cloud. And you can access your content at any time. No more worrying if you have the latest version of a document or the most up-to-date information anymore. It's all right there in the Cisco Collaboration Cloud.
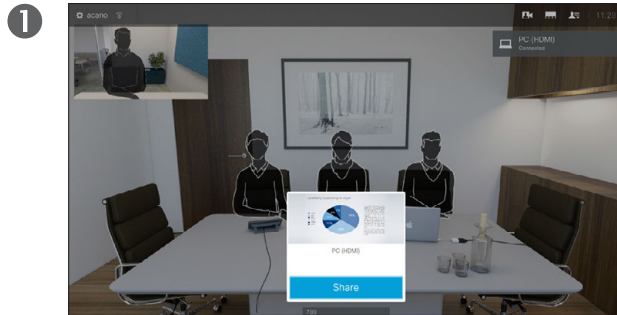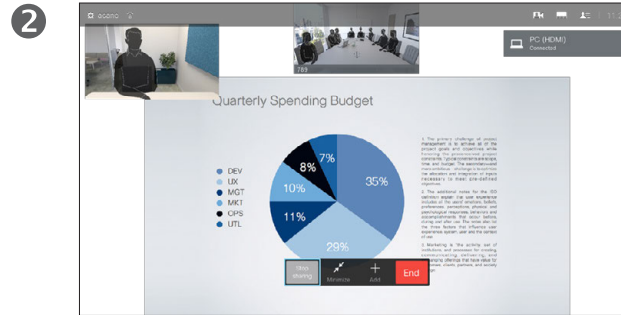
Sharing Content

Share Content
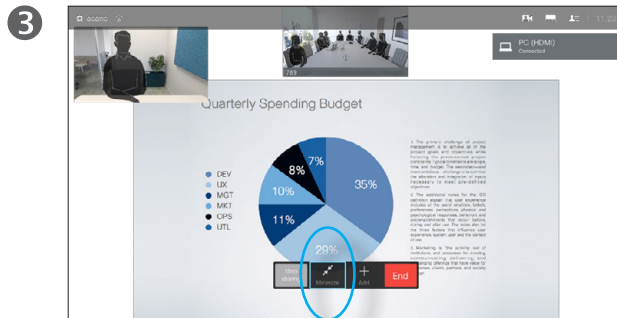# Start and Stop Presentation

About Content Sharing

❶

Make sure your presentation source is connected and On. You may need to select *Share* (located in the center bottom of the screen, if it appears) and press **OK** on the remote control.

❷

Your source will now be shared.

❸

The size of the shared image is controlled by means of the *Minimize/Maximize* field which appears along the bottom of the display (number 2 from the left). Select this and press **OK** on the remote control, if needed.

❹
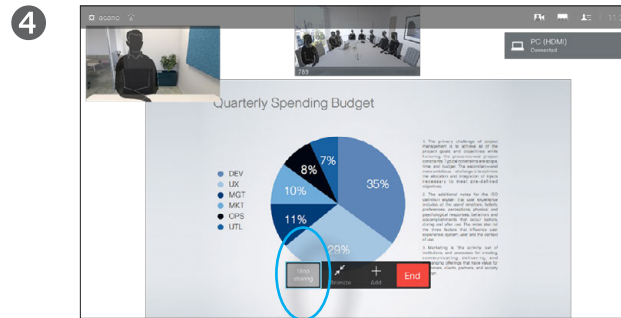
To stop sharing content, select *Stop sharing* (which appears along the bottom of the display (number 1 from the left) and press **OK** on the remote control.

Use this feature to share content on your PC in a call or outside a call. The procedure is the same, but shown here is the in-call way only.

Scheduled Meetings

Scheduled Meetings
View Meeting List

Meeting List Basics

A meeting allowing you to join in, can be joined by using the remote control to move the cursor to the green **Join** (located in the left half of the screen and vertically centered). Then click **OK** on the remote control.
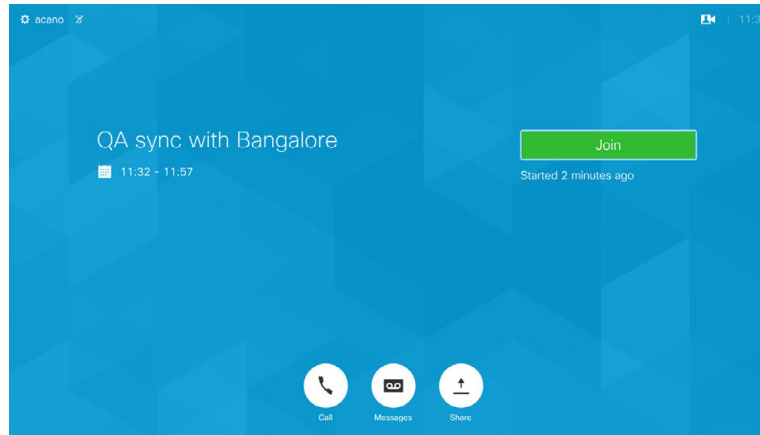
Your video system may be connected to a management system capable of scheduling video meetings. Any meetings scheduled will then appear in a *List of Meetings*.

When it is time to join a meeting, use the remote control to click on **Join**, as shown.

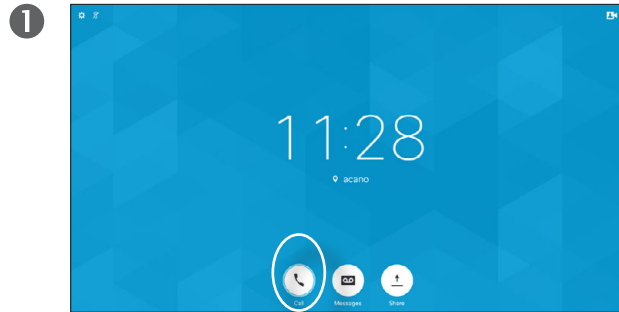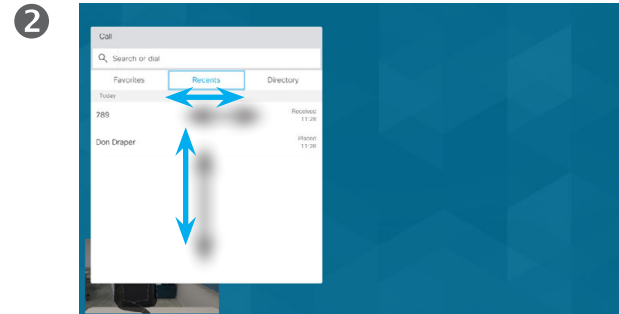If the scheduling system calls you, just treat that as an incoming call.

Contacts

Contacts
Make Someone a Favorite–Outside a Call

About Directory, Recents
and Favorites

❶

Make sure **Call** is selected (leftmost field along the bottom of the screen) and press **OK** or the green **Call** button on the remote control.

❷

The Call menu will appear. Use the **Horizontal Cursor** keys on the remote control to go between *Recents* and *Directory* (the two rightmost) and then down in one of those lists.
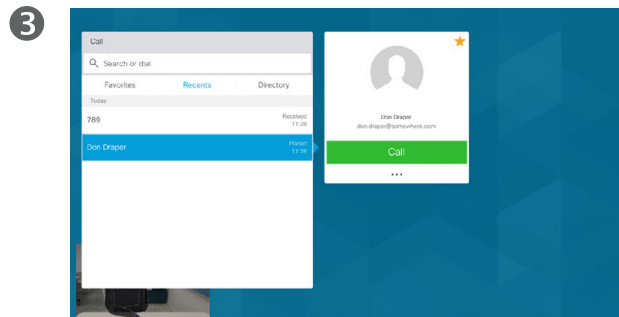
❸

Once an entry has been located, press **OK** on the remote control to invoke the *Call* menu.

❹
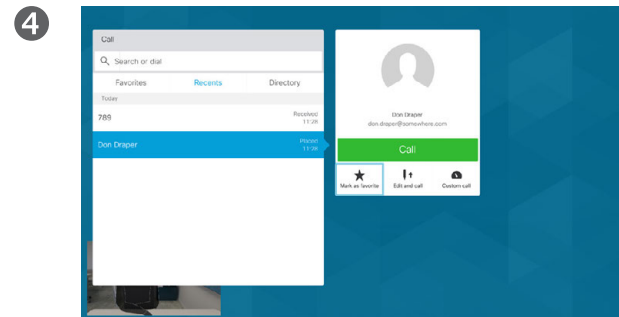
Then use the **Down Cursor** key on the remote control to move the cursor down to select **Mark as Favorite**. Press **OK** on the remote control to make the selected entry a favorite.

Repeat this procedure to remove someone from the list of Favorites.

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

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

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

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

Contacts
Make Someone a Favorite–While In a Call

About Favorites

❶
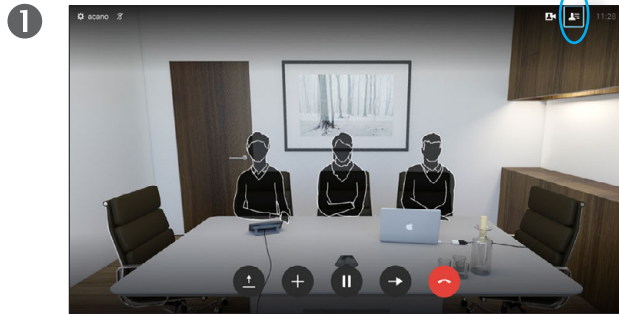
In a call, use the remote control to navigate to the **Participants** [icon] icon in the upper right corner, and press **OK** on the remote control.

❷
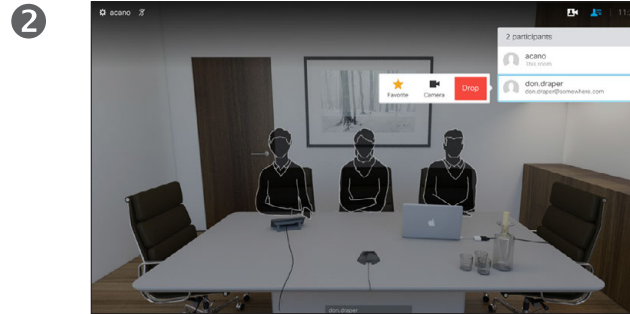
A menu showing a list of the participants in the call will now appear. Use the **Down Cursor** key to navigate to the participant to become a favorite and press **OK** on the remote control. A submenu will appear.

❸
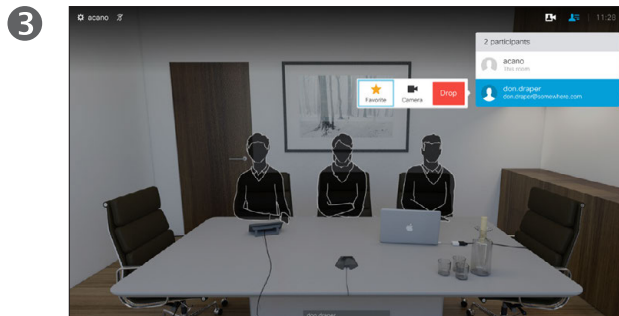
Then navigate to *Favorite* in this submenu (far left) and press **OK** on the remote control. The selected participant has now become a Favorite.
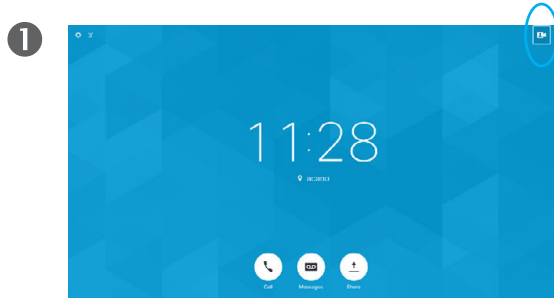
Favorites is your own personal directory. Entries may come from the corporate directory (for more on this, see the previous page) or they may come from someone you call or someone who call you.
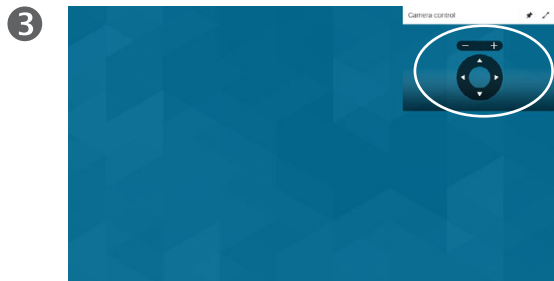
Camera
Control

Camera
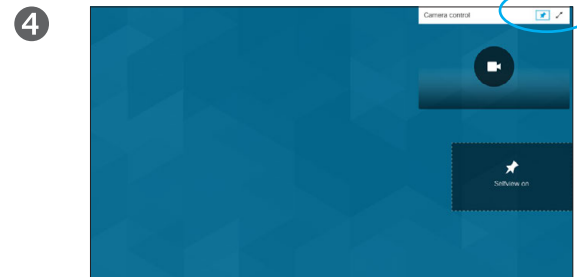# View Camera Settings (Local camera)

About Camera Settings

❶

In a call or outside a call (as shown here), move cursor up to the upper right corner to the **Camera** icon. Press **OK** on the remote control.

❷

The camera icon will now appear. Press **OK** again on the remote control.

❸

You may now make the adjust the pan, zoom and tilt of the camera. Use the **Increase/Decrease** controls of the remote control to adjust the zoom and the **Cursor** controls to adjust pan and tilt.

❹

You may also make the self-view image sticky (always shown) and/or maximize it by selecting the icons in the upper right corner of this menu.

❺

Press **Back** to exit the menu.

The camera settings let you control the zoom, pan and tilt of your own camera.

The self-view (the image that the others see from your system) can be turned on and off as well as be shown minimized or maximized (full screen).

You may want the self-view to be always shown, this is called to make it *sticky*.

Camera
Change Position of a Picture-in-Picture on Your Screen
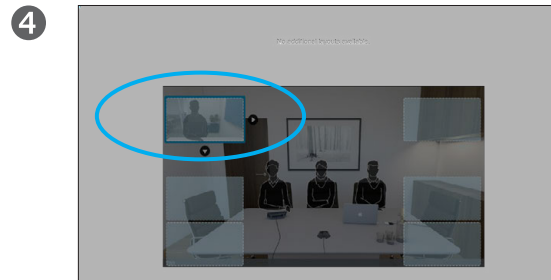
Moving a PiP

❶
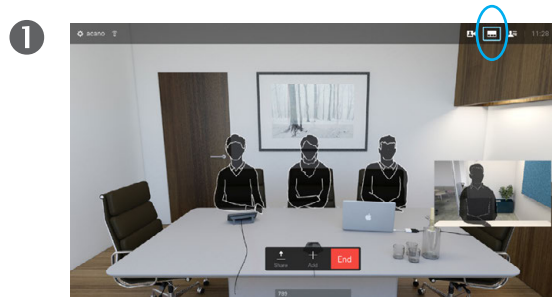
With self-view activated (see previous page) or a layout involving a picture-in-picture, navigate to **Layout** (▭) in the upper right corner and press **OK** on the remote control. The Layout icon will appear only when relevant.

❷

The layout menu will now appear. Press the down **Arrow** on the remote control to navigate to the self-view image.

❸
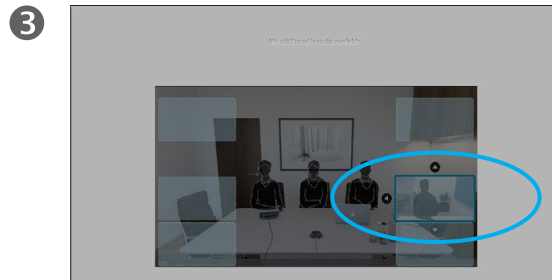
The self-view image will now turn blue to show that it has been selected. Click **OK** on the remote control. Arrows will now appear to indicate that the self-view image can be moved. Possible new locations are indicated.

❹

Use **Arrow** keys on the remote control to move the image. Press **OK** when finished.

❺
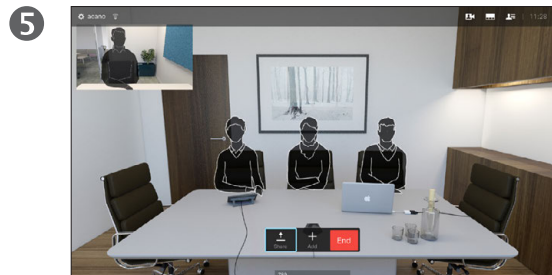
The image on the screen will then assume its original size with the selfview in its new position.

As long as self-view (showing what others see of you) is not shown full size, it is shown as a PiP (Picture-in-Picture).

You may also set up a layout showing the other party as a PiP when content is shared. However, in this case we use self-view as example.

You may want to have self-view activated during a presentation to ensure that you always remain visible to the others.

During presentations you may experience that the PiP blocks important parts of the shared content on your screen. This is why your system allows you to move the PiP.

Note that this will not affect how you appear to the other participants. This is a setup affecting your own screen only.

Camera
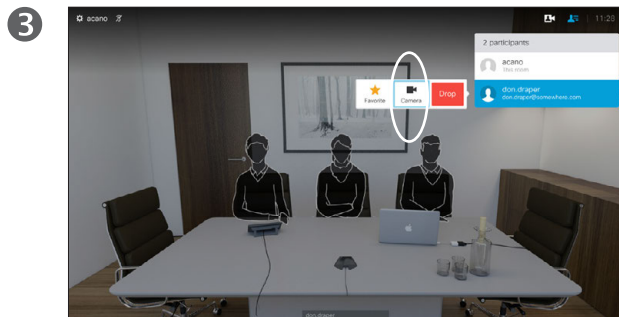# Far end Camera Control

About Far End Camera Control

❶
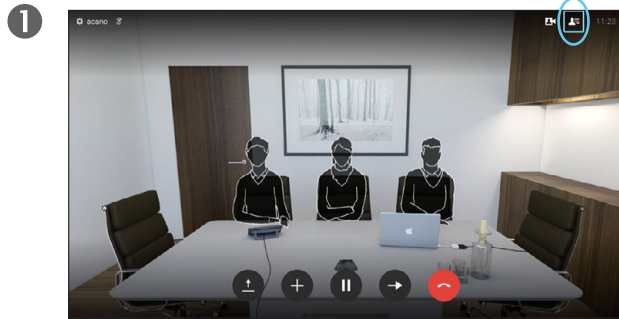
Navigate to **Participants** 🔳 in the upper right corner and press **OK** on the remote control. A list of the participants will then appear.

❷
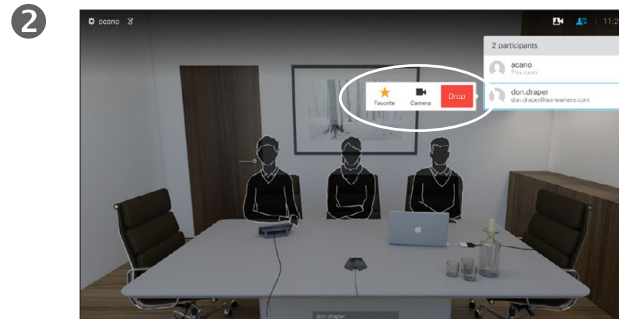
A menu showing a list of the participants in the call will now appear. Navigate to the participant, whose camera you want to control and press **OK** on the remote control.

A submenu will now appear.

If you select **Drop** and press **OK**, you will disconnect that participant.

❸

To control the far end camera navigate to **Camera** (number two from the right) and click **OK** on the remote control.

❹
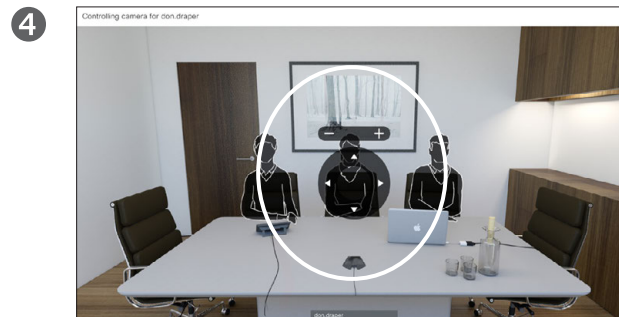
Adjust **Pan**, **Tilt** and **Zoom** as per your liking. Use **OK** or **Back** on the remote control to exit.

Many video systems have a remotely controllable camera. Such systems allow you to use a remote control to change pan, tilt, and zoom.

If the far end (those you are in a meeting with) have such a system, you may control their camera during the call.

Settings

address
ano@10.10.10.10

IP address
127.0.0.1
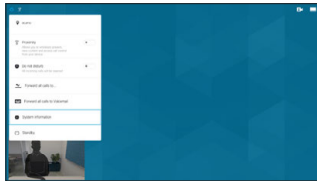
MAC address
40:55:39:0F:83:BB

SIP proxy
10.10.10.10 (Registered)

Software
CE Codec 8.3.0 Release 0123456789abcde
2015-01-01

Devices
Cisco TelePresence SX10

Settings
Gain Access to the Settings

About Settings

❶

To gain access to the *Settings* menu, navigate to the upper left corner of the screen and press **OK** on the remote control. Then navigate down to *System Information* (number two from the bottom of the menu) and press **OK** again.

❷

acano

Video address
acano@10.10.10.10

IP address
127.0.0.1

MAC address
40:55:39:0F:83:BB

SIP proxy
10.10.10.10 (Registered)

Software
CE Codec 8.3.0 Release 0123456789abcde
2015-01-01

Devices
Cisco TelePresence SX10

⚠ Potential issues

⚠ Unable to measure temperature
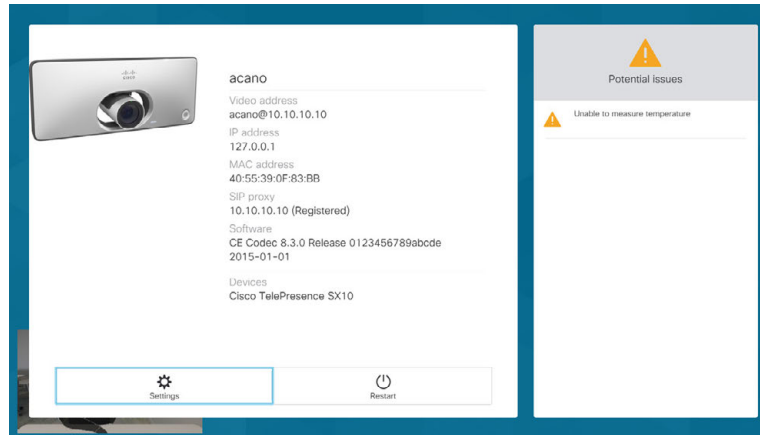
⚙ Settings   ⏻ Restart

The *Settings* shows basic information about the system as well as providing access to the Setup Wizard and the ability to force a restart of the system.

The System information page provides information on IP address, MAC address, SIP Proxy, software version installed and device name.

The system can be restarted from here and setup wizard is available via *Advanced settings*.

CISCO